

Reference Number: QCI/PPID/0323/167

Request for Proposal

**Engagement of Survey Agencies for 'Baseline and Impact Assessment Study of DGSP/IGSP
Conference- Pilot Phase'**



QUALITY COUNCIL OF INDIA

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Tender Notice

1. Quality Council of India invites proposals for 'Baseline Study and Impact Assessment of DGSP/IGSP Conference- Pilot Phase'
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 agency's 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. After the submission of the Technical and Financial Proposals according to the instructions provided in the sections below, the bids will be evaluated through a two- stage process.
4. The Documents to be submitted:

| | Technical & Financial Bid |
|--------|---|
| Form A | Covering Letter with the Proposal in response to the RFP Notice |
| Form B | Relevant Project Experience |
| Form C | Qualification details of Personnel Employed/ Empaneled |
| Form D | Non-Blacklisting Certificate |

5. The Technical Bids and Financial Bids may be submitted at the following address on or before March 21, 2023 by 12 Noon via post to:

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

Tender Summary

| # | Item | Details |
|---|--------------------------------|---|
| 1 | Project Scope | Engagement of Survey Agencies for 'Baseline and Impact Assessment Study of DGsP/IGsP Conference- Pilot Phase' |
| 2 | Duration of Contract | 1 month |
| 3 | Payment | Payment shall be made on submission of invoices on completion of work assigned, and after the work has been satisfactorily completed. |
| 4 | Last Date of Submission of Bid | March 21, 2023, 12 Noon |

Introduction

1. Quality Council of India (QCI)

The Quality Council of India (QCI) is a pioneering experiment of the Government of India in setting up organisations 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. Project Context

- i. QCI has been entrusted with the responsibility of conducting a baseline and impact assessment study of 299 recommendations emanating out of the DGsP/IGsP Conferences from 2014 to 2021.
- ii. The DGsP/IGsP conference is an All-India event comprising the country's top police brass. The objective of the conference is to discuss the key aspects of national security such as prison reforms, terrorism, left wing extremism, cyber-crimes, narcotics trafficking and border security etc. The direct interaction between the top brass of police and the State authorities have aided in the convergence of views on crucial challenges being faced by the country.
- iii. The recommendations from the conferences have been categorized into themes to arrive at a state-wise thematic analysis. Broadly seventeen (17) themes have been identified and they're listed below:

| Sr. No. | Themes |
|---------|---|
| 1 | Image Building and Community Outreach |
| 2 | Left Wing Extremism |
| 3 | Modernization and Policing Technology |
| 4 | Measures to Improve Security and Police Effectiveness |
| 5 | Border Security |
| 6 | De-Radicalization |
| 7 | Forensics |
| 8 | Cyber Security |
| 9 | Coastal Security |
| 10 | Counter Terrorism |
| 11 | Prison Reforms |
| 12 | Dissemination of DGsP/IGsP Conference Outcomes |
| 13 | Inter-State Coordination |
| 14 | Drug Issue |
| 15 | SMART Policing |
| 16 | Police Welfare |
| 17 | Police Training |

3. SCOPE OF WORK

- 3.1 The scope of work includes On-site assessment of the following stakeholders
 - 3.1.1 General public and Targeted Complainants citizen, district-wise in all states & UTs
 - 3.1.2 The Services of the Survey Agencies shall be required as mentioned below:

PHASE I : Pilot Study in 6 states

3.2 The Pilot phase of the assessment shall be conducted in all districts across the 6 states in India as mentioned below:

| States/UTs | Districts | No. of Citizens (Targeted Complainants) | Total Citizen Responses (no. of citizens* districts) | No. of Citizens (General Public) | Total Citizen Responses (no. of citizens* districts) |
|--------------|------------|---|--|----------------------------------|--|
| Punjab | 23 | 54 | 1242 | 120 | 2760 |
| Kerala | 14 | 54 | 756 | 120 | 1680 |
| Gujarat | 33 | 54 | 1782 | 120 | 3960 |
| West Bengal | 23 | 54 | 1242 | 120 | 2760 |
| Chhattisgarh | 33 | 54 | 1782 | 120 | 3960 |
| Meghalaya | 12 | 54 | 648 | 120 | 1320 |
| Total | 138 | | 7,452 | | 16,440 |

3.3 Surveyor's Experience requirement and Time period

| Sr. No. | Surveyors | Experience required | Time Period | Max. no. of Man-Days |
|---------|---------------------------------|--|--|--|
| 1 | Surveyors for Citizens feedback | 1-2 years of professional experience to conduct citizen survey | The time period for all districts (138) of 6 pilot states is 23 days. Each surveyor will be spending 9-10 days in each district. | To collect 174 successful responses from each district*. |

*For General Public Survey, the strata of male and female in equal proportion; rural & urban in equal proportion which will further be filtered to four ages groups as below:

- i. 16-25 years
- ii. 26-40 years
- iii. 41-59 years
- iv. >=60 years

3.4 General public shall be targeted in establishments as below:

- 3.4.1 Markets
- 3.4.2 Hospitals
- 3.4.3 Universities
- 3.4.4 Private organizations
- 3.4.5 Resident Welfare Associations
- 3.4.6 Panchayats

3.5 For the targeted complainants, the surveyors will be given the address of the complainants for which the survey has to be planned and done in-person at their residence.

3.6 The time period for the assessment across all 138 districts in phase-I for citizen survey to be completed in 23 days.

3.7 The man-days required for surveyors would be 1242 - 1380 (For all 138 districts/9-10 man-days per each district)

3.8 The surveyors shall collect the responses of all citizens and the survey agencies shall be responsible for collating and sharing the responses, real-time, district/state wise as required by the team at QCI.

3.9 The minimum number of surveyors required from each survey agency at one particular time is mentioned below:

| Stakeholder | Total Surveyors |
|-------------------|-----------------|
| Phase -I Surveyor | 40 |
| Total | 40 |

4. PRE-QUALIFICATION CRITERIA:

4.1 Documents required:

| S. No. | Requirement | Details | Documents Required |
|--------|--|--|--|
| 1 | Registration | The Survey Agency should be a registered entity in India under the Companies Act 2013 or any other previous Companies Act or a Limited Liability Partnership registered under the LLP Act, 2008 or any other proprietorship or society registered under Societies Registration Act, 1860. | Certificate of Registration / Incorporation under the respective Acts in India and the respective Memorandum of Association/ Partnership Deed |
| 2 | Turnover | The Survey Agency should have average annual turnover of Rs. 7.5 lakhs or more (Quote turnover separately from Statutory Audit assignments and other assignments) in the previous three financial years (i.e., F.Y. 2019-20, 2020-21 and 2021-22). The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old or non-filing of return in the last FY, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria. | Copy of signed and stamped: i) GST Registration Certificate ii) PAN Card iii) Audited Financial Statement for last three years or Certificate from the Statutory Auditor certifying the Turnover for previous three financial years (i.e., F.Y. 2019-20, 2020-21 and 2021-22). iv) Certificate from the Statutory Auditor certifying the turnover separately for statutory audit assignments undertaken by the agency. |
| 3 | Experience | The Survey Agency should have completed at least 3 relevant projects worth minimum ₹ 2.5 lakhs during the past 5 years with Government of India/ States Government /Autonomous bodies/ PSUs/ Private organizations (Provide Details in Form -B) | Work Order / Work Completion Certificates from the client |
| 4 | Language Proficiency | The detailed list of surveyors based on language proficiency, qualification and location (state-wise) | Stamped and signed list of surveyors |
| 5. | No. of regular/ empaneled surveyors/surveyors across India | The details of proposed surveyors (On the payroll of the Survey Agency) | Format given in Form D Annexed with this document |

| | | | |
|---|--------------|--|---|
| 6 | Blacklisting | The Survey Agency should not have been blacklisted by any Govt. department or any PSU in India as on the date of bid submission. | Non-Blacklisting Undertaking / Self-Declaration |
|---|--------------|--|---|

4.2 The official language proficiency of the surveyors has a pivotal role for the citizen survey assessments in all the state and UTs. The list of these official languages that are required for the surveyors are mentioned below:

| States/UTs Name | Language Requirements |
|-----------------|-----------------------|
| Punjab | Punjabi |
| Kerala | Malayalam |
| West Bengal | Bengali/Hindi |
| Gujarat | Gujarati/Hindi |
| Chhattisgarh | Chhattisgarhi/Hindi |
| Meghalaya | Khasi/Garo |

5. SELECTION OF SURVEYORS:

| Surveyors for Stakeholders | Experience | Qualification |
|----------------------------|------------|------------------|
| General Citizen | 1-2 years | Minimum Graduate |

| Additional Soft Skills Required: | |
|----------------------------------|--|
| 1. | Basic Computer skills (MS-Excel is a must) |
| 2. | State Official Language of the assessment police station |

- 5.1 A sample/mock assessment test format shall be made available for the survey agency to help them prepare as per the requirements.
- 5.2 There will be a two-step recruitment process for the on boarding of surveyors:
 - 5.2.1 Virtual/in-person assessment test will be conducted to shortlist the potential surveyors as per the guidelines provided by QCI.
 - 5.2.2 The shortlisted surveyors shall be interviewed virtually/in-person for the final selection process.
- 5.3 A classroom/virtual training program shall be conducted for the selected surveyors to sensitize them with the project and assessment plan.
- 5.4 A field training exercise of potential surveyors shall also be conducted in minimum two sample districts/states to make the process of knowledge transfer easier amongst the surveyor teams.
- 5.5 A special activity for ethical sensitization of recruited surveyors shall also be conducted to minimize the risks involved.
- 5.6 A central monitoring unit shall be established by the Survey Agency for optimal planning and immediate sharing of information/data among all the surveyors and a SPOC to be assigned for QCI to coordinate with the project team.

6. Terms and Conditions:

- 6.1 **Equipment:** All the equipment/laptops to be provided or arranged by the selected Survey Agency.
- 6.2 **Contract Period:** The contract duration shall be one (1) month from the award of work depending upon work assigned i.e., completion of assessment work by QCI.
- 6.3 **Resource Deployment:** Survey Agency will ensure deployment of sufficient number of resources as per required scope. The Survey Agency shall also submit the Aadhar card/PAN Card or any other relevant document of all surveyors as sought by QCI.
- 6.4 Survey Agency need to ensure that all the personnel adhere to WHO and MHA COVID- 19 safety protocols at all times during the collection process.
- 6.5 **Language:** All the surveyors should be well versed in state official languages as per their deployment.
- 6.6 **Route Plan:** Survey Agency will prepare route plan along with timeline within the timelines specified by the QCI officials.
- 6.7 **Commencement of Assessment:**

- 6.7.1 The surveyor(s) is required to commence the process at the scheduled time, which will be shared to the Survey Agency in advance before the scheduled date.
- 6.7.2 In-case there is any change in the schedule plan of any surveyor(s), the Survey Agency must communicate the same to the project coordinator/manager 24 hours in advance.
- 6.8 Training and Assessment:**
- 6.8.1 All the experienced surveyors shall be trained on various aspects by QCI before the start of actual assessment.
- 6.8.2 There will be a test and interview conducted for selection.
- 6.8.3 The Survey Agency shall facilitate the travel and devices.
- 6.8.4 The Survey Agency shall bear all the cost related to virtual/online training.
- 6.8.5 The process will be technologically driven through the QCI's technology portal and Survey Agency shall upload the surveyor profile on the portal.
- 6.8.6 No native surveyor shall be used on the same location.
- 6.8.7 Also, Survey Agency to ensure that only trained surveyors shall conduct the assessment.
- 6.8.8 The surveyors must take the consent/approval from QCI Executive before closing the assessment for any particular location. The proposed work shall be completed within the timeline specified by the QCI team.
- 6.8.9 Buffer surveyors should be trained by the Survey Agency in case of any discrepancy.
- 6.8.10 No man-day will be provided for the training day.
- 6.9 **Logistics:** Any travel, stay, food and other logistics involved shall be at the expense of the Survey Agency; QCI shall not be responsible to reimburse any expenses. QCI will not be responsible in case of cancellation or delay of inter-city transport.
- 6.10 **Mobilization:** Immediate mobilization to be planned within 2-3 days from the date of award of work.
- 6.11 **Safety and Insurance:** Ensuring safety of the surveyor at the time of assessment shall be the responsibility of the Survey Agency. QCI has no obligation or responsibility towards any individual in any such cases or situations. The Survey Agency must have and maintain valid and enforcement insurance policies for public liability, professional indemnity, worker's compensations required by law.
- 6.12 **Amendments:** At any time prior to the last date for receipt of proposal, QCI may for any reason, whether at its own initiative or in response to a clarification requested by a prospective Survey Agency, modify the RFP document by an amendment. In order to provide Survey Agency a 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. The same shall be informed to the Survey Agency.
- 6.13 **Maintenance of Confidentiality:** The selected Survey Agency shall not disclose the details of this Contract with any third party at any point of time. That the selected Survey Agency and its employees/ professionals/ personnel are only authorized to access the information shared and or collected under this work order and no third party shall have any access to any information either written or oral without the written consent of QCI. The selected Survey Agency shall ensure that all the data collected and processed and information received under this work order or during the execution of this work order and or required to be shared with QCI, by the Survey Agency under this Contract shall be in totally secure mode and that the Survey Agency shall take all necessary steps to prohibit any unauthorized sharing/publishing of data in the public domain or with any other party or person who is not authorized by QCI to receive such information and or data. The selected Survey Agency shall ensure that all the data collected and information received under this contract shall be used only for the purpose of execution of this contract and once the purpose of this contract is fulfilled then all the papers, drawings, notes, memoranda, manuals, specifications, designs, devices, documents, diskettes, CD's, DVD's. Tapes, Trade Secrets and any other material on any media containing or disclosing any confidential or proprietary technical or business information shared during the course of execution of this

contract shall be returned to QCI. The selected parties shall have to sign an Undertaking to maintain confidentiality with QCI.

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

6.15 Termination of Contract:

6.15.1 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 15 days' notice if the Survey Agency fails to perform any obligation(s) under the contract and if the Survey 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.

6.15.2 Termination for Insolvency

QCI may at any time terminate the contract by giving written notice without compensation to the Survey Agency, if the Survey Agency 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.

6.15.3 Termination for Convenience

QCI may by written notice sent to Survey Agency, 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 Survey Agency till the date upon which such termination becomes effective.

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

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

6.17 Removal of Data: The Survey Agency must ensure that its employees/ professionals subcontractors and/ personnel do not:

6.17.1 remove any data or allow any data concerned with this contract to be removed from the places as notified/directed by QCI; or

6.17.2 take any data or allow any data to be taken outside of India, without QCI's prior written consent.

6.18 Access by QCI:

6.18.1 The QCI may, at all reasonable times and on giving reasonable notice to the Survey Agency access the premises of the Survey Agency to the extent relevant to the performance of this contract; require the provision by the Survey Agency, its employees, personnel or professionals agents of records and information in a data format and storage medium accessible by the QCI by use of the Survey Agency existing computer hardware and software; inspect and copy documentation, books and records, however stored, in the custody or under the control of the Survey Agency, its employees, agents,

professional or personnel; and require assistance in respect of any inquiry in to or concerning the Services or this Contract.

6.18.2 For these purposes an inquiry includes any audit whether administrative or statutory review 'audit or inquiry (whether within or external to the Department), any request for information directed to the QCI by any authority or Government Department or any Ministry and any inquiry conducted by Parliament or any Parliamentary committee.

6.18.3 The Survey Agency must provide access to its computer hardware and software to the extent necessary for the Survey Agency to exercise its rights under this clause, and provide QCI with any reasonable assistance requested by the Survey Agency to use that hardware and software provided that any proprietary information including confidential information like profit margins, overheads and other such confidential information about its employees, sub-contractors, organization would not be made available.

6.19 **Knowledge transfer:** Subject to any qualification or provision to the contrary in the statement of work, the Survey Agency 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 Survey Agency or under the control of the Survey Agency in connection with this Contract; and making Specified Personnel / employees and Survey 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 Survey Agency.

6.20 **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.

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

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

6.23 **Shadowing:** The surveyors will be shadowed on regular basis by QCI personnel. If the surveyor will be found not following the SOP, they will be asked to stop the work. Survey Agency shall ensure that internal surprise visits (Shadow Visit) of surveyors on the field is conducted (5- 10%) which shall exercise as a good moral check. These surprise audits should occur regularly in order to prevent and detect unwarranted incident/corruption during onsite assessment. The Surprise

Visits (Shadow Visits) by Survey Agency will be treated as an internal exercise by Survey Agency for ensuring Quality and transparency of assessments and will be not eligible for any payment by QCI.

6.24 **Ethics:** QCI expects all surveyors, survey agency s to show highest ethical standards during the course of the assignment, especially during the on-field assessment; if any complaints/information regarding any incident of bribery, corrupt payment, an unauthorized offer etc., is brought to the fore, the Survey Agency s shall take the necessary action (to the extent of expulsion/removal) as per its organization rules and laws applicable at that time; QCI is absolved of any liability/claim arising out of any such above situations; all surveyors should have signed the code of conduct with the Survey Agency and any conflict of interest shall be declared to QCI.

a) Further, it is to be noted that QCI shall penalize the Survey Agency if cases of bribery, seeking monetary or non-monetary favor/gifts are brought to the notice of QCI as per the following criteria:

| | |
|----------------------|---|
| 1 st case | 25% of total compensation payable to the Agency for the month |
| 2 nd case | 50% of total compensation payable to the Agency for the month |
| 3 rd case | 75% of total compensation payable to the Agency for the month |
| 4 th case | Termination of the contract/Blacklisting of Agency |

b) In case of non-completion of the project: QCI reserves the right to penalize the Survey Agency in case of non-completion/ non-deployment of the required number of surveyors for the project. The penalty implications in such cases shall be equivalent to the loss incurred by QCI or as decided by the competent authority.

6.25 Penalty Implication:

6.25.1 Note: If data is not correct/tampered/not as per our requirements, reassessment has to be executed and the survey agency shall bear the cost.

6.25.2 Penalty on non-deployment of surveyor: Survey Agency shall attract a penalty on pro-rata basis if any surveyor is unavailable at the assigned location on the day of assessment. The above-mentioned clause will not be applicable in case of:

6.25.2.1 No information to the Survey Agency regarding the assessment

6.25.2.2 Prior information to QCI regarding the inability of the Survey Agency to conduct assessment in that location. The said information must be conveyed in writing before 24 hrs. to the date of the assessment.

6.26 The agency should adhere to laws of land and rules, regulations and guidelines prescribed by various regulatory, statutory and Government authorities which are applicable to respective business, obligations and subject matters of the contract. QCI reserves the right to conduct an audit / ongoing audit of the services provided by the agency. QCI reserves the right to ascertain information from organisations to which the agencies have rendered their services for execution of similar projects.

6.27 **Presentation:** As a part of Evaluation of proposals submitted by the agencies, QCI may seek further information or a presentation from the agencies for evaluation purposes. QCI may call for such information/presentation at a short notice.

6.28 Payment Schedule:

6.28.1 Payment shall be made on submission of monthly invoices on completion of work assigned, and after the work has been satisfactorily completed within 20 days of receipt of invoice.

- 6.28.2 If any complaints/information regarding any incident of bribery, corruption, an unauthorized support such as hotel accommodation, travel tickets, local travel etc. by any personnel/s or selected body is brought to the notice, the necessary penalty decided by competent authorities shall be retained/ deducted from the invoiced amount over the period of engagement.
- 6.28.3 QCI shall not be responsible to reimburse any of the expenses incurred by the Survey Agency apart from those specifically agreed for in this RFP.
- 6.28.4 Incorrect Invoices, Under/Over Payment: In case an invoice is found to have been rendered incorrectly after payment, any underpayment or overpayment will be recoverable by or from the Survey Agency, as the case may be, and, without limiting recourse to other available means, may be offset against any amount subsequently due by QCI to the Survey Agency under this Contract.

6.29 Conflict of Interest:

- i. The agency shall not have a conflict of interest that may affect the Selection Process or the work envisaged under this EOI (the "Conflict of Interest"). Any Agency found to have a Conflict of Interest shall be disqualified.
- ii. QCI requires that the Survey Agency 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.
- iii. The Survey Agency 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.
- iv. Without limiting the generality of the above, an Agency 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 FCI) of the Agency and any subsidiaries or entities controlled by such Agency or having common controlling shareholders. While providing services to QCI for this particular assignment, the Survey Agency shall not take up any assignment that by its nature will result in conflict with the present assignment
- v. In the event that an agency 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 Survey Agency under this Clause, decide whether it wishes to terminate this service or otherwise, and convey its decision to the Survey Agency within a period not exceeding 15 (fifteen) days.

6.30 Disclaimer:

- 6.30.1 QCI shall not be responsible for any late receipt of applications for any reasons whatsoever. The applications received late will not be considered.
- 6.30.2 QCI reserves the right
- 6.30.2.1 To reject any/all applications without assigning any reasons thereof.
 - 6.30.2.2 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.
 - 6.30.2.3 To include any other item in the Scope of work at any time after consultation with agencies or otherwise
 - 6.30.2.4 To adopt method deemed fit to evaluate the proposals
 - 6.30.2.5 To select multiple Survey Agency for the project for allocation of work in different states if it meets the essential criteria for qualification.

6.31 Deployment of Surveyors:

- 6.31.1 Survey Agency will ensure deployment of resources for on-site assessment. Survey Agency shall also submit the Aadhar Card/Pan Card or relevant ID and address proof of all surveyors as maybe decided and sought by QCI.
- 6.31.2 It is to be ensured that all surveyors are well versed in respective regional languages based on the state in which they will be deployed.
- 6.31.3 Tablets / Mobile Devices: The survey/assessment would be carried out on simple handheld tablets/ mobile devices. The tablet/mobile devices need to have following minimum specifications (Facility of geo-tagging all the photographs collected in the process, good camera and storage space for recording videos). The device should be fully charged along with a power bank before the day of assessment. It must have an internet connection via a reliable data plan.
- 6.31.4 No additional man-day shall be given.
- 6.31.5 The surveyor/s shall visit the locations with simple handheld recording devices to record their observations and findings along with photographic evidences (geo-tagged) for both types of assessments.

6.32 **Technology:** Since all the responses will be recorded on simple handheld devices (Tabs / Mobile Devices), Survey Agency to provide Tabs / Mobile Devices to their surveyors to record the responses, take photographs and record videos. Quality Council of India to provide mobile application for recording of data. The application is suited for android devices only. It is mandatory that the surveyor shall carry power bank also. The specification should be similar to Samsung Galaxy Tab, to be confirmed by QCI before making purchases.

6.33 **Allocation of States to Assessment Survey Agency:** Allotment of states will be done on the basis of states preferred by assessment Survey Agency however; the final decision shall be of QCI in agreement with the assessment Survey Agency. Final allocation for on-site assessment shall be done by QCI.

7. Submission of Proposals:

The intending Survey Agency are expected to prepare proposals covering the following aspects:

7.1 Technical Bid

- 7.1.1 Signed and stamped Form-A, B, C, D attached as Annexure-A
- 7.1.2 Details of relevant previous experience with completion certificate or work orders
- 7.1.3 Summary profile of proposed surveyors including Name, Education Qualification, Professional Experience
- 7.1.4 List of proposed surveyors based on Language Proficiency, State with special mention to any experience of similar kinds of survey (similar experience is preferred).
- 7.1.5 Supporting documents for the details required as per pre-qualification criteria.
- 7.1.6 Any other details that the agency may like to provide.

7.2 Financial Bid:

7.2.1 State-wise per man- day rates by the Agency is to be mentioned in the given format:

| S. No | States/UTs Name | Per-man day rate |
|-------|-----------------|------------------|
| 1 | Punjab | |
| 2 | Kerala | |
| 3 | West Bengal | |
| 4 | Gujarat | |
| 5 | Chhattisgarh | |
| 6 | Meghalaya | |

7.2.2 The above-mentioned man day rates have to be exclusive of taxes.

- 7.2.3 The above-mentioned man day rates have to be inclusive of food, stay, travel and other expenses.

7.3 Submission Details

- 7.3.1 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.
- 7.3.2 All pages of the bid including the duplicate copies, shall be signed and stamped by the authorized signatory.
- 7.3.3 Please Note that Prices must not be indicated in the Technical Bid.

Interested parties may send the technical and financial bid in two separately sealed envelopes inside a larger sealed envelope super-scribing “Engagement of Survey Agency for ‘Baseline and Impact Assessment Study of DGsP/IGsP Conference-Pilot Phase” to Deputy Director (Finance & Accounts), Quality Council of India, Institution of Engineers Building, 2nd Floor, 2 - Bahadur Shah Zafar Marg, New Delhi - 110002, India latest by March 21, 2023, 12 Noon.

A copy of only technical proposal, in the PDF format, may be submitted to procurement@qcin.org on or before March 21, 2023 by 12 PM.

Note: In case of any discrepancy in the submitted technical proposals (PDF version and Hard Copy), the documents submitted in the hard-copy shall prevail.

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

For any other queries: Procurement Team

Email id: procurement@qcin.org

Form A: 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 (Finance & Accounts),

Quality Council of India,

Institution of Engineers Building,

2nd Floor, 2, Bahadur Shah Zafar

Marg, New Delhi-110002

Subject: Submission of proposal in response to the RFP for “-_____”.

Dear Sir,

1. Having examined the RFP document, we, the undersigned, herewith submit our proposal in response to your RFP dated ____ for “_____”, in full conformity with the said RFP document.
2. We attach our technical response and our financial quotation 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 dedicated 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 bid response for a maximum period of THREE MONTHS from the date fixed for bid 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 bid 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 is

not bound to accept the lowest or any bid 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 bid 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 2023

(Signature) (In the capacity
of)

Duly authorized to sign the Bid Response for and on behalf
of:(Name and Address of Company) Seal/Stamp of Agency

Form B: Relevant Project Experience

| S. No. | Client Name | Period | Type of Work | Number of locations handled | Number of personnel employed | Approximate value of the assignment | Start Date | Completion Date | Description of the assignment |
|--------|-------------|--------|--------------|-----------------------------|------------------------------|-------------------------------------|------------|-----------------|-------------------------------|
| | | | | | | | | | |

Form C: Qualification Details of Personnel Employed

| Details of Surveyors | | | | | | | |
|----------------------|------|-----|---------------|--|-----------------|--------------|---------------------------------------|
| S. No. | Name | Age | Qualification | Year wise details of Relevant Experience | Languages Known | Native Place | Type of Employment (Regular/Contract) |
| | | | | | | | |
| | | | | | | | |

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Form D: 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/ Survey 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 Agency