

Reference No. QCI/TCB/1121/076

Expression of Interest (EOI)

**For Empanelment of Agency(s) for Training and Capacity
Building Program related to Water Management**



Quality Council of India (QCI)
Institution of Engineers Building,
2nd Floor, 2, Bahadur Shah Zafar
Marg, New Delhi-110002

EOI Notice

1. Quality Council of India invites proposal for “Empanelment of Agency(s) for Training and Capacity Building Program related to Water Management” through this EOI
2. The content of this EOI enlists the requirements of the Quality Council of India. It includes the Bidding Terms which details out all that may be needed by the potential bidders to understand the terms and bidding process and explain the contractual terms that the Quality Council of India wish to specify at this stage.
3. The Documents to be submitted:

Form A	Covering letter with the Proposal in response to EOI Notice
Form B	Relevant Project Experience
Form C	Details of responding organization
-	Technical Bid including Supporting Documents for Pre-qualification Criteria

4. The Technical Bids may be submitted at the following address on or before November 23, 2021 by 1500 Hrs via post to:
Deputy Director (Accounts & Administration), Quality Council of India (QCI)
Indian Council for Child Welfare, 2ndFloor, 4, Pandit Deen Dayal Upadhyaya Marg, Mata Sundari Railway Colony, Mandi House, New Delhi, India-110002

1. INTRODUCTION:

The Quality Council of India (QCI) is a pioneering experiment of the Government of India in setting up organizations in partnership with the Indian industry. The mandate of QCI is to lead nationwide quality movement in India by involving all stakeholders for emphasis on adherence to quality standards in all spheres of activities primarily for promoting and protecting interests of the nation and its citizens. To achieve this, QCI is playing a pivotal role in propagating, adoption and adherence to quality standards in all important spheres of activities including education, healthcare, environment protection, governance, social sectors, infrastructure sector and such other areas of organized activities that have significant bearing in improving the quality of life and well-being of the citizens of India.

2. SCOPE OF WORK

The proposed scope of work under this contract includes the following deliverable elements for training and capacity building at the grass root level related to drinking water supply system.

- 2.1. The Agency shall be responsible for:
 - a. Designing Study Material (Audio, Video and print);
 - b. Developing and delivering lectures;
 - c. Discussing exercise/quizzes and competitions;
 - d. Arranging exposure visit for hands on experience to the various stakeholders;
 - e. Developing high quality eLearning module's content which comprises of script writing, video recording, review etc.
- 2.2. The motive is to engage the agency for conducting training and capacity building, dissemination of knowledge and information including (but not limited to) Water sanitation and hygiene practices, Water resource management, Grey water management, Use of data analytics and artificial intelligence related technology in drinking water management, Public health issues, Water quality monitoring and surveillance, Optimal utilization of laboratories, Maintaining the standards and instrumentation, Accreditation of water testing laboratories, ISO/IEC 17025, Field Testing Kit testing (FTK), Water and energy audit, operation and maintenance of various equipment used in supply chain, automation and source sustainability, development of high-quality print and audio-visual content, documentation of best practices etc. to transform eco-system and drinking water supply sector.
- 2.3. The Agency will be required to conduct training preferably in the following states: Haryana, Uttar Pradesh, Uttarakhand, Rajasthan, Assam but eventually will be carried out in other states also.
- 2.4. Trainings/ conferences may be conducted virtually or in class room at the site and the duration of the training may vary from one (1) to six (6) days.

- 2.5. The payment for each activity shall be decided separately on the basis of the training duration and man-day requirement basis. The scope of work to be allocated to each selected agency shall be decided after qualifying the technical criteria.

3. PRE-QUALIFICATION CRITERIA:

S. No	Basic Requirements	Specific Requirements	Documents Required
a.	Technical Capability & Experience	<p>1. Accredited organization by any of the constituent Board of Quality Council of India in the domain of water. The organization must have the valid accreditation as on date of application.</p> <p>OR</p> <p>Organization engaged in Training and Capacity Building or similar activities in the domain of water and must have experience of working with the Govt. / Semi Govt. and other regulators. The organization must be having at least one full time staff having experience, on behalf of any constituent board of QCI, in conducting assessments of the organizations involved in related activities.</p> <p>2. The organization must have at least 5 faculty /expert either on-role or empaneled with the organization through a contract, with relevant experience in the Scope of work as mentioned above.</p>	Copy of Relevant Certificates
b.	Tax Registration	The applicant shall hold valid GST and PAN certificates	Copy of PAN Card and GST Registration Certificate
c.	Blacklisting	The applicant shall not have been blacklisted by any central or state government agency, PSU etc.	Undertaking in this regard to be submitted.

4. EVALUATION CRITERIA

The technical evaluation shall be based on the following criteria:

S. No	Criterion
1	Understanding of the mentioned scope of work
2	Relevant experience of working with State Government, Central Government or PSU on a water/ sanitation/ hygiene and public health/ rural development/ education and training/ rural infrastructure/ related project (in areas of planning/ implementation/ capacity building/ research/ documentation/ evaluation etc. in the last three years.
3	Profile of proposed resources, consisting of their relevant experience.

5. GENERAL TERMS AND CONDITIONS

- 5.1. **Contract Period:** The contract shall be valid till March 31, 2023 from the date of award of the contract and further extendable after due evaluation of the performance and the requirement of the project.
- 5.2. **Allocation of work post empanelment:** The allocation of work post empanelment among all the empaneled agencies will be made on the basis of the requirement and capability of the Agency to provide services in the required state.
- 5.3. The empanelment letter shall not confer any right to engagement. The Agency or its associates/companies who are empaneled with QCI as a result of this empanelment process are not allowed to use the name of QCI, its logo, service marks or any document for any purpose without the prior written approval of QCI.
- 5.4. No contractual obligation whatsoever shall arise from this Expression of Interest (EOI) process unless and until a formal contract is signed and executed by duly authorized official(s) of QCI with the selected firm(s). QCI reserves the rights to empanel more than one firm.
- 5.5. **Blacklisting/debarring:** QCI reserves the right to cancel the empanelment letter issued and debar the firm if it is discovered that the firm had produced any false information, on continued delivery of unsatisfactory services, insolvency of the company or any other ethical ground as deemed fit by giving a 7 days prior written notice.
- 5.6. **Presentation:** As a part of evaluation of proposals submitted by the applicants, QCI reserves the right to seek further information or a presentation from the Organizations for evaluation purposes. QCI may call for such information/presentation at a short notice.
- 5.7. **Amendments to EOI:** At any time prior to the last date for receipt of applications, QCI may for any reason, whether at its own initiative or in response to a clarification requested by a prospective applicant, modify the EOI document by an amendment. In order to provide prospective applicants reasonable time in which to take the amendment into account in preparing their proposals, QCI may at its discretion extend the last date for the receipt of proposals and/or make other changes in the

requirements set out in the EOI. Any such amendment shall be communicated to the Agencies.

5.8. **Conflict of Interest:** QCI requires that Agency provides professional, objective, and impartial analysis and data, and at all times hold the Employer's interests paramount, strictly avoid conflicts with other Assignment/jobs or their own corporate interests and act without any consideration for future work.

5.9. **Termination of Contract**

a. Termination for Default

QCI reserves the right to terminate / short close the contract, without prejudice to any other remedy for breach of contract, by giving 15 days' notice if the agency fails to perform any obligation(s) under the contract and if agency, does not cure their failure within a period of 7 days (or such longer period as QCI may authorize in writing) after receipt of the default notice from QCI.

b. Termination for Insolvency

QCI may at any time terminate the contract by giving written notice without compensation to the agency, if the agency becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to QCI.

c. Termination for Convenience

QCI may by written notice sent to agency, terminate the contract, in whole or part, at any time for its convenience. However, the payment shall be released to the extent to which performance of work executed as determined by agency till the date upon which such termination becomes effective.

5.10. **Ethics:** QCI expects Agency to show the highest ethical standards during the course of the assignment.

5.11. **Intellectual Property Rights:** QCI will own all the intellectual property resulting out of services being performed under this contract. To the extent, documents are provided by QCI with respect to the methodology, survey response data etc. The Agency shall keep them confidential and return the same post the closure of the project. Such material shall not be provided by Agency or any of its employees or contractor to any other party unless otherwise approved in writing by QCI.

5.12. **Language:** The Proposal should be filled by the bidders in English language only. If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by the Bidders. For purposes of interpretation of the documents, the English translation shall govern. All correspondence and documents relating to the Proposal exchanged by the bidder and QCI shall also be written in the English language.

5.13. Rejection of Application: The application is liable to be rejected if:

- a. Not in prescribed forms and not containing all required details.
- b. Not properly sealed and signed as per requirements.
- c. Received after the expiry of due date and time.
- d. Missing of any supporting document(s) with the Proposal.

5.14. Disclaimer

- a. The QCI shall not be responsible for any late receipt of applications for any reasons whatsoever. The applications received late will not be considered and returned unopened to the applicant.
- b. The QCI reserves the right
 - i. To reject any/all applications without assigning any reasons thereof.
 - ii. To relax or waive any of the conditions stipulated in this document as deemed necessary in the best interest of the QCI without assigning any reasons thereof.
 - iii. To include any other item in the Scope of work at any time after consultation with applicants or otherwise

5.15. Written Undertaking: QCI may at any time require the Agency and its employees/advisors/professionals/Contractors, to whom confidential information may be disclosed in the course of execution of contract, to give a written undertaking in the form of a deed reasonably accepted to QCI and relating to the use and non-disclosure of the confidential information relating to QCI or any Government Department or relating to any Ministry and or such other information that QCI suggests to be confidential. Upon receiving a request aforesaid the Agency must promptly arrange for all such undertakings to be given to QCI.

5.16. Force Majeure: Neither party shall be held responsible for non-fulfilment of their respective obligations due to the exigency of one or more of the force majeure events such as but not limited to Acts of God, war, flood, earthquakes, strike, lockouts, epidemics, pandemics, riots, civil commotion etc., provided on the occurrence and cessation of any such events. The affected party thereby shall give a notice in writing to the other party within one week of such occurrence or cessation. If the force majeure conditions continue beyond six months the parties shall then mutually decide about the future course of action.

5.17. Indemnity: The Agency undertakes to indemnify QCI from and any losses that QCI may incur due to any deficiency in services rendered by the Agency or any instance of corruption or improper payment.

5.18. Maintenance of Confidentiality: The Agency must not divulge any confidential information and ensure that reasonable steps are taken to provide for the safe custody of any and confidential information in its possession and to prevent unauthorized access thereto or use thereof. The Agency must not, without the prior written consent of QCI, disclose any confidential information of QCI or any government department or relating to any ministry or any other party. In giving written consent to the disclosure of confidential information, QCI may impose such conditions as it thinks fit, and the agency must comply with these conditions.

- 5.19. **Removal of Data:** The Agency must ensure that its employees/ professionals' subcontractors and/ personnel do not:
- a. remove any data or allow any Data concerned with this contract to be removed from the places as notified / directed by QCI; or
 - b. take any Data or allow any Data to be taken outside of India, without the QCI's prior written consent.

5.20. **Disclaimer:**

- a. QCI shall not be responsible for any late receipt of applications for any reasons whatsoever. The applications received late will not be considered.
- b. QCI reserves the right
 - i. To terminate the EOI process at any time, without assigning any reasons thereof;
 - ii. To reject any/all applications without assigning any reasons thereof;
 - iii. To relax or waive any of the conditions stipulated in this document as deemed necessary in the best interest of the QCI without assigning any reasons thereof;
 - iv. To include any other item in the Scope of work at any time after consultation with applicants or otherwise;
 - v. To select multiple organizations for the project for allocation of work if it meets the essential criteria for qualification.

- 5.21. **Validity:** The proposals shall remain valid for a period of 90 days from the last date of submission. In exceptional circumstances, QCI may solicit the bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. A bidder consenting to such request will not be required nor permitted to modify its Proposal.

6. SUBMISSION OF PROPOSAL

The technical proposal must contact in the following:

- 6.1. All the necessary supporting documents mentioned in the pre-qualification criteria
- 6.2. Certificate of Incorporation in case of Company/LLP Certificate in case of LLP/Partnership Deed in case Partnership Firm/GST Registration Certificate (if applicable), PAN and Solvency Certificate* in case of Proprietorship Firm.
- 6.3. Form A: Covering letter with the Proposal in response to EOI Notice
- 6.4. Form B: Relevant Project Experience
- 6.5. Form C: Details of the responding organization
- 6.6. Details of the past projects undertaken relating to the mentioned scope of work highlighting the required scope of work.
- 6.7. Detailed profile of the faculty /expert either on-role or empaneled with the organization through a contract, with relevant experience in the Scope of work as mentioned above who are proposed to be deployed for the project including details of their educational qualification, experience and skill set.
- 6.8. Mention state-wise availability of the services.
- 6.9. Any other details that the bidder may like to provide.

*Solvency Certificate: Signed and Stamped Certificate from scheduled commercial bank indicating current solvency status of the agency

Submission Guidelines:

- All the pages of the proposal must be sequentially numbered and must contain the list of contents with page numbers. Any deficiency in the documentation may result in the rejection of the Bid.
- All pages of the bid including the duplicate copies, shall be signed and stamped by the authorized signatory.
- Please Note that Prices must not be indicated anywhere in the Technical Bid.

Interested parties may send the technical bid in a sealed envelope super-scribing "For Hiring of Agency for Training and Capacity Building Program related to Drinking Water Supply System of QCI" to Deputy Director (Accounts& Administration), Quality Council of India, Indian Council for Child Welfare, 2ndFloor, 4, Deen Dayal Upadhyaya Marg Delhi- 110002, latest by November 23, 2021, 1500 Hrs.

For further queries, you may please contact the below-mentioned:

For any other queries: Procurement Team

Email id: procurement@qcin.org

Form A: Application

(To be submitted on the Letterhead of the responding firm)

{Place}

{Date}

To,

Deputy Director (Accounts & Administration),
Quality Council of India,
2nd Floor, Indian Council for Child Welfare Building,
4, Deen Dayal Upadhyay Marg,
New Delhi-110002

Subject: Submission of proposal in response to the EOI for **“Empanelment of Agency(s) for Training and Capacity Building Program related to Water Management”**

Dear Sir,

1. Having examined the EOI document, we, the undersigned, herewith submit our proposal in response to your EOI dated <dd/mm/yy> for EOI for Empanelment of Agency(s) for Training and Capacity Building Program related to Water Management.
2. We undertake, if our proposal is accepted, to adhere to assign a team dedicate to this project.
3. We have read the provisions of EOI and confirm that these are acceptable to us. We further declare that additional conditions, variations, deviations, if any, found in our proposal shall not be given effect to.
4. We undertake, if our proposal is accepted, to adhere to the scope of engagement or such modified plan as may subsequently be mutually agreed between us and QCI or its appointed representatives.
5. We agree to unconditionally accept all the terms and conditions set out in the EOI document and also agree to abide by this Proposal response for a maximum period of THREE MONTHS from the date fixed for Proposal opening and it shall remain binding upon us with full force and virtue, until within this period a formal contract is prepared and executed, this Proposal response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us and QCI.
6. We affirm that the information contained in this proposal or any part thereof, including its exhibits, schedules, and other documents and instruments delivered or to be delivered to through this proposal is true, accurate, and complete.
7. This proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead the QCI as to any material fact. We agree that QCI is not

bound to accept the lowest or any Proposal response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/ service specified in the Proposal response without assigning any reason whatsoever.

It is hereby confirmed that I/We are entitled to act on behalf of our corporation/company/firm/organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Dated this Day of 2021

(Signature) (In the capacity of)

Duly authorized to sign the Proposal Response for and on behalf of:

(Name and Address of Company) Seal/Stamp of Vendor

Form B: Relevant Project Experience

S. No.	Name of the Project/ Engagement	Client name	Duration (Period)	Value

Form C: Details of responding organization

S. No.	Particulars	Details to be furnished	
1.	Details of responding Company		
	Name		
	Address		
	Telephone	Fax	
	E-mail	-	Website
2.	Information about responding Company		
	Status of Company (<i>Public Ltd. / Pvt. Ltd etc.</i>)		
	Details of Registration (<i>Ref e.g. ROC Ref #</i>)		Date
			Ref #
	Details of Service Tax Registration		Date
			Ref #
2.	Current Year Turnover (Rs Lakhs) from projects involving Training and capacity building Activities		
3.	Company Profile (Operations in India)		
3.1	Average turnover from operations from the projects involving training and capacity building activities in the last three financial years.	(Turnover in Rs Crores)	
3.2	Full-time professional staff engaged	(Number of Staff)	

3.3	Extent of operations in India (national spread) i.e. number of offices in India (client specific / project specific offices should not be considered)	(Number of Offices in different cities/towns and their address)	
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