

**Reference No. QCI/IT/0222/087**

**Request For Proposal  
For Hiring Agency for ERP Implementation  
For Quality Council of India**



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

## Tender Notice

1. Quality Council of India (QCI) invites proposals for **“For Hiring Agency for ERP Implementation for QCI”**.
2. The content of this Request For Proposal (RFP) enlists the requirements of the QCI. 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 QCI wishes to specify at this stage.
3. The Technical Bid and Financial Bid may be submitted at the following address on or before February 23, 2022 15.00 Hrs. via post to the address below:

Deputy Director (Accounts & Administration), Quality Council of India (QCI)  
Indian Council for Child Welfare, 2nd Floor, 4, Pandit Deen Dayal Upadhyaya Marg, Mata  
Sundari Railway Colony, Mandi House, New Delhi, India-110002

## Tender Summary

S. No.	Particulars	Details
1.	Addressee and address at which the bid is to be submitted	Mr. F.C. Srivastava Deputy Director (Accounts & Administration), Quality Council of India, 2 <sup>nd</sup> Floor, ICCW Building, 4-Deen Dayal Upadhyaya Marg New Delhi - 110002, India
2.	Last date and time for submission of Applications	February 23, 2022, 15.00 Hours
3.	Contract Duration	The contract for implementation will be valid for a period of 3-6 months and maintenance support of 1 Year from the date of Go-Live. The yearly contract can be extended up-to 5 years based on the performance and/or requirement of QCI
4.	Validity of the Proposal	90 days
5.	Tender Processing Fee	N/A
6.	Contact Person for clarification	Procurement Team: <a href="mailto:procurement@qcin.org">procurement@qcin.org</a>

7.	Presentation Round	To be notified via email
8.	Performance Bank Guarantee	3% of the Contract Value
9.	Documents to be submitted	Refer Clause-9: Submission of Proposal

## 1. INTRODUCTION:

### Quality Council of India

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 aim of QCI is to lead a 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.

Quality Council of India is an autonomous organization under the Department for Promotion of Industry and Internal Trade (DPIIT), Ministry of Commerce and Industry, Govt. of India. It functions through its five constituent Boards and Project Implementation Divisions to establish National Accreditation Programme and Third-Party Assessment models with an aim to improve the quality ecosystem of the nation.

## 2. OBJECTIVE

QCI intends to select an agency for providing ERP solution through this Request For Proposal for Analysis, Design, Development, Customization, Supply, Configuration, Operation, Rollout and Regular Update/ Upgradation & Maintenance of ERP system for QCI for a period of 3 years. RFP provides vendors with relevant operational, performance, application and architectural requirements of the system.

This RFP is envisaged for a comprehensive and integrated automation system for the key functions of QCI including but not limited to Finance, Human Resources & Project Management. It is intended that the ERP will provide end-to-end automation in line with Government of India's Digital India Mission and official activities are carried out in a paperless, quick, easy and effective manner and at the same time it brings greater transparency and accountability.

The broad objectives are as below:

### 1. Operational excellence

Integration and standardisation—Finance, HR, Project Management and Procurement processes across the constituent Boards & Divisions of QCI The ERP is expected to bring all central functions together in a streamlined manner for ease of access and equitable implementation across all Boards & Divisions. The main objective of this implementation is to create paper-less interaction within the organisation and allow best practices/processes to be adopted and implemented in an electronic manner.

2. Faster & Efficient Processes with well-defined roles & responsibilities.
3. Effective and efficient utilisation of resources, definition of SLA's and streamlined operations across the organisation. Transparency and compliance to all applicable internal and external norms/regulations/processes.
4. Ease in reporting, analysis and report generation across activities & processes.

### 3. SCOPE OF WORK AND DELIVERABLES

#### KEY DELIVERABLES:

- a. **Project Plan:** Project Plan defining the project milestones and work breakdown structure
- b. **Functional Requirement Document and GAP Fit Analysis:** Document defining the requirement with report format and stating the functionality whether standard available or customized. The FRD must contain the work flows of all the processes that are needed to be incorporated in the ERP.
- c. **Training (Overview, Core and Train the Trainer):** The success of any implementation depends on having well-trained end users who are comfortable with their knowledge of new business processes and have the required skill set to work within the designed processes and use the application. Initial and ongoing user training ensures successful adoption of the new processes and tools, which is a critical aspect of any implementation.
- d. **Training User manual** should be made for users during implementation.
- e. **Completion of Process and Integration Testing:** It is a testing conducted on a complete, integrated system to evaluate the system's compliance with its specified requirement.
- f. **Completion of User Acceptance Test:** Users test the functionality and application based on the requirement mentioned in the scope of work
- g. **Production system Deployment:** The system is now ready for go-live and any subsequent environment changes are placed under the established system change control process.
- h. **Final Data Migration:** Transfer of opening balances in a new system.
- i. **Project Closure Report:** The Project Closure Report confirms that the objectives have been met, the deliverables have been handed over and that project closure can commence.
- j. The system must be made such that it is integrable to external applications in the future
- k. HRMS, Project Management tool, GSTN, banks, and various web applications in QCI will be integrated in the proposed ERP.

- l. There are numerous web applications/portals in QCI through which payments may-be accepted. These portals along with GST and banks portals must be integrated with the proposed ERP solution before the Go-Live of core ERP solution.
- m. The bidder may propose the different types of tools for HRMS and project management that maybe integrated during the later stages of the project once the core ERP solution has stabilized.

## **SOFTWARE IMPLEMENTATION:**

### **a) Finance and Accounts Module**

**i) Chart of Accounts (COA):** COA is the combination of Balance Sheet and Profit/Loss accounts. The financial transactions of all the necessary application areas are configured towards COA.

- The system should be supporting multiple General Ledger (GL) accounts depending on the country / entity.
- The System should be integrated with all the portals of boards and Divisions so that there will be no loss of data and information.
- Chart of Accounts should be in a structured way and COA must include the nature of accounts, account details, parent child relationship etc. and there must be a SOP for COA. Define Chart of Accounts Including Unique Code, Cost Center/Profit Center, Debtor/Creditors master, Employee Master, Voucher Type – JV , PV, Invoice , RV, CA, CL etc
- The system does not allow you to open any GL without approval.

**ii) Dimension (Cost Centre):** Dimensions are values that categorize entries to track and analyse them on documents, such as sales orders. Dimensions can, for example, indicate the project or department an entry came from.

- Instead of setting up separate general ledger accounts for each department and project, dimensions can be used as a basis for analysis and avoid having to create a complicated chart of accounts.
- The system should be able to handle multiple segments such as profit / cost centres, branches, divisions, business units, geographical, etc.
- All the sub-ledgers (Debtor / creditor/ employee, etc.) may need to be looked at as a separate dimension which will be decided during the design phase.

### **iii) Budgets**

- Systems must have the facility to incorporate Budgets for various projects of different Boards and Divisions.
- System must have the facility to do comparison between Budget vs Actual.
- System must have the facility to extract planning and Budgeting reports as per the requirement of the organization.

- System should have the facility to define the budget against each COA item with respect to timelines and cost centres that can be managed in the system.

#### **iv) Voucher Entry:**

##### **Types of Journals:**

- Journal Voucher
- Cash Receipt
- Cash Payment
- Bank Receipt
- Bank Payment
- Contra
- Adjustment Journal
- Purchase Journal
- Sales Journal
- Tax Journal (GST + TDS)
- Recurring Journal
- Deferral Transaction Journal

- The System should have an Accrual method of accounting.
- System must have the capability of Park and Post accounting documents.
- System should be capable of posting entries automatically which are repetitive in nature. e.g., Accruals, Provisions etc.
- The system should close in such a way so that no back dated entries are posted in the system and if any back dated entries need to be done then that can be done with proper approval.
- System should have functionality to import transactions through Excel\CSV\.txt\etc.

#### **v) Grants**

- System helps in proper monitoring of Bank accounts specially assigned for the Grant.
- System should monitor the utilization of Grants.
- System should have the trigger option wherever required as per the requirement.

#### **vi) Treasury**

- The system should have specific Demarcation of each bank/cash account, it might be at board/ division level.
- The system should facilitate automated bank reconciliations, using bank statements input either manually or automatically.
- The system should generate bank reconciliation reports based on the bank statements imported / manually uploaded into the system

#### **vii) Bank Guarantees / Borrowings**

- The system should allow for keeping a track of borrowings or limits such as bank guarantees, loans / borrowings, etc. of the company.
- The system allows for classification of borrowings into short-term or long-term depending on the user defined criteria
- The system should have a capability to set maturity dates for borrowings to maintain track of the borrowings
- The system should generate a report on the borrowings due on a user-determined period (daily, weekly, monthly, etc.)
- The system should calculate interest accrual and due automatically on a predetermined period (daily / monthly / quarterly, etc.) on the closing balance of borrowings due.

#### **viii) General Accounting**

- Capability for Booking of Expense: with a provision to book expense thru work order. Bill Passing to generate Journal Voucher for expense, Purchase Voucher after getting approval from Competent Authority.
- Capability for Invoicing (Revenue) - Integration with current Portal for auto Invoicing or module developed including E- Invoicing Under GST and Collections also include Quantity (Number of Assessment, Certification).
- Assessor Payment (Expense) – Integration with Portal for processing assessor payment after getting approval from Competent authority. With proper creation of Assessor ledger filling all field- PAN, GST, Contact detail Etc
- Monthly Payment to PPID Professional: Integrate with Qandle for processing monthly payment to PPID Professional.
- Integration with Procurement module/HR Module/Fixed Asset module and post the necessary financial transaction automatically.
- Voucher Entry: Debit /Credit Notes, Contra Entry (Cash & Bank Entry), Provision entry /Reversal (Auto Reversal). The System shall allow vouchers to be entered as journal entry transactions both in batch and individual entries.
- The System shall allow the creation of a suspense account to hold transactions with errors that can be processed and classified at a later date.
- Cash transactions accounting
- The system must have the option of providing a trigger of the task at the due date and for the delays.
- The system must have the facility of consolidating information across the independent GLs for month-end reporting purposes.
- The system should be capable of generating MIS and Financials which include Income and Expenditure, Balance sheet, Cash flow and Notes to accounts.
- The system should have the functionality for incorporating Budgets and different reports of variance analysis of Budget vs Actual.
- The system must have capability to manage multi-currency.
- The system must have audit trail functionality and audit log creation for each and every transaction.
- Any changes made to ERP financial transactions should reflect information about who, what, why and when the change was made.

- The System shall provide the capability to maintain an audit trail from the original postings to the final posting.
- System should be able to track any duplicate transactions.
- Ability to maintain multiple companies (Legal Entities).
- Ability to consolidate data for multiple companies.
- Ability to user defined number series for various functionalities.
- Ability to send Emails and SMS.
- Ability to pass intercompany transactions.
- Ability to close the financial year.

#### **ix) Accounts Payable**

- System should be able to maintain vendor master data containing basic requirements such as vendor number, vendor contact details, bank details, VAT / GST registration number, PO details, etc.
- Ability to modify vendor master through appropriate controls.
- System should have only unique vendor account across every board and division.
- Ability to maintain details for sub-contractors including subcontractor agreements, details of tenure, billing details, value, work orders, etc.
- Ability to maintain preapproved vendors so as to generate POs against such vendors automatically.
- Has the ability to blacklist vendors.
- Has the ability to check and prevent for duplicate invoice entries.
- Ability to generate VAT / GST/ TDS/ TCS compliant reports.
- Ability to generate supplier statements.
- Ability to handle invoice-based payments or "on-account" payments along with "payment advice".
- Ability to receive expense claim form/ expense report from Assessor through System.
- The system should support paying more than one invoice for a vendor on one cheque.
- The system should provide on-line warning if total payment amounts exceed invoice amount.
- The system should have the option of mentioning payment terms for each vendor.
- System should have the option of Invoice receiving date so that report of upcoming payments shall be generated as per the payment terms mentioned initially in the system.
- Invoices should be received by the Finance Team post approval from the Boards/Divisions via system
- System should have the ability to generate creditor ageing reports for the selected period or at any given point of time.
- System should have the ability to raise Debit notes (Suppliers) against invoices on full or partial amount with appropriate approval workflows.



- The system should have the capability to adjust employee advances while processing reimbursement and payroll.
- Ability to generate employee expense reports (month-to-date and year-to-date).
- Ability to generate reports on open travel advances and associated data.
- Ability to Verify Customer/Vendor data – Like active/inactive of GST, PAN verification etc

#### **x) Fixed Assets**

Fixed Assets module should cover the below requirements at a minimum:

- Asset records — capability of system to capture data to be held on the asset records such as asset code (alphanumeric characters), category, asset life, purchase details, asset description, short name, cost, quantity, disposal details (if disposed), disposal value, depreciation value (yearly and accumulated depreciation), physical location, date last audited, asset status, asset cost centre, insurance details, etc.
- Ability for printing bar codes identification tag for each asset.
- Facility to add, change and delete asset details with appropriate authorization features.
- Capability to generate GL journals for asset acquisition, transfer, asset additions, profit / loss on disposal, sale value, depreciation, etc.
- Automated depreciation journals to be processed by system, upon trigger action by authorized finance staff.
- System to allow full and partial disposal of assets. Asset write off entries to be mapped to the capital expenditure write off account code for double entry balancing.
- Fixed asset related reports — (cost, acquired, depreciation, net asset value) — standard reporting of additions / deletions and depreciation balance movement during the year.
- Ability to support WDV/ straight line method of depreciation.
- Categorize assets based on different types such as moveable, immovable etc.
- Ability to maintain parent - child asset relationships
- Provision to rectify errors in recording fixed assets in the same period or in previous periods
- Ability to generate Fixed Assets schedule in accordance with the Companies Act
- Create accounting automatically for fixed assets addition, depreciation, re categorization, revaluation, retirement, transfers etc
- Facilitate drilldown facility from the GL to individual fixed asset transaction in the fixed asset module
- At the time of creating an asset entry in the system, it should mandate a copy of the invoice in the system and retention of the same in the repository created in the system itself.

#### **xi) Revenue and Accounts Receivable**

- Customer code creation in system should be done after approval from authorized authority and at the time of receiving application by the Board.
- System should have ability to have a workflow for invoice creation, approval, generation and accounting process commencing from Project Manager / Director Finance.
- Ability to set up user-defined invoice templates for specific type of clients or specific nature of projects.
- Ability to update invoices on projects on various options such as "milestone basis/date basis/ duration basis" and "continuous basis", "Per Unit/Sample/Location basis"
- Ability to generate approved invoices from the system based on set-templates and print in pdf / word formats as needed.
- Ability to accurately track for Work-in-Progress (WIP) against time-completion or % completion projects.
- Ability to generate invoices, journal entries and post it to WIP on a periodical basis.
- Ability to generate reports on invoices pending to be billed / raised along with ageing.
- Ability to generate invoices against single job code or multiple job codes in cases of consolidated billing to a client.
- Ability to account for CGST / SGST/IGST or any other tax as applicable under the relevant country where the invoice is raised. Standard tax invoice template should be set up for all the entities.
- Invoice settlement process - Online allocation of collections against invoice dues.
- The outstanding on an invoice at any point of time should be able to be viewed on a real time basis.
- Ability to reverse erroneous invoices with appropriate approval workflows.
- Ability to track for provisions or for bad debts against invoices (full or partial) with appropriate approval workflows.
- Ability to provide the debtor reconciliation.
- System should be able to maintain customer master data containing basic requirements such as customer code, contact details, bank details, VAT / GST registration number, etc.
- Board portal should be linked with ERP so that all the customer creation should be routed through portal.
- Ability to modify customer master through appropriate controls.
- Has the ability to check and prevent for duplicate invoice entries to the customer.
- Ability to generate VAT / GST compliant reports.
- Ability to generate customer statements.
- Ability to handle payments adjustment "on-account" or against specific invoice with "collection advice".
- Ability for the finance team to view or generate ageing reports of outstanding customer invoices for the selected period or at any given point of time.
- Ability to raise Credit notes (Customers) against invoices on full or partial amount with appropriate approval workflows.

- Ability to generate customer ledger reports in local or the reporting currency.
- Ability to generate various MIS reports such as invoice pending to be raised, invoice pending for collection (ageing report), invoices raised during the month, invoices raised for the project, customer statement of invoices, tax invoices highlighting VAT/ GST details, invoices raised for the period, etc.
- Ability to Verify Customer/Vendor data – Like active/inactive of GST, PAN verification etc

## **b) Procurement, Inventory and Store Module**

Quality Council of India procurement requirements are limited in nature ranging from services to products to stores requirements and are undertaken in compliance with the laid internal guidelines.

- Purchase requisition to be raised via integrated tool (ERP), which is routed through automated workflow as per defined matrix configured in system. Details/status of the PR raised by user department could be readily extracted from system.
- The system should have an ability to generate Purchase Requisition (PRs) for material and service requirements.
- The system should have an ability to approve Purchase Requisition (PRs) basis authority matrix configured in system.
- Purchase orders to be raised via integrated tool (ERP), which is routed through automated workflow as per defined matrix configured in system. Details/status of the PO raised by central procurement team could be readily extracted for vendor follow-up/ audit trail/ status meeting etc.
- The system should have an ability to approve Purchase Orders (POs) basis authority matrix configured in system.
- The system should be able to capture details such as delivery dates, payment terms, currency codes, terms and conditions, item descriptions etc. for the purchases made.
- Capability to prevent duplicate POs from being raised.
- Capability to maintain versions of PO's generated, whenever adjustment / amendments are made to an existing PO. The system should allow for the older versions of the PO to be maintained as history and the older versions must be disabled from being generated directly into a PO.
- Capability to print POs in different currencies.
- System to allow the PO span across different fiscal years, buyer groups, boards, divisions / cost centres etc.
- The system should have facility to store service / material contract documents of vendors.
- The system should be able to generate reports such as open POs, vendor details, supplier payments, etc.
- Approvals / authorizations required for modifying POs to be configured in system.

- Open PR/PO Monitoring: List of open PO (PO on hold/ not approved) could be downloaded from Tool for adequate governance/ follow-ups over purchases in process.
- Change request to be routed via tool as per defined approval matrix configured in system.
- Vendor Master Management: Standard practice of vendor creation during empanelling should be mandated to ensure complete information is included in vendor data base. Tool to be utilized to capture all the mandatory details of vendors. System to be configured in a way that all the mandatory details will be required for vendor creation.
- Vendor Performance Evaluation: The proposed tool to be utilized to automatically trigger to roll out/ reminder/ follow-up for the evaluation processing.
- The system should have an ability to generate manual Goods Receipt Notes (GRNs) for goods received against the purchase orders.
- Store Management: The system should have facility to budget and monitor existing inventory, minimum reorder level, threshold level etc.
- System should be able to maintain different stores.
- System should be able to give inventory store wise.
- System should be able to transfer inventory between different stores.

#### **c) Project Management/Accounting Module**

- The system should have ability to capture data for projects.
- The system should have ability to capture milestones and tasks.
- The system should have ability define resources against each milestone and task.
- The system should have ability to capture cost and consumption and resources against project.
- The system should have ability to generate Invoices project wise and integrated accounting entry.
- The system should be integrated with procurement module.
- The system should be able to provide profitability project, milestone and task wise.

#### **d) Human Resource and Payroll Module**

- HRMS system maintaining comprehensive details of employee data (hire to retire). The details at a minimum to include full name, number, date of joining, date of confirmation, photo, previous company name, date of birth, marital status, nationality, origin, qualification and certifications, trainings attended, religion, employee grade, work permit details, designation, employment contract type, employment duration, status of probation, blood group, department, current work location, business unit, employment status, resignation / termination date, full family details including spouse and children details, contact details, emergency contact numbers, ids, passport details (employee and family),

insurance details (employee and family), leave details (earned leave, haj leave, medical leave, annual leave, unpaid leave, maternity leave, religious holidays, etc.), visa status (employee and family), driving license details, bank details, housing details (if any provided), ticket entitlement / annual air passage details, official equipment's / asset details (mobile, laptop, HDD, etc.), compensation details, increments, Tax details, bonus, appraisal, disciplinary details, reporting manager, employee profile, etc.

- HRMS system recording all historical employee data including but not limited to joining, compensation, performance, learning and development, career planning, succession management and separation.
- System to provide 3 months (as user defined) prior notification / reminder alerts to the HR team for notifying expiry of contract, visa, passport, insurance, or any other employee related aspects.
- HRMS to maintain full details of leave management such as leave eligibility, types of leaves, employee entitlement, and annual leave utilization and balance, sick leave, etc.
- System to have an Employee Self Service portal (for leave request, approvals, viewing salary details, BTF, ECF, or handling any employee requests), etc.
- ERP to be interfaced with Time and Attendance system
- System to track employee time attendance on projects, non-projects (administration time), business development, etc.
- System to handle workforce planning and forecasting.
- System to include end-to-end performance and appraisal management requirements including 360-degree evaluation.
- System includes end-to-end resource management (recruitment to termination).
- System to maintain a complete track of employee learning and development such as trainings, speaking events, conference presentations, etc.
- System to maintain various types of compensations schemes and payroll packages (as per the local country or regional regulations).
- System to handle employee advances such as salary advance, travel advance, furnishing advance, etc.
- System interfaced with various portals for performance management, recruitment management, etc. Enable workflows through Line Manager, Admin, HR, Finance and IT during employee separation to ensure completion of relevant activities.
- Complete audit log of all changes carried out to the payroll and HRMS module.
- System to generate various MIS reports and provide dashboards for the required data fields. These reports should have the functionality for download / upload / export / import.
- System to generate alerts / workflows / approvals for any type of expiry or reminder generations for HR or other related requirements.
- System to capture status of all the employees mapped/ not aligned on specific projects for adequate resource deployment.
- System to fix mandatory employee creation fields in tool, in case field is missed, system to through error before employee creation in system.
- System for raising ticket related to IT/Admin/Access issues etc. Timeline to resolve the issue to be defined for quick turnaround.

- System to trigger reminders for employees who have initiated exit formalities.

#### **e) Other Features**

- Support Open API for seamless integration.
- Browser based secure solution.
- Device independent solution.
- Platform independent solution – Supports multiple Operating Systems.
- Support On-Premises and Cloud implementation.
- Supports integration with 3rd party systems including private portals and banks.
- QCI has multiple **Board's Portal to integrate with ERP** with below objective. This is a very important activity needed to be taken. There are atleast 30 such portals to be integrated.
  - Master data (Includes Customer/Assessor with unique code) is in sync with Boards data and accounting software.
  - All Payment should be mandatory received from Board's Portal thru payment gateway
  - Auto generation of Invoice on accrual base (Invoice should be raised in same period on which service has been rendered)
  - Mapping of Receipt with invoice raised
  - Booking of Expense – Accrual base – Matching concept (income and expense should be booked in same period)
  - Portal for Customers where they can see their outstanding, account statement, etc.
  - Portal for Assessor where they can see their outstanding, account statement, etc.
- Supports PDF and Excel based data import and export functionalities.
- Workflow Management, user based and/or monetary limit based.
- Availability of mobile app(ios/android/etc).
- Travel Module /Expense Claim form/Insurance Register
- AMC contracts of Equipment's (Including Admin, IT, Procurement) and their status
- Bill receivable/payable scheduling functionality based on given criteria (NABL , NABH, milestone completion % wise etc)
- Project Accounting – Features to track financial transactions of project including but not limited to expense, billing, revenue. Relevant reports for same.
- Expense Claim Management

#### **Reporting and Compliance Requirements:**

One of the critical evaluation criteria is the ability of the system to support standard, compliance oriented and customized reports. Further, the system should be adequately flexible enough for the users or report designers to develop reports on the fly using the data maintained within the ERP system. The system should therefore be able to offer a powerful reporting tool and dashboard mechanism. The vendor should provide extensive training on report development to the team.

QCI should have some of the important reports including standard reports that should be provided by the Vendor. The reports listing will include MIS reports, financial statement reports (Balance Sheet, Income and Expenditure, Trial Balance, etc.), KPI reports, revenue reports, project performance reports, Regulatory reports, and others. Such reports may be available as a standard report within the system; however, the Vendor should ensure that all the reports as required by QCI are offered in the required form and content. The system should have report designing capabilities, wherein a user can define a specific report without referring to the respective vendor, based on the available data in the system.

The following are minimum criteria to assess the ability of the system reporting capability:

- The System shall provide the ability to customize/configure and maintain standard reports distribution functionality for any System generated reports which need to be outed to specific recipient.
- The System shall produce standard daily and monthly financial reports by each business units/Divisions.
- The reports should have functionality to produce trend analysis for revenue, sales, expense etc.
- Notification and trigger: Notify and trigger the event as required by our service and finance manual eg travel advance to be settled within 15days of travel, Notification for expiring bank guarantee. Maturity of FDR, AMC, Insurance etc.
- Budgetary Control:
  - Define Budgets Monthly, Quarterly, half Yearly or Yearly
  - Comparison of Budgets with Actual and see variances
  - The System shall have trigger for budget field when actual amounts approach selected threshold levels.
  - System should have the budget development functionality.
  - Budget Approvals
  - Flexibility for preparing budgets at the department/division/project level, forward it for approval, modification and consolidation at the unit level and then again for approval, modification and consolidation at the company level with appropriate approval hierarchy at each stage
  - Ability to maintain budget at each A/c code / cost code / cost center level
  - Create multiple budgets in same year
  - Ability to create custom budgets based on criteria provided to system
  - Ability to prepare budget based on top-down / bottoms-up approach
  - Maintain audit trail for changes in original budget, revised budget.
  - Automatically allocate an annual budget over multiple periods based on a predefined criteria.
  - Automatically generate a budget from previous year's actual or budget with a percentage increase or decrease
  - Maintain current year, last year and next year budgets by period
  - View budget utilization on a real-time basis
  - Ability to generate different types of variance reports (like actual v/s budget, actuals on year to year and month to month basis etc.)

- Ability to regulate payments in accordance with budgetary allocation and for the user defined criteria
- Advance Tracking capability.
- Ability to produce reports in tabular and chart formats.
- Ability of the system to generate consolidated financial statements.
- Ability to generate basic financial reports such as Trial balance, Income and Expenditure, Balance sheet, Net movement by account showing opening balance at start of the month, net transactions and closing balance, comparative revenue statement, comparative balance sheet, comparative statement against budgets (current year, actual vs budget and prior year actual vs budget) for each accounting period or selected range of accounts.
- Other Reports
  - Customizable charts of accounts report.
  - Income Statement (period wise)
  - Ledger Balances with detail information along with drill Downs
  - Bank reconciliation statement – Uploading Bank Statement and auto generating BRS
  - Trail Balance, B/s and P&L – Cost center wise/ detail /Summary
  - Cheque Printing.
  - Payment file to be uploading in Bank Systems as per their format.
  - Boards /Division Accounting.
  - Integration of Fixed Asset Module with Accounting Software.
  - Payroll Module Including Tax Computation Pay slip, Provision for Gratuity, Leave Encashment, Superannuation.
  - Profit Tracking – Based on the cost and accounts receivable
  - Ageing analysis of loans & advances
  - Ageing Analysis of Debtors
- Extensive MIS reporting capabilities segmented into Division wise, Board wise, Project wise etc.
- Ability to customize KPI reports as per entity, individual, business unit, solution, region, etc.
- Ability to support for flexible and interactive analytical tools providing drill down, slicing and dicing of data portable to Word, PDF or Excel or any other MS Office formats.
- System should include GST/ TDS/ TCS rates so that proper taxation provision needs to be followed
- The system should be able to generate compliance report for various tax levied in India.
- Below is the highlight of key taxes applicable and the relevant reports required to be generated for India operations.

S. No.	Return Form	Description	Indicative Format
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1.	GSTR-1	Details of services rendered to the clients. The report shall include the service description, GST details of both Protiviti & client and taxable value.	Excel, JSON
2.	GSTR-2	Details of inward Goods/ services and input tax credit taken. The report shall include the service description, GST details of both Protiviti & client and taxable value.	Excel, JSON
3.	GSTR-2A	Details of inward Goods/ services and input tax credit taken. The report needs to be downloaded from the portal in JSON format and need to be reconciled with the system 2A report.	Excel, JSON
4.	GSTR-3	Summarized return on the basis of GSTR-1 & GSTR-2 along with payment of tax	Excel, JSON
5.	GSTR-3B	Consolidated summary of Outward tax and Inward Tax and payment of tax	Excel, JSON
6.	GSTR-9	Consolidate summary of returns filed during the year.	Excel, JSON
7.	GSTR-10	Final return at the time of cancellation or surrendering of GSTIN.	Excel, JSON

- The system should be able to generate Income Tax returns based on the utility provided by the IT department in .xml format or should be able to read java executional files and replicate the form into the software. Below forms are required to be filed with the Income Tax Department in India:

S. No.	Return Form	Description
1.	ITR-7	Income Tax returns for persons including companies required to furnish return u/s 139(4A) or 139(4B) or 139(4C) or 139(4D)

2.	Form 26Q	Summary of TDS deducted of vendors at the time of booking of invoices.
3.	Form 24Q	Summary of TDS deducted of Employees at the time of processing of salary.
4.	Form 27Q	Summary of TDS deducted of foreign vendors at the time of booking of invoices.

- The system shall be able to generate reports in XBRL format from word documents.
- For Professional Tax purposes in India, the system should be compatible to read Excel based utility of the IT Department and be able to generate report in TXT specified formats.
- System should design in such a way so that specific reports of GST, TDS reports can be fetched directly from the system as per the requirement.
- Auto Reconciliation of 26AS with Books
- Auto Reconciliation of TDS under GST Receivable with Books
- EPF working

**Technical Requirement:**

S. No	Requirements	Description
1.	License Detail	
1.	Type of License	Microsoft Dynamics 365 Business Central (SaaS Model)
2.	No. of Users (ERP)	40-60
3.	No. of Users (HRMS)	5 Admin & >1000 self-service users
4.	Product support from OEM (ERP and HRMSS)	Unlimited updating for Patches and Bug fixes within support period
5.	Knowledge Transfer & Training	<ul style="list-style-type: none"> <li>• To enable smooth transition, following key activities are expected to be performed during implementation:</li> <li>• Handholding during implementation – Vendor to work closely with QCI team and hold trainings for users to enable usage of available features and functionalities.</li> </ul>

		<ul style="list-style-type: none"> <li>• User Manuals, Documentation and Training Material – To be developed and provided by the vendor at the completion of implementation covering the elements of logic used, processes followed, architecture implemented etc.</li> <li>• Trainings will need to be held for users at QCI office, as per requirement of QCI.</li> </ul>
2.	Resource Deployment	
1.	Functional Resource	<ul style="list-style-type: none"> <li>• Should have full time MBA Finance / Post Graduate or equivalent degree from a Govt. recognized college/ University</li> <li>• Should have minimum of 6 years of working experience in ERP Implementation, out of which at least 4 years should be in ERP Implementation.</li> <li>• Should have strong ability to understand the requirements and develop visualization reports</li> <li>• Should have good written and verbal communication skills and ability to prepare process documents.</li> </ul>
2.	Technical Resource	<ul style="list-style-type: none"> <li>• Should have full time B.Tech./ B.E./ MCA or equivalent degree from a Govt. recognized college/ University</li> <li>• Should have minimum of 6 years of working experience in ERP Implementation, out of which at least 4 years should be in ERP Implementation.</li> </ul>
3.	Roles and Responsibility	
1.	Roles and responsibility of Implementor and customer at various level	Agency to share a document elaborating the roles and responsibilities
4.	Communication Channel	
1.	Communication channel to be	Agency to share a document elaborating the communication channels to be followed

	followed during implementation of ERP	
5.	Communication Management	<ul style="list-style-type: none"> <li>• Reports and Meetings</li> <li>• Meeting Minutes,</li> <li>• Project Status Report</li> <li>• Issue Logs</li> <li>• Phases Review</li> <li>• Etc.</li> </ul>
6.	Risk and Issue Management:	<ul style="list-style-type: none"> <li>• Risk and Issue Planning and Management</li> <li>• Managing three major risk area: <ul style="list-style-type: none"> <li>• Business Process</li> <li>• Technology</li> <li>• Project Execution</li> </ul> </li> </ul>
7.	Change Management	<p>The bidder would be required to set up ERP Change Management helpdesk during the course of the Project Implementation for answering routine queries pertaining to ERP implementation project and providing ERP Change Management workshops, for QCI users.</p> <p>i. The bidder's response to this bid document must provide details of the ERP Change Management helpdesk, communication model and approach, and proposed team composition.</p> <p>ii. The team must be headed by an ERP Change Management consultant / Training Manager, as specified in team profile requirements in this RFP.</p>
8.	Control	Progress and Performance of Project (E.g. Requirement Traceability Matrix)
9.	Quality Plan (QC):	QC is concerned with the acceptance of project deliverables and project management results like cost and schedule performance. QC should be performed throughout the project and can be performed from internal or external individuals, departments or organizations. Please share the Quality plan.
10.	Project Plan and Timelines	Agency to share the tentative project plan

#### 4. Pre-Qualification Criteria

Interested Bidders are expected to meet the following pre-qualification criteria. In case the Bidders fail to either meet all these criteria or do not furnish the requisite supporting documents/ documentary evidence in support thereof, the bid is liable to be summarily rejected.

S. No.	Pre-qualification Criteria	Supporting Document to be shared by the bidder
1.	The bidding firm/agency/company should be a legal entity registered in India with a minimum period of 5 years of existence	Certificate of incorporation or any other registration certificate;
2.	The bidder must be a Microsoft partner and should have been engaged in the job of implementation, maintenance & support of Tier-1 ERP projects (Microsoft Dynamics 365 ERP) in Central/State Govt/PSUs/Autonomous Organization/private during the last 5 years.	<ul style="list-style-type: none"><li>• Valid Authorized Certificate for Business Partnership issued from Microsoft</li> <li>• Copy of Purchase Orders &amp; a Completion Certificate<ul style="list-style-type: none"><li>a. 2 with government (minimum 30 lakhs each for implementation services)</li><li>or</li><li>b. 4 with Private (minimum 30 lakhs each for implementation services)</li></ul></li></ul>
3.	Minimum Annual Turnover during each of the last three financial years (as per the last published Balance sheets), should be more than Rs. 5 Crore.	A CA certificate on turnover over the last three financial years including audited annual financial statements to verify the turnover.

4.	The Bidder must have valid GST Registration and PAN number allotted by the respective authorities.	GST Registration Certificate and PAN number
5.	The Bidder should neither have been blacklisted by any Central Government/ State Government/PSU/Government Bodies/Autonomous Bodies/Private Sector with regards to the works executed by it in the last five years as on last date of submission of RFP.	The bidder shall furnish an undertaking in this regard
6.	The Bidder must either be an OEM or an authorized business partners of an OEM as evidenced by letter of authorization/certificate issued by OEM. No sub-contract or sub-letting of work is permitted. However, sub-contracting/ sub-letting to OEM is exempted from this clause.	Authorization letter from the OEM or a self-declaration of being the OEM thereby should be submitted

## 5. SPECIFIC TERMS AND CONDITIONS

- i. The bidder shall design, size, purchase, install, configure, commission and maintain the software and hardware components, if any, for the solution implementation as per the minimum requirements provided hereunder. These requirements need to be addressed by the Bidder while recommending Hardware for the solution. Bidder would be responsible for the entire infrastructure including maintenance of the infrastructure and any structured cabling (LAN / SAN) requirements interconnecting the racks, if any required.
- ii. Bidders have to size and propose the hardware infrastructure, if required, to host the applications as part of the Integrated Systems Solution duly meeting the SLA requirements. The Bidder would have to identify infrastructure requirements which will include server, storage, backup, operating system, database, network, security etc. The sizing needs to be done keeping in mind clients requirement for performance, response time and scalability, latest state-of-the-art, virtualisation & guaranteed uptime during its entire lifespan with uninterrupted services.
- iii. QCI is not responsible for any assumptions or judgments made by the Bidder for arriving at any type of sizing or costing. QCI at all times will benchmark the performance of the Bidder to the RFP Documents circulated to the Bidder and the expected service levels as mentioned in these documents. In the event of any deviations from the requirements of these documents, the Bidder must make good

the same at no extra costs to QCI within two weeks of detection of the deviation, in order to achieve the desired service levels as well as meeting the requirements of these documents.

- iv. Apart from functionality and features mentioned, the provisioning of the Operating System, Databases and any other Middleware needed for deploying the proposed solution in totality on cloud shall be the responsibility of the vendor. Therefore, the bidders are advised to factor in any such one time or recurring costs associated with the same in their commercial offers in perpetuity.
- v. ERP must be developed using the technology capable of delivering the intended functionalities listed in the scope of work. During the Handholding (warranty) & AMC period and thereafter, as & when required, the bidder will have to provide source code of various modules, other than licences, developed to the QCI.
- vi. QCI also reserves the right to use and further modify the ERP software at its own level as per the requirement of the system after expiry and termination of AMC and support period without paying any amount to the vendor
- vii. Application response time must also be optimally designed and maintained by the solution provider.
- viii. Payment terms will be governed by the timeline milestones laid in this RFP or RFP, and the payment will be done within 30 days of submission of the invoices as per the milestones.

## **6. TIMELINE**

### **Duration & Timeline and payment milestone:**

- Timeline for completion of the contract shall be 3 to 6 months, and the deadline has been mentioned taking 3 months as a reference point. Final deadline shall be mentioned in the RFP (if any changes required).
- The contract for implementation will be valid for a period of 1 Year from the date of Go-Live and successful bidder has to complete the task in stipulated time, unless terminated earlier in accordance with the provision of the signed agreement. The yearly contract can be extended up-to 5 years based on the performance

Analysis	Deadlines (In Weeks)
Creation of Functional Requirement Document, System Requirement Document	t+3
Design, config and development	t+6
Deployment for UAT	t+8
Finance	
Procurement	
Billing	
Project Accounting	
UAT	t+9
Go live prep	t+10
Go Live'	t+12
HRMS integration and QCI internal portal integration	Within 4 months After Go live

- The timeline in the above table is tentative. The total duration of the project is 3-6 months including assessment, recommendations, implementation, training and the Standard Operating Procedures manual creation, if any.
- For any additional expenses the vendor must seek prior approval from QCI and shall be paid on actuals on receipt of expense bills for the same.
- The signing of Contract (T): 3% on signing of contract against Performance Bank Guarantee for an amount equal to 3% of Financial Bid amount (excluding license cost).

S.No	Particulars	Percentage of Project Cost (excluding License cost)		
		Core ERP	HRMS & Integration with ERP	QCI Portals' integration
1	Along with Purchase Order	10	10	10
2	Completion / Sign off Analysis Phase	10	10	10
3	Deployment of Solution for User Acceptance Test	15	15	15
4	Completion / sign Off : User Acceptance Test	10	10	10
5	<b>GO LIVE Solution Deployment for Go Live (Along with Uploading of Masters and Open Items)</b>	35	35	35



6	Six Months after Go Live	20	20	20
	<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>

### METHOD OF SELECTION

- The bids shall be evaluated on Quality and Cost Based Selection (QCBS).
- In deciding the final selection of the service provider, the technical bid of the proposal will be given a weightage of 70% and the financial bid will be given a weightage of 30%.
- The proposal with the lowest cost will be given a score of 100 and the other proposals will be scored on a pro-rata basis, inversely proportional to the offered cost i.e., lower marks for higher priced offers.
- Subcontracting may be allowed only upon written approval of QCI, the responsibility for management and liability shall rest with the selected service provider.

### TOTAL SCORE:

- The total score shall be obtained by weighing the quality and cost scores and adding them.
- Total Score = [Technical Score\* 70 (Weightage given to technical criteria)] + [Financial Score\* 30 (Weightage given to financial criteria)]

## 7. TECHNICAL EVALUATION CRITERIA

The Technical Evaluation shall be based on the following criteria:

**Marking Matrix:** In the below table, marking parameters for technical evaluation are mentioned:

S. No	Marking Parameters
1.	<b>The average Annual Turnover of the Bidder during last three financial years (FY 2018-19, 2019-20 and 2020-21)</b>

	>= INR 10 Crores
	>= INR 7.5 Crores and < INR 10 Crores
	>= INR 5-7.5 Crores
2.	<p><b>Total employees on pay roll of the bidder for the proper execution of the contract.</b></p> <p>An Undertaking to be submitted by designated authority of the organization. Detail of each employee (educational qualification, Experience etc.) should be attached.</p>
3.	<p><b>Minimum No. of successful implementation</b> (minimum 2 contracts with government and of Rs 30 lakhs each for implementation services or minimum 4 contracts with private of 30 lakhs each for implementation services <b>of the proposed solutions during last 5 years.</b></p> <p>(Work Order should be attached)</p> <p>If all the above-mentioned modules are missing in any work order/ Completion certificate then the commensurate marking shall be done on the basis of number of modules implemented out of above-mentioned mandatory modules.</p> <p><b>Bidder must submit the certificate from clients mentioning that the proposed solution has implemented and currently running (Purchase Order/ Completion Certificate etc.).</b></p>
4.	<p><b>Technical Presentation - Demonstration of the proposed software solution (currently in use by some clients) having functions as per the requirements in the RFP.</b></p> <p><b>Integrated solutions will carry higher weightage in the Technical Presentation.</b></p> <p>Expert Committee for the Technical Presentation will evaluate</p> <p>i. Value addition to current system</p> <p>ii. Resource Planning: the bidder's capability and product quality (Project Team deployment plan, System Configurability and Upgradation, Application deployment and testing strategy, Quality Control Procedures suggested by bidders, Previous project implementation timelines (From Project kick-off time to Handover date and Time))</p> <p>iii. Technical Expertise: technology and other suitability related aspects (Solution Architecture with demonstrable Customization Platform, Security Architecture, and Functional Architecture etc.)</p>

It will also evaluate whether the bidder has understood the volume of work and/or the process clearly or not (include mainly Proposed methodology for setting up & managing data centre and/or cloud etc.)

QCI reserves the right to modify the aforementioned parameters in the best interests of QCI and in order to shortlist the most competent organisation for ERP implementation QCI.

Note- The Technical Presentation will be held and Bidder will have to make all the arrangements to attend the same according to the notified date and time at their own.

## 8. GENERAL TERMS AND CONDITIONS

- a. **Exclusivity of the selected resources:** The selected resources shall be deployed exclusively on the project awarded through this contract and shall not be deployed on any other project till the end of the contract or a written approval of the QCI SPOC, whichever is earlier.
- b. **Authorisation of Signatory:** The Bid may be signed either by the Principal Officer of the service providing agency or his duly Authorized Representative, in which case he/she shall submit a certificate of authority. All certificates and documents (including any clarifications sought and any subsequent correspondences) received hereby, shall, as far as possible, be furnished and signed by the Representative or the Principal Officer. The Principal Officer/ authorized representative of the Agency shall sign the proposal and also initial all pages of the original Technical Proposal. The authorization shall be in the form of a written power of attorney accompanying the Proposal or in any other form demonstrating that the representative has been duly authorized to sign. The power or authorization, or any other document consisting of adequate proof of the ability of the signatory to bind the Bidder shall be annexed to the Bid.
- c. **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.
- d. **Pre-bid Meeting:** A virtual pre-bid meeting will be held. Date: February 15, 2022,
  - i. During the course of pre-bid conference(s), the Bidders will be free to seek clarifications and make suggestions for consideration of the QCI. QCI shall endeavour to provide clarifications and such further information as it may, in

its sole discretion, consider appropriate for facilitating a fair, transparent, and competitive bidding process

- ii. Non-attendance at the pre-bid conference shall not be a cause for disqualification of a bidder. However, terms and conditions of the Addendum(s)/Corrigendum(s) shall be legally binding on all the bidders irrespective of their attendance at the pre-bid meeting.
  - iii. Interested bidders can send their queries to [procurement@qcin.org](mailto:procurement@qcin.org)
- e. **Performance Bank Guarantee:** The purchaser will require the selected service provider to provide a Performance Bank Guarantee, within 30 days from the notification of award, for a value equivalent to 3% of the financial proposal value. The Performance Guarantee shall contain a claim period of three months from the last date of validity. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the delivery and warranty period. In case the selected bidder fails to submit a Performance Guarantee within the time stipulated, the purchaser at its discretion may cancel the order placed on the selected bidder without giving any notice. Purchaser shall invoke the performance guarantee in case the selected bidder fails to discharge their contractual obligations during the period or purchaser incurs any loss due to bidder's negligence in carrying out the project implementation as per the agreed terms & conditions.
- f. **Penalty for delay in execution of project:** If the successful bidder does not complete the project within the stipulated period given in the Scope of Work, a penalty at the rate of 1% per week of the corresponding Purchase Order value will be levied for a maximum period of six weeks. If the services are not completed even within this six-week period, then the penalty rate shall be increased to 2% per week of the purchase order value for a further period of four weeks at the discretion of QCI. SLA, penalty for failure of support service during the contract period, etc shall be informed in the RFP stage.
- g. **Amendments to RFP:** 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 RFP document by an amendment. In order to provide prospective applicants reasonable time to take the proposed amendments into account while 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 RFP. Any such amendment shall be communicated to the service providers.
- h. **Conflict of Interest:** QCI requires that service provider provides professional, objective, and impartial analysis and data, and at all times hold the QCI's interest's

paramount, strictly avoid conflicts with other Assignment/jobs or their own corporate interests and act without any consideration for future work.

i. **Ownership Rights:** Ownership of all new artifacts (data, reports, presentations and other publications) generated during the course of the assignment or otherwise with respect to the assignment, will rest with QCI and it will have the right to resell/ implement the same with any other organization.

j. **Fraud/ Corruption:** QCI requires that the bidders participating in the selection process adhere to the highest ethical standards, both during the selection process and throughout the execution of the Contract. In pursuance of this policy, QCI defines, for the purpose of this paragraph, the terms set forth as applicable to both the parties:

a) "Corrupt practice" means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value (whether in cash or kind) to influence the action of a public official in the selection process or in Contract execution.

b) "Fraudulent practice" means a misrepresentation or omission of facts in order to influence a selection process or the execution of a Contract.

c) "Collusive practices" means a scheme or arrangement between two or more bidders with or without the knowledge of QCI, designed to establish prices at artificial, non-competitive levels.

d) "Coercive practices" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in a procurement process or affect the execution of a Contract. QCI will reject a proposal for award if it comes to know that the bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for the Contract in question; and

e) QCI will terminate the Contract, if already awarded and will declare the bidder ineligible, either indefinitely or for a stipulated period of time, to be awarded a Contract, if at any time it determines that the bidder has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for, or in executing, a Contract.

**k. Termination of Contract**

**i. 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.

**ii. 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 the 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 is executed as determined by the agency till the date upon which such termination becomes effective.

- l. 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.

**m. Rejection of Application:**

The application is liable to be rejected if:

- a. Not in prescribed forms and/or 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.

**n. 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 and returned unopened to the applicant.
- b) QCI reserves the right
  - To reject any/all applications without assigning any reasons thereof;
  - To relax or waive any of the conditions stipulated in this document as deemed necessary in the best interest of QCI without assigning any reasons thereof;
  - To include any other item in the Scope of work at any time after consultation with applicants or otherwise.

- o. Written Undertaking:** QCI may at any time require the service provider 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 service provider must promptly arrange for all such undertakings to be given to QCI.

- p. **Knowledge Transfer:** Subject to any qualification or provision to the contrary in the statement of work, the service provider must provide the following assistance to the QCI on termination or expiration of this Contract: transferring or providing access to the QCI to all information stored by whatever means held by the service provider or under the control of the service provider in connection with this Contract; and making Specified Personnel / employees and Agency Personnel available for discussions with the QCI as may be required. The time, length and subject of these discussions will be at the sole discretion of the QCI, provided that any matter discussed is not considered to reveal any 'commercial-in-confidence information of the service providing firm.
- q. **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 may then mutually decide about the future course of action.

Force Majeure shall not include

- a) any event which is caused by the negligence or intentional action of a Party or by or of such Party's agents or employees, nor
  - b) any event which a diligent Party could reasonably have been expected both to take into account at the time of the signing of the Contract and avoid or overcome with utmost persistent effort in the carrying out of its obligations hereunder.
  - c) Insufficiency of funds or manpower or inability to make any payment required for execution of services under this Contract.
- r. **Indemnity:** The service provider undertakes to indemnify QCI from and any losses that QCI may incur due to any deficiency in services rendered by the service provider or any instance of corruption or improper payment.
- s. **Subletting of Work:** Sub-letting of work will be permitted based on the clear intimation to QCI and the approval of the QCI SPOC. However, final liability shall rest with the selected service provider.

- t. **Maintenance of Confidentiality:** The service provider must not divulge any confidential information and assure that reasonable steps are undertaken to provide for the safe custody of any and all confidential information in its possession, and to prevent unauthorized access thereto or use thereof. The service provider 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 deems fit, and the agency must comply with these conditions. Confidentiality clause shall continue for a longer period than one year after the termination of contract or contract expiry period.

The selected service provider will be required to sign a mutually agreed Non-Disclosure Agreement (NDA) with QCI.

u. **Removal of Data:**

The service provider 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 QCI's prior written consent.

v. **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
  - To terminate the RFP process at any time, without assigning any reasons thereof;
  - To reject any/all applications without assigning any reasons thereof;
  - To relax or waive any of the conditions stipulated in this document as deemed necessary in the best interest of QCI without assigning any reasons thereof;
  - To include any other item in the scope of work at any time after consultation with applicants or otherwise;

- w. **Validity of Proposals:** 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.



## 9. SUBMISSION OF PROPOSAL

### Technical Proposal:

The technical proposal must include the following:

1. All the supporting documents pertaining to the pre-qualification criteria.
2. A note on the understanding of the scope of work and approach & methodology for undertaking the assignment
3. Past experience in government and private reputed entity with similar scope of work
4. Proposed resources' work experience/ profiles
5. Technical Presentation: Presentation PPT and Demo of the existing solution, technology being used, project plan, case study, resources profile etc. It is requested that both functional and technical experts be available during the presentation. The bidder may be asked to show how few use cases can be handled in the proposed system.

### Financial Proposal:

The Financial proposal must be in the following format:

#### Part-A

COMPONENT	COST (INR)					
	Year-1	Year-2	Year-3	Year-4	Year-5	Total
Per-user License Cost (include 2 types of users)						
Core ERP Implementation Cost (include training cost before total Go-Live)						
Support cost after go-Live						
GSTN API e-Invoicing						
Backup services cost (including capital cost and implementation cost)						

#### Part-B

COMPONENT	COST (INR)					
	Year-1	Year-2	Year-3	Year-4	Year-5	Total
Per-User HRMS License cost*						
HRMS Integration Cost						

**Part-C**

COMPONENT	Cost
Man day Support costs post go-Live	

**Part-D**

COMPONENT	Cost
Integration of QCI Internal Portal	

\*costs mentioned above must be exclusive of taxes

Note: \*QCI reserves the right to award the work excluding the HRMS License component.

**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 authorised signatory.
- Please Note that Prices must not be indicated in the Technical Bid.

Interested parties may submit the RFP technical bid and financial bid in a sealed envelope inside a larger sealed envelope super-scribing RFP for Hiring of ERP Implementation Agency to below mentioned address latest by February 23, 2022, 15.00 hours.

**Deputy Director (Accounts & Administration),**  
Quality Council of India (QCI)  
Indian Council for Child Welfare,  
2nd Floor, 4, Pandit Deen Dayal Upadhyaya Marg,  
Mata Sundari Railway Colony,  
Mandi House, New Delhi, India-110002

**Form A: Application Letter**

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

{Place}

{Date}

To,

Deputy Director (Accounts & Administration),  
Quality Council of India,  
Institution of Engineers Building,  
2<sup>nd</sup> Floor, 2, Bahadur Shah Zafar Marg,  
New Delhi-110002

Subject: Submission of proposal in response to the RFP for **“Hiring of agency for ERP Implementation for QCI”**

Dear Sir,

Having examined the RFP document, we, the undersigned, herewith submit our proposal in response to your RFP for \_\_\_\_\_

We undertake, if our proposal is accepted, to assign a team dedicated to this project.

We have read the provisions of RFP 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.

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.

We agree to unconditionally accept all the terms and conditions set out in the RFP 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.

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.

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 2022

(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.	<b>Details of responding Company</b>		
	Name		
	Address		
	Telephone		Fax
	E-mail	-	Website
2.	<b>Information about responding Company</b>		
	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 #
3.	Current Year Turnover (Rs Crores) from ERP projects;		
4.	Company Profile (Operations in India)		

4.1	Average turnover from Indian Operations from ERP business in last three years	(Turnover in Rs Crores)	
4.2	Full-time professional staff engaged in related IT services	(Number of Staff)	
4.3	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)	

**Form E: Format for Non-Blacklisting Undertaking**

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

To,  
Deputy Director (Accounts & Administration),  
Quality Council of India,  
Institution of Engineers Building,  
2nd Floor, 2, Bahadur Shah Zafar Marg,  
New Delhi-110002

**Subject:** Non-Blacklisting declaration in connection with RFP Ref. No. \_\_\_\_\_ for \_\_\_\_\_

Dear Sir,

This is to notify you that our Firm/Company/Organisation \_\_\_\_\_ intends to submit proposal in response to invitation for Tender Ref. No. \_\_\_\_\_ for <>. In accordance with the above, we declare that:

- a) We are not involved in any major litigation that may have an impact of affecting or compromising the delivery of services as required under this agreement
- b) We are not blacklisted by any Central/ State Government/ agency of Central/ State Government of India or any other country in the world/ Public Sector Undertaking/ any Regulatory Authorities in India or any other country in the world for any kind of fraudulent activities.

Dated this Day of 2022

(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 F: Annexure for Employee Details**

<On Company's Letter Head>

1. Name of the Applicant:

2. Position:

3. Number of Resources in Each Position:

S. No.	Name of Employee	Educational Qualifications	Area of Expertise	Experience in Detail/ Projects Undertaken (including total years of experience)

Note: Must be Filled for Each Position

4. Are the individuals proposed to work on the \_\_\_\_\_ the team leader of the specified vertical?

YES/NO

Signature of HR Representative:

Name:

Designation:

Date and Company Seal:

Note:

- a) QCI may verify the genuineness on a sample basis, up to the satisfaction, by reviewing the information provided in the tables above.
- b) CVs of the lead of each position will be evaluated to ensure experiences are relevant to the requirements of the project.