

BUYER ADDED BID SPECIFIC TERMS AND CONDITIONS

Name of the work: "Expression of Interest for Empanelment of Agencies for Development of e-Learning Module"

Tender ref. no. QCI/0925/472

The bid is governed by the terms and conditions in the following order of precedence (i.e in case of same clause, the clause mentioned in Corrigendum 1 will supersede the clause mentioned in EOI)

- Corrigendum 1 and Response to pre-bid queries
- Original EOI

Date: September 19, 2025

Corrigendum-1 “Expression of Interest for Empanelment of Agencies for Development of e-Learning Module”

This is with reference to the EOI ref. no. QCI/0925/472 for “Empanelment of Agencies for Development of e-Learning Modules”. Below are the changes in mentioned clauses issued vide this corrigendum notification:

S. No	Clause no. and Description	Original Clause	Revised Clause (Deletion are indicated with a strikethrough and addition are highlighted by an underline)
1	EOI Summary, Clause 3, Last date of submission of bid	Clause 3: Last date of submission of bid - September 24, 2025, by 5 PM	Clause 3: Last date of submission of bid - September 24, 2025, by 5 PM <u>September 29, 2025.</u>
2	Clause IV. Scope of work, sub-clause 10. Team Structures and Team Roles	1. Senior Instructional Designer (ID cum Project Manager) 2. Instructional Designer (ID) 3. Programmer	1. Senior Instructional Designer (ID cum Project Manager) 2. Instructional Designer (ID) 3. Programmer
3	Clause VI. Evaluation Criteria, Sub-clause 3	5 Case studies of e-learning content development work produced for PSU Organizations / Central Govt. or State Govt. /State PSU/Central PSU/ Autonomous Organisation/ Private Organisation in India in the last 5 financial years (2020-21, 2021-22, 2023-23, 2023-24, 2024-25).	5 Case studies of e-learning content development work produced for PSU Organizations / Central Govt. or State Govt. /State PSU/Central PSU/ Autonomous Organisation/ Private Organisation in India in the last 5 financial years (2020-21, 2021-22, 2023-23, <u>2022-23,</u> 2023-24, 2024-25).
4	Clause VI. Evaluation Criteria, Sub-clause 5	CV and profile of proposed resources: • Senior Instructional Designer cum Project Manager (4 marks). • Instructional Designer (3 marks). • Content Writer (2 marks). • Senior Graphic Designer (2 marks). • Junior Graphic Designer (2 marks). • Illustrator (1.5 marks). • Video/Content Editor (3 marks). • Programmer (1.5 marks). • Voice Over Artist (1 marks). (Marks to be allocated as per CV submitted meeting the criteria detailed in clause IV, sub-clause 10, Team Structures and Team Roles)	CV and profile of proposed resources: • Senior Instructional Designer cum Project Manager (4 marks). • Instructional Designer (3 marks) • Content Writer (2 <u>4</u> marks) • Senior Graphic Designer (2 <u>4</u> marks). • Junior Graphic Designer (2 <u>3</u> marks). • Illustrator (1.5 <u>3</u> marks). • Video/Content Editor (3 <u>4</u> marks) • Programmer (1.5 marks). • Voice Over Artist (1 <u>2</u> marks). (Marks to be allocated as per CV submitted meeting the criteria detailed in clause IV, sub-clause 10, Team Structures and Team Roles <u>with HR declaration</u>)

5	Clause IX. SUBMISSION OF PROPOSALS, Sub-clause 2(a) Submission Details	The Technical Bids should be submitted in envelop to Quality Council of India (Procurement unit), Tower J, 3rd floor, World Trade Center, Nauroji Nagar, New Delhi - 110029, inside a sealed envelope super-scribing "Empanelment of Agency for Development of E-Learning Modules" on or before September 24, 2025 latest by 5 PM.	The Technical Bids should be submitted in envelop to Quality Council of India (Procurement unit), Tower J, 3rd floor, World Trade Center, Nauroji Nagar, New Delhi -110029, inside a sealed envelope super-scribing "Empanelment of Agency for Development of E-Learning Modules" on or before September 24, 2025 September 29, 2025 latest by 5 PM.
6	Clause VII. Terms and Conditions.		<u>31. Exemption of Turnover and Experience to DPIIT recognized Startup applicants: Startups recognized by the Department for Promotion of Industry and Internal Trade (DPIIT), are exempted from the turnover and work experience criteria specified in the RFE.</u>
7	Clause V Pre- qualification criteria, Sub-clause 3 Experience	The Bidder should have successfully produced similar work for PSU Organizations / Central Govt. or State Govt. /State PSU/Central PSU/ Autonomous Organisation/ Private Organisation in India in the last 5 years for the work order value of:	<u>Similar work shall include e-learning content development, video production, digital content creation, and related work.</u>

Date: September 19, 2025

Response to pre-bid queries

S. No	Clause no., Page no.	Original clause in RFE document	The point on which Clarification required	Reason for amendment (if any)	Response from QCI
1	Under clause no V. PREQUALIFICATION CRITERIA; Sub clause 3: Experience, page No 11	The Bidder should have successfully produced similar work for PSU Organizations / Central Govt. or State Govt. /State PSU/Central PSU/ Autonomous Organisation/ Private Organisation in India in the last 5 years for the work order value of: • at least one project with work order value of ₹ 1 crore. • at least two projects with work order value of ₹ 80 lakhs each. • at least three projects with work order value of ₹ 50 lakhs each.	1. With reference to the eligibility criteria mentioned in the tender, we request clarification on the definition of “similar work”. 2. We kindly request QCI to consider relaxing the above financial thresholds to accommodate more competent vendors as many agencies have successfully executed projects of high relevance, scale, and complexity but with comparatively lower work order values. For example, projects in the range of: -One project of ₹ 50– 60 lakhs, OR -Two projects of ₹ 35– 40 lakhs each, OR -Three projects of ₹ 20–30 lakhs each may still demonstrate sufficient capability and experience to deliver the scope of work mentioned in the tender.		Kindly submit as per the EoI document and corrigendum.
2	Under Clause IV, Sub-clause 10 (Team Structures and Team Roles), Page No. 8	Sub clause - 10. Team Structures and Team Roles	We request clarification on the following point: Will QCI provide the required workspace, infrastructure, and facilities for the deployed team at its premises, or is the bidder expected to arrange and bear the cost of the Team independently?		The team is not required to be deployed on-site. The bidder shall arrange team members on a project basis, as and when required.

3	EOI Summary Page no. 3 S.No. 3	Last date for submission of bid : September 24, 2025	The last date for submission of Bid may please be extended up to 30th September 2025.	After pre-bid meeting scheduled on 16th Sep 2025, we have to prepare the documents and send them by post to the Tendering Authority at New Delhi. As we are situated in Bangalore, the documents' preparation and submission by post and transmission time will take at least ten days by post office. As the time is very short, we request you to extend the submission date to 30th Sep 2025.	Kindly refer to corrigendum 1 .
4	Page 1 0	V. PRE. QUALIFICATION CRITERIA (Average Annual Turnover)	Average annual turnover of at least ₹ 3 (three) crore generated in the past three financial years {2022- 23, 2023- 24, and 2024-25)	We are a registered Start-up company and recognized by DPIIT and MSME. Are we eligible to get relaxation as per DPIIT guidelines?	Kindly refer to corrigendum 1
5	Page 1 1	V. PRE. QUALIFICATION CRITERIA (Experience)	The Bidder should have successfully produced similar work for PSU)organizations / Central Govt. or State Govt. State PSU/Central PSU/ Autonomous Organisation/ Private Organisation in India in the last 5 years for the work order value of: . at least one project with work order value of{ 1 crore. . at least two projects with work order value of{ 80 lakhs each. . at least three projects with work order value of 50 lakhs each.	We are a registered Start-up company and recognized by DPIIT and MSME. Are we eligible to get relaxation as per DPIIT guidelines?	Kindly refer to corrigendum 1

6	3,11	The Bidder should have successfully produced similar work for PSU Organizations / Central Govt. or State Govt. /State PSU/Central PSU/ Autonomous Organisation/ Private Organisation in India in the last 5 years for the work order value of: • at least one produced similar work	We would like to clarify whether multiple work orders issued by the same client, pertaining to the same project, be considered to meet the required threshold. Please confirm.		Yes.
7	3,11	Contract/Agreement/Work Orders/ Completion certificate from client(s) on their letterhead.	Please confirm whether submission of any one of these documents (for each project) would suffice.		Yes.
8	10 – V – 2 Page No: 10	Average annual turnover of at least ₹ 3 (three) crore generated in the past three financial years (2022- 23, 2023- 24, and 2024- 25).	Request to waive off the turnover criteria for Registered Startup or MSME	PI allow registered startup / MSME to participate and get empanelled.	Kindly refer to corrigendum 1
9	Clause no VI. Point no 3 Page no 11	5 Case studies of e-learning content development work produced for PSU Organizations / Central Govt. or State Govt. /State PSU/Central PSU / Autonomous Organisation/ Private Organisation in India in the last 5 financial years (2020-21, 2021-22, 2023-23, 2023-24, 2024-25). (The work order for same to be submitted in the technical bid, 5 marks for each case study)	We do need the clarification/request for modification for the Case studies of e-learning content development work. We are requesting the department to kindly to provide us the option to submit the case studies for the international clients also.	Inclusion of the international client credentials will allow the better relevant case studies providing the better understanding to the client	Kindly submit as per the EoI document.
10	Page no.3 EOI Summary point no. 3	Last date of submission of bid : September 24,2025	The last date for submission of bid may please be extended upto 30th September 2025.	We have to start preparation of documents after publishing of pre-bid replies. The lead time for preparation and sending the documents by post will require more time. Hence, last date extension is	Kindly refer to corrigendum 1

				requested upto 30th Sep 2025.	
11	Page no. 4 EOI Notice point no. 6	The proposal shall be submitted to Procurement Unit, Quality Council of India, Tower J, 3rd Floor, World Trade Center, New Delhi 110029.	The proposal may be allowed to be submitted through Email or by Online.	As there will be postal delay in submission of bid, we request you to allow us to submit the bid through Email / Online.	Kindly refer to corrigendum 1 .
12	Page no. 11 VI. Evaluation Criteria. Point 3 & 4	5 Case studies of e-learning content development work produced for PSU Organisations/ Central Govt / 5 Samples of the work done.....	Please clarify whether the Case Studies and Samples of work to be attached at the time of submission of bid or to be presented at the time of Presentation Round.	We can make presentation / demonstrate the Case Studies and Samples of work at the time of Presentation Round.	Yes.
13	Pre-qualification Criteria Sl. No. 3 – ExperiencePage No. 11	The Bidder should have successfully produced similar work for PSU Organizations / Central Govt. or State Govt. /State PSU/Central PSU/ Autonomous Organisation/ Private Organisation in India in the last 5 years for the work order value of: • at least one project with work order value of ₹ 1 crore. • at least two projects with work order value of ₹ 80 lakhs each. • at least three projects with work order value of ₹ 50 lakhs each	It is requested that the requirement for work orders of such high values is inconsistent with the requirement of the average turn-over of Rs. 3 Crores sought in this ToR.	The normal practice is that work orders should be for consistent with the primary eligibility of the ToR. In this case, the eligibility should be for work orders ranging from 15-25 lacs in sync with the basic framework of the ToR	Kindly submit as per the EOI document.
14	Section: IV. Scope of Work, Deliverables & Timelines (Page 7)	“Total: 200 hours of e-learning content delivered over 12 months. Approximate delivery: 16–20 hours of content per month.”	What is the expected duration range per individual topic/module (e.g., short micro-learning modules vs. long-form courses), or will this depend entirely on the raw material provided by QCI?	What is the expected duration range per individual topic/module (e.g., short micro-learning modules vs. long-form courses), or will this depend entirely on the raw material provided by QCI?	It's not fixed, may vary module to module.

15	Section: IV. Scope of Work, Audio Production (Page 7)	"Professional voiceovers in English/Hindi (and other regional languages as required)."	Please confirm whether multilingual content development (other regional languages) will be a firm requirement for all modules, or only on a case-to-case basis.	Please confirm whether multilingual content development (other regional languages) will be a firm requirement for all modules, or only on a case-to-case basis.	Regional voice over would be on case to case basis.
16	Section: IV. Scope of Work, Video/Graphics /Animation (Page 7)	"Shoot training modules with SMEs/anchors/presenter s; Use of 2D/3D animations where relevant."	Is there any specified proportion/ratio of instructor-led video vs. 2D vs. 3D animation content that agencies must adhere to, or is the choice left to the bidder's instructional design approach?	Is there any specified proportion/ratio of instructor-led video vs. 2D vs. 3D animation content that agencies must adhere to, or is the choice left to the bidder's instructional design approach?	It will be a mix of formats depending on the requirement of the module.



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

Reference No. QCI/0925/472

Expression of Interest
for
Empanelment of Agencies for Development of
e-Learning Modules



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EOI SUMMARY

S. No.	Particulars	Details
1	Project Scope	Empanelment of Agencies for Development of e-Learning Modules
2	Method of Selection	Based on qualification of Pre-Qualification criteria followed by technical evaluation.
3	Last date of submission of bid	September 24, 2025, by 5 PM
4	Period of Validity of Bids	120 Days
5	For clarification	procurement@qcin.org
6	Presentation Round	To be notified via email if shortlisted
7	Submission Details	Quality Council of India (Procurement Unit), Tower J, 3 rd floor (302), World Trade Centre, Nauroji Nagar, New Delhi - 110029, inside a sealed envelope super-scribing "Empanelment of Agencies for Development of e-Learning Modules" on or before September 24, 2025 , latest by 5 PM .
8	Pre-bid Meeting	Date: September 16, 2025, to be held virtually detail schedule will be shared on QCI official website https://qcin.org/ .
9	Pre-bid Queries	To be submitted to procurement@qcin.org as per format given in Annexure-A .

EOI NOTICE

1. Quality Council of India invites proposals for **“Empanelment of Agencies for Development of e-Learning Modules”** through this EOI.
2. The criteria and process of evaluating the responses to this EOI and subsequent selection of the applicant(s) will be as mentioned in this EOI. Any modification or changes to the terms and conditions mentioned in this EOI will be entirely at the discretion of QCI.
3. No contractual obligation shall arise from this EOI process unless and until a formal contract is signed and executed by a duly authorized official(s) of QCI with the empanelled service provider for defined activities. QCI reserves the right to empanel multiple agencies.
4. The content of this EOI enlists the requirements of the Quality Council of India. It includes the Empanelment Terms, which detail all that may be needed by the applicants to understand the terms and the empanelment process and explain the contractual terms that the Quality Council of India wishes to specify at this stage.
5. Interested applicants are advised to study this EOI document carefully before submitting their proposals in response to the Empanelment notice. Submission of a proposal in response to this notice shall be deemed done after careful study and examination of this document with a complete understanding of its terms, conditions and implications.
6. The proposal shall be submitted to Procurement Unit, Quality Council of India, Tower J, 3rd Floor (302), World Trade Center, Nauroji Nagar, New Delhi-110029

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 wellbeing 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.

The various Boards are:

i. National Accreditation Board for Testing and Calibration Laboratories (NABL)

NABL has been established with the objective of providing Government, Industry Associations and Industry in general with a scheme of Conformity Assessment Body's accreditation which involves third-party assessment of the technical competence of testing including medical and calibration laboratories, proficiency testing providers and reference material producers.

ii. National Accreditation Board for Hospitals & Healthcare Providers (NABH)

NABH is set up to establish and operate accreditation program for healthcare organizations. The board is structured to cater to much desired needs of the consumers and to set benchmarks for progress of health industry. The board while being supported by all stakeholders including industry, consumers, government, has full functional autonomy in its operation.

iii. National Accreditation Board for Education and Training (NABET)

NABET has established a mechanism for the accreditation personnel certification, accreditation of vocational training organizations and skill assessment bodies. NABET also works in the domain areas of Education and Training. NABET works with various government departments for creating a credible model of assessment and provides its expertise to the departments to take credible decisions based on ground data.

iv. National Accreditation Board for Certification Bodies (NABCB)

NABCB provides accreditation to Certification and Inspection Bodies based on assessment of their competence as per the Board's criteria and in accordance with International Standards and Guidelines. NABCB is internationally recognized and represents the interests of the Indian industry at international forums through membership and active participation with the objective of becoming a signatory to international Multilateral / Mutual Recognition Arrangements (MLA / MRA). NABCB is a member of the International Accreditation Forum (IAF) and its regional body Pacific Accreditation cooperation (PAC).

v. National Board for Quality Promotion (NBQP)

NBQP works on the vision of promoting quality of life for the citizens of India. It has two important missions; the first one is to promote application of quality management standards and statistical quality tools with an objective of enabling industry, to improve their competitiveness, with specific focus on SME sectors. The second mission is focused on empowering the consumers to demand quality and consequently creating a backpressure on suppliers to ensure quality of their products and service.

Besides the Boards there are Divisions which predominantly play a crucial role in implementing projects of the government or the industry:

i. The Project Planning & Implementation Division (PPID)

This division works with various ministries in the government both at Central and State level. Set up with a vision of young professionals who could help the government from outside on key issues and provide support wherever required.

PPID has worked with number of Ministries on projects, including (but not limited to) – Ministry of Petroleum and Natural Gas, Ministry of Railways, NITI Aayog (erstwhile planning commission of India), Ministry of New and Renewable Energy, Department of Administrative Reform and Public Grievances (DARPG) and others.

ii. NDIE Division

The NDIE Division leads various projects of National importance with a focus on 'Atmanirbhar Bharat'. The division is involved in flagship programs of Ministry of Micro, Small & Medium Enterprises, Ministry of Tourism, Ministry of Defence, Ministry of Housing & Urban Affairs and others.

iii. Project Analysis and Documentation Division (PADD)

PADD aims towards the design, development, and implementation of voluntary conformity assessment frameworks for governmental, inter-governmental, regional, and global organizations.

iv. Strategy and Policy Division (SPD)

SPD is driving force for transformative change, dedicated to achieving quality excellence for a developed India. By focusing on strategy and policy interventions, the SPD aims to strengthen India's quality infrastructure and ecosystem, positioning QCI as a global leader in quality transformation. The SPD is committed to developing and implementing innovative strategies to elevate the quality standards across various sectors, including manufacturing, services, and governance. Through collaborative partnerships and a proactive approach, the SPD seeks to create the world's most advanced quality ecosystem that supports India's development priorities and strengthens its position in the global economy.

II. BACKGROUND

Quality Council of India (QCI) seeks to empanel agencies for a minimum period of one year to conceptualize, design, and produce e-learning content. The content will be developed from raw training material into interactive, engaging, and learner-centric digital modules.

III. OBJECTIVES

1. Convert raw training inputs into professionally scripted, high-quality e-learning modules.
2. Enhance learner engagement through multimedia elements: video shoots, B-rolls, voiceovers, infographics, animations, and interactive components.
3. Deliver content optimized for scalability, digital platforms, and promotional use.
4. Build awareness and adoption by producing teasers and promo content for the modules.

IV. SCOPE OF WORK

1. Content Development & Instructional Design

- Review raw training materials (PPTs, notes, manuals, etc.)
- Develop instructionally sound scripts aligned with adult learning principles.
- Ensure scripts are interactive, engaging, and outcome oriented.
- Storyboarding for each module with visual and audio cues.

2. Video Production

- Shoot training modules with subject matter experts (SMEs), anchors, or professional presenters.
- Capture B-roll footage to support and contextualize training.
- Multi-camera setups, professional lighting, and audio quality assurance.

3. Audio Production

- Professional voiceovers in English/Hindi (and other regional languages as required).
- Syncing voiceovers with visuals, ensuring clarity and tonal consistency.
- Option to use AI-generated anchors/voiceovers where appropriate.

4. Graphic & Animation Design

- Development of infographics, explainer graphics, and data visuals.
- Use of 2D/3D animations where relevant to simplify complex concepts.
- Creation of interactive knowledge checks/quizzes.

5. Post-Production & Quality Control

- Editing, sound design, and color correction.
- Integration of B-rolls, graphics, and animations.
- Review cycles with QCI team for approvals.
- Ensure modules meet compliance for LMS integration.

6. Promotional Collateral

- Develop teasers, trailers, and promotional videos for each course/module.
- Social-media-friendly snippets (30s–60s).
- Design of thumbnails and cover graphics.

7. Deliverables & Timelines

- Total: 200 hours of e-learning content delivered over 12 months.
- Approximate delivery: 16–20 hours of content per month.
- Each course/module to include:
 - Script + storyboard
 - Video (main training + B-rolls)
 - Voiceovers
 - Infographics/animations
 - Post-production outputs
 - Promotional teaser(s)

8. Agency Responsibilities

- Provide creative, production, and technical expertise.
- Deploy professional crew, equipment, and software.
- Maintain project management systems for tracking progress.
- Adhere to timelines and quality standards set by QCI.

9. QCI Responsibilities

- Provide raw training material and SME access.
- Review and approve scripts, storyboards, and drafts.
- Provide branding guidelines and compliance frameworks.

10. Team Structures and Team Roles

S. No.	Role	No. of Resource	Minimum Desired Professional Qualification	Minimum No. of Years of Experience	Skill Sets / Professional Competence	Responsibilities
1	Senior Instructional Designer (ID) cum Project Manager	1	BE/B.Tech/UG /PG with industry recognized certification in Instructional Design	10+ years and above	Experience in managing projects related to e-Learning (Training need analysis, Content Analysis and Design, Design documents, SBs for Web Based Trainings (WBTs) (Level 1, 2, 3), Instructor Led Trainings (ILTs), interactive PDF (iPDF), micro-learning, quizzes, games, and videos, Visualization, Authoring L1 and L2 in Storyline, Authoring L1 and L2 in Storyline, Simulations (Try Me, Show Me, Test Me, environmental), Templates in PPT and MS-Word, Style Guide, Alt tag/Alt text, Localization support, Presentations for ILTs, One-pagers, cue-cards, job-aids, Team Management Skills etc.)	Manage scope of work, Training Needs Identification for preparation of content; Confirm project requirements by reviewing program objective, input data, and output requirement; Secure acceptance and approval of deliverables; Manage team members performance; Ensure quality meets expectations; Communication & Reporting on status and progress; Ensure e-Content so created is compatible with LMS portal on browser and mobile apps; Feedback Reports are compiled and rectified; Track and Update the project progress as and when required
2	Instructional Designer (ID)	2	Graduate in any discipline with industry recognized certification in Instructional Design	5+ years	Experience in e-Learning (Content chunking, Storyboarding in PPT and MS-Word, Content Authoring, Transcription and editing, Photoshop etc.) Instructional design and solution	Review story boards and Prototypes; Liaison with stakeholders to understand their requirements and provide appropriate solution; Create design and concepts; Review videos

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3	Content Writer	1	Graduate in any discipline	5+ years	Experience in e-Learning Content writing, research and high comprehension of documents on e-Governance	Write storyboards; Research for the topics for content creation; Proof Read and edit the content as required; Review and redesign the documents provided on e-Governance by NeGD
4	Senior Graphic Designer (GD)	1	Graduate or Diploma with industry recognized certification in Graphic Designs	5+ years	Experience in e-Learning (Illustrator, Photoshop, Corel Draw, Adobe Audition, Captivate, MS office, Storyline (Articulate), JAWS Structure, After Effects, Adobe Animate etc.) Media design, flash, sound editing, video rendering tools, develop e-courses in storyline and captivate	Develop images; Develop videos using Flash; Edit/integrate voice; Enhance the quality of any existing images/videos
5	Junior Graphic Designer (GD)	2	Graduate or Diploma with industry recognized certification in Graphic Designs	3+ years	Experience in e-Learning (Illustrator, Photoshop, Corel Draw, Adobe Audition, Captivate, MS office, Storyline (Articulate), JAWS Structure, After Effects, Adobe Animate etc.) Media design, flash, sound editing, video rendering tools, develop e-courses in storyline and captivate	Develop images; Develop videos using Flash; Edit/integrate voice; Enhance the quality of any existing images/videos
6	Illustrator	On need basis	10+2 in any discipline	At least 1 year	Experience in dubbing for e-Learning modules Image and design	Using appropriate styles; Analysing the specifications provided in the content for which illustration is needed as well as researching sources; Thinking creatively to produce new ideas; Creating images and designs; Documenting the ideas
7	Video/Content Editor	2	10+2 in any discipline	3+ years in e-learning	Video Editing (3D MAX, 3D MAYA, Adobe Photoshop, Adobe Premiere, Illustrator, Aftereffects) All type of Editing of e-content and videos	All type of Editing of e-content and videos

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8	Programmer	1	B.E./B.Tech./MCA	2+ years	Experience in Captivate, MS Office, Storyline (Articulate)/Lectora/Camtasia/Adobe Audition/HTML/CSS/JavaScript etc. General Programming, Software Algorithm Design, Software Design, Software Debugging, Software Development Fundamentals, Software Documentation, Software Testing, SCORM compliant	Prepare work flow chart and diagrams; Encode project requirements by converting work flow information into computer language; Prepare reference for users by writing operating instructions; Maintain historical records by documenting program development and revisions; Experience in LMS Upload/Deployment/Content Management work as well
9	Voice Over Artist	On need basis	Not applicable	At least 1 year experience in dubbing for e-Learning modules	Voice providing and dubbing. Gender Based Voice	Provide voice over the content; Dub any videos/clippings

V. PRE- QUALIFICATION CRITERIA

S. No.	Basic Requirements	Specific Requirements	Documents Required
1	Registration	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: • A public company • 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 "Society" registered under the Society Registration Act 1860 • A "Partnership Firm" registered under the Indian Partnership Act, 1932 • a Sole Proprietorship firm, registered as such under the Applicable Laws of India.	Registration documents of the Bidder as a company/firm or any legal entity along with: i. Incorporation Certificate of the company, or ii. 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 iii. Certified copy of registered Society iv. MSME Certificate (if applicable). v. GST and PAN vi. Cancelled cheque. vii. MSME Certificate (if applicable) viii. Any other supporting document, as may be required
2	Average Annual Turnover	Average annual turnover of at least ₹ 3 (three) crore generated in the past three financial years (2022- 23, 2023- 24, and 2024-25).	• Turnover certificate by CA (original); or • Audited financial statements for the last five/three financial years (i.e., (2022- 23, 2023- 24, and 2024-25) to support the claim. • For FY 24-25, if audited financial statements are not available,

			bidder may submit provisional/ unaudited figures. This should be mentioned in the respective CA's certificates.
3	Experience	The Bidder should have successfully produced similar work for PSU Organizations / Central Govt. or State Govt. /State PSU/Central PSU/ Autonomous Organisation/ Private Organisation in India in the last 5 years for the work order value of: • at least one project with work order value of ₹ 1 crore. • at least two projects with work order value of ₹ 80 lakhs each. • at least three projects with work order value of ₹ 50 lakhs each.	Contract/ Agreement/ Work Orders/ Completion certificate from client(s) on their letterhead. The document should clearly indicate date of contract, duration, scope of work, work order value and should be properly signed by client representative.
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.	Submission as per format given in Annexure-A (Form-4).

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.

VI. EVALUATION CRITERIA

The technical evaluation shall be based on the following criteria:

S. No.	Criteria	Weightage
1	Company Profile Years of experience in the e-learning content development work: • 3 – 5 years - 5 marks • 5 – 7 years - 7 marks • > 7 years - 10 marks Bidders need to submit relevant/similar work order/completion certificate as a supporting document this criterion	10
2	Brief about the understanding of the mentioned scope of work, methodology, risks & mitigation, delivery plan. • Understanding of Scope of Work (5 marks) • Proposed Methodology (5 marks) • Risk Identification & Mitigation Plan (5 marks) • Delivery & Implementation Plan (5 marks)	20
3	5 Case studies of e-learning content development work produced for PSU Organizations / Central Govt. or State Govt. /State PSU/Central PSU/ Autonomous Organisation/ Private Organisation in India in the last 5 financial years (2020-21, 2021-22, 2023-23, 2023-24, 2024-25). <i>(The work order for same to be submitted in the technical bid, 5 marks for each case study)</i>	25
4	5 Samples of the work done in e-learning content creation space (5 marks each) samples must include the following domain of work: • Niche Training primarily base content with professional voice-over, but the topics can remain generic in nature. • High Impact training with large audience with 2D graphics and animations.	25

	Highly Technical / Professional Training content with 2D,3D, models, simulations etc.	
5	CV and profile of proposed resources: - Senior Instructional Designer cum Project Manager (4 marks). - Instructional Designer (3 marks). - Content Writer (2 marks). - Senior Graphic Designer (2 marks). - Junior Graphic Designer (2 marks). - Illustrator (1.5 marks). - Video/Content Editor (3 marks). - Programmer (1.5 marks). - Voice Over Artist (1 marks). (Marks to be allocated as per CV submitted meeting the criteria detailed in clause IV, sub-clause 10, Team Structures and Team Roles)	20
Total		100

Note:

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

VII. METHOD OF SELECTION

The agencies that qualify the prequalification criteria and technical evaluation criteria will be selected for empanelment under this project. Multiple agencies may be empaneled, and further RFP process will be conducted for selection of agency for respective project(s) through GeM portal.

VIII. TERMS AND CONDITIONS:

- Period:** The empanelment shall be valid for one year from date of the empanelment letter, which may be extended further depending on the performance of the agency and their compliance of terms and conditions at the sole discretion of QCI.
- Presentation:** As a part of Evaluation of proposals submitted by the applicants, QCI may seek further information or a presentation from the bidders for evaluation purposes. QCI may call for such information/presentation at a short notice.
- Conflict of Interest:** QCI requires that organization provides professional, objective, and impartial analysis and data, strictly avoid conflicts with other assignment/jobs or their own corporate interests and act without any consideration for future work.
- Blacklisting/debarring:** QCI reserves the right to cancel the empanelment issued and debar the firm if it is discovered that the firm had produced any false information, on continued delivery of unsatisfactory services, insolvency of the company or any other ethical ground as deemed fit by giving a 7 days' prior written notice.
- Allocation of work post empanelment:** The allocation of work post empanelment among all the empaneled agencies will be made by floating limited tender enquiries through GeM portal/nomination basis as and when the requirement(s) arise.
- Amendment to EOI:** At any time prior to the last date for receipt of proposal, QCI may for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the EOI document by an amendment. To provide bidder(s) a reasonable time in which to take the amendment into account in preparing their proposals, QCI may at its discretion extend the last date for the receipt of proposals and/or make other changes in the requirements set out in the EOI. The same shall be informed to the bidders through the issue of a corrigendum.

7. **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.
8. **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.
9. **Rejection of Application:** The application is liable to be rejected if:
 - i. Not in prescribed form and not containing all the required details.
 - ii. Absence of any supporting document(s) with the Proposal.
10. **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.
11. **Indemnity:** Service Provider undertakes to indemnify QCI from and any losses that QCI may incur due to any deficiency in services rendered by Service Provider or any instance of corruption or improper payment.
12. **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.

13. **Non-completion of work:** In case of non-completion work allocated, a penalty may be levied upon the agency subject to the final and binding decision of the Secretary General, QCI.
14. **Presentation:** As a part of evaluation of proposals submitted by the applicants, QCI shall seek further information or a presentation from the organizations for evaluation purposes. QCI may call for such information/ presentation at a short notice. The presentation link shall be sent to only those bidders who qualify the prequalification criteria.
15. **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.
16. 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.
17. **Standard of Performance:** The consultant agrees to perform services diligently, efficiently, and economically, adhering to professional standards and practices. They will act as a faithful adviser to QCI, prioritizing the QCI's interests in all dealings with third parties.
18. **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.
19. **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.

20. **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.
21. 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.
22. During evaluation, QCI may, at its discretion, ask the respondents for clarifications on their proposals. The firms/agencies are required to respond within the time frame prescribed by QCI.
23. **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.
24. QCI, by issuance of this RF 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.
25. 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.
26. The service provider shall be deemed to have complied with all clauses in this EoI. Evaluation shall be carried out on the available information in the bid and QCI is not liable to seek clarifications on the documents not submitted as part of the bid.
27. 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.
28. **Removal of Data:** The organization must ensure that its employees/ professionals' subcontractors and/ personnel do not:
- i. remove any data or allow any Data concerned with this contract to be removed from the places as notified / directed by QCI; or
 - ii. take any data or allow any data to be taken outside of India, without the QCI's prior written consent.

29. 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.

30. The application is liable to be rejected if:

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

IX. SUBMISSION OF PROPOSALS

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

1. Technical Bid:

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

2. Submission Details:

- a) The Technical Bids should be submitted in envelop to Quality Council of India (Procurement unit), Tower J, 3rd floor, World Trade Center, Nauroji Nagar, New Delhi -110029, inside a sealed envelope super-scribing **“Empanelment of Agency for Development of E-Learning Modules”** on or before **September 24, 2025** latest by **5 PM**.
- b) Bids/Proposals not conforming to the prescribed format and not containing all the relevant documents /information would be summarily rejected.
- c) The original 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.
- d) All pages of the bid including the duplicate copies, shall be signed and stamped by the authorised signatory.
- e) Please Note that Prices must not be indicated in the Technical Bid.

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

Email id: procurement@qcin.org

ANNEXURE-A

Form 1: Application Form

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

To,
Deputy Director (Finance & Accounts),
Quality Council of India, World
Trade Centre, J 200,
Block F, Nauroji Nagar, Safdarjung Enclave,
New Delhi, Delhi – 110029

Subject: Submission of proposal in response to the RFE for “Empanelment of Agency for Development of E-Learning Modules”.

Dear Sir,

1. Having examined the RFE document, we, the undersigned, herewith submit our proposal in response to your RFE for “Empanelment of Agency for Development of E-Learning Module”, in full conformity with the said RFE document.
2. We attach our technical response in a sealed cover as required by the RFE both of which together constitutes our proposal, in full conformity with the said RFE.
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 RFE 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 RFE 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 (Year) (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

Form 2: Relevant Project Experience

S. No.	Name of the Project/ Engagement	Client Name	Duration (Period)

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: -	
		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) *	
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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)	
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,
World Trade Centre, J 200,
Block F, Nauroji Nagar, Safdarjung Enclave,
New Delhi, Delhi – 110029

Subject: Non-Blacklisting declaration in connection with RFE Ref. No. _____ dated ____ for “Empanelment of Agency for Development of E-Learning Module”

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 “Empanelment of Agency for Development of E-Learning Module”. 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

Format for Pre-bid query form

S. No.	Clause no., Page no.	Original clause in RFE 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 within 1 day from the date of conducting of pre-bid meeting.