

Reference No. QCI/ZED/0823/125a

Expression of Interest
For Empanelment of Consultant Organisation
under MSME Sustainable (ZED) Certification Scheme



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

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EOI Notice

1. Quality Council of India (QCI) invites proposals for **“Empanelment of Consultant Organisation under MSME Sustainable (ZED) Certification Scheme”**.
2. The content of this Expression of Interest (EOI) enlists the requirements of the QCI. It includes the Terms which details out all that may be needed by the potential applicants to understand the terms and empanelment process and explain the contractual terms that the QCI wishes to specify at this stage.
3. The Technical Bids may be submitted in a PDF format to procurement.zed@qcin.org before August 25, 2023 by 1700 Hrs. addressed to:

Deputy Director (Finance & Accounts), Quality Council of India (QCI)

EOI Summary

S. No.	Particulars	Details
1.	Last date and time for submission of Applications	August 25, 2023
2.	Validity of the Proposal	90 Days
3.	Tender Processing Fee	N/A
4.	Contact Person for clarification	Procurement Team, QCI; procurement.zed@qcin.org
5.	Technical Discussion Round (if needed)	To be notified via Email
6.	Documents to be submitted	Refer Clause-8: Submission of Proposal

1. INTRODUCTION

Quality Council of India

The Quality Council of India (QCI) is a pioneering experiment of the Government of India in setting up organizations in partnership with the Indian industry. The 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. BACKGROUND

As the MSMEs are amongst the strongest drivers of economic development, innovation and employment, it becomes imperative to strengthen their ecosystem. The Government of India envisioned Zero Defect & Zero Effect (ZED) initiative to enhance MSME competitiveness, make them sustainable and transform them as National and International Champions. MSME Sustainable (ZED) Certification Scheme is an extensive drive to create awareness amongst MSMEs about Zero Defect Zero Effect (ZED) practices and motivate and incentivize them for ZED Certification while also encouraging them to become MSME Champions. Through the journey of ZED Certification, MSMEs can reduce wastages substantially, increase productivity, enhance environmental consciousness, save energy, optimally use natural resources, expand their markets, etc. MSMEs will also be motivated to adopt best practices in work culture, standardization of products, processes and systems etc. in order to enhance their global competitiveness and sustainability. The ZED Certification aims at enhancing the competitiveness of an MSME by assessment, modification through guidance, handholding, managerial and technological intervention – not just certification.

3. SCOPE OF WORK

3.1 Handholding through Consultancy

Under the scheme, a mechanism for empanelling Consultant Organizations which will provide handholding support to the eligible MSMEs, wherever needed, has been developed. The handholding component in the scheme makes it unique as it provides an opportunity to the MSMEs to access ZED Qualified Consultants through empanelled Consultant Organizations and upgrade to a higher level of certification i.e., Silver & Gold so as to improve their processes and systems, inculcating the culture of Zero Defect Zero Effect.

3.2 ZED Consultant Organisations

In view of the above, it is pertinent to create a pool of competent Consultant Organisations which can assist eligible MSMEs to improve their processes and systems to achieve desired Certification levels under the MSME Sustainable (ZED) Certification Scheme. The scope of a ZED Consultant Organisation will be to fulfil the requirements of 'handholding component' of the "MSME Sustainable (ZED) Certification Scheme" in accordance with the prescribed process.

3.3 Scope and Activities of Handholding

The handholding of the MSME shall be completed within 4 months (maximum) from the date of allocation to the ZED Consultant Organisation. The completion shall be in accordance with the defined milestones. The scope and activities of Handholding process will include the following:

- I. Selection of the desired Certification level
- II. Training on MSME Sustainable (ZED) Model. The training program should cover the following content as a minimum:
 - The MSME Sustainable (ZED) Certification Model
 - Requirements of ZED parameters, as applicable for the desired certification level
 - Benefits of ZED Certification
- III. **Baseline Diagnostic Study and Implementation of Handholding Action Plan**
Baseline Diagnostic Study and Handholding Action Plan with defined activities, expected outcome and the number of man-days (minimum 14 man-days) should be developed in agreement with the MSME.

Baseline Diagnostic Study

- a. The main objective of baseline diagnostic study is to get a clear understanding of where the MSME stands against the ZED Certification requirements. The study is required to understand the practices and requirements of the MSME to assist it for improvement.
- b. The ZED Consultant Organisation would develop a detailed 'as is' process map for all the parameters (14 parameters of Silver or 20 parameters for Gold), also identifying the gaps against the certification requirements, wherever they exist. The Baseline Diagnostic Study should document the accurate status of the MSME with respect to the ZED parameters and bring out enough data points and verifiable evidence. The Baseline Diagnostic Report must include mapping of each ZED parameter with the process(es) of the MSME unit. The format of the Baseline Diagnostic Study Report is attached as **Annexure 1**.
- c. The Baseline Diagnostic Study Report should clearly define the timelines and resources required to fulfill the requirements of the desired Certification level. i.e., Silver or Gold.
- d. The Baseline Diagnostic Study Report shall be mutually agreed between the MSME and the ZED Consultant Organization.

Handholding Action Plan

- a. The ZED Consultant Organization will develop a time bound improvement plan identifying the steps, tools and resources required to achieve the objectives of the handholding. Refer to the Handholding Action Plan format attached as **Annexure 2**.
- b. A training program should be conducted on the Handholding Action Plan and should also include the following:
 - Key gaps identified during the Baseline Diagnostic Study
 - Best practices/global practices, as relevant
 - Methods that will be used to fulfill the requirements and the assessment process

- c. The implementation plan should also include, wherever applicable, identification of requirements (equipment/technology) related to Zero Effect aspect of the ZED Scheme, to help MSME upgrade systems and processes including zero effect solutions, pollution control measures or cleaner technology. Role of the ZED Consultant Organization with respect to identification of requirements (equipment/technology for Zero Effect), shall be restricted to recommendation of such technological intervention. Refer to the format, attached as **Annexure 3**.
- d. The implementation plan shall be mutually agreed between the MSME and the ZED Consultant Organization.

IV. Progress Review by the ZED Consultant Organisation

- a. The progress of handholding process must be regularly monitored and reviewed by the empanelled ZED Consultant Organisation during the entire duration of handholding.
- b. In case of any concerns or roadblocks, the ZED Consultant Organisation shall resolve the same promptly. Records of unresolved concerns shall be mentioned in the Monthly Progress Report.
- c. A Monthly Progress Report (MPR) signed off by the MSME shall be uploaded by the ZED Consultant Organization on the portal on a defined date. Refer to the MPR format, attached as **Annexure 4**.

V. Completion of Handholding activity

The hand-holding process can be considered to be completed when all the identified activities as mentioned in the Implementation plan are complete and signed off by the MSME.

VI. Payment Schedule

The payment to the ZED Consultant Organisation shall be milestone based and shall be made as per the following schedule:

- 40% after submission of Baseline Diagnostic Study Report and Handholding Action Plan
- 30% after Progress Review 2
- 30% after successful completion of Handholding

VII. Project deliverables and indicative timelines for the completion of activities from the date of allocation to the ZED Consultant Organisation

The minimum number of man- days on site shall be 14 and may be suitably distributed as per the Handholding Action Plan.

S. No.	Milestone	Expected Timelines
1	Submission of Baseline Diagnostic Study Report and Handholding Action Plan	0 – 3 rd week
2	Implementation & Progress Review 1	4 th – 9 th Week
3	Implementation & Progress Review 2	10 th – 16 th Week
4	Completion	17 th Week

4. PRE-QUALIFICATION CRITERIA (for Consultant Organisation)

S. No.	Basic Requirements	Specific Requirements	Documents Required
1	Legal Entity	The applicant firm should be a registered firm/company/partnership firm/other legal entity in India	<ul style="list-style-type: none"> • Copy of valid Registration Certificates • Copy of Certificates of incorporation
2	Turnover	Average Annual Turnover during the last 03 (three) Financial years (2019-20, 2020-21 & 2021-22) shall be at least Rs. 15 Lakhs (average of 3 years)	<ul style="list-style-type: none"> • Turnover Certificate(s) issued by CA, or • Signed Annual Financial Statements stating total revenue during each of the 3 (three) financial years
3	Technical Capability & Experience	The applicant should have experience of working on similar projects.	<ul style="list-style-type: none"> • Copy of Completion certificate/ work order/Contract/ Letter of Award/ Self-certification from Managing Director or equivalent authorised signatory for each of the mentioned assignments should be submitted.
4	Consultant	The applicant firm must have minimum two ZED qualified consultants in the Consultant Organisation (CO) of which at least one ZED qualified consultant must be an in-house consultant with the ZED CO before allocation of a ZED Consultancy under the ZED Scheme	ZED Consultant Certificates and Undertaking in this regard to be submitted. (Draft attached as Form-C)
5	Blacklisting	The applicant firm should not have been blacklisted by any Central or State Government Agency, PSU etc.	Undertaking in this regard to be submitted. (Draft attached as Form-B)

5. EVALUATION PARAMETERS

S. No	Criteria
1	Human Resource Requirement
2	Infrastructure
3	Consultancy Quality Assurance System in the Organisation
4	Assessment of Form-A

6. EMPANELMENT REQUIREMENTS

6.1 Scope of Empanelment of the Consultant Organisations

- I. The scope of empanelment of the Consultant Organisation will be determined by the experience of work in the relevant sector which will be determined by the availability of ZED Qualified Consultants within the Consultant Organisation.
- II. A Consultant Organisation may apply for any number of scopes or all the scopes as per the availability of ZED Qualified Consultants, infrastructure and availability of Consultancy Quality Assurance System (CQAS) for the required scope.
- III. The sectors under the “MSME Sustainable (ZED) Certification Scheme” are given below:

NIC Divisions for Empanelment Scope		
NIC DIVISION 10 – Manufacture of Food Products	NIC DIVISION 18 – Printing and Reproduction of Recorded Media	NIC DIVISION 26 – Manufacture of Computer, Electronic and Optical Products
NIC DIVISION 11 – Manufacture of Beverages	NIC DIVISION 19 – Manufacture of Coke and Refined Petroleum Products	NIC DIVISION 27 – Manufacture of Electrical Equipment
NIC DIVISION 12 – Manufacture of Tobacco Products	NIC DIVISION 20 – Manufacture of Chemicals and Chemical Products	NIC DIVISION 28 – Manufacture of Machinery and Equipment n.e.c
NIC DIVISION 13 – Manufacture of Textiles	NIC DIVISION 21 – Manufacture of Pharmaceuticals, Medicinal Chemical and Botanical Products	NIC DIVISION 29 – Manufacture of Motor vehicles, Trailers and Semitrailers
NIC DIVISION 14 – Manufacture of Wearing Apparel	NIC DIVISION 22 – Manufacture of Rubber and Plastics Products	NIC DIVISION 30 – Manufacture of Other Transport Equipment
NIC DIVISION 15 – Manufacture of Leather and Related Products	NIC DIVISION 23 – Manufacture of Other Non-metallic Mineral Products	NIC DIVISION 31 – Manufacture of furniture
NIC DIVISION 16 – Manufacture of wood and products of wood and cork, except furniture; manufacture of articles of straw and plaiting materials	NIC DIVISION 24 – Manufacture of Basic Metals	NIC DIVISION 32 – Other Manufacturing
NIC DIVISION 17 – Manufacture of Paper and Paper Products	NIC DIVISION 25 – Manufacture of Fabricated Metal Products, except machinery and equipment	NIC DIVISION 33 – Repair and Installation of Machinery and Equipment

6.2 Human Resource Requirement

The collective competence of the ZED qualified consultants should cover all the parameters of the 'MSME Sustainable (ZED) Certification Model' as mentioned in the scheme guidelines.

- I. There must be minimum two ZED qualified consultants in the Consultant Organisation (CO) of which least one ZED qualified consultant must be an in-house consultant with the ZED CO before allocation of a ZED Consultancy under the ZED Scheme.
- II. There should be a written agreement between the Consultant Organization and the empanelled consultant(s).
- III. ZED qualified consultants in the empanelled ZED Consultant Organization shall not work as a ZED assessor for any ZED assessment agency, while working as a ZED consultant.

6.3 Infrastructure

Consultant Organisation(s) interested in applying for empanelment under these criteria should have, at the minimum, following infrastructural facilities:

- I. A working office setup
- II. Contemporary training aids (offline and online)
- III. IT support equipment to carry out the work of consultancy
- IV. If the applicant Consultant Organisation has offices at multiple locations, these should be mentioned in application form with details of requisite Human Resources, infrastructure etc.

6.4 Consultancy Quality Assurance System (CQAS)

The Consultant Organisation should have a defined Quality Assurance System for continually improving the delivery and effectiveness of ZED consultancy. It could be based on Quality Management System (QMS) as prescribed in ISO 9001:2015 standards. However, in any case, CQAS of the organization should have at minimum, the procedures prescribed below:

- I. Procedure for evaluating, selecting, appointing and monitoring ZED qualified consultants for ZED consultancy
- II. Procedure for planning, scheduling and conducting ZED consultancy
- III. Procedure for collecting feedback, analysis and evaluation of feedback for improving the methodology, delivery and effectiveness of future ZED consultancy projects
- IV. Procedure for addressing complaints, suggestions, impartiality and conflict of interest.
- V. Procedure for periodically reviewing the adequacy of internal processes with respect to ZED requirements, scheme guidelines, rules and consultancy materials
- VI. Procedure for maintaining updated records and documents relevant to ZED consultancy projects.

6.5 Empanelment Process

I. Application by the interested Consultant Organisation

Details of the empanelment criteria and the Application Form (**Form 1**) would be made available on the website. Any Consultant Organisation interested in getting empanelled under these criteria should thoroughly read the empanelment requirements as laid down in this document to ensure that they meet the same, before submitting an application.

II. Assessment

To ascertain the capabilities of the Consultant Organisation, a Desktop Assessment shall be conducted.

A desktop assessment of the applications received, along with the relevant documents, will be conducted for its completeness. Observation(s), if any, will be communicated to the applicant Consultant Organisation. The applicant Consultant Organisation shall submit complete response with relevant evidence/documents, where required, within 15 working days from the date of communication.

Note:

- i. If inadequacies are found in the response, the same will be communicated giving an additional time of 15 days. If the applicant Consultant Organisation fails to submit satisfactory response even after additional time, then the application will be treated as closed and the applicant Consultant Organisation will need to re-apply.
- ii. QCI reserves the right to conduct any form of assessment (remote or on-site) as per need and at any given point in time (even after empanelment) , including interaction with human resources of the applicant, in order to ensure fulfillment of all requirements on a continual basis.

On fulfilling all the requirements of empanelment, the applicant Consultant Organisation will be recommended for empanelment as a 'ZED Consultant Organisation' to the approving authority. The empanelment shall be valid for the duration of the ZED scheme which is March 31, 2026 or as decided by QCI, which shall be conveyed as appropriate.

III. Scope Enhancement

A ZED Consultant Organisation can apply for scope enhancement on the fulfillment of the prescribed requirements. The application can be made in the prescribed format.

The scope enhancement will be granted on successful completion of desktop assessment and approval from the competent authority.

IV. Re-Empanelment

Re-empanelment after expiry of validity will be subject to extension of Scheme or directions as received by QCI. Revised guidelines regarding re-empanelment shall be published as appropriate.

V. Additional Assessment

On the bases of risk factors, received information or complaint from primary or secondary source(s), a remote or physical assessment of the Consultant Organisation's office may be conducted which may be announced or unannounced.

VI. Terms and Conditions for Maintaining Empanelment

- a. The empanelment shall expire at the end of its validity.
- b. The empanelled ZED Consultant Organisation shall submit a six- monthly report about the ZED projects taken up and list of approved ZED Qualified Consultants (in-house and/or empanelled) involved and status of project.
- c. ZED qualified consultants in the empanelled ZED Consultant Organization shall not work as a ZED assessor for any ZED assessment agency, while working as a ZED consultant.
- d. The empanelled ZED Consultant Organisation shall maintain relevant records of each ZED consultancy project undertaken.

- e. The empanelled ZED Consultant Organisation shall not franchise, license or subcontract the consultancy projects under the “MSME Sustainable (ZED) Certification Scheme”.

VII. Suspension / Withdrawal/ Reduction in scope of empanelment

The empanelment shall be suspended or withdrawn or a reduction in the scope may be enforced on account of any of the following (but not limited to):

- a. Non-compliance, violation of the requirements, terms and conditions of Empanelment
- b. Deviation from facts as stated in application and enclosures
- c. Submission of false or misleading information in the application or in subsequent submissions
- d. Fraudulent practices in respect of submission/interaction during consulting process or with the clients which would include, but not limited to, deliberate concealment and/or submission of false or misleading information, suppression of information, falsification of records or data, unauthorized use of empanelment, and non-reporting of complaints of the clients under the “MSME Sustainable (ZED) Certification Scheme”. QCI reserves the right to blacklist any empanelled Consulting Organisation in such cases.
- e. Unethical use of empanelment status
- f. Breach of ‘Code of Conduct’
- g. Failure to report any major legal (mandatory compliance) changes
- h. Franchising, licensing or subcontracting of ZED consultancy
- i. Any other condition as deemed appropriate by QCI

VIII. Code of Conduct

The empanelled ZED Consultant Organisations are obliged to improve the standing of the profession by rigorously exhibiting the following Code of Conduct.

- a. Act professionally, accurately and in an unbiased manner.
- b. Be truthful, unbiased and fair to the assigned work, without any fear or favor.
- c. Judiciously use the information provided by or acquired from the applicant and to maintain the confidentiality of information received or acquired in connection with the assignment.
- d. Avoid and / or declare any conflict of interest that may affect the work to be carried out.
- e. Do not act in a manner detrimental to the reputation of any of the stakeholders.
- f. Co-operate fully in any formal enquiry procedure.

7. GENERAL TERMS AND CONDITIONS

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

7.2 Amendments to EOI: At any time prior to the last date (if prescribed) for receipt of applications, QCI may for any reason, whether at its own initiative or in response to a clarification requested by a prospective applicant, modify the EOI document by an amendment. In order to provide prospective applicants reasonable time in which to take the amendment into account in preparing their proposals, QCI may at its discretion extend the last date (if prescribed) for the receipt of proposals and/or make other changes in the requirements set out in the EOI. Any such amendment shall be communicated to the applicants.

- 7.3 Conflict of Interest:** QCI requires that organisation provides professional, objective, and impartial analysis and data, strictly avoid conflicts with other Assignment/jobs or their own corporate interests and act without any consideration for future work.
- 7.4 Ethics:** QCI expects the organisation to show the highest ethical standards during the course of the assignment.
- 7.5 Language:** The Proposal should be filled by the applicant in English language only. If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by the applicant. For purposes of interpretation of the documents, the English translation shall prevail. All correspondence and documents relating to the Proposal exchanged by the applicant and QCI shall also be written in the English language.
- 7.6 Rejection of Application:** The application is liable to be rejected if:
- I. Not in prescribed forms and not containing all required details.
 - II. Received after the expiry of due date and time, if prescribed.
 - III. Absence of any supporting document(s) with the Proposal.
- 7.7 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 shall then mutually decide about the future course of action.
- 7.8 Indemnity:** The organisation undertakes to indemnify QCI from any losses that are incurred due to any deficiency in services rendered by the organisation or any instance of corruption or improper payment.
- 7.9 Maintenance of Confidentiality:** The organisation must not divulge any confidential information and ensure 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 organisation must not, without the prior written consent of QCI, disclose any confidential information of QCI or any government department or relating to any ministry or any other party. In giving written consent to the disclosure of confidential information, QCI may impose such conditions as it thinks fit, and the agency must comply with these conditions.
- 7.10 Removal of Data:** The organisation must ensure that its employees/ professionals' subcontractors and/ personnel do not:
- I. remove any data or allow any Data concerned with this contract to be removed from the places as notified / directed by QCI; or
 - II. take any Data or allow any Data to be taken outside of India, without the QCI's prior written consent.
- 7.11 Disclaimer**
The QCI shall not be responsible for any late receipt of applications for any reasons whatsoever. The applications received late will not be considered.

7.12 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.

7.13 Validity:

The proposals shall remain valid for a period of 90 days from the last date of submission. In exceptional circumstances, QCI may solicit the applicant's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. An applicant consenting to such request will not be required nor permitted to modify its Proposal.

7.14 Allotment of work:

The allotment of work shall be based on geographical presence of the organisation and competence in relevant scope sectors and further acceptance of the terms and conditions and rate offered.

8. SUBMISSION OF PROPOSAL

The technical proposal must include the following:

- a. Application Form- **Form -A**
- b. Copy of Registration Certificate, GST and PAN
- c. Balance sheet and IT returns / Turnover Certificate by CA for the last 3 years
- d. Profile of Consultants (in-house and empanelled) and Undertaking w.r.t. Clause 4 of Section 4 (Pre-Qualification) of this EoI.
- e. Proof of Infrastructure capabilities
- f. Details of CQAS
- g. Proof of experience of working on similar projects
- h. Preference of the empanelment scope as per clause 6.1 (III) of this RFP
- i. Non-Blacklisting Undertaking- Form-B
- j. Any other suitable documents

Submission Guidelines:

- All the pages of the proposal must be sequentially numbered and must contain the list of contents with page numbers. Any deficiency in the documentation may result in the rejection of the Bid.
- All pages of the application including the duplicate copies, shall be signed and stamped by the authorised signatory.
- Please Note that Prices must not be indicated in the Technical Bid.

Interested parties may submit the technical documents in a PDF format with the head "Proposal for Empanelment of Consultant Organisation for MSME Sustainable (ZED) Certification Scheme" to procurement.zed@qcin.org addressed to Deputy Director (Finance & Accounts), Quality Council of India latest by August 25, 2023, 1700 Hrs.

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

Procurement Team

Email id: procurement.zed@qcin.org

Form-A: Application Form for Empanelment of Consultant Organization

1) Applicant Consultant Organization (CO) Details:

- a. Name of the Organization:
- b. Head Office Address:
- c. State:
- d. District:
- e. Pin Code:
- f. Email:
- g. Telephone/Mobile Number:
- h. Website:

2) Name of Head/Owner:

3) Designation of Head/Owner:

4) Single Point of Contact (SPOC):

- a. Name:
- b. Designation:
- c. Tel No.:
- d. Mobile:
- e. Email:

5) Legal Status of the Organization:

- a. Public/Private/Government
- b. Company/ Partnership/ Proprietorship/ Registered Society
- c. Research/Academic Institute
- d. Industry Association
- e. Others (please specify and attach necessary evidence)

6) Date of Registration/Incorporation (DD/MM/YYYY):

(Provide copy of certificate of incorporation/registration)

7) Year of Establishment:

8) Services provided by the Organization:

9) Total Number of Employees:

- a. Full-time
- b. Contract
- c. Technical Experts
- d. Employees engaged in Consultancy

10) PAN Number of the Organization:

11) GST Number of the Organization:

12) Annual Income of the Organization (INR)

(Attach balance sheet and IT returns for the last 3 years)

Income	FY	FY	FY
Total Income (INR)			

13) Sectors applied and Functional Areas (FA) proposed: (NIC 2 digit)

Sector	Experience (in Years)	Key Clients

14) Applicable States:

15) List of Empaneled/Employed ZED Consultants (if any):

S. No.	Name	Empaneled/ Employed	Sector/ FAs applied	ZED Certificate number

16) Other Activities

17) Declaration

I/we hereby declare that the information provided herein is true to the best of my/our knowledge and any changes in the above will be duly notified to the ZED Division of Quality Council of India. I/we also understand that QCI reserves the right to accept or reject any application for empanelment.

Signatures of Authorized Signatory	
Name	
Designation	
Date	
Place	

Form-B: Format for Non-Blacklisting Undertaking

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

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

Subject: Non-Blacklisting declaration in connection with RFP Ref. No. _____ 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

Form-C: Format for ZED Consultants Undertaking

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

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

Subject: ZED Consultants Undertaking 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 following are the consultants employed with our organization.

S. No.	Name of the consultant	Empaneled/Employed

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

Annexure 1
Format for Baseline Diagnostic Study Report

S. No.	Parameter	Requirement	Conformance (Yes/No/Partial)	Evidence	Gaps	Remarks, if any

Annexure 2
Format for Handholding Action Plan

S. No.	ZED Parameter	Parameter Requirement	Planned Activity(ies)	Estimated Time	Remarks, if any

Annexure 3
Format for Technology Intervention

S. No.	ZED Parameter	Parameter Requirement	Suggested Technological Intervention	Rationale for Technological Intervention	Remarks, if any

Annexure 4
Format for Progress Review Report

S. No.	Activities as per Implementation Plan	Proposed Timeline	Implementation Status	Evidence	Remarks
1					