Reference No. QCI/PPID/0723/196

Request for Empanelment of
IT/ITES Consultancy firms

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

Empanelment Notice

1. Quality Council of India, an autonomous body under Department for Promotion of Industry and Internal Trade, Ministry of Commerce and Industry invites proposals for "**Empanelment of IT/ITES Consultancy Firms**" from reputed firms for empanelment byQCI for a period of 1 (One) year. The empanelment may be extended or reduced for a period decided by QCI, at the discretion of QCI, based on the firm's performance.

2. The criteria and actual process of evaluation of the responses to this RFE and subsequent selection of the firm(s) will be as mentioned in this RFE and any modificationor changes to the terms and conditions mentioned in this RFE will be entirely at discretionof QCI.

3. No contractual obligation whatsoever shall arise from this Request for Empanelment (RFE) process unless and until a formal contract is signed and executed by duly authorized official(s) of QCI with the selected firm(s). QCI reserves the rights to empanel more than one firm.

4. The content of this RFE enlists the requirements of the Quality Council of India. It includes the Empanelment Terms which details out all that may be needed by the firms to understand the terms and the empanelment process and explain the contractual terms that the Quality Council of India wishes to specify at this stage.

5. Interested agencies are advised to study this RFE document carefully before submitting their proposals in response to the Empanelment notice. Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications.

Empanelment Summary

#	Item	Details
1	Addressee and address at which the bid is to be submitted	Deputy Director (Accounts), Quality Council of India 2nd Floor, 2, Bahadur Shah Zafar Marg, New Delhi-110002
2	Date of issue of the Requestfor Empanelment (RFE) document	Monday, July 10th, 2023
3	Last date and time for submission of Applications	5:00 PM, Monday, 17th July, 2023
4	Duration of Empanelment	01 Year
5	Validity of the Application	180 Days
6	Tender Processing Fee	N/A
7	Contact for clarification	procurement@qcin.org
8	Presentation Round	To be notified via Email if shortlisted

1. **About Us - Quality Council of India(QCI)**

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

The various Boards are:

   i.   **National Accreditation Board for Testing and Calibration Laboratories (NABL)** NABL has been established with the objective of providing Government, IndustryAssociations and Industry in general with a scheme of Conformity Assessment Body'saccreditation which involves third-party assessment of the technical competence oftesting including medical and calibration laboratories, proficiency testing providersand reference material producers.

   ii. **National Accreditation Board for Hospitals & Healthcare Providers (NABH)** NABH is set up to establish and operate accreditation programme for healthcare organisations. The board is structured to cater to much desired needs of theconsumers and to set benchmarks for progress of health industry. The board whilebeing supported by all stakeholders including industry, consumers, government, hasfull functional autonomy in its operation.

   iii. **National Accreditation Board for Education and Training (NABET)**
        NABET has established a mechanism for the accreditation personnel certification, accreditation of vocational training organizations and skill assessment bodies. NABET also works in the domain areas of Education and Training. NABET works with various government departments for creating a credible model of assessment and provides its expertise to the departments to take credible decisionsbased on ground data.

   iv. **National Accreditation Board for Certification Bodies (NABCB**)
        NABCB provides accreditation to Certification and Inspection Bodies based onassessment of their competence as per the Board's criteria and in accordance with International Standards and Guidelines. NABCB is internationally recognized and represents the interests of the Indian industry at international forums through membership and active participation with the objective of becoming a signatory to international Multilateral / Mutual Recognition Arrangements (MLA / MRA). NABCB isa member of the International Accreditation Forum (IAF) and its regional body PacificAccreditation cooperation (PAC).

   v.   **National Board for Quality Promotion (NBQP)**
        NBQP works on the vision of promoting quality of life for the citizens of India. It has two important missions; the first one is to promote application of quality managementstandards and statistical quality tools with an objective of enabling industry, to improve their competitiveness, with specific focus on SME sectors. The second mission is focused on empowering the consumers to demand quality and consequently creating a back-pressure on suppliers to ensure quality of their productsand services.

Besides the Boards there are Divisions which predominantly play a crucial role in implementing projects of the government or the Industry:

i. **The Project Planning & Implementation Division (PPID)**
This division works with various ministries in the government both at centre and statelevel. Set up with a vision of young professionals who could help the government fromoutside on key issues and provide support wherever required.
PPID has worked with number of Ministries on projects, including (but not limited to)
– Ministry of Petroleum and Natural Gas, Ministry of Railways, NITI Aayog (erstwhileplanning commission of India), Ministry of New and Renewable Energy, Departmentof Administrative Reform and Public Grievances (DARPG) and others.

ii. **ZED Division**
The ZED Division leads various projects of National importance with a focus on 'Atmanirbhar Bharat'. The division is involved in flagship programmes of Ministry ofMicro, Small & Medium Enterprises, Ministry of Tourism, Ministry of Defence, Ministry of Housing & Urban Affairs and others.

iii. **Project Analysis and Documentation Division (PADD)**
PADD aims towards the design, development, and implementation of voluntary conformity assessment frameworks for governmental, inter-governmental, regional, and global organizations.

2. Scope of Work

QCI intends to empanel capable IT/ITES service providers for various domains like:

Category A: IT Services

i. Implementation of IT Project.
ii. Software Product Development.
iii. E-governance based consultancy services
iv. IT Infrastructure & Facility Management Services
v. Development and implementation of ERP Modules.
vi. Development of end to end process automation software and platforms
vii. Development and maintenance of dynamic Dashboards, Portals, mobile and web applications based on the requirements.
viii. Building Data/analytics platform for collecting petabytes of data and enabling quickand scalable analytics on it.
ix. IOT enabling platforms to collect, represent and enable Machine leaning capabilitieson it.
x. Integrated multiple project tracking platforms.
xi. Automation solutions for inventory & document storage and retrieval,
xii. Design, Consultancy and Implementation of Surveillance Systems with AI Software
xiii. Integration of Artificial Intelligence (AI) capabilities into software products and platforms.
xiv. Development and deployment of Machine Learning (ML) models for data analysis, prediction, and automation.
xv. Implementation of chatbot solutions for customer support, inquiries, and interactive assistance.
xvi. Utilization of no code/low code platforms for rapid application development and customization.
xvii. Utilization of drag-and-drop interfaces and pre-built components to accelerate software product development.
xviii. Development of customizable workflows and automation logic using no code/low code platforms.

While the above-mentioned activities are to give an idea on the nature and type of projects, there

can be any additional activities of similar nature, which the empaneled firms/companies would be required to undertake, based on the requirements from time to time. The quality of the services is extremely critical and as part of their proposal the bidder/proposer should demonstrate core competencies/strengths on the above key aspects including adherence to quality and timely execution.

Category B: IT Enabled Services (ITeS)

i. Customer Interaction & Support (CIS)- It includes all forms of IT-enabled customer contact; inbound or outbound, voice or non-voice based support used to provide customer services, sales and marketing, technical support and help desk services.
ii. Finance & Accounting (F&A) - It includes activities such as general accounting, transaction management, account receivables and payables management, corporate finance (e.g. treasury and risk management, and tax management); compliance management and statutory reporting, etc.)
iii. Horizontal-Specific BPM Services - Services that are reasonably similar across industries. Horizontal BPM services include Customer Interaction and Support (CIS), Finance and Accounting (F&A) and other related processing services, Knowledge Services, Human Resource Management (HRM), Procurement BPM, etc.
iv. Human Resources Processing - HR processing services include services that support the core HR activities plus talent management activities and associated business processes, such as benefits, payroll and talent management.
v. Knowledge Services- Business research, Market research, Data management & reporting, Data analytics, Social media research, risk management.

While the above-mentioned activities are to give an idea on the nature and type of projects, there can be any additional activities of similar nature, which the empaneled firms/companies would be required to undertake, based on the requirements from time to time. The quality of the services is extremely critical and as part of their proposal the bidder/proposer should demonstrate core competencies/strengths on the above key aspects including adherence to quality and timely execution. Few Other Services are:

i. Back Office Operations
ii. Call Centres
iii. Content Development or Animation
iv. Data Processing
v. Geographic information System Services
vi. Human Resource Services
vii. Insurance Claim processing
viii. Legal Databases
ix. Medical Transcription
x. Payroll
xi. Remote Maintenance
xii. Revenue Accounting
xiii. Support Centres
xiv. Website Services

Basic skills required: The Applicant Organization **must** have resources who are well versed with the below mentioned technicalities and specifications:

Category A: IT Services

i. The applicant must be well versed with industry standard security practices to safeguard cloud applications as well as applications hosted on inhouse data centres.
ii. Relational and non-relational databases including their sharing, replication, caching and

availability, Previous experience with Mongodb, PostgreSQl, MySQL, Microsoft SQL is a must.

iii. Opensource operating systems like Ubuntu, Centos, Arch Linux for hosting the applications

iv. Knowledge of AWS cloud services like load balancers, lambda functions for serverless architectures, EC2, EBS, EFS, Cloud watch, S3, RDS, DynamoDB etc. isa MUST.

v. Well versed with opensource robust backend languages like Golang, Python, Nodejsetc.

vi. Capability to develop front end application in Vanilla JavaScript or open-source platforms like Angular, React, backbone etc.

vii. Know how to design webpages in HTML and CSS

viii. Inhouse capability to design applications for Android and IOS platforms.

ix. Established experience on Analytics tool for Batch data as well as streaming data isrequired.

x. Previous experience with permissioned blockchains like Hyperledger is required.

xi. Distributed technology platform experience like Apache Kafka, Storm, Zookeeper,Message queues is an added advantage.

xii. Previous Experience with Distributed file systems like HDFS, Ceph is required.

xiii. Manufacturing & Software experience in IP CCTV with R&D capabilities

xiv. Capabilities of Integration of Artificial Intelligence (AI) capabilities into software products and platforms. Development and deployment of Machine Learning (ML) models for data analysis, prediction, and automation.

xv. Capabilities of Implementation of chatbot solutions for customer support, inquiries, and interactive assistance.

Category B: IT Enabled Services (ITeS)

Apart from the above skills, ITeS firms must have the following resources as relevant to theirservices:

i. Ability to create and maintain a truly world class proven global delivery model which would allow your organization to provide services to customers on a best shore basis.This would require round the clock execution capabilities across multiple time zones,access to a large pool of highly skilled technology professionals and a knowledge management system to reuse solutions where appropriate

ii. Develop and expand a strong, comprehensive, best in class end to end solutions andservice offerings in order help your clients gain market differentiation or competitive advantage and thus capture a greater share of your client's technology budgets

iii. Ability to scale when the opportunity arises. This would require constant investment in infrastructure and rapidly recruit, train and deploy new professionals

iv. Manage revenue and expenses during economic downturn, enhance yourorganization's capacity to withstand pricing pressures, commoditization of services and decreased utilization rates

v. Manage exchange rate volatility and counter party risk in treasury operations

vi. Expand your client list across business verticals to reduce over dependency and riskof losing substantial market share

vii. Maintain superior and sophisticated project management methodology in line with global quality standards and ensure timely, consistent and accurate execution to achieve highest client satisfaction

viii. Ensuring successful integration of inorganic growth opportunities that your organization may undertake from time to time across geographies

3. Pre- Qualification Criteria

Bidders are expected to meet the following prequalification criteria. Bidders failing to either meet these criteria or not furnishing the requisite supporting documents/documentary evidence is liable to be summarily rejected. QCI shall evaluate the prequalification proposal with reference to the information and supporting documents furnished.

S. No	Basic Requirement	Specific Requirements	Documents Required
a.	Legal Entity	The Applicant should be a company registered in India under the Companies Act 2013 or any other previous Companies Act or a Limited Liability Partnership registered under the LLP Act, 2008 or a registered Partnership under the Indian Partnership Act, 1932*or. Registeredas a society under the societies Act, 1860. The organisation should be in existence for the last 03 years.	Copy of Certificate of incorporation
b.	Technical Capability & Experience	The applicant must have completed three major projects of value not less than 10 lakhs in any of the work cited in the scope of work above in the five (5) previous financial years with Government/PSU's/Autonomous bodies/Statutory bodies/Private Organizations in any of the areas mentioned in the scope of work Past Experience of working on projects with the government, PSU's, autonomous bodies, statutory bodies is preferred.	Work Orders and completion Certificates
c.	Annual Turnover	The applicant must have minimum average annual turnover of INR 1 (one) crore or more in the last three financial years (i.e., 2019-20, 2020-21 and 2021-2022).	Turnover certificate by CA (original); or Audited financial statements of the last three financial years (i.e., 2019-20, 2020-21 and 2021-2022) to support the claim
c.	Expertise of Manpower	The applicant must have at least 10 skilled manpower/consultants specializing in executing the various activities in the defined scope of work.	Certificate from theHR/Head of the Firm and resumes of 5 Key resources with the relevant expertise
d.	Tax Registration	The applicant must hold valid GST andPAN certifications.	Copies of relevant certificates of registration
e.	Blacklisting	The applicant should not have been blacklisted by any central or state government agency, PSU.	Undertaking in this regard to be submitted.

f.	Regional Presence	The applicant must have their office in New Delhi-NCR.	Copy of Rent Lease Agreement, electricity Bill etc. as proof of address

4. Technical Evaluation

The Technical Evaluation would happen on the basis of bidder's relevant experience and key personnel as described under:

1	Past Experience in work of similar nature	40 Marks
2	Personnel Details	40 Marks
3	Approach & Methodology and Regional Spread	20 Marks

5. General Terms and Conditions

i. The empanelment letter shall not confer any right to engagement. The vendor or its associates/companies who are empanelled with QCI as a result of this empanelment process are not allowed to use the name of QCI, its logo, service marks or any document for any purpose without the prior written approval of QCI.

ii. The agencies already empaneled with QCI are not required to apply.

iii. QCI reserves the right to (a) reject any / all proposals without assigning any reasonsthereof, (b) relax or waive any of the conditions stipulated in this RFP document as deemed necessary in the best interest of QCI and the objectives of the project withoutassigning any reasons thereof and (c) include any other item(s) in the Scope of workat any time after consultation.

iv. **Intellectual Property Rights**: All intellectual property rights developed as a consequence of any allotment of work to the subsequent empanelled vendors shall be the sole property of QCI and shall be governed by the provisions of the agreement/work order issued thereto.

v. **Blacklisting/debarring**: QCI reserves the right to cancel the empanelment letter issued and debar the firm if it is discovered that the firm had produced any false information, on continued delivery of unsatisfactory services, insolvency of the company or any other ethical ground as deemed fit by giving a 7 days prior written notice.

vi. **Allocation of work post empanelment**: The allocation of work post empanelment among all the empanelled agencies will be made by floating limited tender enquiries/nomination basis as and when the requirements arise.

vii. **Presentation**: As a part of Evaluation of proposals submitted by the applicants, QCIreserves the right to seek further information or a presentation from the Organizationsfor evaluation purpose.

viii. **Amendment to RFE** : At any time prior to the last date for receipt of applications, QCImay for any reason, whether at its own initiative or in response to a clarification requested by a prospective applicant, modify the RFE 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 extendthe last date for the receipt of proposals and/or make other changes in the requirements set out in the RFE. The applicant is required to visit the Tenders Sectionof QCI website for any changes or amendments in the RFE before submitting their Applications.

ix. **Ethics**: QCI expect all operators, shortlisted bidder(s) to show highest ethical standards during the course of the assignment. If any complaints/information regarding any incident of malpractices (bribery, seeking monetary or non-monetary favor/gifts) is brought to the notice, the shortlisted bidder(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.

x. During evaluation, QCI may, at its discretion, ask the respondents for clarifications ontheir proposals. The firms/agencies are required to respond within the time frame prescribed by QCI.

xi. QCI may at its sole discretion and at any time during the evaluation of proposal, disqualify any respondent, if the firm:

    a. Submitted the proposal after the response deadline

    b. Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements

    c. Exhibited a record of poor performance such as abandoning works, not properly completing the contractual obligations, inordinately delaying completion or financial failures, etc. in any project in the preceding three years

    d. Submitted a proposal that is not accompanied by required documentation or is nonresponsive, failed to provide clarifications related thereto, when sought

    e. Submitted more than one proposal

    f. Was declared ineligible by the Government of India/State/UT Government for corrupt and fraudulent practices.

xii. The application is liable to be rejected if:

    a. Not in prescribed forms and not containing all required details.

    b. Not properly sealed and signed as per requirements.

    c. Received after the expiry of due date and time.

    d. Missing of any supporting document(s) with the Proposal

6. Proposal Submission

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

1. Form 1: Application
2. Form 2: Relevant Project Experience
3. Form 3: Details of responding organization
4. Form 4: Resource Profiles

Interested service providers may send their applications along with the profile and other details inside a sealed envelope super-scribing "**Application for Empanelment of IT/ITES Consultancy Firms – Category – A / B"** to Deputy Director (Accounts), Quality Council of India, 2nd Floor, 2, Bahadur Shah Zafar Marg, New Delhi-110002 latest by Monday, 17th July**,** 2023 5PM.

Form 1: Application

Date:

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

Subject: Empanelment as IT/ ITes Consultancy Firm – A/BDear
Sir,
Having examined the pre-qualification document indicating scope of works, I/We hereby submit our proposal together with all the necessary information and relevant documents forempaneling us with QCI for the Professional Services IT/ ITeS – A/B

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

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

AUTHORISEDSIGNATORY
(Name and Designation)
 Name of Firm:
Address:
E-mail ID:
Contact details:

Form 2: Relevant Project Experience

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

Form 3: Details of Responding Organisation

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 (Yesor No)	
		If Yes: -	
		GSTIN Number # *	

			Type of Assessee	
		2.	**MSME**	
			Whether Registered under MSME (**Yes or No**) *	
			If Yes: -	
			MSME Registration No. and validity date # *	
		3.	Permanent Income Tax No. (PAN) #	
		4.	<u>Nature Of Entity:</u> ** Proprietor/Partnership/ Lpp/Private Limited /Public Limited/Government	
		5.	Whether Functioning In A Special Economic Zone. (Sez) (Yes/ No) *	

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

IV	Details of responding Company		
1.	Current Year Turnover (Rs Crores) from application development and audit related operations in India;		
2.	Company Profile (Operationsin India)		
2.1	Average turnover from Indian Operations	(Turnover in Rs Crores)	
2.2	Full-time professional staff engaged in related services	(Number of Staff)	

2.3	Extent of operations in India (national spread) i.e. number of offices in India (client specific / project specific offices should not be taken into account)	(Number of Offices in different cities/townsand their address)	
3.	Company Experience		
3.2	Experience of working on similar Specifications		(Number of Projects and theirbrief description)

Declaration by Director/ Proprietor/ Partner:

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

Form 4: Resource Profiles

S No.	Proposed Position	Consultant Name	Educational Qualification	Experience in Years	Skills and Competenciesand experience in the area of work