



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

Tender ref. no. QCI/ QCI/WTC/0525/440

Dated: - 16.05.2025

Request for Proposal
for engagement of an agency for Design, Supply,
Installation, Integration, Commissioning and
Maintenance of Interactive Digital Installations for
experience centre at QCI Office



QUALITY COUNCIL OF INDIA

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Tender Notice

1. Quality Council of India invites proposals for **“Engagement of an agency for Design, Supply, Installation, Integration, Commissioning and Maintenance of Interactive Digital Installations for experience centre at QCI Office”**
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:
 - A. The “Technical Bid” shall contain the following:
 - i. Form 1, 2, 3, 4 and 5 attached under Annexure-A
 - ii. All the documents required as per prequalification and technical evaluation criteria
 - iii. Any other details that the bidder may like to provide
 - B. The “Price Bid” shall contain the following:
 - i. The bidders should submit the proposal as per the financial bid format mentioned in the submission guidelines
 - ii. Taxes should be included in the above proposal.
5. Interested parties may submit the Technical and Financial proposals to The Deputy Director (F&A), Quality Council of India 2nd floor, 2, Bahadur Shah Zafar Marg, New Delhi-110002, in two separate sealed envelopes enclosed into an outer envelope super-scribing **“Engagement of an agency for Design, Supply, Installation, Integration, Commissioning and Maintenance of Interactive Digital Installations for experience centre at QCI Office”** on or before May 22, 2025, 2 PM by hand or post.

Tender Summary

S. No.	Item	Details
1.	Project Scope	Design, Supply, Installation, Integration, Commissioning and Maintenance of Interactive Digital Installations for experience centre at QCI Office
2.	Contract Duration	Thirty-seven (37) months (4 weeks for delivery of the assignment and 36 months for operation & maintenance)
3.	Performance Bank Guarantee	5% of total contract value
4.	Proposal Selection	Quality-cum-Cost Based Selection (QCBS)
5.	Earnest Money Deposit (EMD)	₹ 4,00,000
6.	Bid Validity	120 days
7.	Contact for Clarification	procurement@qcin.org
8.	Pre-Bid Meeting	Queries can be sent to procurement@qcin.org within 1 day from the date of conducting of pre-bid meeting on Monday, 19.05.2025 (2 PM) . Link for the pre-bid meeting: Join the meeting now
9.	Site visit	May 19, 2025 (11 AM to 1 PM) Address: Tower J (2 nd floor), World Trade Centre, Nauroji Nagar, New Delhi -110029
10.	Last date & time for submission of proposals	May 22, 2025, 12 noon Deputy Director (F&A), Quality Council of India 2nd floor, 2, Bahadur Shah Zafar Marg, New Delhi-110002
11.	Presentation Round	To be notified via email to the shortlisted bidders Date: May 23, 2025 through VC (Microsoft teams)

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. BACKGROUND

QCI is committed to maintaining a high standard of operational efficiency and workplace safety across its premises. QCI is actively seeking collaboration with a proficient agency that can assist in the development of a unique and innovative Experiential Centre situated at the new office space at the World Trade Centre, Nauroji Nagar, New Delhi. This visionary project is designed to be a cutting-edge facility dedicated to showcasing QCI's journey and details related to the boards and divisions of QCI. It aims to improve the visibility of the accreditation and certification schemes run by QCI. The Experiential Centre (EC) is envisioned as a state-of-the-visual-art facility aimed at showcasing the groundbreaking advancements and achievements and initiatives of QCI. This EC will serve as an interactive platform to educate and engage visitors, including government officials and industry stakeholders about the crucial role of QCI propagating, adoption and adherence to quality standards in all important spheres of activities and nation's progress.

III. LOCATION

The facility is located at Tower J (2nd and 3rd floors) and Tower K (1st and 2nd floors), World Trade Centre, Nauroji Nagar, New Delhi -110029. **The proposed area for the Experience Centre is approximately 1100 sq. ft.**

IV. SCOPE OF WORK

QCI invites proposals from eligible agencies for conceptualizing, designing, supplying, installing, and maintaining the immersive digital installations at the **QCI Experience Centre at Tower J (2nd and 3rd floors) and Tower K (1st and 2nd floors), World Trade Centre, Nauroji Nagar, New Delhi -110029**. The project aims to create a digitally immersive, educational, and interactive experience for visitors.

The agency shall be responsible for planning comprehensive framework, designing, content development, supply, installation, testing and commissioning (SITC), integration, end-to-end services for QCI. The details of the project execution to be carried out by the selected agency is listed below.

Experience Centre & its Components

The following components need to be included in the visitor experience:

1. Main Reception Area

Purpose: The reception serves as the first point of contact and acts as a transition zone from the formal office entry into the curated experience zone.

Experience Features:

- A visually distinctive floor with RGB programmable LED lighting arranged in thematic patterns (for example, national colors, quality standards grid, or dynamic flow lines).
- Lighting sequences to respond to presence, movement, or ambient events (e.g., arrival of guest, start of a new show cycle).

Design Consideration: The mood and lighting transitions in this zone should prime the visitor for a high-tech, emotionally resonant experience ahead.

2. LED Pillars Zone

Purpose: A narrative zone having 11 curved LED pillars, is arranged to form a thematic ring where visitors walk around. Each pillar represents a core theme or vertical of QCI's work.

Experience Features:

- Each pillar is mounted with a seamless, vertically-oriented curved LED screen (minimum resolution and radius to be specified by contractor).
- The pillars display synchronized visual content in loops or reactive modes, such as:
 - Animated infographics
 - Key impact metrics
 - Video snippets and symbolic visual language
- Content can be thematic — e.g., "Quality for Health", "MSME Certification", "Innovation & Sustainability".

Interaction/Logic Options:

- Pillars may be passive (auto-looping) or smart (triggered by motion or show control system).

- Audio can be localized to each pillar or collectively ambient.

3. Main Show Zone

Purpose: The highlight of the visitor journey is a 6-minute flagship audio-visual film that combines powerful storytelling, high-resolution visuals, and immersive sound to leave a lasting impression. This show should be provisioned for 10-12 guests out of which 5-6 guests would be seated.

Experience Features:

- Large-format LED screen or immersive projection surface (wall/floor/ceiling) delivering crisp visuals
- Comfortable seating arrangement to sit and experience the full show uninterrupted
- Ambient lighting integrated with the storyline for dramatic effect
- Spatial acoustics tuned for clarity and immersion
- Centralized show control system managing:
 - AV playback
 - Lighting transitions
 - Entry/exit cues

Content Theme: A high-impact, emotionally engaging AV experience narrating QCI's purpose, national role, initiatives, and field stories — presented in a cinematic tone suitable for national and international dignitaries.

Design Consideration:

- The seating layout must ensure all visitors have an unobstructed view and immersive audio experience.
- The space must support repeat show cycles with clear audience management and buffer zones for incoming/outgoing groups.

4. Virtual Reality (VR) Experience Zone

Purpose: To offer a personalized, interactive layer of exploration beyond the main film, enabling users to deep-dive into stories, field sites, or initiatives through Virtual Reality.

Experience Features:

- 2 high-end VR headsets (seated or standing stations).
- Content ideas could include:
 - A virtual tour of QCI-certified industries
 - A "Day in the Life" of a quality inspector or stakeholder
 - A 360° explainer of the accreditation process

5. Show Control System

Purpose: To centrally manage and synchronize all digital, lighting, and audiovisual systems for a seamless experience.

Experience Features:

- Timecode-based triggering of Main Show, LED Pillars, and lighting transitions
- Manual override panel for staff operation
- Scheduling module (e.g., auto-run every 15 minutes)
- Emergency pause or restart functionality

Components Expected:

- Media server
- Lighting control unit (DMX or equivalent)
- Sensor input/output system
- Admin UI for monitoring and remote diagnostics

The **detailed Scope of Work** to be performed by the selected agency shall comprise of the following:

1) Pre-Production Planning & Coordination

The agency shall be responsible for establishing a comprehensive planning framework to ensure timely and coordinated project execution. This includes conducting project kickoff meetings, undertaking site verification, and assessing feasibility conditions. The contractor will define the approval process, documentation schedules, and allocate resources according to a project timeline. Weekly coordination meetings with QCI shall be held to ensure continuous alignment and resolve any execution bottlenecks. Deliverables include a detailed project plan with Work Breakdown Structure (WBS), a Gantt chart outlining milestones, and an approval matrix with communication protocols.

2) Visitor Journey Mapping & Experience Logic

A seamless and emotionally impactful visitor journey must be designed, covering the reception area, the 11 LED pillars, the main AV show, and the VR experience. The contractor shall prepare a zoning plan for smooth visitor flow, develop interaction placement strategies, and create an emotional arc for the main show. The experience must be choreographed using multi-sensory cues such as light, sound, and spatial transitions, with trigger logic defined for synchronization. Deliverables include a visitor journey blueprint, an experience script with transitions and cues, and a detailed UX flow map.

3) Space and Interaction Design

The selected contractor shall design the physical and interactive environment that houses all experience components. This includes spatial planning and 3D visualization of the reception area with RGB floor lighting, the pillar zone, the main show auditorium, and the VR bay. Environmental graphics, directional signage, and integration with existing infrastructure (HVAC, electrical, ceiling) must also be addressed. Deliverables comprise concept renders, Good for Construction (GFC) drawings, material boards, and technical documentation for all fabricated and embedded elements.

4) Content Development

The contractor is expected to conceptualize, design, and deliver immersive multimedia content aligned with QCI's communication objectives. This includes the development of a 6-minute main show featuring storytelling, scripting, motion graphics, animation, voiceovers, and audio mastering. Additionally, two immersive VR experiences must be developed using either 360° video or real-time rendering engines such as Unity or Unreal Engine. All content must be original, branded, and license-cleared. Deliverables will include script-books, storyboard decks, content masters in required resolutions, and all associated source files.

5) Interior Fabrication & Installation

All interior elements required to transform the space must be fabricated and installed by the contractor as per approved designs. This includes carpentry, metalwork, finishing, programmable RGB floor systems, pillar cladding, ceiling modifications, and display housings. Infrastructure for technology integration, including concealed cable pathways, must also be executed. The deliverables shall include completed fabrication and installation with quality assurance sign-off, a finish report, and final as-built drawings.

6) Supply, Installation, Testing and Commissioning (SITC) of AV/IT Equipment

The contractor shall procure, install, test, and commission all audio-visual and IT equipment necessary for the experience. This includes 11 curved LED pillars, large LED/projection displays for the main show, sensor-based and touchscreen interfaces, sound systems with zone control, and two high-end VR stations. Power and data cabling must be routed and concealed as per safety standards. Deliverables include OEM warranty certificates, test and handover reports, and all network and connectivity diagrams.

7) SITC of Lighting Equipment

Dynamic and programmable lighting shall be deployed to enhance the immersive quality of the space. RGB programmable lighting in the reception floor, ambient lighting in pillar and AV zones, and scene-based lighting control must be implemented using DMX or equivalent systems. Lighting must be synchronized with content triggers and show control timelines. Deliverables include lighting layout and circuit diagrams, fully programmed lighting sequences, and post-installation verification reports.

8) SITC of Control Systems

A centralized show control system must be implemented to orchestrate all audiovisual, lighting, and interactive experiences. This includes integration of media servers, lighting control units, sensor interfaces, and manual override panels. The system must allow for content scheduling, remote diagnostics, and emergency intervention protocols. Deliverables will include the complete backend interface, operator training documentation, licensed control software, and system source code where applicable.

9) Software & Licensing

The contractor must provide all required software components for media playback, interactive interfaces, system control, and content management (both VR and main show). This includes both custom-built and commercial software. All necessary licenses must be procured and handed over to QCI, with admin credentials and user manuals. Antivirus or monitoring tools may be added if required by the infrastructure.

10) Electrical Work

The contractor shall carry out all electrical modifications required to safely power the equipment and lighting infrastructure. This includes load assessment, circuit planning, installation of distribution panels, cable trays, and earthing systems. Integration with the existing BMS (Battery Management System) and electrical grid is mandatory. The deliverables include updated electrical layouts, safety compliance certificates, and load and grounding test reports.

11) System Integration & Synchronization

Seamless system integration must be ensured across AV, lighting, and control components. This involves defining command hierarchies, establishing data flows, and synchronizing systems using timecode or equivalent protocols. Failover scenarios and redundancy planning must be included. Deliverables are a comprehensive system architecture diagram, an integration manual, and full synchronization test results.

12) Testing, QA & Commissioning

All equipment and systems must undergo thorough functional testing, quality assurance, and final commissioning in the presence of QCI representatives. Dry runs and simulations must validate the accuracy of the integrated visitor journey. A punch-list based rectification log must be maintained and signed off before project closure. Final deliverables include QA reports, test case documentation, and a commissioning certificate.

13) Operations & Maintenance (3 Years)

The contractor shall provide comprehensive support for three years post-handover, including the stationing of a full-time engineer on-site. Monthly preventive maintenance visits, remote troubleshooting support, and emergency repairs shall be conducted within agreed RFP. Deliverables include visit logs, quarterly reports, and an incident resolution tracker.

14) Equipment Warranty

A warranty of 18 months must be provided for all critical hardware, either by the OEM or the contractor. This includes LED displays, control units, VR devices, and computing systems. Contractors must maintain a log of warranty service requests and maintain a buffer stock of fast-moving replaceable components. Deliverables will include stamped warranty certificates, SLAs for replacement, and a matrix detailing coverage by component.

V. ELIGIBILITY CRITERIA

S. No.	Basic Requirements	Specific Requirements	Documents Required
1	Registration	<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 or any previous Companies’ Act. • a “Partnership Firm” registered under the Indian Partnership Act, 1932. <p>The bidder should have minimum 5 years of existence and should be proving event management services.</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, or • Certified copy of registered Partnership Deed; • Copy of Statement filed in the Register of Firms disclosing names, addresses and relevant details of ALL partners of the Partnership Firm • MSME Certificate (if applicable). • Any other supporting document, as may be required. • GST and PAN
2	Average Annual Turnover	Average Annual turnover of at least ₹ 25 Cr generated in the past three (3) financial years (2021-22, 2022-23, and 2023- 24).	<ul style="list-style-type: none"> • Turnover certificate by CA with UDIN number; or • Audited Profit and Loss or Income and Expenditure statement for the last three financial years (i.e., 2021-22, 2022-23, and 2023-24) to support the claim.

TENDER DOCUMENT FOR DESIGN, SUPPLY, INSTALLATION, INTEGRATION, COMMISSIONING AND MAINTENANCE OF INTERACTIVE DIGITAL INSTALLATIONS FOR EXPERIENCE CENTRE AT QCI OFFICE
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3	Work experience	The Bidder(s) must have relevant experience with reference to similar activities with Central or State Govt., Union Territory, PSU, CPSU, SPSU, Central universities, Autonomous Body in the last 3 (Three) Financial Years for <ul style="list-style-type: none"> One (01) work order of the value not less than ₹ 2 Cr Two (02) projects of value not less than ₹ 1 Cr, or, Three (03) projects of value not less than ₹ 75 Lakhs. 	Contract/ Agreement/ Work Orders from client(s) providing the details of the project/contract along with the images of the event involving guests as specified.
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.	An undertaking to be submitted in the format of Form-4 in Annexure-A

Interested Bidders submitting their proposals are expected to meet the above eligibility 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.

VI. EVALUATION CRITERIA

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

S. no.	Criteria	Weightage
1	Company Profile: <ul style="list-style-type: none"> Turnover (10 marks) <ul style="list-style-type: none"> At least ₹ 25 crores till ₹ 26 Crores – 2 marks Above ₹ 26 crores to ₹ 28 Crores – 4 marks Above ₹ 28 crores to ₹ 31 Crores – 6 marks Above ₹ 31 crores to ₹ 35 Crores – 8 marks ₹ Above 35 Crores – 10 marks Client references – 10 marks (5 marks for each reference) <ul style="list-style-type: none"> The bidder to submit the following details of at least 2 clients - name of the client, project details, contact person name with phone no. and e-mail ID 	20
2	Experience: At least 04 work orders showcasing experience of the bidder(s) in successfully executing similar kind of works each of value more than ₹ 1 Cr for Government of India/State Govt/UT/PSU/ Corporates in last 05 (seven) years in India (5 marks each project). <i>Similar Experience includes handling works which include AV systems like Projections over domes, Screens, interactive tables, LED screens, Projectors, Interactive screens, Kiosks, Speakers including parabolic focus speakers serving as audio zones, DMX controlled lighting works etc.</i>	20

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3	Specific Experience: At least 02 work orders showcasing experience of the agencies in successfully executing the works of value of ₹ 1 Cr for development of State of Art digital Infrastructure in concept design and installation of LED/LCD screens, Creative Technology cohesive Multimedia ecosystem (5 marks each project)	10
4	Understanding, Approach, Methodology and Demonstration: <ul style="list-style-type: none"> Understanding/Conceptualization of Scope and Requirements-10 Marks Approach and methodology of design, development and O&M proposal- 20 Marks Demonstration/ walkthrough video of the proposal- 10 marks 	40
6	Demonstration of the multimedia visual content	10
Total Score		100

Note:

- Minimum marks for qualifying are 70 out 100.
- The bidder that abstains from attending the technical presentation round will be disqualified.

VII. METHOD OF SELECTION

1. The bids shall be evaluated on Quality and Cost Based Selection (QCBS).
2. In deciding the final selection of the service provider, the technical bid of the proposal will be given a weightage of 70% and the financial bid will be given a weightage of 30%. (in case of QCBS)
3. The financial bids of only those bidders who qualify for the technical evaluation will be invited. (in case of QCBS)
4. The proposal with the lowest cost will be given a score of 100 and the other proposals will be scored on a pro-rata basis, inversely proportional to the offered cost i.e., lower marks for higher priced offers. (in case of QCBS)
5. Subcontracting may be allowed only upon prior written intimation to QCI at the Bidding stage itself, the responsibility for management and liability shall rest with the selected service provider.

TOTAL SCORE: (in case of QCBS)

- The total score shall be obtained by weighing the quality and cost scores and adding them.
- Total Score = [Technical Score* 70 (Weightage given to technical criteria)] + [Financial Score* 30 (Weightage given to financial criteria)].

VIII. TERMS & CONDITIONS

1. **Contract Duration:** The contract will be assigned for a period of thirty-seven (37) months from the date of issuance of the work order, wherein the work has to be completed within four (04) weeks from the date of the issuance of 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.

2. **Payment Terms:**

- i. The payment will be made on milestone basis as per below:

S. No.	Milestone	Percentage
1	Submission of Drawings / Approval of Research Report, Design Concept and drawings, Software UI for integrated visualization and PBG	10% of the Contract Value
2	Supply of TECH items at site Hardware Completion	30% of the Contract Value
3	Completion of software development	15% of the Contract Value
4	UAT, Go Live and Successful Handover of the site to QCI	30% of the Contract Value
5	Operations and Maintenance (3 Years)	15% of the Contract Value, paid 5 % yearly

- ii. The payments will be made within thirty (30) days of submission of tax invoice complete in all respect.
- iii. **Incorrect Invoices, Under/Over Payment:** In case an invoice is found to have been rendered incorrectly after payment, any underpayment or overpayment will be recoverable by or from the Service provider, as the case may be, and, without limiting recourse to other available means, may be offset against any amount subsequently due by QCI to the Service provider under this contract.
3. **Blacklisting/debarring:** QCI reserves the right to cancel the work order 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.
4. **Amendment to RFP:** 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 RFP document by an amendment. In order 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 RFP. The same shall be informed to the bidders through the issue of a corrigendum.
5. **Performance Bank Guarantee:** QCI shall require the selected service provider to provide a Performance Bank Guarantee, within 15 days from the notification of award, for a value equivalent to **5% of the contract value**. The Performance Guarantee shall contain a claim period of three months from the last date as per the contract duration. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the submission of deliverables. The 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.

6. 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. **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.
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.
9. **Standard of Performance:** The agency agrees to perform services diligently, efficiently, and economically, adhering to professional standards and practices.
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. **Liquidated Damages and Penalty:** The liquidated damage is an estimate of the loss or damage that QCI may have suffered due to non-performance of any of the obligations (under the terms and conditions) or delay in performance during the contract relating to activities agreed to be undertaken by the Bidder. If the bidder fails to deliver the services within the period(s) specified in the contract, QCI without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to the 1% of the order value for every week (seven days) or part thereof of delay, would be levied subject to maximum 4 weeks. It means, the bidder shall have the liability of delayed supply to the maximum of 4 weeks from the date of receipt of contract. After that the supply order shall be cancelled and EMD will be forfeited, and bidder will be debarred from participation in any future tenders.
13. **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.
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 RFP does not necessarily indicate or imply that the project will be commenced. The service provider will absolve QCI of all responsibilities if the project does not start within a stipulated time frame. QCI reserves the right to withdraw this assignment any time without prior consultation or intimation to the service provider.
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 RFP. Evaluation shall be carried out on the available information in the bid and QCI is not liable to seek clarifications on the documents not submitted as part of the bid.
22. **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 one month notice if the agency fails to perform any obligation(s) under the contract and if agency, does not cure his failure within a period of 30 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 agency if the agency 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 the agency, 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 the performance of work executed as determined by the agency till the date upon which such termination becomes effective.

iv. The agency may terminate this contract, or any particular services, by giving 15 days' written notice to QCI if the agency reasonably determines that the agency can no longer provide the Services under applicable law or professional obligations.

23. **Earnest Money Deposit (EMD)/ Bid Security:** Bidders must submit the Bid Security (EMD) of ₹ **4,00,000** with their bids, as detailed below:

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

For payment of EMD through Bank transfer:

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

- i. NO CHEQUES WILL BE ACCEPTED. The applicant whose 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:
- v. If a bidder withdraws its bid during the period of bid validity.
- vi. Bidder does not respond to requests for clarification of its Proposal.
- vii. Bidder fails to provide required information during the evaluation process or is found to be nonresponsive.
- viii. In case of a successful bidder, if the bidder fails to sign the contract in accordance with this RFP.

24. **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 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.
25. **EMD Refund:**
- a) **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.
 - b) **For Successful Bidders:** The EMD of successful bidders would be returned without interest upon submission of Performance Bank Guarantee by the successful bidders. The abovementioned refund would be completed within 30 days of the issue of work order to the successful bidder.
 - c) In case 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.
26. The bidders submitting their proposals would be responsible for all of its expenses, costs and risks incurred towards preparation and submission of their proposals, attending any pre-proposal meeting and visiting the site or any other location in connection therewith. QCI shall, in no case, be responsible or liable for any such costs whatsoever, regardless of the outcome of the process.
27. **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.

IX. 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. Supporting documents required as per the pre-qualification criteria
- ii. Supporting documents required as per technical evaluation criteria
- iii. Form 1, 2, 3, 4 and 5 as attached in Annexure-A
- iv. Any other details that the bidder may like to provide.

B. Financial Bid:

The Proposal should be stamped and signed by the authorized signatory on the company letterhead in the format given below:

S. no.	Particulars	Amount (₹) *
1	Designing and conceptualisation of the experience Centre	
2	SITC of the Infrastructure Required for the functioning of the Experience Centre	
3	Maintenance Cost for 3 years	

**Exclusive of taxes*

Note: The bidders are also required to submit detailed cost break-up of the proposed items along with make, model, quantity and measurements.

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

- i. 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 an agency for design, supply, installation, integration, commissioning and maintenance of interactive digital installations for experience centre at QCI office" on or before **May 22, 2025, 12 noon** by hand or post.
- ii. Bids/Proposals not conforming to the prescribed format and not containing all the relevant documents /information would be summarily rejected.
- iii. 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.

TENDER DOCUMENT FOR DESIGN, SUPPLY, INSTALLATION, INTEGRATION, COMMISSIONING AND MAINTENANCE OF INTERACTIVE DIGITAL INSTALLATIONS FOR EXPERIENCE CENTRE AT QCI OFFICE
Tender ref. no. QCI/WTC/0525/440

- iv. All pages of the bid including the duplicate copies, shall be signed and stamped by the authorised signatory.
- v. 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

Annexure-A

Form 1: 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,
2nd Floor, 2, Bahadur Shah Zafar Marg, New Delhi-110002

Subject: Submission of proposal in response to the RFP for **“Engagement of an agency for design, supply, installation, integration, commissioning and maintenance of interactive digital installations for experience centre at QCI office”**.

Dear Sir,

1. Having examined the RFP document, we, the undersigned, herewith submit our proposal in response to your RFP dated 16.05.2025 for **“Engagement of an agency for design, supply, installation, integration, commissioning and maintenance of interactive digital installations for experience centre at QCI office”**, 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}

Form 2: Relevant Project Experience for completed projects

S. No.	Area/ Location	Client name	Name and Size of the project	Executed Contract Value	Completion date	Nature of works

Form 3: Details of the responding firm

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

II	STATUTORY DETAILS:		
	1.	GST Details: -	

TENDER DOCUMENT FOR DESIGN, SUPPLY, INSTALLATION, INTEGRATION, COMMISSIONING AND MAINTENANCE OF INTERACTIVE DIGITAL INSTALLATIONS FOR EXPERIENCE CENTRE AT QCI OFFICE
Tender ref. no. QCI/WTC/0525/440

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

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

IV	Details of responding Company		
1.	Current Year Turnover (Rs Crores)		
2.	Company Profile (Operations in India)		
2.1	Average turnover from Indian Operations	(Turnover in Rs Crores)	
2.2	Full-time professional staff engaged in related services	(Number of Staff)	

TENDER DOCUMENT FOR DESIGN, SUPPLY, INSTALLATION, INTEGRATION, COMMISSIONING AND MAINTENANCE OF INTERACTIVE DIGITAL INSTALLATIONS FOR EXPERIENCE CENTRE AT QCI OFFICE
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2.3	Extent of operations in India (national spread) i.e. number of offices in India (client specific / project specific offices should not be taken into account)	(Number of Offices in different cities/towns and their address)	
3.	Company Experience		
3.1	Experience of providing similar services		(Number of clients and their brief description)

Declaration by Director/ Proprietor/ Partner:

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

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

Form 4: 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 “**Engagement of an agency for design, supply, installation, integration, commissioning and maintenance of interactive digital installations for experience centre at QCI office**”

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 “**Engagement of an agency for design, supply, installation, integration, commissioning and maintenance of interactive digital installations for experience centre at QCI office**”. 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

Form 5: Compliance Sheet

To be submitted on the letterhead

S. No.	Scope Area	Description	Compliance (Yes / No)
1	Pre-Production Planning & Coordination	Project kick-off, site survey, timeline, WBS, Gantt chart, resource plan, approval matrix	
2	Visitor Journey Mapping & Experience Logic	Zoning, interaction logic, experience script, transitions, UX flow map	
3	Space and Interaction Design	3D renders, GFC drawings, RGB floor design, pillar zone layout, VR area design, signage, infrastructure integration	
4	Content Development	6-minute flagship AV show, script, animation, audio, voiceover, 2 immersive VR experiences (Unity/Unreal/360°), storyboards	
5	Interior Fabrication & Installation	Fabrication of floor lighting, pillars, ceilings, display enclosures, cable routing, finish reports	
6	SITC of AV/IT Equipment	11 curved LED pillars, main AV screen/projector, VR headsets, sensor-based interfaces, sound system, cabling	
7	SITC of Lighting Equipment	Programmable RGB lighting, ambient lighting, DMX/equivalent integration, programmed lighting sequences	
8	SITC of Show Control Systems	Centralized control system, media servers, sensor interface, override panel, scheduling software, diagnostics tools	
9	Software & Licensing	Media playback, VR, control software, content management, license documents, admin credentials	
10	Electrical Work	Load analysis, circuit planning, cable trays, panels, earthing, BMS integration, safety certifications	
11	System Integration & Synchronization	Timecode protocols, hierarchy of control, system architecture diagram, integration manual	
12	Testing, QA & Final Commissioning	Functional testing, dry runs, QA checklist, commissioning report, rectification log	
13	Operations & Maintenance (3 Years)	On-site engineer, preventive maintenance, emergency support, remote troubleshooting, quarterly reports	
14	Equipment Warranty	18-month OEM/contractor warranty, replacement SLAs, buffer stock of components	

Authorized Signatory

Name:

Designation:

Date:

Signature & Seal:

TENDER DOCUMENT FOR DESIGN, SUPPLY, INSTALLATION, INTEGRATION, COMMISSIONING AND MAINTENANCE OF INTERACTIVE DIGITAL INSTALLATIONS FOR EXPERIENCE CENTRE AT QCI OFFICE
Tender ref. no. QCI/WTC/0525/440

Format for Pre-bid query form

- Name of the agency:
- Name of the SPOC:
- Contact no. of SPOC:
- E-mail ID of SPOC:

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 above on their letter head duly signed and also share the word file of the same to procurement@qcin.org within one (01) day of pre-bid meeting conducted.