

Reference No. QCI/PPID/0524/308

**Request for Proposal
Engagement of Inspection Body for conducting assessments under
Swachh Survekshan Gujarat-2024**



Quality Council of India (QCI),
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Tender Notice

1. Quality Council of India invites proposals for “**Engagement of NABCB accredited Inspection Body for conducting Assessment under Swachh Survekshan Gujarat-2024**”.
2. The content of this RFP enlists the requirements of the Quality Council of India. It includes the Bidding Terms which details out all that may be needed by the potential bidders to understand the financial terms and bidding process and explain the contractual terms that the Quality Council of India wishes to specify at this stage. This is a limited tender enquiry and should not be further shared/circulated. Inspection bodies can participate only by invitation.

3. The documents to be submitted:

Forms	Particulars
	Technical Bid
-	Financial Bid
Form A	Covering Letter with the Proposal in response to the RFP Notice
Form B	Relevant Project Experience
Form C	Resumes of the Proposed Assessors
Form D	Non-Blacklisting Undertaking

4. The Technical and Financial Bids may be submitted at the following address on or before **May 20, 2024, by 3 PM via post/courier/by hand to:**

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

Tender Summary

S. No.	Particulars	Details
1.	Addressee and address at which the bid is to be submitted	Deputy Director (Finance & Accounts), Quality Council of India, Institution of Engineers Building, 2nd Floor, Bahadur Shah Zafar Marg, Delhi State Centre, New Delhi-110002
2.	Last date and time for submission of Applications	May 20, 2024, by 3PM
3.	Contract Duration	12 months
4.	Validity of the Proposal	90 days
5.	Contact Person for clarification	Procurement Team: procurement@qcin.org
6.	Documents to be submitted	Refer Clause: VIII - Submission of Proposal

I. Introduction: Quality Council of India (QCI)

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

II. Scope of Work & Methodology for Ranking the Cities

The Assessor(s) shall conduct inspection for Service Level Progress (Segregated Collection, Processing Disposal and Sustainable Sanitation) and Citizen Feedback. Below is the methodology for ranking cities:

- Service Level Progress: Data/documents need to be collected from municipal body through SBM portals with regard to progress claimed against Swachh Survekshan-2024 indicators. IB to ensure that they collect and systematically analyse the data and the process is independent and unbiased. The collection of data shall be based on physical observation. The survey indicators/questionnaire shall be used as the tool for data collection. The IB to use maps and simple handheld recording formats to record their findings along with high resolution Photographs/video documentation. The IB to systematically collect and record audio, photo and video clips as evidence from the field. These must be properly documented with date/ time/ location parameters on the portal and presented to the State Mission Director (SMD) as a part of their contractual submissions, along with data and reports for each of the cities.
- The minimum expected sample size for the validation is as per below calculation: (on field Verification)

Details	Population					Total
	<50K	50K-1L	1L-3L	3L-10L	>10L	
No. of Samples Per ULB	200	250	300	350	400	
Qtr.	No. of ULBs	106	30	22	4	4
Q1	165+ Cantonment Board					
Q2	165+ Cantonment Board					
Q3	165+ Cantonment Board					
Q4	165+ Cantonment Board					

The IB will ensure that on-field validation samples are distributed to cover 100% of wards in which progress is claimed.

- Citizen's Voice: Direct from Citizens – The IB will reach out to citizens through phone/in-person/social media/app, QR Code etc. to collect their feedback. The questionnaire shall be used as the tool for data collection. There are 6 sub- components under Citizen's Voice – Citizen feedback, citizen experience, citizen engagement, Swachhata app and innovation & best practices. At the time of scoring, 80% weightage should be given to the feedbacks collected through face-to-face interaction. The minimum expected samples for citizen feedback are as below.

Details	Population					Total
	<50K	50K-1L	1L-3L	3L-10L	>10L	
No. of Samples Per ULB	300	450	550	650	1000	
Qtr.	No. of ULBs	106	30	22	4	4
Q1	165+ Cantonment Board					
Q2	165+ Cantonment Board					
Q3	165+ Cantonment Board					
Q4	165+ Cantonment Board					

➤ The type of locations per ULB / Development Authority / Cantonment Board to be physically observed by the Assessor(s):

S. No.	Location(s)
1.	Slums
2.	Residential Area (Mapping of Household toilets & CT and coverage of closed system such as sewerage, Septic Tank + Soak Pit, Twin Pit Systems Etc.)
3.	Commercial Area (Markets/bazaars, mandis) (CT, PT, Urinals and connection to both sewerage and non-sewerage system, Garbage collection points)
4.	Public Area (Parks, Religious Places, Temples and Tourist spots etc.) (Markets/bazaars, mandis, Selfie Points, Street Vendor and Hawker zones) (CT, PT, Urinals and connection to both sewerage and non-sewerage system, Garbage collection points)
5.	Transport Hubs (Railway Stations, Bus Stands, and others)
6.	Barren Area (field/unused land)
7.	Water Bodies (pond, lake, stream, river banks, beach/coast)
8.	Nallahs (Carrying Black and Grey Water)
9.	Landfill and Dumping sites (Existing, Proposed and Remediated)
10.	STP, FSTP, MRF, RDF, Waste energy Plant, Water Treatment Plant and other Processing Unit (All in the city)
11.	All roads and footpaths - without potholes broken paver blocks, Roads and Streets (With Open Drains)
12.	GVP -Garbage Vulnerable Points (Existing, Transformed /Eliminated)
13.	C&D sites (Construction and Demolition)
14.	Green belt areas of the cities, green road dividers
15.	Start-ups, entrepreneurs/Industries, Religious/Cultural Institutions, and Voluntary Organisations/other civil societies
16.	Bulk Waste generators (specific cities) <ul style="list-style-type: none"> a) Residential <ul style="list-style-type: none"> • The cooperative group housing society having more than 300 flats, markets* • Central Government Residential colonies* • RWAs b) Commercial <ul style="list-style-type: none"> • Restaurant(s) with more than 200 seating capacity* • All 4- and 5-Star Hotel(s)* • Shopping Complex(es)/ Mall(s) having built-up area of more than 5,000 sq. mts. c) Government, Public Sector or Private Bodies <ul style="list-style-type: none"> • Central Government Ministries, Departments and Undertakings • State Government Ministries, Departments and Undertakings • Local Bodies • Public Sector Undertakings • Private Sector Offices, Complexes, Buildings • d) Social Infrastructure • Hospital(s) / Nursing Home(s) which have more than 200 beds whether private or Government* • Places of Worship • Stadia and Sports Complexes • Clubs • Marriage Halls • Recreation/Entertainment Complexes • Hostel/Schools, Colleges, Universities, Educational & Training Institutions having more than 500 students for accommodation* • Railway Stations / Bus Stations/ Airports etc.

*List of location might change as per the progress claimed by the ULB. **

Sample size for locations: -

Category of Locations	(<25K)	(25-50K)	(50K-1 Lakh)	(1 - 3 Lakh)	(3 - 10 Lakh)	(> 10 Lakh)
	No of Locations	No of Locations	No of Locations	No of Locations	No of Locations	No of Locations
Residential Area	4	6	8	16	20	30
Commercial Area	4	6	8	16	20	30
CommunityToilets	4	4	4	6	20	30
Public Toilet	4	4	4	6	20	30
Urinals	4	4	4	6	20	30
Slums	4	6	6	12	16	20
Water Bodies	6	6	8	24	32	40
SWD	3	3	4	12	16	20
Nallahs	3	3	4	12	16	20
BWG	100	100	125	150	175	300
Street vendor zone or hawker zone	1	1	1	1	1	1
Waste to Wonder/Sculpture Park	1	1	1	1	1	1
Freedom Fighter Parks	2	2	2	2	2	2
RRR Centres	1	1	1	1	1	1
GVP to Selfie Point	1	1	1	1	1	1
Fountains at major intersections	1	1	2	3	4	5
Citizen Validations	200	200	200	400	800	800
Bio-methantion	All Locations					
C&D	All Locations					
DHW	All Locations					
FSTP	All Locations					
Landfill	All Locations					
MRF	All Locations					
RDF	All Locations					
Remediation Sites	All Locations					
Safaimitra vehicle/equipment shed	All Locations					
SLRM/Solid Waste Management Plant	All Locations					
STP	All Locations					
Waste To Composting	All Locations					
WTE	All Locations					
GVP	One Location in each ward					

Note- Number of locations to be inspected as in matrix. If that number of locations is not available in the smaller towns, the available all location types will be inspected

III. Training and Assessment:

- a) The training of the assessors may be start on a short notice. The batch of assessors will comprise of 40 people for training.
- b) Training facility will be provided by the Inspection Body. Inspection body must bear all the cost related to training including bringing all the assessors to training location, stay & travel of assessors, cost for venue etc.
- c) There will be a test and interview conducted for selection. The assessor will have to preform two sample assessments. The IB shall facilitate the travel and devices. QCI shall coordinate with the ULB's for approvals.
- d) The process will be technologically driven through the QCI assessment portal and IB's shall upload the assessor profile on the portal.
- e) No native assessors should be used on the same location.
- f) Multilingual assessors should be used for regional works.
- g) Buffer assessor should be trained by the IB in case of any discrepancy.
- h) The assessor will take the consent/approval from QCI Executive before closing the assessment for any location.

IV. Assessors Qualification:

Name of Assessment	Type of Assessment	Type of Assessor	Qualification Required	Min Experience Required
Swachh Survekshan	Direct Observation and Citizen Feedback	Senior	Graduate	2 years
		Junior	Graduate/ Diploma/ ITI/12th pass	0-2 years

V. Pre- Qualification Criteria:

S. No.	Basic Requirements	Specific Requirements	Documents Required
1	Accreditation	NABCB accredited Inspection Body should possess valid accreditation as per ISO/IEC 17020 Standard for Scope Sectors as per either of the following options: Option (I) :27 or 28 (accredited for any one scope sector), and 39 (accreditation mandatory); OR Option (II) :27 and 28 (accredited for both scope sectors)	Certification of NABC Accreditation (Type A)
2	Technical Experience	The Applicant IB should have completed at least 5 assessments projects during the past 3 years with Government of India/ States Government /Autonomous bodies/ PSUs and minimum two (2) assessment project for scope sector 27, 28, 39 (Provide Details in Form -B)	Copy of Work order/ Agreement/ Work Completion Certificates from the client* Form - B
3	Regular /Empaneled assessors across India	The details of the proposed assessors (on the payroll of the Inspection Body)	Resumes of the personnel Form - C

4	Non- Blacklisting	The bidding entity must not be blacklisted / terminated / debarred by any state or central government or their agencies and should not have been found guilty of any criminal offence by any court of law, in the last three (3) years.	Non-Blacklisting Undertaking/Self-Declaration Form - D
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***Note:** In case agency bound by any Non-Disclosure Agreement (NDA) clause and not able to submit the work order copy, redacted version of the Documents can be submitted masking confidential information such as name of the party however the Document should clearly mention the nature of work performed, contract value, duration of contract.

VI. Evaluation Criteria

Evaluation of the bids will be done in two-stages namely Technical Evaluation (comprising pre-qualification check and technical presentation) and financial evaluation. The technical evaluation shall be based on the following criteria:

S. No.	Criteria	Maximum Marks
1	Brief about the understanding of the mentioned scope of work	15
2	A description of the approach, methodology and work plan for performing the assignment including a timeline for execution of the study, design, data collection, analysis, submission of draft and final reports.	30
3	Relevant Industry Experience: Case study for 5 assignments of similar nature of work within India in the last 3 years carried out for Central or State Govt., Union Territory, PSU, CPSU, SPSU, development sector clients, quality monitoring agencies. (5 marks for each completed assignment, 3 marks for each ongoing assignment)	25
4	Profile of proposed resources detailing qualifications, knowledge and experience in impact evaluation, experience in the sector and geography of the project along with team composition and roles for the purpose of evaluating this project.	30
Total		100

Minimum marks required for technical qualification is 70 out of 100.

During technical evaluation, the technical presentation round will focus on the clarity of understanding, the approach & methodology and details of experience of the participating bidders. Firms who qualify the pre-qualification criteria shall only be called for the technical presentation round.

VII. General Terms and Conditions:

1. The Assessor(s) shall conduct inspection/survey for Service Level Progress (Segregated Collection, Processing Disposal and Sustainable Sanitation) and Citizen Feedback
2. **Contract Period:** The contract will be assigned for a period of 12 months, which may be extended further, subject to satisfactory performance of the agency on the same terms & conditions and the requirements of QCI.
3. **Route Plan:** The inspection body will develop a detailed route plan with an accompanying timeline.
4. **Mobilization:** Immediate mobilization must be planned within 2-3 days from the date the work order is issued.
5. **Resource Deployment:** Inspection body will ensure deployment of resources for assessing both Direct Observation and Citizen Feedback. IB shall also submit the Aadhar Card/PAN Card or any other relevant document of all assessors as sort by QCI.
6. **Inspection Start:** Assessors must begin the inspection at the scheduled time, with specific timing shared with the inspection body (IB) one day before the scheduled inspection date. If there are any

changes in the schedule for any of the assessors, the IB must inform the project coordinator/manager at least 24 hours in advance. Assessors should not engage with any officials from the Urban Local Body (ULB).

7. **Tablets / Mobile Devices:** The assessor(s) shall visit the urban local body with simple handheld recording devices to record their observations and findings along with photographic evidences (geotagged) for assessing both Direct Observation and Citizen Feedback. Quality Council of India will provide mobile application for recording of data. The Assessor needs to carry his/her own Android mobile device /tablet for conducting the assessment. The application is suited for android devices only. It is advisable that the assessor carry their personal power bank.
8. **Amendments:** At any time prior to the last date for receipt of proposal, QCI may for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the RFP document by an amendment. In order to provide bidder(s) a reasonable time in which to take the amendment into account in preparing their proposals, QCI may at its discretion extend the last date for the receipt of proposals and/or make other changes in the requirements set out in the RFP. The same shall be informed to the bidders through the issue of a corrigendum.
9. **Authorization of Signatory:** The Bid may be signed either by the Principal Officer of the service providing firm or his duly Authorized Representative, in which case he/she shall submit a certificate of authority. All certificates and documents (including any clarifications sought and any subsequent correspondence) received hereby, shall, as far as possible, be furnished and signed by the Representative or the Principal Officer. The Principal Officer/ authorized representative of the firm shall sign the proposal and also initial all pages of the original Technical Proposal. The authorization shall be in the form of a written power of attorney accompanying the Proposal or in any other form demonstrating that the representative has been duly authorized to sign. The power or authorization, or any other document consisting of adequate proof of the ability of the signatory to bind the Bidder shall be annexed to the Bid.
10. **Non-Compete:** During the term of this Agreement and for a period of two (2) years following its termination or expiration, whichever is earlier, the Service Provider agrees not to directly or indirectly engage in, provide services to, or have any financial interest in any business or enterprise that provides services similar to those provided to QCI to any client of QCI ("QCI Client"). The geographic scope of this non-compete obligation shall extend to India. Notwithstanding the foregoing, the Service Provider shall be permitted to engage in activities that do not directly compete with the services provided by QCI to its Clients. The Service Provider acknowledges and agrees that the non-compete obligations are necessary to protect the legitimate business interests of the Company, including its confidential information and client relationships.
11. **Intellectual Property Rights/Interventions:** QCI will own all the intellectual property resulting out of services being performed under this contract
 - i. "Intellectual Property and Invention" includes documents, reports, concept papers, ideas, concepts, creations, discoveries, inventions, improvements, know-how, trade or business secrets; trademarks, service marks, designs, utility models, tools, devices, models, methods, procedures, processes, systems, principles, algorithms, works of authorship, flowcharts, drawings, books, papers, models, sketches, formulas, teaching techniques, electronic codes, proprietary techniques, research projects, and other confidential and proprietary information, computer programming code, databases, software programs, including their source code; data, documents, instruction manuals, records, memoranda, notes, user guides; in either printed or machine-readable form, the whether or not copyrightable or patentable, or any written or verbal instructions or comments.
 - ii. The Service Provider may use data, software, designs, utilities, tools, models, systems and other methodologies and know-how ("Materials") that the Service Provider owns in performing the Services. The Materials (including any improvements or knowledge developed while performing the Services), and in any working papers that are developed in the course of the Services shall rest with QCI. The Service Provider shall not use any such Materials included

in the Reports, as well as the Reports themselves without the prior permission of QCI.

iii. On completion of the project, all documents, SOPs, reports, dashboards, data etc. collected and prepared by the Service Provider as a part of the contract, shall be transferred to QCI.

12. The bidder should adhere to laws of land and rules, regulations and guidelines prescribed by various regulatory, statutory and Government authorities which are applicable to respective business, obligations and subject matters of the contract. QCI reserves the right to conduct an audit / on-going audit of the services provided by the bidder. QCI reserves the right to ascertain information from organizations to which the bidders have rendered their services for execution of similar projects.

13. **Performance Bank Guarantee:** QCI shall require the selected service provider to provide a Performance Bank Guarantee, within 30 days from the notification of award, for a value equivalent to 3% of the contract value. The Performance Guarantee shall contain a claim period of three months from the last date as per the contract duration. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the submission of deliverables. In case the selected bidder fails to submit a Performance Guarantee within the time stipulated, the purchaser at its discretion may cancel the order placed on the selected bidder without giving any notice. Purchaser shall invoke the performance guarantee in case the selected bidder fails to discharge their contractual obligations during the period or purchaser incurs any loss due to bidder's negligence in carrying out the project implementation as per the agreed terms & conditions.

14. **Earnest Money Deposit (EMD)/ Bid Security:** Bidders shall submit, along with their Bids, Bid Security (EMD) of INR 50,000 as per the details mentioned below:

- By demand draft in favour of Quality Council of India, payable at New Delhi, or
- Deposit through RTGS/ NEFT as detail under: -

For payment of EMD through Bank transfer:

Name of the Bank	Axis Bank LTD, 6/83, Padam Singh Road, Karol Bagh, New Delhi
Name of the Account	Quality Council of India
Saving Bank Account	223010100053020
IFSC Code	UTIB0000223

Note:

- NO CHEQUES WILL BE ACCEPTED. The applicant whose EMD has been deposited by NEFT/RTGS, must enclose the transaction details/ evidence along with their technical bid, otherwise the bid will be rejected.
- Bid security in any other form will not be entertained.
- No interest will be payable to the Bidder on the amount of the EMD. Unsuccessful Bidder's EMD will be discharged/ returned as promptly as possible, but not later than 30 days of completion of the process.
- In case bid is submitted without the bid security then QCI reserves the right to reject the bid without providing opportunity for any further correspondence to the bidder concerned. The EMD may be forfeited:
- If a bidder withdraws its bid during the period of bid validity.
- Bidder does not respond to requests for clarification of its Proposal.
- Bidder fails to provide required information during the evaluation process or is found to be nonresponsive.
- In case of a successful bidder, if the bidder fails to sign the contract in accordance with this RFP.

Note: MSEs (Micro and Small) are exempted from paying Earnest Money Deposit. In this case participants are required to submit valid MSE registration certificates (Udyog Aadhaar) to avail exemption.

15. EMD Refund:

For Unsuccessful Bidders: The EMD of all unsuccessful bidders would be refunded without interest by QCI on finalization of the bid in all respects by the successful bidders within 45 days after finalization of tender.

For Successful Bidders: The EMD of successful bidders would be returned without interest upon submission of Performance Bank Guarantee by the successful bidders. The above-mentioned refund would be completed within 30 days of the issue of work order to the successful bidder.

In case bid is submitted without the bid EMD then QCI reserves the right to reject the bid without providing opportunity for any further correspondence to the bidder concerned.

16. Presentation: As a part of evaluation of proposals submitted by the applicants, QCI shall seek further information or a presentation from the organisations for evaluation purposes. QCI may call for such information/ presentation at a short notice. The presentation link shall be sent to only those bidders who qualify the prequalification criteria.

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

18. Payment Schedule: Payment shall be made on submission of monthly invoices on the number of assessments performed within 30 days of receipt of the invoice.

- i. If any complaints/information regarding any incident of bribery, corruption, an unauthorized support such as hotel accommodation, travel tickets, local travel etc. by any assessor/s or IBs is brought to the notice, the necessary penalty decided by competent authorities shall be retained/ deducted from the invoiced amount over the period of engagement.
- ii. QCI shall not be responsible to reimburse any of the expenses incurred by the IB apart from those specifically agreed for in this work order.

19. Standard of Performance: The IB agrees to perform services diligently, efficiently, and economically, adhering to professional standards and practices. They will act as a faithful adviser to QCI, prioritizing the QCI's interests in all dealings with third parties.

20. No part of this document including the Annexure can be reproduced in any form or by any means, disclosed or distributed to any person without the prior consent of QCI, except to the extent required for submitting the bid. The information contained in this document is only disclosed for the purposes of enabling potential service providers to submit a proposal to QCI. This document should not therefore be used for any other purpose. These documents contain proprietary information furnished for evaluation purposes only; except with the written permission of the QCI, such information may not be published, disclosed, or used for any other purpose. The bidding firms acknowledge and agree that this document and all portions thereof, including, but not limited to, any copyright, trade secret and other intellectual property rights relating thereto, are and at all times shall remain the sole property of QCI. The title and full ownership rights in the information contained herein and all portions thereof are reserved to and at all times shall remain with QCI. Service providers must agree to take utmost care in protecting the proprietary and confidential nature of the information contained herein.

21. Language: The Assessors must be well versed in regional languages such as Hindi, English and Gujarati. The Proposal should be filled by the bidders 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 Bidders. For purposes of interpretation of the documents, the English translation shall govern. All correspondence and documents relating to the Proposal exchanged by the bidder and QCI shall also be written in the English language.

22. Conflict of Interest:

- i. The bidder shall not have a conflict of interest that may affect the selection process, or the work envisaged under this RFP (the "Conflict of Interest"). Any Applicant found to have a Conflict of Interest shall be disqualified.

- ii. QCI requires that the Service Provider provides professional, objective, and impartial advice and at all times hold the QCI's interest paramount, avoid conflicts with other assignments or its own interests, and act without any consideration for future work.
- iii. The Service Provider shall not accept or engage in any assignment that would be in conflict with its prior or current obligations to other clients, or that may place it in a position of not being able to carry out the assignment in the best interests of the QCI.
- iv. In the event that a Service Provider identifies a potential conflict of interest, they shall make a disclosure to QCI as soon as any potential conflict comes to their notice but in no case later than 7 (seven) days from the receipt of such proposals and any breach of this obligation of disclosure shall be construed as Conflict of Interest. QCI shall, upon being notified by the Service Provider under this Clause, decide whether it wishes to terminate this service or otherwise, and convey its decision to the service provider within a period not exceeding 15 (fifteen) days.

23. Companies' Personnel: The service provider shall employ and provide at its own cost such qualified and experienced audit personnel as are required to carry out the Services. Their salaries, claims, insurance, damages, compensation, etc. will be the liability of the service provider(s) and QCI will in no way be responsible for any such claims/ damages.

24. Access by QCI:

- i. The QCI may, at all reasonable times and on giving reasonable notice to the Service Provider access the premises of the Service Provider to the extent relevant to the performance of this contract; require the provision by the Service Provider, its employees, personnel or professionals agents of records and information in a data format and storage medium accessible by the QCI by use of the Service Provider existing computer hardware and software; inspect and copy documentation, books and records, however stored, in the custody or under the control of the Service Provider, its employees, agents, professional or personnel; and require assistance in respect of any inquiry in to or concerning the Services or this Contract.
- ii. For these purposes an inquiry includes any audit whether administrative or statutory review 'audit or inquiry (whether within or external to the Department), any request for information directed to the QCI by any authority or Government Department or any Ministry and any inquiry conducted by Parliament or any Parliamentary committee.
- iii. The Service Provider must provide access to its computer hardware and software to the extent necessary for the Service Provider to exercise its rights under this clause, and provide QCI with any reasonable assistance requested by the Service Provider to use that hardware and software provided that any proprietary information including confidential information like profit margins, overheads and other such confidential information about its employees, sub-contractors, organization would not be made available.

25. 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.

26. The contract will be awarded to the service provider whose proposal conforms to this RFP and is, in the opinion of QCI, the most advantageous and represents the best value to the assignment, price and other factors considered.

27. Termination of Contract

i. **Termination for Default**

QCI reserves the right to terminate / short close the contract, without prejudice to any other remedy for breach of contract, by giving one-month notice if the agency fails to perform any obligation(s) under the contract and if agency, does not cure his failure within a period of 30 days (or such longer period as QCI may authorize in writing) after receipt of the default notice from QCI.

ii. **Termination for Insolvency**

QCI may at any time terminate the contract by giving written notice without compensation to the agency if the agency becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to QCI.

iii. **Termination for Convenience**

QCI may, by written notice sent to the agency, terminate the contract, in whole or part, at any time for its convenience, by giving 15 days' notice. However, the payment shall be released to the extent to which the performance of work executed as determined by the agency till the date upon which such termination becomes effective.

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

28. Force Majeure: Neither party shall be held responsible for non-fulfilment of their respective obligations due to the exigency of one or more of the force majeure events such as but not limited to Acts of God, war, floods, earthquakes, strikes, lockouts, epidemics, pandemics, riots, civil commotion etc., provided on the occurrence and cessation of any such events. The affected party thereby shall give notice in writing to the other party within one week of such occurrence or cessation. If the force majeure conditions continue beyond six months, the parties may then mutually decide about the future course of action.

Force Majeure shall not include:

- i. Any event which is caused by the negligence or intentional action of a Party or by or of such party's agents or employees, nor any event which a diligent Party could reasonably have been expected both to consider at the time of the signing of the contract and avoid or overcome with utmost persistent effort in the carrying out of its obligations hereunder.
- ii. Insufficiency of funds or human resources or inability to make any payment required for the execution of services under this contract.

29. Ethics: QCI expects the selected service provider to show highest ethical standards during the course of the assignment; if any complaints/information regarding any incident of bribery, corrupt payment, an unauthorized offer etc., is brought to the fore, the service provider 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; all personnel should have signed the code of conduct with the Service Provider and any conflict of interest shall be declared to QCI.

- a) Further, it is to be noted that QCI shall penalize the IB if cases of bribery, seeking monetary or non-monetary favor/gifts are brought to the notice of QCI as per the following criteria:

1st case	25% of total compensation payable to the accredited body for the month
2nd case	50% of total compensation payable to the accredited body for the month
3rd case	75% of total compensation payable to the accredited body for the month
4th case	Termination of the contract/Blacklisting of accredited body

- b) In case of non-completion of the project: QCI reserves the right to penalize the IB in case of non-completion/ non-deployment of the required number of assessors for the project. The penalty implications in such cases shall be equivalent to the loss incurred by QCI or as decided by the competent authority.

30. Written Undertakings: QCI may at any time require the Service Provider and its employees/advisors/professionals/ contractors, to whom confidential information may be disclosed in the course of execution of contract, to give a written undertaking in the form of a deed reasonably accepted to QCI and relating to the use and non-disclosure of the confidential information relating to QCI or any Government Department or relating to any Ministry and or such other information that QCI suggests to be confidential. Upon receiving a request aforesaid the Service Provider must promptly arrange for all such undertakings to be given to QCI.

- 31. Security:** The Service Provider shall not disclose the details of this Contract with any third party at any point of time unless required by law. That the Service Provider and its employees/professionals/personnel are only authorized to access the information shared and or collected under this project and no third party shall have any access to any information either written or oral without the written consent of QCI.
- 32. Indemnity:** Service Provider undertakes to indemnify QCI from any losses that QCI may incur due to any deficiency in services rendered by Service Provider or any instance of corruption or improper payment.
- 33. Taxes & Duties:** The service provider shall be liable to pay all direct and indirect taxes, duties, fees, and other impositions levied under the laws of India.
- 34. Validity of Proposals:** The proposals shall remain valid for a period of 90 days from the last date of submission. In exceptional circumstances, QCI may solicit the bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. A bidder consenting to such request shall not be required nor permitted to modify its Proposal.
35. QCI, by issuance of this RFP does not necessarily indicate or imply that the project will be commenced. The service provider will absolve QCI of all responsibilities if the project does not start within a stipulated time frame. QCI reserves the right to withdraw this assignment any time without prior consultation or intimation to the service provider.
36. The service provider shall not make any alteration / changes in the bid after the closing time and date. Unsolicited correspondence from the service provider will not be considered.
37. The service provider shall be deemed to have complied with all clauses in this RFP. Evaluation shall be carried out on the available information in the bid and QCI is not liable to seek clarifications on the documents not submitted as part of the bid.
- 38. Rescinding of Work Order:** The work order issued by QCI to IB's for the above scope can be withdrawn at any time by giving a notice period of 3-4 days if an assessment agency fails to perform/execute work as per the requirements specified in this document after two warnings.
39. The bidders submitting their proposals would be responsible for all of its expenses, costs and risks incurred towards preparation and submission of their proposals, attending any pre-proposal meeting and visiting the site or any other location in connection therewith. QCI shall, in no case, be responsible or liable for any such costs whatsoever, regardless of the outcome of the process.
- 40. Disclaimer:**
 - i. The QCI shall not be responsible for any late receipt of applications for any reasons whatsoever. The applications received late will not be considered.
 - ii. The QCI reserves the right:
 - a) To reject any/all applications without assigning any reasons thereof.
 - b) 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.
 - c) To include any other item in the Scope of work at any time after consultation with applicants or otherwise
 - d) To adopt method deemed fit to evaluate the proposals.
 - e) To award the contract to more than one agency depending on the requirement of the assignment.

VIII. Submission of Proposals

The intending IBs are requested to prepare comprehensive proposals encompassing the Technical and Financial Proposals. This should be submitted separately on an original Letterhead, complete with stamp and signature.

1. Technical Proposal:

- i. Documents mentioned in the pre-qualification criteria.

- ii. Duly stamped and signed Form-A, B, C, D.
- iii. Resume of Project Managers and Technical SPOC
- iv. Summary profile of proposed samplers including Name, Education Qualification, Professional Experience, Language Proficiency, State with special mention to any experience of similar kinds of sampling activities (similar experience is preferred).

2. **Financial Proposal: (To be submitted separately on an original Letter Head, duly stamped and signed):**

Details	Population				
	<50K	50K-1L	1L-3L	3L-10L	>10L
Per ULB Assessment Cost					

- a) The said cost shall be exclusive of taxes.
- b) The above rates should be inclusive of expenses (training, travel, accommodation etc.) no other expenses apart from the above-mentioned cost shall be paid/reimbursed by QCI.

3. **Submission Details:**

Interested parties may send the technical and financial bid in two separately sealed envelopes inside a larger sealed envelope super-scribing "**Engagement of Inspection Body for conducting assessments under Swachh Survekshan Gujarat-2024**" to Deputy Director (Accounts), Quality Council of India, Institution of Engineers Building, 2nd Floor, 2, Bahadur Shah Zafar Marg, New Delhi 110002 latest by May 20, 2024, 3 PM.

In addition to the above, a copy of only the technical proposal, in PDF format, is required to be submitted to procurement@qcin.org on or before May 20, 2024, at 12 Noon. The financial bid should not be shared by e-mail.

Form A: Covering letter with the Proposal in response to RFP Notice

(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: Submission of proposal in response to the RFP for “_____”.

Dear Sir,

1. Having examined the RFP document, we, the undersigned, herewith submit our proposal in response to your RFP dated ____ for “_____”, in full conformity with the said RFP document.
2. We attach our technical response and our financial quotation in a separate sealed cover as required by the RFP both of which together constitutes our proposal, in full conformity with the said RFP.
3. We undertake, if our proposal is accepted, to adhere to assign a team dedicate to this project.
4. We have read the provisions of RFP and confirm that these are acceptable to us. We further declare that additional conditions, variations, deviations, if any, found in our proposal shall not be given effect to.
5. We undertake, if our proposal is accepted, to adhere to the scope of engagement or such modified plan as may subsequently be mutually agreed between us and QCI or its appointed representatives.
6. We agree to unconditionally accept all the terms and conditions set out in the RFP document and also agree to abide by this bid response for a maximum period of THREE MONTHS from the date fixed for bid opening and it shall remain binding upon us with full force and virtue, until within this period a formal contract is prepared and executed, this bids response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us and QCI.
7. We affirm that the information contained in this proposal or any part thereof, including its exhibits, schedules, and other documents and instruments delivered or to be delivered to through this proposal is true, accurate, and complete.
8. This proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead the QCI as to any material fact. We agree that QCI is not bound to accept the lowest or any bid response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/ service specified in the bid response without assigning any reason whatsoever.

It is hereby confirmed that I/We are entitled to act on behalf of our corporation/company/firm/organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Dated this Day of 2024 (Signature) (In the capacity of)

Duly authorized to sign the Bid Response for and on behalf of: (Name and Address of Company)

Seal/Stamp of Bidder

{Place}

{Date}

Form B: Relevant Project Experience

S.No.	Name of the Project/ Engagement	Client Name	Duration (Period)	Approximate value of the assignment

Form C: Profiles of the Proposed Resources

S. No.	Name	Age	Qualification	Year wise details of Relevant Experience	Languages Known	Native Place	Type of Employment (Regular/Contract)

Form D: Format for Non-Blacklisting Undertaking

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

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

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

Dear Sir,

This is to notify you that our Firm/Company/Organisation _____ intends to submit 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 (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