

Reference No. QCI/PPID/0223/154

Expression of Interest

For Empanelment of Service Providers for Survey



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

EOI Notice

1. Quality Council of India invites proposals for **“Empanelment of service providers for Survey”**
2. The criteria and actual process of evaluation of the responses to this EOI and subsequent selection of the bidder(s) will be as mentioned in this EOI and any modification or changes to the terms and conditions mentioned in this EOI will be entirely at discretion of QCI.
3. No contractual obligation whatsoever shall arise from this EOI process unless and until a formal contract is signed and executed by duly authorized official(s) of QCI with the selected bidder(s). QCI reserves the rights to empanel more than one bidder.
4. The content of this EOI enlists the requirements of the Quality Council of India. It includes the Empanelment Terms which details out all that may be needed by the bidders to understand the terms and the empanelment process and explain the contractual terms that the Quality Council of India wishes to specify at this stage.
5. Interested Bidders are advised to study this EOI document carefully before submitting their proposals in response to the Empanelment notice. Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications.

EOI Summary

S. No.	Item	Details
1.	Addressee and address at which the bid is to be submitted	Deputy Director (Finance & Accounts), Quality Council of India, Institution of Engineers Building, 2 nd Floor, 2, Bahadur Shah Zafar Marg, New Delhi-110002
2.	Date of issue of the EOI document	February 21, 2023
3.	Last date and time for submission of proposals	March 02, 2023, 5 PM
4.	Duration of Empanelment	Financial Year 2023-24
5.	Validity of the Proposals	90 days from due date of proposal submission
6.	Tender Processing Fee	N/A
7.	Contact for clarification	procurement@qcin.org
8.	Presentation Round	To be notified by e-mail

1 Introduction

About Quality Council of India (QCI)

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

2. Scope of Work

2.1 The Quality Council of India (QCI) regularly conducts third-party inspections, impact assessments, and process evaluations. To carry out these evaluations, QCI collects both primary quantitative and qualitative data through questionnaires administered using IT tools, such as android devices or tablets, to ensure data accuracy and eliminate the need for manual data entry.

To fulfill this objective, QCI seeks proposals to empanel competent service providers to conduct the surveys/data collection study. The shortlisted service provider will be responsible for putting together a team of experts to carry out the project in accordance with the specifications outlined in the Request for Proposal (RFP) at a later stage as per the requirements of the specific project.

2.2 Scope of Services

- 2.2.1 The empaneled service provider shall be responsible for conducting qualitative and quantitative surveys, as well as field activities such as plans, visits, and inspections, as per the scope of services assigned by QCI.
- 2.2.2 The sectors of on-ground surveys include but are not limited to Agriculture, Water, Education, Health, Sanitation, Employment, Energy, Social Services etc.
- 2.2.3 The size and scope of the surveys may vary based on the project's sampling methodology and requirements. The details of the scope of services, sampling methodology, survey types, size, instruments, project duration, key personnel requirements, and geographical coverage will be communicated to the shortlisted empaneled service providers as part of the specific project's terms of reference.
- 2.2.4 The service provider shall be responsible for data collection, data processing, data scrutiny, data validation etc. of all primary collected data
- 2.2.5 After empanelment and project award, the service provider must:
 - i. Develop survey instruments in consultation with QCI
 - ii. Prepare survey plan
 - iii. Manage field operations
 - iv. Identify field investigators, train and build capacity
 - v. Manage Human resource engagements and compliances
 - vi. Pre-test and finalize tools with QCI

- vii. Conduct pilot survey if needed with QCI
- viii. Set up IT hardware/software for data collection/management
- ix. Conduct survey fieldwork, collect and compile data
- x. Ensure high-quality data management and follow quality assurance protocols
- xi. Clean and validate collected data
- xii. Submit raw data and agreed deliverables to QCI
- xiii. Conduct preliminary data analysis and submit output/final tables
- xiv. Incorporate concurrent feedback
- xv. Complete other required tasks
- xvi. Adhere to scientific data collection procedures and ensure data accuracy, validity, and relevance
- xvii. QCI may also seek assistance with survey methodology, sampling plan, questionnaire design, and data analysis. The exact services for a project will be shared in the project RFP.

Disclaimer: The listed requirements cover the broad scope of work and may differ as per the requirements of the projects.

3. Pre-Qualification Criteria

S. No.	Requirement	Supporting Documents
I.	Technical Capacity	
a.	The bidder should be a company registered in India under the Companies Act 2013 or any other previous Companies Act or a Limited Liability Partnership registered under the LLP Act, 2008 for at least 10 (ten) years, preceding the date of submission of bid.	Certificate of Registration / Incorporation under the respective Acts in India and the respective Memorandum of Association/ Partnership Deed
b.	The bidder shall have undertaken a minimum of 5 (five) survey assignments/ data collection study in the Indian subcontinent with a minimum value of Rs. 10 (ten) lakhs during the FY 2019-20, 2020-21, 2021-22 out of which minimum 3 (three) projects should be with Central or State or UT government departments/ PSUs/ Autonomous Bodies.	Copy of Completion certificate/ work order/Contract/ Letter of Award for each of the mentioned assignments should be submitted
c.	The bidder should not have been debarred or blacklisted by the Central Government, any State Government, a Statutory Authority, or a Public-Sector Undertaking, from participating in any assignment.	Non-Blacklisting Undertaking (Annexure-B)
II.	Financial Capacity	
a.	The bidder shall have an average annual turnover of Rs. 50 (fifty) Lakhs per annum during the 3 (three) financial years FY 2019-20, FY 2020-21 and FY 2021-22.	Turnover Certificate(s) issued by CA or Signed Annual Financial Statements stating total revenue during each of the 3 (three) financial years i.e., FY 2019-20, 2020-21 and 2021-22.

4. Evaluation Criteria

Evaluation Criterion		Max. Score
a.	Quality Assurance:	10
i.	ISO 9001:2015 Certification and Quality Management System including processes for data collection, data processing, and data analysis	10
b.	Approach and Methodology	25
i.	Two case studies with description of the approach, methodology, and work plan covering the following subjects: data collection methodologies, recruitment methodology, Integrity practices, grievance redressal mechanisms sample design, data processing, and analysis.	25
c.	Previous experience -	30
i.	Survey assignments undertaken in past 3 years (5 marks per project, preferably with government / PSUs/ recognized organizations or quality monitoring agencies) The assignments considered for pre-qualification criteria will not be considered during the technical evaluation.	30
d.	Financial and Operational Strength	35
i.	Total Number of Employees on Pay-Roll	15
ii.	a. Pan-India Presence (Previous Projects Portfolio- 4 marks per Zone, refer Annexure-C) Or, a. Network of regional offices in India (To be provided in Form-3, Annexure-A): I. Total number of regional offices across India II. Number of States/UTs covered	20
Total Points		100

5. General Terms and Conditions

5.1 The empanelment shall not confer any right to engagement. The service provider which is empanelled with QCI as a result of this empanelment process are not allowed to use the name of QCI, its logo, service marks or any document for any purpose without the prior written approval of QCI.

5.2 Ownership of Intellectual Property Rights: QCI will own all the intellectual property resulting out of services being performed under this contract.

All the rights relating to the Trade Marks and Copy Rights in respect of work generated by the selected service provider on behalf of QCI and paid for by QCI shall vest with QCI. All documents, report, information, data etc. collected and prepared by the service provider in connection with the scope of work submitted to QCI will be property of QCI. The service provider shall not be entitled, either directly or indirectly, to make use of the documents and reports given by QCI for carrying out of any services with any third parties. The service provider shall not, without the prior written consent of QCI be entitled to publish studies or descriptive articles, with or without illustrations or data, in respect of or

in connection with the performance of services. The pre-existing intellectual property of the service provider used in deliverables shall remain vested with the service provider. Anything developed during the course of the project shall be owned by QCI. The Service provider will submit all source codes, training material, process SOP's, data collected to QCI upon completion of the development or termination of this contract, whichever is earlier.

5.3 Subcontracting: There must be no further subcontracting without prior written consent of QCI; all manpower deployed by the Service provider shall be on-roll employees of the Service provider or must have a direct employment contract with the Service provider.

5.4 Safety and Insurance: Ensuring safety of the surveyor at the time of survey shall be the responsibility of the service provider. QCI has no obligation or responsibility towards any individual in any such cases or situations. The service provider must have and maintain valid and enforcement insurance policies for public liability, professional indemnity, worker's compensations required by law.

5.5 Ethics: QCI requires that the bidders participating in the selection process adhere to the highest ethical standards, both during the selection process and throughout the duration of the empanelment. In pursuance of this policy, QCI defines, for the purpose of this paragraph, the terms set forth as applicable to both the parties:

5.5.1 "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.

5.5.2 "fraudulent practice" means a misrepresentation or omission of facts in order to influence a selection process or the execution of a Contract.

5.5.3 "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.

5.5.4 "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

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.

5.6 Duration of Empanelment: The duration of Empanelment shall be for Financial Year 2023-2024 and may be extended further as per the requirement.

5.7 Conflict of Interest:

5.7.1 The interested Bidders shall furnish an affirmative statement as to the existence of, absence of, or potential for conflict of interest on the part of the bidder or any prospective subcontractor due to prior, current, or proposed contracts, engagements, or affiliations with QCI. Additionally, such disclosure shall address any and all potential elements (time

frame for service delivery, resource, financial or other) that would adversely impact the ability of the bidder to complete the requirements as given in the RFP.

- 5.7.2 QCI requires that the service provider provides professional, objective, and impartial advice and at all times hold the QCI's interest paramount, avoid conflicts with other assignments or its own interests, and act without any consideration for future work. The service provider shall not accept or engage in any assignment that would be in conflict with its prior or current obligations to other clients, or that may place it in a position of not being able to carry out the assignment in the best interests of the QCI.
- 5.7.3 Without limiting the generality of the above, bidder shall be deemed to have a Conflict of Interest affecting the Selection Process, if there is a conflict among this and other assignments (prospective assignments which may arise by nature of an existing arrangement/agreement/empanelment with) of the Bidder and any subsidiaries or entities controlled by such Bidder or having common controlling shareholders. While providing services to QCI for this particular assignment, the service provider shall not take up any assignment that by its nature will result in conflict with the present assignment
- 5.7.4 In the event that a bidder identifies a potential conflict of interest, they shall make a disclosure to QCI as soon as any potential conflict comes to their notice but in no case later than 7 (seven) days from the receipt of such proposals and any breach of this obligation of disclosure shall be construed as Conflict of Interest. QCI shall, upon being notified by the service provider under this Clause, decide whether it wishes to terminate this service or otherwise, and convey its decision to the service provider within a period not exceeding 15 (fifteen) days.

5.8 Termination of Contract

5.8.1 Termination for Insolvency

QCI may at any time terminate the contract by giving written notice without compensation to the service provider, if the service provider becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of 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.

5.8.2 Termination for Convenience

QCI may by written notice sent to service provider, terminate the contract, in whole or part, at any time for its convenience, by giving 15 days' notice. However, the payment shall be released to the extent to which performance of work executed as determined by service provider till the date upon which such termination becomes effective.

- 5.8.3 The service provider may terminate this contract, or any particular Services, by giving 15 days' written notice to QCI, if the service provider reasonably determine that the service provider can no longer provide the Services in accordance with applicable law or professional obligations.

5.9 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:

- 5.9.1 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 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.
- 5.9.2 Insufficiency of funds or manpower or inability to make any payment required for execution of services under this Contract.

5.10 Blacklisting/debarring: QCI reserves the right to cancel the empanelment letter issued and debar the service provider if it is discovered that the service provider had produced any false information, insolvency of the company or any other ethical ground as deemed fit by giving a 7 days' prior written notice.

5.11 Governing Law and Jurisdiction: All disputes which cannot be settled amicably shall be referred to the applicable courts in India, and the parties consent to the jurisdiction of the courts there. The contract is governed by and interpreted in accordance with the laws in India.

5.12 Allocation of work post empanelment: The allocation of work post empanelment among all the empanelled service providers shall be done by floating limited tender enquiries/nomination basis as and when the requirements arise.

5.13 Presentation: As a part of evaluation of proposals submitted by the bidders, QCI reserves the right to seek further information or a presentation from the bidders for evaluation purpose.

5.14 Amendment to EOI: At any time prior to the last date for receipt of proposals, QCI may for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the EOI document by an amendment. In order to provide prospective bidders reasonable time in which to take the amendment into account in preparing their proposals, QCI may at its discretion extend the last date for the receipt of proposals and/or make other changes in the requirements set out in the EOI. The bidder is required to visit the Tenders Section of QCI website for any changes or amendments in the EOI before submitting their Applications.

5.15 Confidentiality: The bidder(s) 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 shortlisted bidder(s) 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 bidder 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. The selected bidder(s) will be required to sign a mutually agreed Non-Disclosure Agreement (NDA) with QCI.

- 5.16** During evaluation, QCI may, at its discretion, ask the respondents for clarifications on their proposals. Bidders are required to respond within the time frame prescribed by QCI.
- 5.17 Bid Validity:** The proposals submitted by the bidders shall remain valid for a period of three months after the last date (deadline) for submission of proposals prescribed in this document.
- 5.18** QCI reserves the right to
- (a) reject any / all proposals without assigning any reasons thereof,
 - (b) relax or waive any of the conditions stipulated in this EOI document as deemed necessary in the best interest of QCI and the objectives of the project without assigning any reasons thereof and
 - (c) include any other item(s) in the Scope of work at any time after consultation.
- 5.19** QCI may at its sole discretion and at any time during the evaluation of proposal, disqualify any respondent, if the bidder:
- 5.19.1 Submitted the proposal after the response deadline
 - 5.19.2 Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements
 - 5.19.3 Submitted a proposal that is not accompanied by required documentation or is nonresponsive, failed to provide clarifications related thereto, when sought
 - 5.19.4 Submitted more than one proposal
 - 5.19.5 Submitted a proposal which is not properly sealed and signed as per requirement.
 - 5.19.6 Was declared ineligible by the Government of India/State/UT Government for corrupt and fraudulent practices.

6. Submission of Proposal

6.1 Documents to be Submitted:

- 6.1.1 Note on understanding of the scope of work
 - 6.1.2 Description of approach and methodology
 - 6.1.3 All the necessary documents mentioned in the pre-qualification criteria
 - 6.1.4 Form – 1
 - 6.1.5 Form – 2
 - 6.1.6 Form-3
 - 6.1.7 Form-4
 - 6.1.8 Form-5
- 6.2** 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.
- 6.3** All pages of the bid including the duplicate copies, shall be signed and stamped by the authorized signatory
- 6.4** Interested service providers may send their applications along with the profile and other details inside a sealed envelope super-scribing 'Application for Empanelment of Service Providers for Survey' to Deputy Director (Finance & Accounts), Quality Council of India, Institution of Engineers Building, 2nd Floor, 2, Bahadur Shah Zafar Marg, New Delhi-110002 latest by March 02, 2023, 5 PM.
A PDF copy of the proposal should also be submitted to procurement@qcin.org by March 01 , 2023, 5 PM.

Form 1: Application Form

Date:

To,
Deputy Director (Finance & Accounts)
Quality Council of India
Institution of Engineers Building, 2nd Floor,
2, Bahadur Shah Zafar Marg,
New Delhi-110002
Subject: Empanelment as Service Provider for Survey

Dear Sir/Madam,

Having examined the pre-qualification document indicating scope of works, I/We hereby submit our proposal together with all the necessary information and relevant documents for empaneling us with QCI for the Professional Services for Survey.

The proposal is made by me/us on behalf of..... (Company/Firm/Association of individuals) in the capacity of duly authorized to submit the proposal.

I/We understand that QCI reserves the right to reject any proposal without assigning any reasons thereof. I/We undertake that all the information furnished by me/us in the proposal is true to the best of me/our knowledge and belief. If any of the information is found to be false on subsequent verification, I/We undertake that I/We may be excluded from the list of empaneled service providers.

AUTHORISED SIGNATORY
(Name and Designation)
Name of Service Provider:
Address:
E-mail ID:
Contact details:

Format for Non-Blacklisting Undertaking

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

To,

Deputy Director (Finance & Accounts),
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. _____ dated ____ 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 2023

(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

Classification of States into Zones

North & Central

Chandigarh
Chhattisgarh
Delhi
Haryana
Madhya Pradesh
Punjab
Uttar Pradesh

North East

Arunachal Pradesh
Assam
Manipur
Meghalaya
Mizoram
Nagaland
Tripura

South

Andhra Pradesh
Karnataka
Kerala
Lakshadweep
Puducherry
Tamil Nadu
Telangana

West

Dadra & Nagar Haveli and Daman & Diu
Goa
Gujarat
Maharashtra
Rajasthan

East

Andaman & Nicobar Island
Bihar
Jharkhand
Orissa
West Bengal

Northern Hilly States

Himachal Pradesh
Jammu & Kashmir
Ladakh
Uttarakhand