



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

Tender ref. no. QCI/PPID/0525/439

Dated: - 13.05.2025

**Request for Proposal**  
**for**  
**Engagement of Survey Agencies for Baseline Study and**  
**Impact Assessment of Recommendations from**  
**DGsP/IGsP Conferences (2022-2024)**



**QUALITY COUNCIL OF INDIA**

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TENDER DOCUMENT for ENGAGEMENT OF SURVEY AGENCIES FOR BASELINE STUDY AND IMPACT  
ASSESSMENT OF RECOMMENDATIONS FROM DGSP/IGSP CONFERENCES (2022-2024)  
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**Tender Notice**

1. Quality Council of India invites proposals for “**Engagement of Survey Agencies for Baseline Study and Impact Assessment of Recommendations from DGsP/IGsP Conferences (2022-2024)**”
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. After the submission of the Technical and Financial Proposals according to the instructions provided in the sections below, the bids will be evaluated through a two-stage process.
4. The Documents to be submitted:

	Technical & Financial Bid
Form A	Covering Letter with the Proposal in response to the RFP Notice
Form B	Relevant Project Experience
Form C	Qualification details of Personnel Employed/ Empaneled
Form D	Non-Blacklisting Certificate

5. The Technical Bids and Financial Bids should be submitted in separately sealed envelopes at the following address **on or before May 22, 2025 by 5 PM** via post to:

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

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**Tender Summary**

S. No.	Item	Details
1.	<b>Project Scope</b>	Engagement of Survey Agencies for 'Baseline Study and Impact Assessment of recommendations of DGsP/IGsP Conferences'
2.	<b>Contract Duration</b>	Six (06) months
3.	<b>Performance Bank Guarantee</b>	5% of total contract value
4.	<b>Proposal Selection</b>	Least Cost System
5.	<b>Earnest Money Deposit (EMD)</b>	₹ 2,80,000
6.	<b>Bid Validity</b>	120 days
7.	<b>Pre-bid meeting</b>	Queries can be sent to <a href="mailto:procurement@qcin.org">procurement@qcin.org</a> within 1 day from the date of conducting of pre-bid meeting on <b>Thursday, 16.05.2025 (12 noon)</b> <a href="#">Click to join the meeting</a>
8.	<b>Submission details</b>	Deputy Director (Accounts), Quality Council of India 2nd Floor, 2, Bahadur Shah Zafar Marg, New Delhi-110002, inside a sealed envelope super-scribing <b>"Engagement of Survey Agencies for 'Baseline Study and Impact Assessment of recommendations of DGsP/IGsP Conferences" on or before May 22, 2025 latest by 5 PM.</b>
9.	<b>Technical Presentation Round</b>	Shortlisted bidders will be sent an e-mail invite with timings for a presentation on <b>May 26, 2025</b>

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## I. INTRODUCTION

### Quality Council of India (QCI)

Quality Council of India (QCI) is a premier autonomous body set up by Government of India. QCI is responsible for creating a Quality Mindset and envisions to ensure quality across products and services that touch every citizen. As an independent and autonomous body, QCI creates a mechanism for independent third-party assessments of products, services, and processes, coordinating its activities through its constituent boards and divisions. The Department for Promotion of Industry and Internal Trade (DPIIT), Ministry of Commerce & Industry, serves as the nodal point for QCI. 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. PROJECT CONTEXT

1. QCI has been entrusted with the responsibility of conducting a baseline and impact assessment study of 303 recommendations emanating out of the DGsP/IGsP Conferences from 2022 to 2024.
2. The DGsP/IGsP conference is an All-India event comprising the country's top police brass. The objective of the conference is to discuss the key aspects of national security and police reforms such as Cyber Security, Terrorism, Narcotics trafficking, Forensics, and Prison Reforms etc. The direct interaction between the top brass of police and the State authorities have aided in the convergence of views on crucial challenges faced by the country.
3. The recommendations from the conferences have been categorized into themes to arrive at a state-wise thematic analysis. Broadly nineteen (19) themes have been identified and they're listed below:

S. No.	Themes
1	Image Building and Community Outreach
2	Left Wing Extremism
3	Modernization and Policing Technology
4	Measures to Improve Security and Police Effectiveness
5	Border Security
6	De-Radicalization

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7	Forensics
8	Cyber Security
9	Coastal Security
10	Counter Terrorism
11	Prison Reforms
12	Dissemination of DGsP/IGsP Conference Outcomes
13	Inter-State Coordination
14	Drug Issue
15	SMART Policing
16	Police Welfare
17	Police Training
18	Disaster Management
19	Adoption on New Criminal Laws

### III. SCOPE OF WORK

1. The scope of work includes an On-site survey of the following stakeholders
  - i. General public and Complainants in 776 districts across all 36 States & UTs.
  - ii. Survey of 20 prison inmates in 01 central jail of each States/UT, except Lakshadweep.
  - iii. The Services of the Survey Agencies shall be required as mentioned below.
2. Surveyor's Experience requirement and Time period

S. No	Surveyors	Experience required	Time Period	Max. no. of Man-Days
1	Surveyors for feedback	Minimum graduate with 1-2 years of professional experience conducting similar survey	The time period for all districts (776) of all states/UTs is 80 days. Each surveyor will be spending 8-9 days in each district including the survey of prisoners.	To collect a total of 390 successful responses, comprising 195 each from the general public & complainants*. Also, 20 successful responses from prison inmates from 01 central prison in each State/UT.

\*For General Public and complainants survey, the strata of male and female in equal proportion; rural & urban in equal proportion which will further be filtered to four ages groups as below:

- 16-25 years
- 26-40 years
- 41-59 years
- >=60 years

3. General public and complaints shall be targeted in establishments as below:
  - i. Markets
  - ii. Hospitals
  - iii. Universities
  - iv. Private organizations
  - v. Resident Welfare Associations
  - vi. Panchayats
  - vii. Nearby district courts & police stations
4. The responses of complainants shall be collected outside the premises of courts, police stations and office of the Superintendent of Police.

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5. The survey for prison inmates shall be conducted inside the selected central prison facility in each State/UT.
6. The time period for the assessment across all 776 districts for citizen and complainants survey to be completed in 80 days.
7. The man-days required for surveyors would be 6208-6984 (For all 776 districts. 8-9 man-days for each district)
8. The surveyors shall collect the responses of all citizens, and the survey agencies shall be responsible for collating and sharing the responses, real-time, district/state wise as required by the team at QCI.
9. The minimum number of surveyors required to be deployed by each survey agency at one particular time is 40–50 surveyors. Accordingly, the total number of surveyors required for the project is estimated at 160–200.

#### **IV. PRE-QUALIFICATION CRITERIA**

##### **A. Documents required:**

<b>S. No.</b>	<b>Basic Requirements</b>	<b>Specific Requirements</b>	<b>Document(s) Required</b>
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"> <li>• A Limited Liability Partnership (“LLP”) registered under the LLP Act, 2008;</li> <li>• an Indian Company (“Company”) registered under the Companies Act, 1956/ 2013;</li> <li>• a “Partnership Firm” registered under the Indian Partnership Act, 1932;</li> <li>• a Sole Proprietorship firm, registered as such under the Applicable Laws of India</li> <li>• a “Society” registered under the Society Registration Act 1860</li> </ul> <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> <ol style="list-style-type: none"> <li>i. Certificate of the company</li> <li>ii. PAN Card of the registered legal entity</li> <li>iii. GST certificate of the registered legal entity</li> <li>iv. 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</li> <li>v. MSME Certificate (if applicable)</li> <li>vi. Any other supporting document, as may be required</li> </ol>
2	Average Annual Turnover	Minimum Average annual turnover of at least ₹ 30 lakhs generated in the past three (3) financial years (2021-22, 2022-23 and 2023-24).	<ol style="list-style-type: none"> <li>i. CA Certificate certifying the turnover for FY 2021-22, 2022-23, 2023-24 with CA’s Registration Number, FRN, UDIN, OR;</li> <li>ii. Audited Financial Statements for FY 2021-22, 2022-23, 2023-24 (to support the claim).</li> </ol>

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3	Experience	The Bidder(s) must have relevant contracts with reference to completing similar survey assignments for Central or State Govt., Union Territory, PSU, CPSU, SPSU, Central universities, national institutes in the last 05 (five) years as per below: i. One work order of ₹ 25 lakhs or more ii. Two work orders wherein each should be of ₹ 15 lakhs or more iii. Three work orders wherein each should be of ₹ 10 lakhs or more <b>Similar Survey Assignments refer to works involving large-scale field-based data collection and analysis, typically in the areas of baseline surveys, impact assessments, citizen satisfaction studies, public perception surveys, socio-economic surveys, and other stakeholder feedback studies.</b>	Copy of Work order / Agreement / Work Completion Certificate from the client.
4	No. of regular/empaneled surveyors/surveyors across India along with Language Proficiency	The detailed list of surveyors on the payroll of the Agency along with language proficiency, qualification and location (state-wise)	Submission as per format given in Form C (Annexure-A)
5	Non-Blacklisting declaration	The bidder should not have been blacklisted by any central or state government agency, PSU etc. in the last 5 years preceding the proposal due date.	Submission as per format given in Form D (Annexure-A)

*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.*

- B.** The official language proficiency of the surveyors has a pivotal role for the citizen survey assessments in all the state and UTs. The list of the official languages that are required for the surveyors is mentioned below:

North India	
States/UTs Name	Language Requirements
Uttar Pradesh	Hindi
Rajasthan	Hindi
Punjab	Punjabi
Haryana	Hindi



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Jammu & Kashmir	Dogri
Uttarakhand	Hindi
Himachal Pradesh	Hindi
Delhi	Hindi
Ladakh	Ladakhi
Chandigarh	Hindi

South India	
States/UTs Name	Language Requirements
Tamil Nadu	Tamil
Telangana	Telugu
Karnataka	Kannada
Andhra Pradesh	Telugu
Kerala	Malayalam
Puducherry	Tamil
Andaman and Nicobar Islands	Hindi
Lakshadweep	Malayalam

East India	
States/UTs Name	Language Requirements
Bihar	Hindi
Odisha	Oriya/Hindi
West Bengal	Bengali/Hindi
Jharkhand	Hindi
Assam	Assamese

West India	
States/UTs Name	Language Requirements
Maharashtra	Marathi/Hindi
Gujarat	Gujarati/Hindi
Daman & Diu	Gujarati/Hindi
Goa	Konkani

Central India	
States/UTs Name	Language Requirements
Madhya Pradesh	Hindi
Chhattisgarh	Chhattisgarhi/Hindi

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## V. EVALUATION CRITERIA

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

S. No.	Criteria	Marks
1.	<b>Demonstrates clear understanding of scope of work:</b> <ul style="list-style-type: none"> <li>Study objectives</li> <li>Stakeholder groups</li> <li>Types of surveys</li> <li>Geographical scope (States/UTs, 776 districts)</li> <li>Response quotas &amp; targets</li> </ul>	10
2.	<p>Proposed methodology and approach for survey execution, monitoring, and data validation.</p> <p><b>Survey Execution Plan – 10 marks</b></p> <ul style="list-style-type: none"> <li>Sampling strategy and respondent segmentation</li> <li>Coverage of male/female, rural/urban, age groups</li> <li>Use of tools/devices for collection</li> </ul> <p><b>Monitoring &amp; Quality Assurance – 10 marks</b></p> <ul style="list-style-type: none"> <li>Supervision layers</li> <li>Use of dashboards/real-time monitoring</li> <li>Spot checks/internal audits</li> <li>SOP adherence</li> </ul> <p><b>Timeline &amp; Deployment Plan – 20 marks</b></p> <ul style="list-style-type: none"> <li>Detailed timeline (state/district-wise)</li> <li>Phased roll-out plan</li> <li>Risk identification &amp; mitigation</li> <li>Buffer teams for coverage gaps</li> </ul>	40
3.	<p>Four (04) case studies of experience in executing similar large-scale survey projects for Govt./PSUs in past 5 years (<i>to be supported by work orders/work completion certificates</i>) (5 marks for each case study)</p> <p><b>Similar Survey Assignments refer to works involving large-scale field-based data collection and analysis, typically in the areas of baseline surveys, impact assessments, citizen satisfaction studies, public perception surveys, socio-economic surveys, and other stakeholder feedback studies.</b></p>	20
4.	<b>Training, ethical sensitization, and internal quality control mechanisms:</b> <ul style="list-style-type: none"> <li>Classroom + field training plans</li> <li>Ethical sensitization module</li> <li>Surveyor code of conduct</li> <li>Shadow visits/internal audits included</li> </ul>	10

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5.	<b>Quality and adequacy of proposed team (no. of qualified surveyors, experience, state coverage, language proficiency)</b> <ul style="list-style-type: none"> <li>At least 50 to 60 surveyors – 2 marks</li> <li>Above 60 to 70 surveyors – 4 marks</li> <li>Above 70 to 80 surveyors – 6 marks</li> <li>Above 80 to 90 surveyors – 8 marks</li> <li>Above 90 surveyors – 10 marks</li> </ul>	10
6.	<b>Logistics and mobilization plan with timeline:</b> <ul style="list-style-type: none"> <li>Plan for travel, stay, and daily movement of surveyors</li> <li>Safety measures</li> <li>Mobilization timeline (within 2–3 days of award)</li> <li>Contingency for delay or disruption</li> </ul>	10
	<b>Total</b>	<b>100</b>

Note: The bidder should score minimum 70 out of 100 marks for qualifying.

## VI. SELECTION OF SURVEYORS

Surveyors for Stakeholders	Experience	Qualification
General Citizen	1-2 years	Minimum Graduate

Additional Soft Skills Required:
1. Basic Computer skills (MS-Excel, MS-Word), excellent written and communication skills
2. State Official Language

- There will be a two-step recruitment process for the on boarding of surveyors:
  - Virtual/in-person assessment test will be conducted to shortlist the potential surveyors as per the guidelines provided by QCI.
  - The shortlisted surveyors shall be interviewed virtually/in-person for the final selection process.
- A classroom/virtual training program shall be conducted for the selected surveyors to sensitize them with the project and assessment plan.
- A field training exercise of potential surveyors shall also be conducted in minimum two sample districts/states to make the process of knowledge transfer easier amongst the surveyor teams.
- A special activity for ethical sensitization of recruited surveyors shall also be conducted to minimize the risks involved.
- A central monitoring unit shall be established by the Agency for optimal planning and immediate sharing of information/data among all the surveyors and a SPOC to be assigned for QCI to coordinate with the project team.

## VII. TERMS & CONDITIONS

- Contract Duration:** The contract will be assigned for a period of Six (06) months from the date of issuance of the work order, which may be extended further, subject to satisfactory performance of the service provider on the same terms & conditions and the requirements of QCI.
- Equipment:** All the equipment/laptops to be provided or arranged by the selected agency.

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3. **Resource Deployment:** Agency will ensure deployment of a sufficient number of resources as per required scope. The Agency shall also submit the Aadhar card/PAN Card or any other relevant document of all surveyors as sought by QCI.
4. Agency needs to ensure that all the personnel always adhere to WHO and MHA safety protocols during the collection process.
5. **Language:** All the surveyors should be well versed in state official languages as per their deployment.
6. **Route Plan:** Agency will prepare route plan along with timeline within the timelines specified by the QCI officials.
7. QCI reserves the right to allocate work to more than one survey agencies on the state-wise L1 rate determined through this tender process.
8. **Allocation of States to Survey Agency:** Allotment of states will be done on the basis of states preferred by the survey agency, however; the final decision shall be of QCI in agreement with the survey agency. Final allocation for on-site assessment shall be done by QCI.
9. **Commencement of Assessment:**
  - i. The surveyor(s) is required to commence the process at the scheduled time, which will be shared to the Agency in advance before the scheduled date.
  - ii. In-case there is any change in the schedule plan of any surveyor(s), the Agency must communicate the same to the project coordinator/manager 24 hours in advance.
10. **Training and Assessment:**
  - i. All the experienced surveyors shall be trained on various aspects by QCI before the start of actual assessment.
  - ii. There will be a test and interview conducted for selection.
  - iii. The Agency shall facilitate the travel and devices.
  - iv. The Agency shall bear all the cost related to virtual/online training.
  - v. No native surveyor shall be used on the same location.
  - vi. Also, Agency to ensure that only trained surveyors shall conduct the assessment.
  - vii. The surveyors must take the consent/approval from QCI Executive before closing the assessment for any location. The proposed work shall be completed within the timeline specified by the QCI team.
  - viii. Buffer surveyors should be trained by the Agency in case of any discrepancy.
  - ix. No man-day will be provided for the training day.
11. **Logistics:** Any travel, stay, food and other logistics involved shall be at the expense of the agency; QCI shall not be responsible for reimbursing any expenses. QCI will not be responsible in case of cancellation or delay of inter-city transport.
12. **Mobilization:** Immediate mobilization to be planned within 2-3 days from the date of award of work.
13. **Safety and Insurance:** Ensuring safety of the surveyor at the time of assessment shall be the responsibility of the Agency. QCI has no obligation or responsibility towards any individual in any such cases or situations. The Agency must have and maintain valid and enforcement insurance policies for public liability, professional indemnity, worker's compensations required by law.

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- 14. Amendments:** At any time prior to the last date for receipt of proposal, QCI may for any reason, whether at its own initiative or in response to a clarification requested by a prospective Agency, modify the RFP document by an amendment. In order to provide Agency a reasonable time in which to take the amendment into account in preparing their proposals, QCI may at its discretion extend the last date for the receipt of proposals and/or make other changes in the requirements set out in the RFP. The same shall be informed to the agency.
- 15. Maintenance of Confidentiality:** 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.

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.

- 16. Written Undertakings:** QCI may at any time require the Agency 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 Agency must promptly arrange for all such undertakings to be given to QCI.
- 17. Validity of Proposals:** Proposals shall remain valid for 120 days from the submission deadline. QCI may request an extension of validity in writing, and bidders agreeing to such an extension shall not alter their proposals.
- 18. Subcontracting:** There must be no further subcontracting without prior written consent of QCI; all surveyors deployed by the agency shall be on-roll employees of the Agency or must have a direct employment contract with the agency.

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**19. 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.

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

**21. Removal of Data:** The Agency 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.

**22. 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

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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.

**23. Knowledge transfer:** Subject to any qualification or provision to the contrary in the statement of work, the Agency must provide the following assistance to the QCI on termination or expiration of this Contract: transferring or providing access to the QCI to all information stored by whatever means held by the Agency or under the control of the Agency in connection with this Contract; and making Specified Personnel / employees and Agency Personnel available for discussions with the QCI as may be required. The time, length and subject of these discussions will be at the sole discretion of the QCI, provided that any matter discussed is not considered to reveal any 'commercial-in-confidence information of the Agency.

**24. 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, 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.

**25. Shadowing:** The surveyors will be shadowed on regular basis by QCI personnel. If the surveyor will be found not following the SOP, they will be asked to stop the work. Agency shall ensure that internal surprise visits (Shadow Visit) of surveyors on the field is conducted (5- 10%) which shall exercise as a good moral check. These surprise audits should occur regularly in order to prevent and detect unwarranted incident/corruption during onsite assessment. The Surprise Visits (Shadow Visits) by Agency will be treated as an internal exercise by Agency for ensuring Quality and transparency of assessments and will be not eligible for any payment by QCI.

**26. Ethics:** QCI expects all surveyors, Agency s to show highest ethical standards during the course of the assignment, especially during the on-field assessment; if any complaints/information regarding any incident of bribery, corrupt payment, an unauthorized offer etc., is brought to the fore, the Agency s shall take the necessary action (to the extent of expulsion/removal) as per its organization rules and

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laws applicable at that time; QCI is absolved of any liability/claim arising out of any such above situations; all surveyors should have signed the code of conduct with the Agency and any conflict of interest shall be declared to QCI.

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

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

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

**27. Penalty Implication:**

- i. If data is not correct/tampered/not as per our requirements, reassessment has to be executed and the Agency shall bear the cost.
- ii. Penalty on non-deployment of surveyor: Agency shall attract a penalty on pro-rata basis if any surveyor is unavailable at the assigned location on the day of assessment. The above-mentioned clause will not be applicable in case of:
- No information to the Agency regarding the assessment
  - Prior information to QCI regarding the inability of the Agency to conduct assessment in that location. The said information must be conveyed in writing before 24 hrs. to the date of the assessment.

**28.** The agency 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 / ongoing audit of the services provided by the agency. QCI reserves the right to ascertain information from organisations to which the agency(s) have rendered their services for execution of similar projects.

**29. Presentation:** As a part of Evaluation of proposals submitted by the agency(s), QCI may seek further information or a presentation from the agencies for evaluation purposes. QCI may call for such information/presentation at a short notice.

**30.** The Agency shall be solely responsible for discharge of all the legal obligations/statutory requirements under various labour legislations as may be in force from time to time in so far as the workmen engaged by him for this work are concerned. Such deployed manpower or the Agency will have no right or claim of any kind from QCI.

**31. Allocation of States to Assessment Agency:** Allotment of states will be done on the basis of states preferred by assessment Agency however; the final decision shall be of QCI in agreement with the assessment Agency. Final allocation for on-site assessment shall be done by QCI.



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**32. Payment Terms:**

- i. Payment shall be made on submission of monthly invoices after verification of QCI project team within 20 days of receipt of tax invoices.
- ii. If any complaints/information regarding any incident of bribery, corruption, an unauthorized support such as hotel accommodation, travel tickets, local travel etc. by any personnel/s or selected body is brought to the notice, the necessary penalty decided by competent authorities shall be retained/ deducted from the invoiced amount over the period of engagement.
- iii. QCI shall not be responsible to reimburse any of the expenses incurred by the Agency apart from those specifically agreed for in this RFP.
- iv. 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 Agency, 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 Agency under this Contract.

**33. Earnest Money Deposit (EMD)/ Bid Security:** Bidders shall submit, along with their Bids, Bid Security (EMD) of ₹ 2,80,000 as per the details mentioned below:

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

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

**Note:**

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

**34. Exemption of EMD for MSEs/ Startups applicant:** "Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) and Startups as recognized by Department for Promotion of Industry and Internal Trade (DPIIT)" are exempted from submission of EMD (Bid security) in this tender. Bidders claiming exemption of EMD under this rule (170 of GFR) are however required to submit a signed Bid securing declaration accepting that if they withdraw or modify their Bids during the period of validity, or if they are

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awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the request for bids document, they will be suspended for the period of 24 months from being eligible to submit Bids for tenders with QCI. Scan copy of the signed documents related to exemption of EMD along with Bid Security Declaration shall be submitted at the time of submission of bid.

**Note: MSEs with trading as major activity will not be allowed exemption for payment of EMD.**

**35. EMD Refund:**

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

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

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

**36. Performance Security:** The selected Bidder shall submit irrevocable Performance security, within 15 days from the Notification of award, for a value equivalent to **5% of the contract value**. The Performance security submitted in the form of Bank Guarantee shall contain a claim period of three months from the last date of validity. The bank guarantee shall be valid for the period of six (06) months from the date of issuance of work order plus three (03) months of claim period. The selected Bidder shall be responsible for extending the validity date and claim period of the Performance Bank Guarantee as and when it is due on account of non-completion of the delivery and Warranty period. The selected vendor can submit e-PBG OR physical copy of Performance Guarantee should be submitted at QCI-HO within 15 days from the notification of award. The selected bidder would be required to send SFMS code while creation of PBG to the IFSC code provided by QCI.

In case the selected bidder fails to submit a Performance Guarantee within the time stipulated, QCI at its discretion may cancel the order placed on the selected bidder without giving any notice. QCI shall invoke the performance guarantee in case the selected bidder fails to discharge their contractual obligations during the period or QCI incurs any loss due to bidder's negligence in carrying out the project implementation as per the agreed terms & conditions.

**37. Deployment of Surveyors:**

- i. Agency will ensure deployment of resources for on-site assessment. Agency shall also submit the Aadhar Card/Pan Card or relevant ID and address proof of all surveyors as maybe decided and sought by QCI.
- ii. It is to be ensured that all surveyors are well versed in respective regional languages based on the state in which they will be deployed.
- iii. Tablets / Mobile Devices: The survey/assessment would be carried out on simple handheld tablets/ mobile devices. The tablet/mobile devices need to have following minimum specifications (Facility of geo-tagging all the photographs collected in the process, good camera and storage space for recording videos). The device should be fully charged along with a power bank before the day of assessment. It must have an internet connection via a reliable data plan.

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- iv. No additional man-day shall be given.
- v. The surveyor/s shall visit the locations with simple handheld recording devices to record their observations and findings along with photographic evidences (geo-tagged) for both types of assessments.

**38. Technology:** Since all the responses will be recorded on simple handheld devices (Tabs / Mobile Devices), Agency to provide Tabs / Mobile Devices to their surveyors to record the responses, take photographs and record videos. Quality Council of India to provide mobile application for recording of data. The application is suited for android devices only. It is mandatory that the surveyor shall carry power bank also. The specification should be similar to Samsung Galaxy Tab, to be confirmed by QCI before making purchases.

**39. Non-compete:** During the term of this Agreement and for a period of two (2) years following its termination or expiration, whichever is earlier, the Service Provider agrees not to directly or indirectly engage in, provide services to, or have any financial interest in any business or enterprise that provides services similar to those provided to QCI to any client of QCI ("QCI Client"). The geographic scope of this non-compete obligation shall extend to India.

Notwithstanding the foregoing, the Service Provider shall be permitted to engage in activities that do not directly compete with the services provided by QCI to its Clients.

The Service Provider acknowledges and agrees that the non-compete obligations are necessary to protect the legitimate business interests of the Company, including its confidential information and client relationships.

**40. Conflict of Interest:**

- i. 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.
- ii. 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.
- iii. 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 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.

**41. Fraud/Corruption:** QCI requires that the service provider throughout the execution of the Contract adhere to the highest ethical standards. 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.

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- 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 service providers 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; and
  - v. QCI will terminate the Contract, either indefinitely or for a stipulated period of time, if at any time it determines that the service provider has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in executing, a Contract.
- 42. Emergency:** Notwithstanding any other provisions of this Clause, QCI shall be entitled in the event of any emergency (including, without limitation), with immediate effect, to direct the Successful bidder(s)'s Personnel as it considers fit and to use as it considers fit all or part of the Successful bidder(s)'s Equipment, if any.
- 43. Reporting:** The Successful bidder(s) shall immediately inform QCI in writing when an incident or accident occurs (including, without limitation, any fatality, lost time incident, medical treatment case, first aid case near miss or any other loss related incident) in any way connected with the Services, whether or not it may affect any operations of the QCI or the operations of others working on behalf of QCI, and shall maintain accurate records thereof. Any fatality or major accident or incident shall be reported to the QCI within 24 hours of occurrence.
- 44. Laws:** The Successful bidder(s), during the period of this Contract, shall be responsible for maintaining legal and statutory compliances (the “Compliances”), if any required for the execution of the contract, with respect to its Equipment(s), Personnel(s) employee(s) and/or nominees, including payment of all relevant social security benefits, under all the Labour Law legislations, as may be applicable to the Successful bidder (s), from time to time.
- 45. Indemnity:** The Successful bidder(s) shall defend, indemnify and hold the Corporation harmless from and against any Claim, in connection with Clause (Permits and Authorizations) and (Laws), which may be levied or imposed on the Successful bidder(s) or its sub-contractor(s) by any Government Authority, State Government/ Local Authority arising out of or in connection with the performance of this Contract.
- 46. Liability for Personnel:** Through participation in this tender enquiry, the bidders are bound to indemnify the Corporation against all claims whatsoever, in respect of the personnel engaged by them for fulfilment of the contract, under the Workmen’s Compensation Act, 1923 or any statutory modification thereof, or otherwise for in respect to any damage or compensation payable in consequence of any accident or injury.
- 47. Limitation of Liability:** Except in cases of criminal negligence or wilful misconduct, the aggregate liability of the supplier to the Corporation, whether under the contract, in tort or otherwise, shall not exceed two times of the total Contract Price, provided that this limitation shall not apply to the cost

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of repairing or replacing defective equipment, or to any obligation of the supplier to indemnify the Corporation.

- 48. 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.

- 49. 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.
- 50. 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.
- 51. 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.

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### VIII. SUBMISSION OF PROPOSALS

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

#### A. Technical Bid

The "Technical Bid" shall contain the following:

- i. Signed and stamped Form - A, B, C, D attached as Annexure-A
- ii. All the supporting documents as detailed in pre-qualification criteria.
- iii. Any other details that the bidder may like to provide.
- iv. Summary profile of proposed surveyors including Name, Education Qualification, Professional Experience
- v. List of proposed surveyors based on Language Proficiency, State with special mention to any experience of similar kinds of survey (similar experience is preferred).
- vi. Any other details that the agency may like to provide.

#### B. Financial Bid:

The bidder should submit the proposal as per the following format, stamped and signed by the authorized signatory on the company letterhead:

Per man- day rate to be provided by the Agency in the given format:

S. No.	State / Union Territory	Per man-day rate (₹) *
1	Cost for carrying out survey in 776 districts for citizen and complainants	

**\*Note:**

- The above-mentioned man day rates have to be exclusive of taxes.
- The above-mentioned man day rates have to be inclusive of food, stay, travel and other expenses.

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

#### C. Submission Details

1. The Applicants shall submit the Technical and Financial proposals submitted to Deputy Director (F&A), Quality Council of India 2nd floor, 2, Bahadur Shah Zafar Marg, New Delhi-110002, in separate sealed envelopes enclosed into an outer envelope super-scribing "Engagement of Survey Agencies for 'Baseline Study and Impact Assessment of Recommendations from DGsP/IGsP Conferences (2022-2024)" on or before May 22, 2025 latest by 5 PM.
2. Bids/Proposals not conforming to the prescribed format and not containing all the relevant documents /information would be summarily rejected.

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3. The original proposal (Technical Proposal and Financial Proposal) shall be prepared in indelible ink. It shall contain no interlineations or overwriting, except as necessary to correct errors made by the bidder itself. Any such corrections must be authenticated by the persons or person who sign(s) the proposals. All the pages of the proposal/ bid document 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.
4. All pages of the bid including the duplicate copies, shall be signed and stamped by the authorised signatory.
5. Please Note that Financial must not be indicated in the Technical Bid.

For any queries, you may please contact the below  
Procurement Team, QCI

Email id: [procurement@qcin.org](mailto:procurement@qcin.org)

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**Annexure-A**

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

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

To,

Deputy Director (Finance & Accounts),

Quality Council of India,

Institution of Engineers Building,

2<sup>nd</sup> Floor, 2, Bahadur Shah Zafar Marg, New Delhi-110002

Subject: Submission of proposal in response to the RFP for **“Engagement of Survey Agencies for ‘Baseline Study and Impact Assessment of Recommendations from DGsP/IGsP Conferences (2022-2024)’”**.

Dear Sir,

1. Having examined the RFP document, we, the undersigned, herewith submit our proposal in response to your RFP dated 14.05.2025 for **“Engagement of Survey Agencies for ‘Baseline Study and Impact Assessment of Recommendations from DGsP/IGsP Conferences (2022-2024)’”** 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 120 days 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 2025 (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}



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**Form B: Relevant Project Experience**

S. No.	Client Name	Period	Type of Work	Number of locations handled	Number of personnel employed	Approximate value of the assignment	Start Date	Completion Date	Description of the assignment

**Form C: Qualification Details of Personnel Employed**

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

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**Form D: Format for Non-Blacklisting Undertaking**

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

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

**Subject:** Non-Blacklisting declaration in connection with RFP Ref. No. \_\_\_\_\_ dated \_\_\_\_ for \_\_\_\_\_

Dear Sir,

This is to notify you that our Firm/Company/Organisation \_\_\_\_\_ intends to submit proposal in response to invitation for Tender Ref. No. \_\_\_\_\_ for <>. In accordance with the above, we declare that:

- a. We are not involved in any major litigation that may have an impact of affecting or compromising the delivery of services as required under this agreement
- b. We are not blacklisted by any Central/ State Government/ agency of Central/ State Government of India or any other country in the world/ Public Sector Undertaking/ any Regulatory Authorities in India or any other country in the world for any kind of fraudulent activities.

Dated this Day of (Year)

(Signature) (In the capacity of)

Duly authorized to sign the Proposal Response for and on behalf of:

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

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**Format for Pre-bid query form**

S. No.	Clause no., Page no.	Original clause in RFP document	The point on which Clarification required	Reason for amendment (if any)

Bidders are required to submit their queries as per the above format on their letter head duly signed and also share the word file of the above to the [procurement@qcin.org](mailto:procurement@qcin.org) within 1 day from the date of conducting of pre-bid meeting.