

QCI/PADD/0125/410

Expression of Interest (EOI)
for
Organising Awareness
Programs on Cybersecurity



QUALITY COUNCIL OF INDIA

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EoI Summary

S. No.	Particulars	Details
1	Project Scope	Expression of Interest for Organising Awareness Programs on Cybersecurity
2	Date of issue of the EoI document	January 22, 2025
3	Method of Selection	Pre-Qualification of eligible Bidders
4	Last date of submission of bid	January 27, 2025 by 3 PM
5	Duration of Engagement	1 Year, Further extendable based on performance
6	Period of Validity of Bids	180 Days
7	Contact for Clarification	procurement@qcin.org
8	Presentation Round	To be notified via email if shortlisted

EOI Notice

1. Quality Council of India invites proposals from eligible agencies for **“Expression of Interest for Organising Awareness Programs on Cybersecurity”**.
2. The criteria and process of evaluating the responses to this EOI and subsequent selection of the applicant(s) will be as mentioned in this EOI. Any modification or changes to the terms and conditions mentioned in this EOI will be entirely at the discretion of QCI.
3. No contractual obligation shall arise from this EOI process unless and until a formal contract is signed and executed by a duly authorized official(s) of QCI with the empaneled service provider for defined activities. QCI reserves the right to empanel more than one applicant.
4. The content of this EOI enlists the requirements of the Quality Council of India. It includes the Empanelment Terms, which detail all that may be needed by the applicants to understand the terms and the empanelment process and explain the contractual terms that the Quality Council of India wishes to specify at this stage.
5. Interested applicants are advised to study this EOI document carefully before submitting their proposals in response to the Empanelment notice. Submission of a proposal in response to this notice shall be deemed done after careful study and examination of this document with a complete understanding of its terms, conditions and implications.
6. The proposals may be submitted in a sealed envelopes scribing **“Expression of Interest for Organising Awareness Programs on Cybersecurity”** to Deputy Director (Finance & Accounts), Quality Council of India, Institution of Engineers Building, 2nd Floor, 2, Bahadur Shah Zafar Marg New Delhi - 110002, India (By post or by hand) on or before **January 27, 2025, by 3 PM**.

I. Introduction

Quality Council of India (QCI)

QCI was established as an autonomous non-profit organization set-up 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.

II. Background

The National Critical Information Infrastructure Protection Centre (NCIIPC), a unit of NTRO, Government of India has identified QCI, to design and develop a Conformity Assessment Framework and Resource System for the protection of Critical Information Infrastructure (CII). This initiative is of national importance, aimed at safeguarding Critical Sector Entities (CSEs) across the country.

In collaboration with NCIIPC, QCI has successfully developed a Conformity Assessment Framework comprising seven schemes. These schemes have been approved by the apex committee, marking a significant milestone in protecting CII nationwide.

III. Project Deliverables – Awareness Program

To promote these work packages, QCI will organise 10 awareness programs for each work package, across 10 locations, namely: **Ahmedabad, Bengaluru, Chandigarh, Chennai, Hyderabad, Guwahati, Kolkata, Mumbai, New Delhi, and Pune**. A total of 30 awareness programs will be conducted to build capacity and awareness around the approved schemes. In line with the approved work packages, the awareness programs will focus on promoting these schemes and engaging with relevant stakeholders.

S. No	Details of Work packages for the proposed Awareness Programs	No. of programs
1	Promotion of Certification and Inspection Schemes	10
2	Promotion of Personnel Certification Scheme of IT and ICS Cyber Security Professionals	10
3	Promotion of Accreditation Schemes for Cyber Security Consultancy organisations and Training bodies	10

QCI intends to onboard suitable agency(ies) who can conduct these awareness programs in the given location. Each location will host three(03) one day - non residential awareness workshop with around 50 participants.

The following arrangements are required for each one-day training program:

1. Conference hall (with cluster seating arrangement)
2. Audio-visual setup with laptop/desktop system

3. Lunch with two time (lunch) refreshment with tea for 50 participants
4. Podium with microphone
5. Standees and backdrop with framing (8*6 or 8*4)
6. Flower bouquets or mementos
7. Stationery (writing pad, pen, folder, markers etc.)
8. Professional fee for one expert (₹7,500 per day per training). The professionals shall be engaged by QCI. The selected agency is responsible for the payment to the experts as stated.
9. Air/train travel for 2 experts
10. Accommodation, including food, for 2 experts
11. Local travel for 2 experts (pickup and drop)
12. Full-day photographer coverage
13. Certificates (50 nos., hard copies)

Note: The awareness programs are to be organised in institutions rather than hotels/commercial spaces.

IV. 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"> • Trust, Society • 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; <p>With minimum 3 year 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) • OEM Authorisation in case of reseller • Any other supporting document, as may be required
2	Presence	The agency must have their direct presence or through channel partners in the cities mentioned above.	Proof of local offices/offices of partners
3	Work experience	The applicant agency (s) should have experience in organising such events/conferences across country.	<ul style="list-style-type: none"> • Contract/ Agreement/ Work Orders from client(s) that clearly states the details of the scope of work, date of commencement, details of design and development of portal related services and support activities undertaken and all other

			essential details of the contract Client Certificate on the client's letterhead signed by the issuing authority providing the details of the project/contract.
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.	<ul style="list-style-type: none"> As per the format provided in Form-B on the letterhead, signed and stamped by the authorized signatory

V. General Terms and Conditions:

- Period:** The engagement will be valid for a period of 12 (Twelve) months. The same may be further extended based on the performance of the agency.
- Blacklisting/debarring:** QCI reserves the right to cancel the empanelment issued and debar the firm if it is discovered that the firm had produced any false information, on continued delivery of unsatisfactory services, insolvency of the company or any other ethical ground as deemed fit by giving a 7 days' prior written notice.
- Allocation of work post empanelment: The allocation of work post empanelment among all the empanelled agencies will be made by floating limited tender enquiries/nomination basis as and when the requirements arise.
- Amendment to EoI:** 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 EoI document by an amendment. 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 EoI. The same shall be informed to the bidders through the issue of a corrigendum.
- 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.
- 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.

7. **Presentation:** As a part of evaluation of proposals submitted by the applicants, QCI shall seek further information or a presentation from the organizations 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.
8. **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 the termination of contract or contract expiry period.
The selected agency will be required to sign a mutually agreed Non-Disclosure Agreement (NDA) with QCI.
9. **Standard of Performance:** The consultant 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.
10. **Intellectual Property Rights:** All documents, report, information, data, concept 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, reports, concept etc. 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 concept, 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.
11. 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.
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. 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.

14. **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.
15. **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.
16. **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.
17. **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.
18. **Validity of Proposals:** The proposals shall remain valid for a period of 180 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.
19. QCI, by issuance of this EoI 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.
20. 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.
21. The service provider shall be deemed to have complied with all clauses in this EoI. 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.
22. **Disclaimer:**
QCI may at its sole discretion and at any time during the evaluation of proposal, disqualify any respondent, if the firm:
a) Submitted the proposal after the response deadline

- b) Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements
- c) Exhibited a record of poor performance such as abandoning works, not properly completing the contractual obligations, inordinately delaying completion or financial failures, etc. in any project in the preceding three years
- d) Submitted a proposal that is not accompanied by required documentation or is nonresponsive, failed to provide clarifications related thereto, when sought
- e) Submitted more than one proposal
- f) Was declared ineligible by the Government of India/State/UT Government for corrupt and fraudulent practices.

23. The application is liable to be rejected if:

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

VI. Submission of Proposals

The intending bidders are expected to prepare proposals covering the following aspects:

Technical Proposal:

- a) Supporting documents required as per the pre-qualification criteria
- b) Form A: Covering letter with the Proposal in response to EoI Notice
- c) Form B: Relevant Project Experience
- d) Form C: Details of responding organization
- e) Form D: Non-blacklisting Undertaking
- f) Attach as Annexure: Details of relevant work experience
- g) Attach as Annexure: Any other details applicant want to submit

Interested parties may submit the quotation in a sealed envelope scribing “**Expression of Interest for Organising Awareness Programs on Cybersecurity**” to Deputy Director (Finance & Accounts), Quality Council of India, Institution of Engineers Building, 2nd Floor, Bahadur Shah Zafar Marg, New Delhi-110002 (By post or by hand) on or before **January 27, 2025, 3 PM**.

For any queries, you may please contact the below:

Procurement Cell, QCI

Email id: procurement@qcin.org

ANNEXURES

Form A: Covering letter with the Proposal in response to EoI 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 EoI for “-

Dear Sir,

1. Having examined the EoI document, we, the undersigned, herewith submit our proposal in response to your EoI dated ____ for “____”, in full conformity with the said EoI document.
2. The _____ proposal _____ is _____ made _____ by _____ me/us _____ on _____ behalf of.....(Company/Firm/Association of individuals) in the capacity of _____ duly authorized to submit the proposal.
3. I/We understand that QCI reserves the right to reject any proposal without assigning any reasons thereof. I/We undertake that all the information furnished by me/us in the proposal is true to the best of me/our knowledge and belief. If any of the information is found to be false on subsequent verification, I/We undertake that I/We may be excluded from the list of empaneled Firms.
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 EoI 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.
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				
	Address				
	Mobile	Fax			
	E-mail	Website			
2.	Information about responding Company				
	Status of Company (<i>Public Ltd. / Pvt. Ltd etc.</i>)				
	Details of Registration (<i>Ref e.g. ROC Ref #</i>)		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)			

Declaration by Director/ Proprietor/ Partner:

I/We declare that the information furnished above is correct to the best of my/our knowledge /belief.

I/We undertake to inform you of any change in above particulars at the earliest.

Form 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 EoI 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