

**Reference No. QCI/PPID/1123/239**

**Request for Empanelment of  
IT/ITES Service Providers**



Quality Council of India (QCI),  
Institution of Engineers Building,  
2<sup>nd</sup> 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 Service Providers**” from reputed firms for empanelment by QCI 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 modification or changes to the terms and conditions mentioned in this RFE will be entirely at discretion of 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 right 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 made 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 Request for Empanelment (RFE) document	November 24, 2023
3	Last date and time for submission of Applications	December 12, 2023 by 5 PM
4	Duration of Empanelment	One (01) Year (extendable up to 3 years)
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

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

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

### **1. National Accreditation Board for Testing and Calibration Laboratories (NABL)**

NABL has been established with the objective of providing Government, Industry Associations and Industry in general with a scheme of Conformity Assessment Body's accreditation which involves third-party assessment of the technical competence of testing including medical and calibration laboratories, proficiency testing providers and reference material producers.

### **2. 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 the consumers and to set benchmarks for progress of health industry. The board while being supported by all stakeholders including industry, consumers, government, has full functional autonomy in its operation.

### **3. 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 decisions based on ground data.

### **4. National Accreditation Board for Certification Bodies (NABCB)**

NABCB provides accreditation to Certification and Inspection Bodies based on assessment 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 is a member of the International Accreditation Forum (IAF) and its regional body Pacific Accreditation cooperation (PAC).

## **5. 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 management standards 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 products and services.

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

### **1. The Project Planning & Implementation Division (PPID)**

This division works with various ministries in the government both at centre and state level. Set up with a vision of young professionals who could help the government from outside 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 (erstwhile planning commission of India), Ministry of New and Renewable Energy, Department of Administrative Reform and Public Grievances (DARPG) and others.

### **2. 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 of Micro, Small & Medium Enterprises, Ministry of Tourism, Ministry of Defence, Ministry of Housing & Urban Affairs and others.

### **3. 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.

## **II. Scope of Work**

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

### **Category A: IT Services**

1. Software Product Development
2. E-governance based consultancy services
3. IT Infrastructure & Facility Management Services
4. Development and implementation of ERP Modules
5. Implementation of IT Projects
6. Development of end to end process automation software and platforms
7. Development and maintenance of dynamic Dashboards, Portals, mobile and web applications based on the requirements.
8. Building Data/analytics platform for collecting petabytes of data and enabling quick and scalable analytics on it.
9. IOT enabling platforms to collect, represent and enable Machine learning capabilities on it
10. Integrated multiple project tracking platforms.

11. Automation solutions for inventory & document storage and retrieval,
12. Design, Consultancy and Implementation of Surveillance Systems with AI Software
13. Integration of Artificial Intelligence (AI) capabilities into software products and platforms.
14. Development and deployment of Machine Learning (ML) models for data analysis, prediction, and automation.
15. Implementation of chatbot solutions for customer support, inquiries, and interactive assistance.
16. Utilization of no code/low code platforms for rapid application development and customization.
17. Utilization of drag-and-drop interfaces and pre-built components to accelerate software product development.
18. Development of customizable workflows and automation logic using no code/low code platforms.

#### **Category B: IT Enabled Services (ITeS)**

1. 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.
2. 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.
3. Human Resources automation services - HR processing services include services that support the automation of core HR activities and shall also include provision of technical manpower, as and when required on-site or off-site as per project requirements.
4. IT/ITES Knowledge Services- Business research, Market research, Data management & reporting, Data analytics, Social media research, risk management etc.

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 in the above key aspects including adherence to quality and timely execution.

#### **BASIC SKILLS REQUIRED:**

The Applicant Organization **must** have resources that are well versed with the below mentioned technicalities and specifications:

##### **Category A: IT Services**

- ✓ The applicant must be well versed with industry standard security practices to safeguard cloud applications as well as applications hosted on inhouse data centres.
- ✓ Relational and non-relational databases including their sharing, replication, caching and availability, previous experience with MongoDB, PostgreSQL, MySQL, Microsoft SQL is a must.
- ✓ Open source operating systems like Ubuntu, Centos, Arch Linux for hosting the applications
- ✓ Knowledge of AWS cloud services like load balancers, lambda functions for server-less architectures, EC2, EBS, EFS, Cloud watch, S3, RDS, DynamoDB etc. is a MUST.
- ✓ Well versed with open source robust backend languages like Golang, Python, Nodejs etc.
- ✓ Capability to develop front end application in Vanilla JavaScript or open-source platforms like

Angular, React, backbone etc.

- ✓ Know how to design webpages in HTML and CSS
- ✓ In-house capability to design applications for Android and IOS platforms.
- ✓ Established experience on Analytics tool for Batch data as well as streaming data is required.
- ✓ Previous experience with permissioned block chains like Hyperledger is required.
- ✓ Distributed technology platform experience like Apache Kafka, Storm, Zookeeper, Message queues is an added advantage.
- ✓ Previous Experience with Distributed file systems like HDFS, Ceph is required.
- ✓ Manufacturing & Software experience in IP CCTV with R&D capabilities
- ✓ 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.
- ✓ 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 their services:

- ✓ 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
- ✓ Develop and expand a strong, comprehensive, best in class end to end solutions and service offerings in order help your clients gain market differentiation or competitive advantage and thus capture a greater share of your client's technology budgets
- ✓ Ability to scale when the opportunity arises. This would require constant investment in infrastructure and rapidly recruit, train and deploy new professionals
- ✓ Manage revenue and expenses during economic downturn, enhance your organization's capacity to withstand pricing pressures, commoditization of services and decreased utilization rates
- ✓ Manage exchange rate volatility and counter party risk in treasury operations
- ✓ Expand your client list across business verticals to reduce over dependency and risk of losing substantial market share
- ✓ 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
- ✓ Ensuring successful integration of inorganic growth opportunities that your organization may undertake from time to time across geographies

### **III. 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
1.	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. The organisation should be in existence for the five (5) years.	Copy of Certificate of incorporation or registered Partnership Deed
2.	Technical Capability & Experience	The applicant must have completed three major projects of value not less than 10 lakhs each 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 minimum 3 areas mentioned in the scope of work. Experience of working on projects with the Central/State Government, PSU's, autonomous bodies, statutory bodies is preferred.	Work Orders and completion Certificates
3.	Annual Turnover	The applicant must have minimum average annual turnover of INR 50 Crores or more in the last three financial years (i.e., 2020-21 2021-2022, and 2022-23).	<ul style="list-style-type: none"> <li>• Turnover certificate by CA (original); or</li> <li>• Audited financial statements of the last three financial years (i.e., 2020-21 2021-2022, and 2022-23) to support the claim</li> </ul>
4.	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 the HR/Head of the Firm and resumes of 5 Key resources with the relevant expertise
5.	Tax Registration	The applicant must hold valid GST and PAN certifications.	Copies of relevant certificates of registration
6.	Blacklisting	The applicant should not have been blacklisted by any central or state government agency, PSU, statutory or autonomous organization.	Undertaking in this regard to be submitted as per the format in Form 5.
7.	Regional Presence	The applicant must have their office in New Delhi-NCR with technical manpower stationed in Delhi/NCR region.	Copy of Rent Lease Agreement, electricity Bill etc. for three months as proof of address



#### IV. Technical Evaluation

The Technical Evaluation would happen on the basis of bidder's relevant experience, key personnel and other details as described under through a presentation round:

S. No.	Particulars	Weightage
1	Past Experience in work of similar nature	40 Marks
2	Personnel Details	20 Marks
3	Approach & Methodology	20 Marks
4	Client References	20 Marks

#### V. General Terms and Conditions

1. 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.
2. **The agencies already empaneled with QCI shall not apply through this process.**
3. **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.
4. **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.
5. **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.
6. **Presentation:** As a part of Evaluation of proposals submitted by the applicants, QCI reserves the right to seek further information or a presentation from the Organizations for evaluation purpose.
7. **Amendment to RFE:** At any time prior to the last date 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 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 extend the 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 Section of QCI website for any changes or amendments in the RFE before submitting their Applications.
8. **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.

9. QCI reserves the right to:
  - a. reject any / all proposals without assigning any reasons thereof,
  - b. relax or waive any of the conditions stipulated in this RFP document as deemed necessary in the best interest of QCI and the objectives of the project without assigning any reasons thereof and,
  - c. include any other item(s) in the Scope of work at any time after consultation.
10. During evaluation, QCI may, at its discretion, ask the respondents for clarifications on their proposals. The firms/agencies are required to respond within the time frame prescribed by QCI.
11. 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.
12. 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

## **VI. 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
5. **Form 5:** Non-blacklisting Undertaking
6. **Form 6:** List of clients along with references for minimum 3 clients

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 December 12, 2023 by 5 PM.

**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 Services Provider – A/B

Dear 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 proposal is true to the best of me/our knowledge and belief. If any of the information is found to be false on subsequent verification, I/We undertake that I/We may be excluded from the list of empaneled Firms.

**AUTHORISED SIGNATORY**

(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	<b>COMPANY PROFILE:</b>		
	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	<b>STATUTORY DETAILS:</b>		
	1.	<b>GST Details: -</b>	
		Whether Registered Assessee (Yesor No)	
		<b>If Yes: -</b>	
		GSTIN Number # *	

		Type of Assessee	
	2.	<b>MSME</b>	
		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) *	

<b>III</b>	<b>BANK DETAILS: -</b>		
		Name of Bank	
		Address of Bank	
		Bank Account No.	
		IFSC Code	
		SWIFT CODE (If party's billing address is outside India)	

<b>IV</b>	<b>Details of responding Company</b>		
1.	Current Year Turnover ( Rs Crores) from application development and audit related operations in India;		
2.	Company Profile (Operations in 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/towns and their address)	
3.	Company Experience		
3.2	Experience of working on similar Specifications		(Number of Projects and their brief description)

**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 above particulars at the earliest.

**Form 4: RESOURCE PROFILES**

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

**Form 5: 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 RFE Ref. No. \_\_\_\_\_ dated \_\_\_\_ for \_\_\_\_\_

Dear Sir,

This is to notify you that our Firm/Company/Organisation \_\_\_\_\_ intends to submit proposal in response to request for empanelment 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 (Year)

(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 Bidder

**Form 6: LIST OF CLIENTS ALONG WITH REFERENCES FOR MINIMUM 3 CLIENTS**

S. No.	Name of the Client	Name of the Reference	Contact No.	E-mail id