

Reference Number: QCI/PPID/1024/380

**Request for Proposal
for
Engagement of agency for Renewal of WEBEX video
conferencing license**



QUALITY COUNCIL OF INDIA
2nd Floor, Institution of Engineers Building
2, Bahadur Shah Zafar Marg, New Delhi - 110002
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Tender Notice

1. Quality Council of India invites proposals for "**Engagement of agency for Renewal of WEBEX video conferencing license**".
2. The content of this Request for Proposal (RFP) enlists the requirements of the QCI. It includes the Bidding Terms which details out all that may be needed by the potential bidders to understand the terms and bidding process and explain the contractual terms that the QCI wishes to specify at this stage.
3. The Documents to be submitted:

S. No.	Forms	Particulars
a.	Form A	Covering Letter with the Proposal in response to the RFP Notice
b.	Form B	Relevant Project Experience
c.	Form C	Details of the responding firm
d.	Form D	Non-Blacklisting Undertaking
e.	-	Technical C Financial Bid

4. Interested vendors may go through the requirements and submit a technical and financial bid in two separately sealed envelopes inside a larger sealed envelope superscribing "**Proposal for Engagement of agency for Renewal of WEBEX video conferencing licenses**" to the Deputy Director (Finance & Accounts), Quality Council of India, Institution of Engineers Building, 2nd Floor, 2 - Bahadur Shah Zafar Marg, New Delhi - 110002 by **November 07, 2024, 12 PM**.

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.

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.

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.

SCOPE OF WORK

The propose of the given RFP is to invite the competent firm to submit proposals for the renewal of the exiting WEBEX video conferencing license. The features of the proposed licenses must include the following deliverable elements:

1. The video conferencing system should allow meeting durations of up to 24 hours with at least 1000 participants in a single conference. It should support features like public C private chat, screen sharing, file, document, or presentation sharing, recording, content annotation, meeting scheduling via Google Calendar, Microsoft Outlook/Office Calendar, and should have functionalities for chat, notes, polling, raise hand, and QCA. It should have a customizable personal room link with a lobby/waiting room function for locked meetings. It should allow chat only with the host and not with others.
2. It should support a minimum of 150 or more SIP or H.323 video conferencing endpoints without any additional license in a single conference. It should have SIP/H.323 details in the meeting info along with other meeting parameters.
3. It should have the feature to connect with desktop systems/laptops (Windows/Mac) and mobile devices (Android/iOS).
4. Each host must have their always “ON” personal room; however, the host or co-host must have the right to allow or deny access.
5. It should allow viewing a minimum of 25 participants on the screen in a running session.
6. The solution should work on a minimum bandwidth in the range of 200 kbps - 768 kbps per participant. It should support video resolution up to 720p for clients and 1080p for VC endpoints. The quality of the video may vary depending on the bandwidth available to the participant.
7. It should have a minimum of 5 breakout sessions. It should support ‘active talker or equivalent’ functionality to indicate who is speaking.
8. It should have the functionality to live stream meetings to social media platforms. It should have a stage/advanced layout so that key stakeholders during the meeting can be pinned on the screen, ensuring they are visible throughout the meeting.
9. It should have the ability to adjust meeting layouts (Focus View, Active Speaker), grid layout, and stage layout. It should have the ability to customize the layout and hide non-

video participants. It should have the feature to add a co-host without an additional license.

10. It should have the ability to record meetings on cloud or local storage (minimum 500 GB), support recording transcripts, and provide an option for recording and downloading meetings. The recordings should be in MP4 or an equivalent format.
11. It should support interactive whiteboarding.
12. It should allow the host to mute audio and video.
13. It should support virtual backgrounds.
14. It should have the ability to act as an audio bridge with toll-free dial-in options.
15. It should be HIPAA/BAA compliant, support TLS, and enable end-to-end encryption.
16. It should allow for enforcement of meeting passwords for joining and the ability to lock personal meeting rooms.
17. It should have the feature to add reaction/emojis.

PRE-QUALIFICATION CRITERIA

S. No.	Basic Requirement	Specific Requirements	Documents Required
1	Legal Entity	<p>The Bidder(s) interested in participating in the Selection Process must be a duly registered legal entity in India, under any one of the following categories: -</p> <ul style="list-style-type: none"> • A Limited Liability Partnership (“LLP”) registered under the LLP Act,2008; • an Indian Company (“Company”) registered under the Companies Act, 1956/ 2013; • a “Partnership Firm” registered under the Indian Partnership Act, 1932; • a Sole Proprietorship firm, registered as such under the Applicable Laws of India <p>With minimum 3 years of existence at the time of submission of the bid.</p>	<p>Registration documents of the Bidder as a company/firm or any legal entity along with:</p> <ul style="list-style-type: none"> • Incorporation Certificate of the company • PAN Card of the registered legal entity • GST certificate of the registered legal entity • Certified copy of registered Partnership Deed; copy of Statement filed in the Register of Firms disclosing names, addresses and relevant details of ALL partners of the Partnership Firm • MSME Certificate (if applicable) • Any other supporting document, as may be required
2	Annual Turnover	Average turnover of at least INR 10 Lakhs generated in the past three (3) financial years (2021-22, 2022-23 and 2023-24).	<ul style="list-style-type: none"> • Turnover certificate by CA (original); or • Audited financial statements for the last three financial years (i.e., 2021-22, 2022-23 and

			<p>2023-24) to support the claim</p> <ul style="list-style-type: none"> For FY 23-24, if audited financial statements are not available, bidder may submit provisional/ unaudited figures. This should be mentioned in the respective CA's certificates.
3	Tax/Registration	The company shall hold valid GST and PAN certifications.	<ul style="list-style-type: none"> Certificate of Incorporation /Registration <ul style="list-style-type: none"> PAN Card GST Registration Certificate
4	Relevant Work Experience	The bidder must have relevant work experience and must have provided Webex licenses to organizations over the past 3 years, specifically with the Government of India, State Governments, Autonomous bodies, PSUs, or large private organizations.	<ul style="list-style-type: none"> Work Order/ Work Completion Certificate from the Client - (Provide Details in Form -B)
5	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.	<ul style="list-style-type: none"> Undertaking to be submitted in the attached format as per Form-D only signed by the authorized signatory
6	Manufacturer Authorization Form	The bidder must have obtained Manufacturer Authorization Form.	<ul style="list-style-type: none"> Letter of confirmation and Valid certificate.

Interested Bidders submitting their proposals are expected to meet the above pre-qualification criteria. In case any Bidder fails to either meet all these criteria or does not furnish the requisite supporting documents/ documentary evidence in support thereof, the bid is liable to be summarily rejected.

TERMS AND CONDITIONS:

- Evaluation Criteria:** The evaluation of bids will be based on Least Cost System (LCS).
- Contract Duration:** The contract will be assigned for a period of one (01) year, which may be extended further, subject to satisfactory performance of the service provider on the same terms and the requirements of QCI.
- 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.

4. **Performance Bank Guarantee:** QCI shall require the selected service provider to provide a Performance Bank Guarantee, within 30 days of the notification of award, for a value equivalent to 5% 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.

The physical copy of Performance Guarantee should be submitted at QCI-HO within 30 days from the notification of award. 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 C conditions.

5. **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 to take the proposed amendments into account while 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. Any such amendment shall be communicated to the service providers.

6. **Payment Terms:**
 - i. Payment shall be made on submission of invoices within 30 days of receipt of invoice complete in all respect.
 - ii. **Incorrect Invoices, Under/Over Payment:** In case an invoice is found to have been rendered incorrectly after payment, any underpayment or overpayment will be recoverable by or from the Service provider, as the case may be, and, without limiting recourse to other available means, may be offset against any amount subsequently due by QCI to the Service provider under this contract.

7. **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.

8. **Fraud/Corruption:** QCI requires that the bidders participating in the selection process adhere to the highest ethical standards, both during the selection process and throughout the execution of the Contract. In pursuance of this policy, QCI defines, for the purpose of this paragraph, the terms set forth as applicable to both the parties:

- i. “corrupt practice” means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value (whether in cash or kind) to influence the action of a public official in the selection process or in Contract execution.
- ii. “fraudulent practice” means a misrepresentation or omission of facts in order to influence a selection process or the execution of a Contract.
- iii. “collusive practices” means a scheme or arrangement between two or more bidders with or without the knowledge of QCI, designed to establish prices at artificial, non-competitive levels.
- iv. “coercive practices” means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in a procurement process or affect the execution of a Contract. QCI will reject a proposal for award if it comes to know that the bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for the Contract in question; and
- v. QCI will terminate the Contract, if already awarded and will declare the bidder ineligible, either indefinitely or for a stipulated period of time, to be awarded a Contract, if at any time it determines that the bidder has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for, or in executing, a Contract.

9. **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 15 days’ notice if the Service Provider fails to perform any obligation(s) under the contract and if the Service Provider, does not cure their failure within a period of 7 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 Service Provider, if the Service Provider 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 Service Provider, 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 performance of work executed as determined by Service Provider till the date upon which such termination becomes effective.

- iv. The Service Provider may terminate this contract, or any particular Services, by giving 15 days' written notice to QCI, if the Service Provider reasonably determines that the Service Provider can no longer provide the Services in accordance with applicable law or professional obligations.
- 10. 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.
- 11. **Intellectual Property Rights:** All the rights relating to the Trademarks and Copy Rights in respect of content shared by QCI and paid for by QCI shall vest with QCI. Provided that QCI would reimburse the Firm for any sums of money paid for the assignment / licensing of the copyright by way of fees, charges, or otherwise as provided by the guidelines, regulations, rules, or policies of any professional body or association, with prior approval from QCI. In order to perform the services, the service provider must obtain at its sole account, the necessary assignments, permits and authorizations from the title holder of the corresponding patents, models, trademarks, names or other protected rights and shall keep QCI harmless and indemnify QCI from and against claims, proceedings, damages, costs and expenses (including but not limited to legal costs) for and/ or on account of infringements of said patents, models, trademarks names or other protected rights.

The service provider is bound to transfer all source code, knowledge, report, data, information, to QCI upon its development, and shall ensure that such transfer is completed before the end of the contract. Any data, information, report shall be shared with QCI personnel within maximum period of 48 hours of such request by QCI personnel.

All documents, reports, information, data etc. collected and prepared by the service provider in connection with the scope of work submitted to QCI will be property of QCI. The service provider shall not be entitled, either directly or indirectly, to make use of the documents and reports given by QCI for carrying out of any services with any third parties. The service provider shall not, without the prior written consent of QCI be entitled to publish studies or descriptive articles, with or without illustrations or data, in respect of or in connection with the performance of services. The pre-existing intellectual property of the service provider used in deliverables shall remain vested with the service provider.

QCI reserves the right to take stringent action including blacklisting legal action in case of breach of this clause.

- 12. **Language:** 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.

13. **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, travel etc. will be the liability of the service provider(s) and QCI will in no way be responsible for any such claims/ damages.
14. 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.
15. **Ethics:** QCI expects all assessors, 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.
16. **Penalty for delay in execution of project:** If the successful bidder does not complete the project within the stipulated period given in the Scope of Work, a penalty at the rate of 0.5% per week of the corresponding Purchase Order value will be levied for a maximum period of ten weeks. However, cumulative delay beyond ten-week period will be sufficient cause for termination of the Agreement. In which case Performance Bank Guarantee paid by the service provider may be forfeited subject to prior notice and opportunity of being heard.
17. **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.
18. **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.

The Service Provider shall ensure that all the data collected and processed and information received under this project or during the execution of this project and or required to be shared with QCI, by the Service Provider under this Contract shall be in totally secure mode and that the Service Provider shall take all necessary steps to prohibit any unauthorized sharing/publishing of data in the public domain or with any other party or person who is not authorized by QCI to receive such information and or data. That the Service Provider shall ensure that all the data collected, and information received under this contract shall be used only for the purpose of execution of this contract and once the purpose of this contract is fulfilled then all the papers, drawings, notes, memoranda, manuals, specifications, designs, devices, documents, diskettes, CD's, DVD's. Tapes, Trade Secrets and any other material on any media containing or disclosing any confidential or proprietary technical or business information shared during the course of execution of this contract shall be returned to QCI.

19. Maintenance of Confidentiality:

- i. The bidder(s) 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 shortlisted bidder(s) 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 bidder 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.
- ii. 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.

20. QCI reserves the right to accept or reject any bid, to annul the entire bid process or reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected service provider(s) or any obligation to inform the affected service provider(s) the grounds for such decision. QCI also reserves the right to negotiate with the successful service provider, if necessary.

21. **Deployment of Technical Resources:** The Service Provider shall provide the technical and other staff during the execution of this project depending upon the requirement of work. The technical staff should be available at their own offices, QCI offices as and whenever required for discussions and to take instructions. The service provider shall depute its technical staff (responsible for design and development) at the time of review of module wise wireframes, mock-ups and prototypes to take feedback and finalize them at QCI office.

22. **Subcontracting:** There must be no further subcontracting without prior written consent of QCI; all manpower deployed by the Service provider shall be on-roll employees of the Service provider or must have a direct employment contract with the Service provider.

23. **Removal of Data:** The Service Provider must ensure that its employees/ professionals' subcontractors and/ personnel do not:

- i. remove any data or allow any data concerned with this contract to be removed from the places as notified/directed by QCI; or
- ii. take any data or allow any data to be taken outside of India, without QCI's prior written consent.

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

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

27. **Force Majeure:** Neither party shall be held responsible for non-fulfillment 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, pandemics, 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 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
- ii. any event which a diligent Party could reasonably have been expected both to take into account 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.

- iii. Insufficiency of funds or manpower or inability to make any payment required for execution of services under this Contract.

28. **Indemnity:** Service Provider undertakes to indemnify QCI from and any losses that QCI may incur due to any deficiency in services rendered by Service Provider or any instance of corruption or improper payment.

29. **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.

30. **Rescinding of Work order:** The work order issued by QCI to Service Provider for the above scope can be withdrawn at any time by giving a notice period of 7 days if a Service Provider fails to perform/execute work as per the requirements specified in this document after two warnings (served in writing) or in case of non-compliance/breach of any of the terms and conditions of this order.

31. 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.

32. 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.

33. 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.

34. The firms / agencies 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.

35. **Disclaimer:** QCI shall not be responsible for any late receipt of applications for any reasons whatsoever. The applications received late will not be considered.
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
- iv. To adopt method deemed fit to evaluate the proposals.
- v. To select multiple Service Provider for the project for allocation of work in different areas if it meets the essential criteria for qualification.

Submission of Proposals:

The intending Service Provider is expected to prepare proposals covering the following aspects:

1. Technical Bid

- i. Signed and stamped Form-A, B, C, D attached as Annexure-A
- ii. Details of relevant previous experience
- iii. Supporting documents for the details required as per pre-qualification criteria.
- iv. Certificate Of Incorporation/Registration
- v. Non-Blacklisting
- vi. GST/PAN
- vii. Technical Compliance Sheet

2. Financial Bid Format:

S. No.	Description	Solution Offered	Offered Unit Cost (In Rs.) (Annual)	Offered Cost for 10 Units (In Rs.) (Annual)	Offered Cost for 10 Units (In Rs.) (Annual) with Taxes
1	Video conferencing solutions	CISCO- Webex A Flex- 3.0			

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 service provider]
- Name of the Firm
- Address of the Firm

3. Submission Details

Interested vendors may go through the requirements and submit a technical and financial bid in two separately sealed envelopes inside a larger sealed envelope superscribing "**Proposal for Engagement of agency for Renewal of WEBEX video conferencing licenses**" to the Deputy Director (Finance & Accounts), Quality Council of India, Institution of Engineers Building, 2nd Floor, 2 - Bahadur Shah Zafar Marg, New Delhi - 110002 by **November 07, 2024, 12 PM**.

- i. The Financial and Technical Proposals should be submitted separately in the given format and signed by the Authorized Signatory. Financial bid, if submitted along with the technical bid is liable to be rejected.
- ii. All the pages of the proposal must be sequentially numbered and must contain the list of contents with page numbers. Any deficiency in the documentation may result in the rejection of the Bid.
- iii. All pages of the application shall be signed and stamped by the authorised signatory.
- iv. Please Note that Prices must not be indicated in the Technical Bid.

For any queries, you may contact the below:

Procurement Team, QCI

Email id: procurement@qcin.org

Annexure-A

Technical Compliance Sheet

S. No.	Technical Compliances	Yes/No
1	The video conferencing system should allow meetings duration upto 24 hours with at least 800 participants in a single conference. It should support features like; public C private chat, screen sharing, files, document or presentation sharing, recording, content annotation, Meeting Scheduling via Google calendar, Microsoft Outlook/Office Calendar and should have functionality of Chat, Notes, Polling, Raise hand and QCA. It should have customizable Personal Room link with Lobby/Waiting Room Function for Locked Meetings. It should allow chat only with host and not the others.	
2	It should support minimum 150 and above SIP or H.323 video conferencing end points without any additional license in a single conference. It should have SIP/ H.323 details in the meeting info along with other meeting parameters.	
3	It should have feature to connect with Desktop System/Laptop (Windows/Mac) and Mobiles (Android/iOS).	
4	Each host must have their always “ON” personal room; however, host or co-host must have the right to allow or deny access	
5	It should allow viewing minimum 25 participants in the meeting on the screen in running session	
6	The solution should work on minimum bandwidth in the range of 200kbps - 768kbps per participant. Should support video resolution upto 720P for clients, 1080P for VC endpoints. The quality of the video may vary depending on the bandwidth available with the participant	
7	It should have minimum 5 Break-out sessions. It should support ‘Active talker or equivalent’ functionality to indicate who is speaking.	
8	It should have the functionality to live stream meetings to social media platforms. It should have a stage/advanced layout such that some of the key stakeholders during the meeting can be pinned on screen such that they are also visible during the meeting	
9	It should have the ability to adjust the Meeting layouts (Focus View, Active Speaker) Grid layout, Stage Layout. It should have the ability to customize the layout and hide non-video participants. It should have the features to add co-host without additional license	
10	It should have the features to record meetings on cloud or Local (min. 500 GB), support Recording transcripts , and have provision for recording and downloading the meetings. The recording should be in MP4 or equivalent.	
11	It should support Interactive white boarding.	
12	It should have the ability to Mute the audio and video by the Host	
13	It should have the Virtual Background	
14	It should have the ability to act as audio bridge, Tollfree Dial-In	
15	It should be HIPAA/BAA compliant. It should have TLS 1.2 support and should support end - to end encryption	
16	It should have the ability to enforce meeting password with joining, allow to lock personal meeting rooms	
17	It should have the feature to add reactions/emojis	

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 C 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: Details of the responding firm

S. No.	Particulars	Details to be furnished	
1.	Details of responding Company		
Name (SPOC)			
Address			
Mobile No. (SPOC)		Fax	
E-mail		Website	
2.	Information about responding Company		
Status of Company (Public Ltd. / Pvt. Ltd etc.)			
Details of Registration (Ref e.g. ROC Ref #)		Date	
		Ref #	
Details of Service Tax Registration		Date	
		Ref #	
3.	Current Year Turnover (Rs Crores) from _____ Services in India;		
4.	Company Profile (Operations in India)		
4.1	Average turnover from Indian Operations from _____ services in last three years	(Turnover in Rs Crores)	
4.2	Full-time professional staff engaged in similar projects	(Number of Staff)	
4.3	Extent of operations in India (national spread) i.e. number of offices in India (client specific / project specific offices should not be considered)	(Number of Offices in different cities/towns and their address)	

Form D: Format for Non-Blacklisting Undertaking

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

To,
Deputy Director (Finance C 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