

Reference No. QCI/IT/0624/325

Request for Proposal

Hiring of Internet Service Provider for Internet Leased Line on Fibre



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

Tender Notice

1. Quality Council of India invites proposals for **“Hiring of Internet Service Provider for Internet Leased Line on Fibre”**
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 technical and financial terms and bidding process and explain the contractual terms that the Quality Council of India wish to specify at this stage.
3. The Documents to be submitted:

Form 1	Covering letter with the Proposal in response to RFP Notice
Form 2	Relevant Project Experience
Form 3	Details of the responding organization
Form 4	Non-Blacklisting Undertaking
	Financial Proposal in the given format

4. The Technical and Financial Proposals may be submitted at the following address on or before **17.06.2024 by 5 PM** via post or hand to:

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

Tender Summary

S. No.	Particulars	Details
1.	Addressee and address at which the bid is to be submitted	Deputy Director (Accounts and Administration), Quality Council of India (QCI), Institution of Engineers Building, 2nd Floor, 2, Bahadur Shah Zafar Marg, New Delhi-110002
2.	Project Scope	Hiring of Internet Service Provider for Internet Leased Line on Fibre
3.	Date of issue of the Request for Proposal (RFP)	12.06.2024
4.	Last date and time for submission of Applications	17.06.2024 by 5 PM
5.	Tender Processing Fee	N/A
6.	Contact Person for clarification	Procurement Team: procurement@qcin.org
7.	Method of Selection	LCS
8.	Documents to be submitted	Refer Clause-12: Submission of Proposal

I. Introduction

Quality Council of India (QCI)

QCI was established as an autonomous non-profit organization by the Department for Promotion of Industry and Internal Trade (DPIIT), Ministry of Commerce and Industry, Govt. of India in partnership with the Indian Industry. QCI plays 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.

It functions through its five constituent Boards and Project Implementation Divisions to establish National Accreditation Programme and Third-Party Assessment models with an aim to improve the quality ecosystem of the nation.

II. Scope of Work

QCI seeks proposals from qualified communication service providers for Internet Service Provider (ISP) to implement Internet leased line on fibre connectivity as per below mentioned specifications:

- a. Requirement of 100 MBPS Bandwidth Internet Leased Line on fibre
- b. Bandwidth with 1:1 uplink & downlink ratio
- c. Service availability of >98%
- d. Average Network packet loss $\leq 0.5\%$
- e. Provider to ensure Inclusion of active, passive components, network infrastructure for the service delivery
- f. Consistency in required bandwidth
- g. Final output shall be in the means of ethernet drop
- h. Maintenance services 24*7*365

III. Pre-qualification Criteria

S. No.	Basic Requirements	Specific Requirements	Documents Required
1	Legal Entity	<p>The bidder should be a registered firm duly registered under Indian Companies Act, 1956/2013 or a partnership firm under the Indian Partnership Act, 1932 or a Limited Liability Partnership under the LLP Act, 2000</p> <p>The Business should have been in existence for minimum 5 years for similar services.</p>	<p>Copy of Certificates of incorporation in case of a Company</p> <p>Copy of valid Registration Certificates in case of LLP</p> <p>Solvency Certificate from a Practising Chartered Accountant in case of a Proprietorship Firm</p>
2	Turnover	Average Annual Turnover of the Bidder during the last Three financial years, i.e., FY 2021-22, 2022-23 and 2023-24 (as per the last published audited balance sheets), should be more than 50 Lacs	Audited Financial Statements or CA Certificate with CA's Registration Number/ Seal certifying the turnover
3	Technical Capability & Experience	Bidders should have at least 3 work orders/projects in Ministries/ Departments/ Private Organisations and financial capacity for execution of Internet Leased Line with Public LP issued in the last three years.	Work Order / Work Completion Certificates from the client.
5	Tax Registration	The company shall hold valid GST and PAN certification.	Copies of relevant certificates
6	Blacklisting	The bidder shall not have been blacklisted by any central or state government agency, PSU etc.	Undertaking in this regard to be submitted.

IV. Terms and Conditions:

- 1. Contract Duration:** The contract shall remain valid for a period of six (06) months from the date of award of work. The same may be extended based on mutual agreement between the vendor and QCI as well as satisfactory performance of the vendor.

2. **Location:** 23, 1st Floor, Panchkuian Marg, Opposite Metro Pillar Number – 12, New Delhi 110001.
3. **Amendments to RFP:** 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 RFP 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 RFP.
4. **Rejection of Application:** 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.
5. **Disclaimer:**
 - a. The QCI shall not be responsible for any late receipt of applications for any reasons whatsoever. The applications received late will not be considered and returned unopened to the applicant.
 - b. The QCI reserves the right
 - i. To reject any/all applications without assigning any reasons thereof.
 - ii. To relax or waive any of the conditions stipulated in this document as deemed necessary in the best interest of the QCI without assigning any reasons thereof.
 - iii. To include any other item in the Scope of work at any time after consultation with applicants or otherwise.
6. **No Subletting Assignment:** There must be no further subcontracting without prior written consent of QCI.
7. **Maintenance of Confidentiality:** The agency must not divulge any confidential information and assure that reasonable steps are taken to provide for the safe custody of any and confidential information in its possession and to prevent unauthorized access thereto or use thereof. The agency must not, without the prior written consent of QCI, disclose any confidential information of QCI or any government department or relating to any ministry or any other party. In giving written consent to the disclosure of confidential information, QCI may impose such conditions as it thinks fit, and the agency must comply with these conditions. Confidentiality clause shall survive for a longer period of one year after the termination of contract or contract expiry period.
8. **Penalty:** QCI reserves the right to impose penalty on the Service Provider in case of non-adherence to the scope of work mentioned in the RFP. The penalty implications in such cases shall be equivalent to the loss incurred by QCI or as decided by the competent authority.
9. **Payment Terms:** The payment shall be made in advance on quarterly basis upon submission of proper invoices. It shall be the duty of the Service Provider to ensure that the invoice is proper.
10. **Termination of Contract:**
 - a. **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 their failure within a period of 04 days (or such longer period as QCI may authorize in writing) after receipt of the default notice from QCI.

b. 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 action or remedy which has accrued or will accrue thereafter to QCI.

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

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

12. Submission of Proposals: The intending Service Provider is expected to prepare proposals covering the following aspects:

a. Technical Bid

- i. Form 1: Covering letter with the Proposal in response to RFP Notice
- ii. Form 2: Relevant Project Experience
- iii. Form 3: Details of the responding organization
- iv. Form 4: Non-Blacklisting Undertaking
- v. Any other details that the bidder may like to provide.

All the documents should be signed by the authorized signatory and properly stamped.

b. Financial Bid: Financial Proposal should be submitted by the agency on the letter head of the applicant agency duly signed and stamped as per the format given below in a separate sealed cover:

S. No.	Description	One Time installation Cost*	Annual Cost*	Any other Cost*
1.	100 MBPS Bandwidth Internet Leased Line on Fibre (inclusive of installation charge)			

**excluding GST*

A detailed explanation of the pricing structure including all price components, unit costs, resource loading, estimates of overheads and any other assumptions made in arriving at the final all-inclusive price quote should be provided.

Please mention the following in preparing your bid:

- Dated this [date / month / year]
- Authorized Signatory (in full and initials)
- Name and title of signatory
- Duly authorized to sign this proposal for and on behalf of [Name of Vendor]
- Name of the Firm
- Address of the Firm

Interested parties may send the technical and financial proposals in two separately sealed envelopes inside a larger sealed envelope super-scribing **“Hiring of Internet Service Provider for Internet Leased Line on Fibre”** to Deputy Director (Accounts and Administration), Quality Council of India (QCI), Institution of Engineers Building, 2nd Floor, 2, Bahadur Shah Zafar Marg, New Delhi-110002 latest by June 17, 2024, 5 PM.

Note:

1. All agencies shall mark the below title in bold on all submissions and their company name with address clearly mentioned at the bottom right corner of the cover:
“Proposal Submission for RFP: Hiring of Internet Service Provider for Internet Leased Line on Fibre”
2. The nature of the document “Technical Proposal” or “Financial Proposal” should also be mentioned on top of the sealed envelope.

For further queries, you may please contact the below:

Procurement Team

E-mail id: procurement@qcin.org

Form 1: Covering letter with the Proposal in response to RFP Notice

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

{Place}

{Date}

To,

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

Subject: Submission of proposal in response to the RFP for Hiring of Internet Service Provider for Internet Leased Line on Fibre

Dear Sir,

3. Having examined the RFP document, we, the undersigned, herewith submit our proposal in response to your RFP dated <dd/mm/yy> for <RFP NAME>
4. We attach our technical response and our financial quotation, the technical response and the financial response in a separate sealed cover as required by the RFP both of which together constitutes our proposal, in full conformity with the said RFP.
5. We undertake, if our proposal is accepted, to adhere to assign a team dedicate to this project.
6. 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.
7. 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.
8. We agree to unconditionally accept all the terms and conditions set out in the RFP document and also agree to abide by this Proposal response for a maximum period of TWO MONTHS from the date fixed for Proposal 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 Proposal response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us and QCI.
9. 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.
10. 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 Proposal 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 Proposal 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 Proposal Response for and on behalf of:

(Name and Address of Company) Seal/Stamp of Vendor

Form 2: Relevant Project Experience

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

Form 3: Details of responding organization

Section No.	S. No.	Particular	Details
I	COMPANY PROFILE:		
	1.	Name of the Organization * (As appearing on PAN Card)	
	2.	Registered Office Address *	
	3.	Address for Billing Office & Address *	
		Name of Contact Person *	
		Contact No. *	
		Mobile No.	
		E mail ID *	
	4.	Name of Contact Person (Finance & Accounts) *	
		Contact no.	
		Mobile no.	
		E mail ID *	

II	STATUTORY DETAILS:		
	1.	GST Details: -	
		Whether Registered Assessee (Yes or No)	
		If Yes: -	
		GSTIN Number # *	
		Type of Assessee	
	2.	MSME	
		Whether Registered under MSME (Yes or No) *	
		If Yes: -	
		MSME Registration No. and validity date # *	
	3.	Permanent Income Tax No. (PAN) # *	
	4.	<u>NATURE OF ENTITY: *</u> PROPRIETOR/PARTNERSHIP/ LPP/ PRIVATE LIMITED /PUBLIC LIMITED/GOVERNMENT	
	5.	WHETHER FUNCTIONING IN A SPECIAL ECONOMIC ZONE. (SEZ) (YES/ NO) *	

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

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.

Date:

Signature

Place:

Name & Designation

Form 4: Non-Blacklisting

(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 2024

(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