



भारतीय गुणवत्ता परिषद्
QUALITY COUNCIL®
OF INDIA
Creating an Ecosystem for Quality

Eol ref. no. EOI/QCI/0425/427

Dated: - 17.04.2025

Expression of Interest

**Empanelment of Organising Partners
for Organising Industry Awareness Programmes
under MSME Sustainable (ZED) Certification Scheme**



Quality Council of India (QCI),

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Eoi ref. no. EOI/QCI/0425/427

EOI Notice

1. Quality Council of India invites proposal for “Empanelment of Organising Partners for Organising Industry Awareness Programmes under MSME Sustainable (ZED) Certification Scheme” through this EOI
2. The content of this EOI enlists the requirements of the Quality Council of India. It includes the terms which details out all that may be needed by the potential participants to understand the terms and the process and explain the contractual terms that the Quality Council of India wish to specify at this stage.
3. The Technical Bids may be submitted in a PDF format to procurement.zed@qcin.org on or before **28th of every month (till February 28, 2026)** with subject line “Expression of Interest (EOI) for Empanelment of Organising Partners under MSME Sustainable (ZED) Certification Scheme_DD/MM/YYYY [Date of submission]”

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EOI Summary

S. No.	Particulars	Details
1.	Last date and time for submission of Applications	28 th of every month (till February 28, 2026)
2.	Validity of the Proposal	90 Days
3.	Tender Processing Fee	N/A
4.	Contact Person for clarification	Procurement Team, QCI. procurement.zed@qcin.org
5.	Technical Discussion Round (if required)	To be notified via email
6.	Documents to be submitted	Refer Clause-VII: Submission of Proposal

I. INTRODUCTION

The Quality Council of India (QCI) is a pioneering experiment of the Government of India in setting up organizations in partnership with the Indian industry. The mandate of QCI is to lead nationwide quality movement in India by involving all stakeholders for emphasis on adherence to quality standards in all spheres of activities primarily for promoting and protecting interests of the nation and its citizens. To achieve this, QCI is playing a pivotal role in propagating, adoption and adherence to quality standards in all important spheres of activities including education, healthcare, environment protection, governance, social sectors, infrastructure sector and such other areas of organized activities that have significant bearing in improving the quality of life and well-being of the citizens of India.

II. BACKGROUND

Quality Council of India (QCI) has been entrusted with conducting Industry Awareness Programs for the MSME Sustainable (ZED) Certification Scheme of the Ministry of Micro Small and Medium Enterprises (MSMEs), Govt. of India.

III. SCOPE OF WORK

The idea of this collaboration is to encourage MSMEs adopt ZERO DEFECT ZERO EFFECT practices in their systems and processes, making them sustainable and transforming them as National and International Champions. The following is the indicative brief of scope of work:

1. Organising partner will approach MSMEs through Industry Awareness Programmes, Registration Camps, On-site assistance, etc. at MSME Units and other methods to spread awareness on the ZED Scheme and:
 - a. Register MSMEs on the ZED Portal, respectively
 - b. Assist them in applying for ZED Bronze Certification and helping them upload the correct document/evidence for the relevant ZED Certification Level, leading to ZED Certification.
 - c. Helping the MSMEs improve through basic interventions like tagging of various areas, becoming more organized, and capturing ESG compliance related information
2. As the outcome of assistance, the MSMEs must become ZED certified and should be aware of the following:
 - a. MSME Sustainable (ZED) Certification
 - b. Levels of Certification including the ZED practices
 - c. Requirements of Bronze level Certification
 - d. Benefits and Incentives related to ZED Scheme

If at any stage, the certified MSME is found to be unaware of the above; appropriate action may be taken against the organizing partner.

3. The Organising Partner shall ensure that the on-ground resources do not indulge in any malpractices like uploading photographs/evidence of same fire-extinguishers, PPE Kits, incorrect contact details etc. from multiple units. Also, the organizing partner shall ensure that each unit that is registered for ZED Certification must be unique. If at any stage, such indulgence is found, appropriate actions (including financial penalties and blacklisting) may be taken against the organizing partner and the concerned on-ground resources.
4. The Organising Partner must ensure that the on-ground resources for propagation of ZED Scheme amongst the MSMEs and assisting them for certification shall be at least Diploma-holders or Graduates from recognized Institutes/Universities with fair communication and presentation skills.
5. All the ground resources must qualify the training program on ZED Scheme organized by the ZED Division.
6. The detailed progress report of activities including unit details with address, ZED Ids, unit name, etc., must be shared on daily basis in the prescribed format with the ZED Division. The progress report shall be the basis of processing relevant payments. Progress report shared on the next day shall not be entertained.
7. The ZED Ids shared in the progress report shall be considered on first claim basis.

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8. The mode of such initiatives/assistance (as mentioned in point 1 above) to MSMEs shall be primarily face to face or on-site, however, an online/telephonic mode may be adopted for addressing follow-up queries.
9. Efforts should be made to include participants from SC, ST, OBC, PH and Women categories of MSMEs.

IV. ELIGIBILITY CRITERIA

S. No.	Criteria	Specific documents required
1	<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 “Society/NGO” registered under the Society Registration Act 1860 ▪ a Sole Proprietorship firm, registered as such under the Applicable Laws of India <p>With minimum 1 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 ▪ Certified copy of registered Society/NGO ▪ MSME Certificate (if applicable) ▪ Any other supporting document, as may be required
2	<p>Prior experience and proven track record, reach and ability to conduct Industry awareness programmes, specifically for MSMEs with QCI or any other reputed organization</p>	<p>Contract/ Agreement/ Work Orders/ Completion certificate from client(s) OR self-certification by the agency verified by Managing Director/Authorized Signatory.</p> <p>Also, to be mentioned in Form A</p>
3	<p>The organization must have adequate staff for the event and mobile app coordination. The staff should also be fluent in English, Hindi and other relevant regional languages.</p>	<p>To be specified in Form A</p>
4	<p>The applicant should have the capability to organize programmes with adequate seating, A/V, laptop/PC with camera-enabled, high bandwidth Wi-Fi/Internet connections, Virtual Meeting Platforms, Tabs/Mobile, Power Back-up, Stationery support.</p>	<p>Undertaking as per attached format given in Form-C</p>
5	<p>An industry association with database of minimum 200 MSMEs in the manufacturing sector is eligible to participate in the empanelment process.</p>	<p>As per format given in Form-B</p>
6	<p>Blacklisting Document: The applicant firm should not have been blacklisted by any Central or State Government Agency, PSU etc.</p>	<p>As per format given in Form-D</p>

Note: Proposals from organizations will be evaluated on monthly basis or based on the requirement of QCI. QCI is not bound to select any of the organizations submitting the proposals and reserves the right of rejection of any or all proposals without assigning any reason(s) thereof.

V. GENERAL TERMS AND CONDITIONS

1. **Presentation:** As a part of evaluation of proposals submitted by the applicants, QCI may seek further information or a presentation from the Organizations for evaluation purposes. QCI may call for such information/presentation at a short notice.
2. **Conflict of Interest:** QCI requires that organization provides professional, objective, and impartial analysis and data, strictly avoid conflicts with other assignment/jobs or their own corporate interests and act without any consideration for future work.
3. **Amendments to EOI:** 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 EOI 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 EOI. Any such amendment shall be communicated to the service providers.
4. **Ethics:** QCI expects the organization to show the highest ethical standards during the course of the assignment.
5. **Language:** The Proposal should be filled by the applicant 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 applicant. For purposes of interpretation of the documents, the English translation shall prevail. All correspondence and documents relating to the Proposal exchanged by the applicant and QCI shall also be written in the English language.
6. **Rejection of Application:** The application is liable to be rejected if:
 - i. Not in prescribed form and not containing all the required details.
 - ii. Absence of any supporting document(s) with the Proposal.
7. **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 shall then mutually decide about the future course of action.
8. **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.
9. **Maintenance of Confidentiality:** The organisation must not divulge any confidential information and ensure that reasonable steps are taken to provide for the safe custody of any confidential information in its possession and to prevent unauthorized access thereto or use thereof. The organization 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.
10. **Removal of Data:** The organization 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 the QCI's prior written consent.

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11. **Disclaimer:** 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.
12. **Validity:** The proposals shall remain valid for a period of 90 days from the 25th day of the month in which the application was submitted. In exceptional circumstances, QCI may solicit the applicant's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. An applicant consenting to such request will not be required nor permitted to modify its Proposal.
13. Proposals from organizations will be evaluated on monthly basis or based on the requirement of QCI. QCI is not bound to select any of the organizations submitting the proposals and reserves the right of rejection of any or all proposals without assigning any reason(s) thereof.

VI. SUBMISSION OF PROPOSAL

The technical proposal must contain the following:

1. Registration certificate
2. Documents as per Eligibility Criteria
3. Any other details that the applicant may like to provide

VII. SUBMISSION GUIDELINES

1. All the pages of the proposal must be sequentially numbered and must contain list of contents with page numbers. Any deficiency in the documentation may result in the rejection of the application.
2. Interested parties may submit the technical documents in a PDF format to procurement.zed@qcin.org on or before 28th of every month (till February 28, 2026) with subject line "Expression of Interest (EOI) for Empanelment of Organising Partners under MSME Sustainable (ZED) Certification Scheme_DD/MM/YYYY [Date of submission]".

For any other queries:

Procurement Team

Email id: procurement.zed@qcin.org

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Form-A: Application Form

S. No.	Particulars	Details
1	Name of the Organization	
2	Name, Designation of Head of the organization	
3	Mobile No. of the Head of the Organization	
4	Email ID of the Head of the Organization	
5	Legal Status	
6	Date of Incorporation/Registration	
7	No. of Years in operation	
8	Address and Contact for Correspondence: a) Regional Office:	
	b) Corporate Office:	
9	Single Point of Contact for EOI	
	Name	
	Designation	
	Mobile No.	
	Landline No.	
	Email ID	
10	PAN no.	
11	GST Number	
12	Account No.	
13	Name of the Account	
14	Name and Address of the Bank	
15	RTGS/NEFT CODE	
16	IFSC Code	

- Experience in conducting programmes for MSMEs in the past with QCI or any other reputed organization. (Please give the details of the programs conducted)

S. No.	Description of Programme Conducted	Name of the Organisation programme was conducted for
1		
2		
3		
4		
5		

**please fill out details of maximum 5 relevant programmes conducted*

- Geographical Areas (Name of States/UTs) where the Organisation has strength in conducting programmes? * _____

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- Availability of people fluent in English, Hindi and the relevant regional language during the programme? (Yes/No) _____

Name of Head of the Organisation: _____

Signature: _____

Date: _____

Place: _____

*Please refer Annexure-A.

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Form-B: Undertaking for being an Industry association with a database of minimum 200 MSME's in manufacturing sector

(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: Undertaking in connection with EOI Ref. No. _____ dated _____ for _____

Dear Sir,

This is to notify you that our Firm/Company/Organisation _____ intends to submit a proposal in response to the invitation for Tender Ref. No. _____ for <>. In accordance with the above, we declare that we have a database of minimum 200 MSMEs registered in India.

Dated this Day of 2025/26

(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

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Form-C: Undertaking for capability of organizing awareness programs

(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: Undertaking in connection with EOI Ref. No. _____ dated ____ for _____

Dear Sir,

This is to notify you that our Firm/Company/Organisation _____ intends to submit a proposal in response to invitation for Tender Ref. No. _____ for <>. In accordance with the above, we declare that we have the capability to organize awareness programs under MCLS as per the requirements stipulated in this EoI.

Dated this Day of 2025/26

(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-D: Undertaking for Non-Blacklisting

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

To,
Deputy Director (Accounts & Administration),
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 2025/26

(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

TENDER DOCUMENT FOR HIRING OF TAXI SERVICES
Tender ref. no. QCI/ADMIN/0425/424

Annexure-A

MSME Sustainable (ZED) Certification Scheme

State/UT Name	No. of Programs (Physical)	No. of Programs (Virtual)
MAHARASHTRA	7	4
TAMIL NADU	5	3
KARNATAKA	3	3
MADHYA PRADESH	3	3
GUJARAT	3	3
UTTAR PRADESH	3	3
RAJASTHAN	3	3
PUNJAB	2	2
HARYANA	2	2
TELANGANA	2	2
WEST BENGAL	2	2
UTTARAKHAND	2	2
HIMACHAL PRADESH	2	2
BIHAR	1	1
DELHI	1	2
CHHATTISGARH	1	1
JAMMU AND KASHMIR	1	1
ASSAM	1	1
CHANDIGARH	1	1
GOA	1	2
ANDHRA PRADESH	1	2
KERALA	1	2
ODISHA	1	1
JHARKHAND	1	2
TOTAL	50	50

*The number/location of programs is subject to change.