

Reference No. QCI/PPID/0422/101

Request for Proposal
Engagement of an agency for CMMI L3 appraisal of QCI



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

Tender Notice

1. Quality Council of India invites proposals for **“Engagement of an agency for CMMI L3 appraisal of QCI”**.
2. The content of this RFP 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 financial terms and bidding process and explain the contractual terms that the Quality Council of India wishes to specify at this stage.
3. The Documents to be submitted:

Form 1	Covering letter with the Proposal in response to RFP Notice
Form 2	Relevant Project Experience
Form 3	Resource Profiles
Form 4	Details of the responding organization
Annexure – A	Technical Proposal Format
Annexure – B	Financial Proposal Format

4. The Technical and Financial Bids may be submitted at the following address on or before **07.04.2022 3, PM** via post to:

Deputy Director (Accounts), 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	Project Scope	Engagement of an agency for CMMI L3 appraisal of QCI
2	Project Duration	6 Months
3	Proposal Selection	Quality Cost Based Selection System
4	Earnest Money Deposit	N/A
6	Last Date of Submission of Bid	07.04.2022, 3 P.M.

Introduction:

Quality Council of India (QCI)

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.

1. Objective:

Quality Council of India is looking for a partner to help in implementing best practices from the latest CMMI version for services model and to get the company certified/appraised for CMMI Maturity Level 3. This would improve the capability to develop quality products, with the help of third party vendors, and provide services that meet the needs of customers and end-users, improve delivery time, improve product & services quality, lower costs, improve planning and budgeting.

2. Scope of Work:

- 2.1.** Support in the selection of projects to be a part of the appraisal process.
- 2.2.** Identification of projects and deep-dive analysis for meeting CMMI latest version L3 requirements
- 2.3.** Conduct Gap Analysis report with respect to the present CMMI latest version procedures and submit Gap analysis report to the organization.
- 2.4.** After Project Selection follow all the mandatory procedures for CMMI implementation
- 2.5.** Perform required inspections within the organization for obtaining L3 standards.
- 2.6.** Appraisal Logging on CMMI Portal related to the services.
- 2.7.** Redefinition of the process for improving the strength and market value of the organization
- 2.8.** Setup Process Asset Library to provide guidance to the process implementers (Project Managers, SQA etc.) to help them by learning from past implementations
- 2.9.** Support in Implementation of CMMI along with other organizational improvements in order to achieve improved business performance.
- 2.10.** Project level Documentation for the successful implementation of the CMMI keeping in mind the stake involved throughout the process.
- 2.11.** Internal Audits for analysing and suggesting the changes within the organization by the Consultant.
- 2.12.** CMMI Appraisal Readiness Review by Lead Appraiser and Consultant

- 2.13. ATM Training for further improvement in the CMMI levels by the Lead Appraiser.
- 2.14. Provide plan for the tentative schedule of the entire project
- 2.15. Provide detailed project plan to QCI'S internal team for closure of identified gaps.
- 2.16. Provide risk planning for the CMMI project with respect to delays, dependencies, collect roles and responsibilities of participants.
- 2.17. Conduct CMMI latest version overview workshop for all participants.
- 2.18. Creation and monitor organization & functioning of the project-specific process asset library
- 2.19. Provide Process training, coaching, mentoring, and implementation support to project teams.
- 2.20. Define the effectiveness measures related to the CMMI implementation.
- 2.21. Suggest process performance baselines and improvements required to the project teams.
- 2.22. Prepare internal audit reports which would help in assessing the CMMI readiness.
- 2.23. Readiness review by Lead appraiser.
- 2.24. Setup document library for CMMI final appraisal readiness.
- 2.25. Support in the planning of Appraisal
- 2.26. Provide appraisal input documents.
- 2.27. Conducting Benchmark appraisal.

3. Deliverables:

- 3.1. Appraisal Report
- 3.2. Final findings on CMMI L3 presentation
- 3.3. Support in Listing in CMMI website
- 3.4. Implement best practices from CMMI latest version
- 3.5. Development model
- 3.6. Project Specific process asset library/ folder
- 3.7. Organization process asset library (PAL) with all processes and tools
- 3.8. Department-specific process assets
- 3.9. Practice Implementation Indicator Description(PIID) creation and project and organization document mapping
- 3.10. Training material
- 3.11. Self-Assessment Exam
- 3.12. Participation Certificates
- 3.13. Result Publication on CMMI website

4. Pre- Qualification Criteria:

S. No	Basic Requirements	Specific Requirements	Documents Required
a.	Turnover	Average Annual Turn over of the Bidder during the last Three financial years, i.e. FY 2017-18, FY2018-19, 2019-20(as per the last published audited balance sheets), should be more than Rs. 20 (Twenty) Lacs.	Audited Financial Statements or CA Certificate certifying the turnover with CA's Registration Number/ Seal
b.	Technical Capability & Experience	The agency must have an experience of at least 5 years in similar projects must have completed at least three projects with Centre/State Govt, PSUs, Private Brands.	Work order/ Work Completion Certificates from the client
c.	Tax Registration	The company shall hold valid GST and PAN certifications.	<ul style="list-style-type: none">• Certificate of Incorporation / Registration• PAN Card• GST Registration Certificate
d.	Blacklisting	The bidder shall not have been blacklisted by any central or state government agency, PSU etc.	Undertaking in this regard to be submitted.
e.	Certification	The bidder must have a valid CMMI L3 certification.	Documentary evidence

5. EVALUATION OF BIDS

The Bidders shall be short listed after the evaluation of their Technical Bids. Financial bids of only such technically shortlisted bidders will be opened. The final selection of the bidders shall be done on Quality Cost Based Selection (QCBS) Basis amongst the technically qualified bidders with 70% weightage to technical score and 30% weightage to financial cost

Evaluation shall be done by a committee constituted for evaluation by the QCI based on the below given criteria (but not limited to):

- Understanding and ability to fulfil the requirement.
- Plan and Methodology to be used.
- Relevant experience in providing such services to Government/ PSUs/ Private Sector/ Brands

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.

7. 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 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 RFP.

8. REJECTION OF APPLICATION

The application is liable to be rejected if:

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

9. 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

10. NO SUBLETTING ASSIGNMENT

There must be no further subcontracting without prior written consent of QCI.

11. MAINTENANCE OF CONFIDENTIALITY

The agency must not divulge any confidential information and assure 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. Confidentiality clause shall survive for a longer period of one year after the termination of contract or contract expiry period.

12. Termination of Contract

11.1 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 one month 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 15 days (or such longer period as QCI may authorize in writing) after receipt of the default notice from QCI.

11.2 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.

11.3 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.

13. 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, 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.

14. Payment Terms

- i. 20% of the payment shall be released in advance.
- ii. 20% of the payment shall be released on completion of 40% of the work.
- iii. 25% of the payment shall be released on completion of 75% of the work.
- iv. 25% of the payment shall be released on completion of the implementation, internal audit set-up and appraisal readiness review.
- v. 10% of the payment shall be released after completion of work based on successful completion of appraisal and result publication.

Payments will be made within 30 days of submission of invoices as per the milestones.

15. Intellectual Property Rights

All intellectual property rights developed as a consequence of any allotment of work to the shortlisted service provider shall be the sole property of QCI.

16. Documents Submission

The following set of documents needs to be submitted to qualify for the evaluation process. These documents are:

- i. All the necessary documents mentioned in the pre-qualification criteria
- ii. Form 1: Covering letter with the Proposal in response to RFP Notice
- iii. Form 2: Relevant Project Experience
- iv. Form 3: Details of the responding organization
- v. Annexure A: Technical Proposal Documents
- vi. Annexure B: Financial Proposal in the provided format

Interested parties may send the technical and financial bid in two separately sealed envelopes inside a larger sealed envelope super-scribing “**Engagement of an agency for CMMI L3 appraisal of QCI**” to Deputy Director (Accounts and Administration), Quality Council of India, Indian Council for Child Welfare, 2nd Floor, 4, Pandit Deen Dayal Upadhyaya Marg, Mandi House, New Delhi, India-110002 latest by 07.04.2022, 3 P.M.

For further queries, you may please contact the below:

For any other queries: Procurement Team email id: procurement@qcin.org

Form 1: Covering letter with the Proposal in response to RFP Notice

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

{Place}

{Date}

To,

Deputy Director (Accounts),
Quality Council of India,
Indian Council for Child Welfare, 2nd Floor,
4, Pandit Deen Dayal Upadhyaya Marg,
New Delhi-110002, India.

Subject: Submission of proposal in response to the RFP for **Engagement of an agency for CMMI L3 appraisal of QCI.**

Dear Sir,

1. Having examined the RFP document, we, the undersigned, herewith submit our proposal in response to your RFP dated <dd/mm/yy> for <RFP NAME>
2. We attach our technical response and our Financial quotation, the technical response and the Financial response in a separate sealed cover as required by the RFP both of which together constitutes our proposal, in full conformity with the said RFP.
3. We undertake, if our proposal is accepted, to adhere to assign a team dedicate to this project.
4. 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.
5. 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.
6. 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 TWO 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.
7. 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.

8. 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 15 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 2: Relevant Project Experience

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

Form 3: Details of responding organization

Section No.	Sr. No.	Particular	Detail
I	COMPANY PROFILE:		
	1.	Name of the Organization * (As appearing on PAN Card)	
	2.	Registered Office Address *	
	3.	Address for Billing Office & Address *	
		Name of Contact Person *	
		Contact No. *	
		Mobile No.	
		E mail ID *	
	4.	Name of Contact Person (Finance & Accounts) *	
		Contact no.	
		Mobile no.	
		E mail ID *	

II	STATUTORY DETAILS:		
	1.	GST Details: -	
		Whether Registered Assessee (Yes or No)	

		If Yes: -	
		GSTIN Number # *	
		Type of Assessee	
	2.	MSME	
		Whether Registered under MSME (Yes or No) *	
		If Yes: -	
		MSME Registration No. and validity date # *	
	3.	Permanent Income Tax No. (PAN) # *	
	4.	<u>NATURE OF ENTITY:</u> * PROPRIETOR/PARTNERSHIP/ LPP/ PRIVATE LIMITED /PUBLIC LIMITED/GOVERNMENT	
	5.	WHETHER FUNCTIONING IN A SPECIAL ECONOMIC ZONE. (SEZ) (YES/ NO) *	

III	BANK DETAILS: -		
		Name of Bank	
		Address of Bank	
		Bank Account No.	
		IFSC Code	
		SWIFT CODE (If party's billing address is outside India)	

Declaration by Director/ Proprietor/ Partner:

I/We declare that the information furnished above are correct to the best of my/our knowledge / belief. I/We undertake to inform you of any change in above particulars at the earliest.

Date:

Signature

Place:

Name & Designation

Annexure A: Technical Proposal Format

The technical bid should contain the following details:

- Details of past experience in similar work, if any
- Proposed plan and Methodology to be used for the CMMI L3 Appraisals.
- Any other detail that the bidder may like to provide.

Annexure B: Financial Proposal Format

Description	Cost exclusive of Taxes	Cost inclusive of Taxes
Overall Cost of CMMI L3 Appraisal		

Please mention the following in preparing your bid:

- Dated this [date / month / year]
- Authorized Signatory (in full and initials)
- Name and title of signatory
- Duly authorized to sign this proposal for and on behalf of [Name of Vendor]
- Name of Firm
- Address