

Reference No. QCI/0524/0317

**Request for Empanelment  
Of  
Contractors for Civil, Repair &  
Maintenance and Electrical  
Works**



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 contractors for Civil, Repair & Maintenance and Electrical Works**" from reputed firms for empanelment by QCI for a period of **2 (Two) years**. 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 the 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 a duly authorized official(s) of QCI with the selected firm(s). QCI reserves the rights/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 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 Request for Empanelment (RFE) document	24/05/2024
3	Last date and time for submission of Applications	13/06/2024, 3 PM
4	Duration of Empanelment	2 years (extendable up to 5 years)
5	Validity of the application	60 days
6	Tender Processing Fee	N/A
7	Contact for clarification	<a href="mailto:procurement@qcin.org">procurement@qcin.org</a>
8	Presentation Round	To be notified via email, if shortlisted

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

Quality Council of India (QCI) is 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:

- i. **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.
- ii. **National Accreditation Board for Hospitals & Healthcare Providers (NABH)** NABH is set up to establish and operate accreditation programs for healthcare organizations. 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.
- 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 decisions based on ground data.
- iv. **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).
- 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 the application of quality management standards and statistical quality tools with an objective of enabling the 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 the 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:

- vi. **The Project Planning & Implementation Division (PPID)**

This division works with various ministries in the government both at the Centre/central 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.

vii. **ZED Division**

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

viii. **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 is looking to hire qualified contractors for civil work, repairs, maintenance, electrical work, and interior design for their offices in Delhi/NCR. These contractors will be responsible for a variety of tasks to ensure the smooth operation of QCI, including:

- General repairs and maintenance.
- Civil construction projects (masonry, flooring, paving)
- Interior design work (carpentry, furniture, furnishing)
- Electrical work (wiring, repairs, etc.)
- Plumbing services (sanitary and plumbing)

S.No.	Category	Brief Description
1	General repairs and maintenance	Building maintenance, repairs, and retrofitting encompass various tasks, including painting work, renovation work, plastering, replacement of vitrified tiles, antiskid tiles, ceramic tiles, repairs of sanitary fittings, manhole covers, blockage removal in pipefittings and various miscellaneous jobs.
2	Civil construction projects	All kinds of civil jobs including repairs, plastering work, repairs of seepage & waterproofing treatment, erection & repairs of walls, boundaries, roof repairs, floor repairs, replacement of vitrified/wall/floor tiles, renovations, remodeling, pressure grouting, injection grouting etc. brick /stone masonry etc.
3	Interior design work	Interior decoration, fabrication of officer cabins, wall painting, polishing, furnishing, erection/repairs of wooden / aluminum partitions, repairs of all kinds of doors & windows etc., repair of steel and wooden furniture etc. general carpentry, aluminum works, MS fabrication works, PVC Paneling, venetian blinds, supply of various office furniture, repairs of office/ executive chairs, tables, cupboards, bookshelf, sofa-sets, podium, computer stands, side tables, compactors, cabinets, pedestals etc.
4	Electrical work	Electrical works including, general maintenance, service, repair & replacement of faulty equipment, lighting, power connections, fans, geysers, heaters, motors etc. cabling, wiring and connections including preventive maintenance & repairs of electrical panels, distribution panel, distribution boxes, replacement of switches, lights, Fans, fittings Switchboards, MCB, MCCB etc. Installation of decorative lights etc.
5	Plumbing services	Plumbing repairing/repair works /cleaning works etc. leaky faucets, toilets, pipes, and any other plumbing issues Sanitation and repairs related to Seepage & Waterproofing, repairs of toilets, internal sewerage pipelines and any other repairing work involving Sanitary & Plumbing etc.

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

## 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 a Sole Proprietorship Firm having a valid GST and PAN. The applicant organizations must be in existence for the last 03 years.	<ul style="list-style-type: none"> <li>• Copy of Certificate of incorporation.</li> <li>• Copy of GST Certificate; and</li> <li>• Copy of PAN Card</li> </ul>
b.	Technical Capability & Experience	<p>Minimum value of each completed work (during last five years):</p> <ol style="list-style-type: none"> <li>i. Five similar completed works each costing not less than the amount equal to 40% of the upper band of the cost range (for which application submitted) or</li> <li>ii. Four similar completed works each costing not less than the amount equal to 60% of the upper band of the cost range (for which application submitted) or</li> <li>iii. Three similar completed works costing not less than the amount equal to 80% of the upper band of the cost range (for which application submitted).</li> </ol>	Copies of Work Orders and completion Certificates for categories mentioned herein.
c.	Annual Turnover	The applicant must have minimum average annual turnover of ₹ 25 lakhs or more in the last three financial years (i.e., 2020-21, 2021-22 and 2022-2023).	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
d.	Tax Registration	The applicant must hold valid GST and PAN certificate	Copies of relevant certificates of registration
e.	Blacklisting	The applicant should not have been blacklisted by any central or state government agency, PSU, autonomous or statutory organization.	Undertaking in this regard to be submitted.
f.	Regional Presence	The applicant must have their office in Delhi-NCR and must have undertaken projects in Delhi-NCR	Copy of Rent Lease Agreement, electricity Bill etc. as proof of address

g	Licenses	The agency must have the relevant statutory licenses from the designated authorities (Example "A" Class Electrical Contractors under Rule 45 of the Indian Electricity Rules 1956. for Electrical, CPWD enlistment for Civil etc.) to carry out the stated works including labour licenses etc.	Copies of relevant certificates of registration
h	Enlistment	Preference will be given to CPWD enlisted contractors/ State Govt. enlisted Contractors/Contractors enlisted with any Government of India PSU/Autonomous Body/Ministry or Department therein.	Copies of relevant certificates of registration

Note: - The name, address and other particulars of the Contractors/Firm/Company should exactly match with those mentioned in all the Licenses/Registrations/Certificates issued by various authorities. It is Contractor's responsibility to keep all the Licenses / Registrations/ Certificates issued by various authorities in live. Contractor should produce all the renewed Licenses/ Registrations/ Certificates to the registering authority well before their expiry.

<b>Category-1</b>	For works/ supply costing above up to ₹ 5.00 lakh
<b>Category-2</b>	For works/ supply costing above ₹ 5 lakh and up to ₹ 10 lakh,
<b>Category-3</b>	For works/ supply costing above ₹ 10 lakh and up to ₹ 25 lakh
<b>Category-4</b>	For works/ supply costing above ₹ 25 lakh and up to ₹ 50 lakh.

### 3. Technical Evaluation

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

1.	Past Experience in work of similar nature	80 Marks
2.	Approach & Methodology and regional spread Availability of Shops and Establishment Act Licenses, Availability of EPF, ESI and the Labor license etc. under the Contract Labor Rules and Regulation Act if number of employees more than 10 and other related licenses.	20 Marks

The agencies with the technical score of 60 or higher will be considered for empanelment. QCI reserves the right to conduct a presentation round to evaluate the credentials of the participating organizations.

#### **4. General Terms and Conditions**

- i. Intending applicants are required to submit their applications with full bio-data giving details about their organization, experience, technical personnel in their organization, competence and adequate evidence of their financial standing etc. in the enclosed form which will be kept confidential.
- ii. Contractors/Vendors must submit the sufficient documentary evidences/work completion certificates etc. meeting the above-mentioned criteria from the Commercial/ Hospital/ Nationalized Bank/ Institutional Organization/ Large Private sector establishment/ PSUs/ Central/ State Govt. Department etc. regarding satisfactory performance of works completed during the last 3 years.
- iii. Firm/ Organization shall apply for each work/ trade separately.
- iv. Higher category Contractors / Vendors may participate in the lower category tenders in case of insufficient no. of tenders. However, lower category Contractors/ vendors cannot participate in higher category tenders.
- v. While deciding upon the empanelment of Firms/Organizations, great emphasis will be given on the ability and competence of applicants to do good quality works within the specified time schedule and in close co-ordination with QCI as well as other agencies.
- vi. Preference will be given to those Contractors/Vendors who have history of timely completion of works/projects taken up by them during the last 3 years. The Contractors/Vendors prone to delay the projects without valid reasons may be disqualified.
- vii. Contractor should be well acquainted with all existing Acts, Rules, Regulations, Orders and Byelaws including all statutory Amendments and Enactments of State or the Central Government or local authority
- viii. The Contractor must comply with the rules and regulations while registering for EPF, ESI and the Labour license etc. under the Contract Labour Rules and Regulation Act/any other rules or acts applicable for the above purpose.
- ix. The empanelment letter does not grant any right to engagement. Contractors or their associated companies, who become empaneled with QCI through this process, are prohibited from using the name of QCI, its logo, service marks, or any related documents without prior written approval. Additionally, meeting the eligibility criteria alone does not guarantee selection.
- x. The Contractors/Vendors should be equipped with necessary infrastructure like building construction equipment, machinery and tools, labour strength etc.
- xi. The performance of all the empaneled Contractors/Vendors shall be reviewed by QCI at periodical interval of say 6 months or so and the Contractors/Vendors with unsatisfactory performance and also those who do not respond to three consecutive tender enquiries of QCI without informing any valid reason will be removed from the panel without notice and no correspondence will be entertained in this regard. Such Contractors/Vendors shall not be eligible for fresh empanelment in the QCI for next 3 years, thereafter, if they wish they can apply afresh for empanelment in prescribed format.
- xii. The performance of the existing contractor/vendor, who will apply afresh, will also be reviewed and the contractor/vendor with unsatisfying performance may not be considered for empanelment.
- xiii. If the space in the proforma is insufficient for furnishing full details, such information may be supplemented on separate sheets of paper, stating therein the part of the proforma and serial number. Separate sheets shall be used for each part. However, the format shall be as per proforma.
- xiv. Applications containing false, incomplete and/or inadequate information are liable to be rejected.
- xv. 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.
- xvi. Canvassing in any form in connection with selection is strictly prohibited and the application of such persons/organizations who resort to canvassing will be liable to rejection.
- xvii. Each page of the application shall be signed. The application shall be signed by persons/ persons on behalf of the organization having necessary authorization/ Power of Attorney to do so (Certified copies to be enclosed).

xviii. **Intellectual Property Rights:** All intellectual property rights developed because of any allotment of work to the subsequent empaneled vendors including reports, drawings, structural studies etc. shall be the sole property of QCI and shall be governed by the provisions of the agreement/work order issued thereto.

xix. **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.

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

xi. **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.

xxii. **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 with 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.

xxiii. **Ethics:** QCI expect all operators, shortlisted bidder(s) to show the 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.

xxiv. During the 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.

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

- Submitted the proposal after the response deadline
- Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements.
- 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
- Submitted a proposal that is not accompanied by required documentation or is nonresponsive, failed to provide clarifications related thereto, when sought.
- Was declared ineligible by the Government of India/State/UT Government for corrupt and fraudulent practices.

xxvi. The application is liable to be rejected if:

- Not in prescribed forms and not containing all required details.
- Not properly sealed and signed as per requirements.
- Received after the expiry of due date and time.
- Missing of any supporting document(s) with the proposal.

## 5. Proposal Submission

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

1. All the documents related to pre-qualification criteria
2. Form 1: Application
3. Form 2: Relevant Project Experience
4. Form 3: Details of Technical compatibility
5. Form 4: Details of responding organization
6. Form 5: Non-Black-listing Declaration

Interested organisations may send their applications along with the profile and other details inside a sealed envelope super-scribing "**Empanelment of contractors for Civil, Repair, Maintenance and Electrical Works**" to Deputy Director (Accounts), Quality Council of India, 2nd Floor, 2, Bahadur Shah Zafar Marg, New Delhi-110002 on or before **13/06/2024, 3 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 contractor for Civil Repair, Maintenance and Electrical Works 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 for empaneling us with QCI.

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 Technical compatibility**

S. No.	Name of Prop., Partners, Directors, Employees having Technical Qualification Designation	Qualification	Experience	Nature of Works Handled	Date from Which employed in your organisation

**Form 4: Details of Responding Organisation**

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

		Type of Assessee	
	2.	<b>MSME</b>	
		Whether Registered under MSME( <b>Yes or No</b> ) *	
		<b>If Yes: -</b>	
		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 billing address is outside India)	

IV	Details of responding Company		
1.	Current Year Turnover (Rs.)		

2.	Company Profile (Operations in India)		
2.1	Average turnover from Indian Operations	(Turnover in Rs)	
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 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**

**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 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