

Reference No. QCI/HR/0623/191

Request for Proposal
Onboarding of Human Resources Recruitment Agency



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 “Onboarding of Human Resources Recruitment Agency”
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 wish to specify at this stage.
3. The Technical and Financial Proposals may be submitted at the following address on or before June 27, 2023 by 5 PM via post to:

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

Tender Summary

S. No.	Particulars	Details
1	Project Scope	Onboarding of Human Resources Recruitment Agency
2	Contract Period	1 (One) Year
3	Payment	Payment Schedule: i. 50% of the payment shall be released after on-boarding of the resource ii. 50% of the payment shall be released after completion of the guarantee period. Payments shall be made within 30 days of receipt of the invoices
4	Earnest Money Deposit	N/A
5	Last Date of Submission of Bid	June 27, 2023, 5 PM
6	Presentation Round	To be notified via e-mail (if required)

1. Introduction: Quality Council of India (QCI)

The Quality Council of India (QCI) is an autonomous body set up jointly by Ministry of Commerce and Industry, Government of India and 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 and Eligibility:

2.1. The HR Service Provider will be responsible for recruitment, timely placement and management of the deployed human resources as per the criteria/ terms detailed in this document. Details of the number of personnel to be deployed, the desired qualification, experience and remuneration rate for each position will be shared by QCI SPOC with the shortlisted service provider. The scope of work for the HR Service Provider shall be Recruitment & deployment of human resources for various vacancies as per the requirements laid down by the QCI-HR team.

The detailed terms of reference for the HR Service Provider can be broadly categorized into following two parts:

Part A – Recruitment & Deployment

- i. Finalize the selection process and short-listing criteria in consultation with the QCI SPOC
- ii. Screen and shortlist applications as per the agreed selection process.
- iii. Finalize list of candidates with approval of QCI SPOC. The list of waitlisted candidates shall also be maintained by the HR Service Provider.
- iv. Ensure checking of the veracity and authenticity of information furnished by the selected candidates. The HR Service Provider should also ensure that the candidates identified should not have any police record/criminal record against them.

Part B – Human Resources Management

- i. Provide replacement of personnel in case of vacancies arising during the course of the agreement, from the waitlisted candidates.

*Firms with experience of working in Digital Health sector shall be preferred.

2.2. Job Descriptions

A. Position: Digital Standards Lead, NABH

Location: New Delhi

Tenure: 3 Years (contractual basis)

Reporting: Director, NABH Digital Health

Minimum Qualification:

- Senior professional with at least 15 years of overall experience in the healthcare industry
- A master's degree in healthcare administration, health informatics, or a related field

Desired Profile:

- Deep experience in developing and implementing healthcare standards or protocols
- Strong background in the healthcare domain and technology, with a deep understanding of digital health trends and technologies
- Expertise in healthcare compliance, including knowledge of NABH, healthcare standards, data security, and privacy regulations
- Excellent communication and interpersonal skills to collaborate with internal teams and external stakeholders.
- Ability to independently engage with senior stakeholders e.g., standards bodies.
- Experience working in either a healthcare consulting organisation, a large hospital system, or in a senior product role within a healthcare technology company

About the role:

The NABH Digital Standards Lead shall be responsible for developing robust NABH Digital Health standards for hospitals and healthcare products, such as EMR and HMIS. This role shall also involve leading digital standards-related engagements with organizations such as CDAC and national / international standards bodies. The individual should have a strong background in healthcare and technology, with expertise in healthcare compliance and the ability to engage independently with senior stakeholders.

Responsibilities:

- Develop Strong NABH Digital Health Standards for Hospitals:

The NABH Digital Standards Lead shall be responsible for spearheading the development of comprehensive digital health standards specifically tailored for hospitals. This includes establishing guidelines and protocols for electronic medical records (EMR), hospital management information systems (HMIS), telemedicine platforms, and other digital health solutions. The individual shall be required to collaborate with relevant stakeholders to ensure these standards align with industry best practices, security requirements, and regulatory compliance.

- **Develop Strong NABH Digital Health Standards for Healthcare Products:**

In addition to hospital standards, the NABH Digital Standards Lead shall develop digital health standards for healthcare products. This includes evaluating and setting standards for EMR systems, HMIS, and other healthcare software and hardware solutions. The individual shall work closely with vendors, manufacturers, and industry experts to ensure that these products meet the highest quality, security, and compliance standards.

- **Lead All Digital Standards Related Engagement:**

The NABH Digital Standards Lead shall serve as the primary point of contact for all digital standards-related engagements. This includes engaging with organizations such as the Centre for Development of Advanced Computing (CDAC), ministries, and national / international standards bodies to drive the adoption and implementation of NABH digital standards. The individual shall actively participate in meetings, conferences, and working groups to represent NABH and advocate for the importance of digital health standards.

Terms of Engagement: Salary - As per industry standards

B. Position: Director – Digital Health

Location: New Delhi

Tenure: 3 Years (contract basis)

Reporting: CEO, NABH

Minimum Qualification:

- A senior professional with a minimum of 20 years of total experience
- 5+ years should be in the healthcare sector
- Strong technical expertise and knowledge of healthcare industry standards, regulations, and best practices related to digital health, EMR/HMIS, and Health Tech Apps.
- Excellent business transformation skills.
- A master's degree in healthcare management, Health Informatics, or a related field

Desired Profile

- Experience of working in a senior role in a healthcare consulting organisation, digital transformation/ tech role in a large hospital system.
- A proven track record of driving successful digital transformation initiatives.
- Excellent leadership and communication skills, with the ability to collaborate effectively with diverse stakeholders.
- Experience in project management, including planning, execution, and monitoring of digital health projects.
- Ability and experience in building strong technical teams.
- Familiarity with national and international accreditation standards and processes preferred
- Experience of working in a senior role in healthcare consulting organisation or in digital transformation/ technology role in a large hospital system preferred

About the Role:

The Director- Digital Health will serve as part of the senior level leadership team at QCI - NABH & will report to CEO-NABH. As the Director, you will play a pivotal role in leading the end-to-end success of NABH digital health standards for hospitals and healthcare organizations, as well as EMR/HMIS vendors and Health Tech Apps. Additionally, you will be responsible for driving the NABH digital transformation across the organization.

Responsibilities

- Be responsible for leading the end-to-end success of NABH digital health standards and ensuring they are aligned with national and international best practices.
- Collaborate with relevant stakeholders to establish guidelines and protocols for EMR/HMIS vendors and Health Tech Apps to adhere to NABH digital health standards.
- Accountable for the implementation of digital health standards, identifying areas for improvement and making data-driven recommendations.
- Drive the NABH digital transformation across the organisation.
- Implement a comprehensive digital transformation strategy for NABH, encompassing all aspects of the organization's operations and services.
- Foster strong relationships and partnerships with government agencies, regulatory bodies, hospitals, healthcare organizations, EMR/HMIS vendors, Health Tech Apps, and industry organisations to promote the adoption of NABH digital health standards.

Terms of Engagement: Salary - As per industry standards

C. Position: Digital Adoption Lead, NABH

Location: New Delhi

Tenure: 3 Years (contractual basis)

Reporting: Director, NABH Digital Health

Minimum Qualification:

- Senior professional with at least 10 years of overall experience, preferably in the healthcare industry
- A master's degree in healthcare administration, health informatics, or a related field

Desired Profile:

- Experience in engaging with hospitals and healthcare professionals to drive digital health adoption.
- Proficiency in developing training materials and capacity building tools.
- Strong project management and organizational skills
- Knowledge of digital health technologies and standards, including NABH and ABDM guidelines
- Experience in business development / sales / digital marketing preferred.
- Excellent communication and interpersonal skills to collaborate with internal teams and external stakeholders.
- Experience working in a large healthcare company (Pharma/Hospital) in senior L&D/ Senior product marketing position preferred.

About the role:

The NABH Digital Adoption Lead shall be responsible for driving the adoption of NABH Digital Health standards among hospitals and healthcare providers. This role will involve engaging with hospitals through workshops and webinars, developing training and capacity building tools, creating other resources to enhance adoption, and actively supporting the adoption of the Ayushman Bharat Digital Mission (ABDM) guidelines.

Responsibilities:

- **Engage with Hospitals to Drive Adoption of NABH Digital Health Standards:** Actively engage with hospitals to drive the adoption of NABH Digital Health standards. This includes organizing and conducting workshops, webinars, and other educational sessions to promote awareness and understanding of the benefits and best practices of digital health solutions.
- **Develop Training and Capacity Building Tools for Hospitals:** Develop comprehensive training and capacity building tools specifically designed for hospitals. These tools will include training modules, manuals, and guidelines to support healthcare professionals in effectively implementing digital health technologies, such as electronic medical records (EMR), tele-medicine platforms, mobile health applications etc. The individual shall ensure that these tools are accessible, practical, and aligned with NABH Digital Health standards.
- **Actively Support ABDM Adoption / other government programs:** Support the adoption of ABDM, and other government Digital Health programs among healthcare providers. This includes providing guidance and assistance to hospitals in aligning their digital health practices with ABDM requirements. The individual shall collaborate with ABDM representatives, healthcare providers, and technology vendors to foster a supportive environment for the adoption of digital medicine and ensure compliance with quality and safety standards.

Terms of Engagement: Salary - As per industry standards

D. Position: Digital Transformation Lead, NABH

Location: New Delhi

Tenure: 3 Years (contractual basis)

Reporting: Director, NABH Digital Health

Minimum Qualification:

- Senior professional with at least 15 years of overall experience in the healthcare industry
- A master's degree in healthcare administration, health informatics, or a related field.

Desired Profile:

- Strong knowledge of digital technologies, trends, and best practices
- Experience in driving digital transformation initiatives within organizations
- Proficiency in process optimization methodologies and digital tools
- Excellent project management and leadership skills
- Strong analytical and problem-solving abilities
- Excellent communication and interpersonal skills to collaborate with internal teams and external stakeholders
- Experience of working in any of management or technology consulting company/consumer-oriented company (including banks, e-commerce) in Ops/ Tech roles preferred.

About the role:

The NABH Digital Transformation Lead shall be responsible for enhancing the internal digital health capabilities and organization of the National Accreditation Board for Hospitals and Healthcare Providers (NABH), aligning them with the NABH vision and strategy. This role shall involve utilizing digital tools to drive end-to-end process optimization, enhance engagement with hospitals, and leverage digital health tools to better engage with consumers.

Responsibilities:

- Enhance NABH's Internal Digital Health Capabilities and Organization:

The NABH Digital Transformation Lead shall provide strategic leadership in enhancing NABH's internal digital health capabilities. This includes identifying opportunities for improvement, implementing digital technologies, and optimizing workflows in line with NABH's vision and strategy.

- Use Digital Tools for End-to-End Process Optimization and Enhanced Engagement with Hospitals:

The Digital Transformation Lead shall leverage digital tools to drive end-to-end process optimization across NABH's operations. This shall involve analyzing existing processes, identifying areas for improvement, and implementing digital solutions to streamline workflows and enhance efficiency. Additionally, the individual will use digital tools to enhance engagement with hospitals, facilitating seamless communication, collaboration, and knowledge sharing between NABH and healthcare providers.

- Utilize Digital Health Tools for Better Consumer Engagement:

The Digital Transformation Lead shall leverage digital health tools to better engage with consumers. This includes aggregating hospital data, analyzing key performance indicators, and leveraging analytics to provide meaningful insights to consumers. The individual will explore innovative digital platforms and solutions to improve consumer engagement and empower them to make informed healthcare decisions.

3. Pre- Qualification Criteria:

S. No	Basic Requirements	Specific Requirements	Documents Required
1	Registration	<p>The Bidder(s) interested in participating in the Selection Process must be a duly registered legal entity in India, under any one of the following categories:</p> <ul style="list-style-type: none"> • A Limited Liability Partnership (“LLP”) registered under the LLP Act,2008; • an Indian Company (“Company”) registered under the Companies Act, 1956/ 2013; • a “Partnership Firm” registered under the Indian Partnership Act, 1932; • a “Sole Proprietorship” firm, registered as such under the Applicable Laws of India. <p>With minimum 3 years of existence at the time of submission of the bid.</p>	<p>Registration documents of the Bidder as a company/firm or any legal entity along with:</p> <ol style="list-style-type: none"> Incorporation Certificate of the company PAN Card of the registered legal entity GST certificate of the registered legal entity Certified copy of registered Partnership Deed; copy of Statement filed in the Register of Firms disclosing names, addresses and relevant details of ALL partners of the Partnership Firm MSME Certificate (if applicable) Any other supporting document, as may be required
2	Turnover	<p>Average Annual Turnover of the applicant during the last Three financial years, i.e. FY 2020-21, 2021-22, 2022-23 (as per the last published audited balance sheets), should be more than Rs. 25 (Twenty-five) Lacs.</p>	<p>Audited Financial Statements or CA Certificate certifying the turnover with CA’s Registration Number/ Seal</p>
3	Technical Capability & Experience	<p>Firms must have earlier provided HR services to atleast 5 (five) Govt. organisations / Private organizations/ Development Sector Organisations. A list of clients being served or served in by the applicant must be provided with the Technical Proposal</p>	<p>Copy of Work order / Work Completion Certificates from the client/ Letter of Recommendation from the client/Proof of engagement</p>
4	Tax Registration	<p>The company shall hold valid GST and PAN certifications.</p>	<p>Copies of relevant certificates of registration</p>
5	Blacklisting	<p>The applicant shall not have been blacklisted by any central or state government agency, PSU etc</p>	<p>Undertaking in this regard to be submitted.</p>

4. Evaluation Criteria

S. No.	Criteria	Maximum Marks
1	Approach, Methodology & Recruitment Processes	25
2	Understanding of Scope of Work	25
3	Relevant Experience	25
4	Profile of Firm and Expertise	25
Total		100

Note: As a part of evaluation of proposals submitted by the applicants, QCI may seek further information or a presentation from the organisations for evaluation purposes. QCI may call for such information/ presentation at a short notice.

5. General Terms and Conditions:

5.1. Guarantee Period: The Guarantee period shall be the time after the on-boarding of the professional, this period shall be valid till 90 days. If the selected professional terminates the engagement during the Guarantee Period for any reason (other than redundancy/restructuring, or any reason attributable to the professional's death), the service provider shall find a suitable replacement to replace the professional for the same position, without any related Fees being accrued.

5.2. Location: The selected resources shall be engaged with Quality Council of India, New Delhi.

5.3. 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 bidder, modify the RFP document by an amendment. In order to provide bidder(s) 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 bidders through the issue of a corrigendum.

5.4. Maintenance of Confidentiality: The service provider 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 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 thinks fit, and the service provider must comply with these conditions. Confidentiality clause shall survive 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.

5.5. Contract: The contract period will be of 1 (one) year from the date of award of work.

5.6. Termination of Contract

5.6.1. 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 service provider fails to perform any obligation(s) under the contract and if service provider, does not cure his failure within a period of 30 days (or such longer period as QCI may authorize in writing) after receipt of the default notice from QCI.

5.6.2. 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.

5.6.3. Termination for Convenience

QCI may, by written notice sent to the 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 the performance of work executed as determined by the service provider till the date upon which such termination becomes effective.

5.6.4. The service provider may terminate this contract, or any particular Services, by giving 15 days' written notice to QCI if the service provider reasonably determines that the service provider can no longer provide the Services under applicable law or professional obligations.

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

5.8. 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, floods, earthquakes, strikes, lockouts, epidemics, pandemics, riots, civil commotion etc., provided on the occurrence and cessation of any such events. The affected party thereby shall give 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:

5.8.1. 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.

5.8.2. Insufficiency of funds or human resources or inability to make any payment required for the execution of services under this contract.

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

5.10. Payment Schedule:

- 5.10.1. 50% of the payment shall be released after on-boarding of the resource.
- 5.10.2. 50% of the payment shall be released after completion of the guarantee period.

Payment shall be made within 30 days of receipt of the invoices and necessary supporting documents for processing the bills.

5.11. Disclaimer:

- 5.11.1. The QCI shall not be responsible for any late receipt of applications for any reasons whatsoever. The applications received late will not be considered.
- 5.11.2. 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
 - iv. To adopt method deemed fit to evaluate the proposals
 - v. To award the contract to more than one agency depending on the requirement of the assignment

6. Submission of Proposals

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

6.1. Technical Proposal:

- i. All the supporting documents mentioned in the pre-qualification criteria
- ii. Duly stamped and signed Form-1,2,3,4
- iii. Any other details that the service provider may like to provide.

6.2. Financial Proposal:

Annual Remuneration Slabs	Proposed Fees* (exclusive of taxes) (% of Annual CTC)
Percentage of Annual CTC	

**the fees will remain valid till the validity of the contract .*

6.3. Submission Details:

Interested parties may send the technical and financial proposal in two separately sealed envelopes inside a larger sealed envelope super-scribing “Onboarding of Human Resources Recruitment Agency” 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 5 PM, June 27, 2023.

For any queries, you may please contact the below:

Procurement Cell, QCI

Email id: procurement@qcin.org

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 of Empanelment of Service Providers for Project Management Consultancy and Design & Engineering Consultancy

Dear Sir/Madam,

Having examined the pre-qualification document indicating the scope of works, I/We submit our proposal with all the necessary information and relevant documents for empanelling us with QCI for the Professional Services for Public Relations and Outreach activities.

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

I/We understand that QCI reserves the right to reject any proposal without assigning any reasons. I/We undertake that all the information furnished by me/us in the proposal is accurate 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 empanelled service providers.

AUTHORISED SIGNATORY

(Name and Designation)

Name of Service Provider:

Address:

E-mail ID:

Contact details:

Form- 3

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 the proposal in response to the 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 for any kind of fraudulent activities.

Dated this Day of 2023

(Signature) (In the capacity of)

Dulyauthorised to sign the Proposal Response for and on behalf of:

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

Form 4: Details of responding organisations

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 the party's billing address is outside India)	

Declaration by Director/ Proprietor/ Partner:

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

Date:

Signature

Place:

Name & Designation