



Name of the tender: "Request for proposal for Empanelment of HR Recruitment Agency"

Tender ref. no. QCI/1125/478

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 RFP)

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

Date: November 12, 2025

Corrigendum-1 "Request for proposal for Empanelment of HR Recruitment Agency"

This is with reference to the RFP ref. no. QCI/0925/478 for "Empanelment of HR Recruitment Agency". 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	Clause VIII. SUBMISSION OF PROPOSALS, Sub-clause 3(a) Submission Details	The Technical Bids and Financial Bids should be submitted in separate envelops enclosed into an outer envelope 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 HR recruitment agency for Category- <u>__(A/B/C/D)</u> " on or before November 14, 2025 latest by 5 PM	The Technical Bids and Financial Bids should be submitted in separate envelops enclosed into an outer envelope 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 HR recruitment agency for Category- <u>__(A/B/C/D)</u> " on or before November 14, 2025 November 19, 2025 latest by 5 PM.																																				
2	Clause VII. Terms and Conditions, Sub-clause 7 (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 submission of PBG by the successful bidder. In case a bid is submitted without the bid EMD then QCI reserves the right to reject the bid without providing opportunity for any further correspondence to the bidder concerned.	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 award of work to submission of PBG by the successful bidder. In case a bid is submitted without the bid EMD then QCI reserves the right to reject the bid without providing opportunity for any further correspondence to the bidder concerned.																																				
3	Annexure: B, Financial bid format	<p>Category – C</p> <table border="1"> <thead> <tr> <th>Category</th> <th>Particulars</th> <th>Fixed fee*</th> </tr> </thead> <tbody> <tr> <td>C</td> <td>Entry - level Positions:</td> <td></td> </tr> <tr> <td>C.1</td> <td>Per hire (Below 10)</td> <td></td> </tr> <tr> <td>C.2</td> <td>Above 10 and Below or equal to 50</td> <td></td> </tr> <tr> <td>C.3</td> <td>Above 50 and Below or equal to 100</td> <td></td> </tr> <tr> <td>C.4</td> <td>Above 100</td> <td></td> </tr> </tbody> </table>	Category	Particulars	Fixed fee*	C	Entry - level Positions:		C.1	Per hire (Below 10)		C.2	Above 10 and Below or equal to 50		C.3	Above 50 and Below or equal to 100		C.4	Above 100		<p>Category – C</p> <table border="1"> <thead> <tr> <th>Category</th> <th>Particulars</th> <th>Fixed fee <u>Per Hire</u> *</th> </tr> </thead> <tbody> <tr> <td>C</td> <td>Entry - level Positions:</td> <td></td> </tr> <tr> <td>C.1</td> <td>Per hire (Below 10)</td> <td></td> </tr> <tr> <td>C.2</td> <td>Above 10 and Below or equal to 50</td> <td></td> </tr> <tr> <td>C.3</td> <td>Above 50 and Below or equal to 100</td> <td></td> </tr> <tr> <td>C.4</td> <td>Above 100</td> <td></td> </tr> </tbody> </table>	Category	Particulars	Fixed fee <u>Per Hire</u> *	C	Entry - level Positions:		C.1	Per hire (Below 10)		C.2	Above 10 and Below or equal to 50		C.3	Above 50 and Below or equal to 100		C.4	Above 100	
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Category	Particulars	Time period	Fixed fee*	Category	Particulars	Time period	Fixed fee Per Hire *		
D	Experts/ Consultants	=< 1 month		D	Experts/ Consultants	=< 1 month			
		> 1 to =< 3 months				> 1 to =< 3 months			
		> 3 to =< 6 months				> 3 to =< 6 months			
		> 6 months to = 1 year				> 6 months to = 1 year			



Date: November 12, 2025

Response to pre-bid queries

S. No.	Clause no., Page no.	Original clause in RFP document	The point on which Clarification required	Reason for amendment (if any)	Response from QCI
1	IV. Pre-Qualification Criteria -3, Page-10	Client Satisfaction certificate – as per attached Form – 5 of Annexure-A	We request to kindly accept client satisfaction/ completion certificate issued by respective clients in their own format.	We have received client certificates earlier, and the clients (government departments) may not entertain the request for issuing certificate again.	Yes, completion certificate can be submitted of respective clients in their own format.
2	Clause # 3, Page No. 10 (Work Experience)	1. Contract/Agreement/Work Orders from client(s) that clearly states the details of the scope of work, date of commencement, financial details of the contract on the client's letterhead signed by the issuing authority. 2. The document should clearly define the scope of work, value of the order, and duration of the order. 3. Client Satisfaction certificate-as per attached Form-5 of Annexure-A	Client Letterhead & Work Order 1. Some of the contracts/agreements are on stamp paper. Some are Service Agreements with just the client's signature & ours (no seal/stamp). 2. Form 5: Client Satisfaction Certificate -On bidder's letterhead, not on client's letterhead. 3. Client master agreements contain overall terms & conditions of the contract at an organisation level with the financial details of the master contract. There are no individual work orders for assignments. The only proof of work orders. with financial details are contained in the Tax Invoices.	1. Service Agreements (without the client stamp/seal) are already in force and/or executed. Seeking an amendment here. 2. Form 5: The clients are large MNCs and under no obligation to provide any endorsements or references outside the agreed scope of work, in line with their internal communication and compliance policies. Hence, Form 5 cannot. be produced on client's letter head. Seeking an amendment here where data will be furnished on our letterhead, supported by Tax invoices. 3. Tax invoices will serve as proof of work orders with the financial	1. Contracts/Agreements on stamp paper are admissible, considering the same should be signed and stamped by both parties. Only signatures of both parties will be admissible in case of digital signatures. 2. No. Client satisfaction certificate to be on client's letterhead or from client's e-mail. 3. Client master agreement to be submitted along with client confirmation (on e-mail/client letterhead) on the total amount of service fee till date paid to the bidder agency.

3	Clause 7 Terms and Conditions, Sub-clause 6 Earnest Money Deposit (EMD)/ Bid Security	Earnest Money Deposit (EMD)/ Bid Security: Bidders shall submit, along with their Bids, Bid Security (EMD) of ₹ 25,000 as per the details mentioned 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**:-	Do we need to submit separate EMD for all the four category ?		Yes, EMD for each category to be submitted separately with clear mention of EMD details for each category.
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आरतीय गुणवत्ता परिषद्
QUALITY COUNCIL[®]
OF INDIA
Creating an Ecosystem for Quality

Tender ref. no. QCI/1125/478

Dated: - 05.11.2025

**Request for Proposal
for
Empanelment of HR Recruitment Agency**



QUALITY COUNCIL OF INDIA

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Tender Notice

1. Quality Council of India invites proposals for "**Empanelment of HR Recruitment Agency**"
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" to be submitted as per format under clause VIII sub-clause 2
5. The Technical Bids and Financial Bids should be submitted in separate envelops enclosed into an outer envelope 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 HR Recruitment Agency**" on or before November 14, 2025, latest by 5 PM.

Tender Summary

S. No.	Item	Details
1.	Project Scope	Empanelment of HR Recruitment Agency
2.	Empanelment Duration	One (01) year
3.	Proposal Selection	Least Cost System
4.	Bid Validity	120 days
5.	Earnest Money Deposit (EMD)	₹ 25,000
6.	Last Date for Submission of Proposal	November 14, 2025 latest by 5 PM
7.	Pre-bid Meeting	Date: November 7, 2025 Time: 3:00 PM to 4:00 PM Link: Click to join the meeting Meeting ID: 481 635 984 262 4 Passcode: Jt3fw7xi
8.	Pre-bid Queries	To be submitted to procurement@qcin.org as per format given in Annexure-A .
9.	Submission Details	Quality Council of India (Procurement unit), Tower J, 3 rd floor, World Trade Centre, Nauroji Nagar, New Delhi -110029, inside a sealed envelope super-scribing " Empanelment of HR Recruitment Agency " on or before November 14, 2025 latest by 5 PM

I. INTRODUCTION

Quality Council of India (QCI)

QCI was established as an autonomous non-profit organization by the Department for Promotion of Industry and Internal Trade (DPIIT), Ministry of Commerce and Industry, Govt. of India in partnership with the Indian Industry. QCI plays a pivotal role in propagating, adoption and adherence to quality standards in all important spheres of activities including education, healthcare, environment protection, governance, social sectors, infrastructure sector and such other areas of organized activities that have significant bearing in improving the quality of life and well-being of the citizens of India.

To achieve this, QCI is playing a pivotal role in propagating, adoption and adherence to quality standards in all important spheres of activities including education, healthcare, environment protection, governance, social sectors, infrastructure sector and such other areas of organized activities that have significant bearing in improving the quality of life and well-being of the citizens of India.

It functions through its five constituent Boards and Project Implementation Divisions to establish National Accreditation Programme and Third-Party Assessment models with an aim to improve the quality ecosystem of the nation.

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 (NACB)**

NACB 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. NACB 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). NACB 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 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

The Quality Council of India (QCI) is initiating an empanelment process for Human Resource Recruitment Agencies across various domains. QCI, through its Boards and Divisions, is mandated to enhance quality standards across diverse sectors of the Indian economy, including healthcare, laboratories, education, industry, governance, and infrastructure. In alignment with the Government of India's flagship missions and QCI's vision of strengthening national quality infrastructure, the organization engages sectoral experts, domain specialists, and thematic consultants to support the development and execution of quality frameworks, accreditation and certification schemes, policy inputs, and capacity-building initiatives.

To address emerging human resource needs across healthcare, industry, MSME, social sectors, environment, and technology-driven domains, QCI requires access to professionals at senior, middle management, and entry levels. These include CXO-level leaders, sectoral specialists, program managers, analysts, and other roles, who can contribute to strategic planning, operational execution, stakeholder engagement, and implementation of national and industry-led quality programs.

III. SCOPE OF WORK AND DELIVERABLES

The empaneled HR Recruitment Agency(ies) shall be responsible for providing end-to-end recruitment and talent acquisition services to QCI for the engagement of professionals across all organizational levels. This shall include the identification, evaluation, and onboarding of **entry-level, middle management, senior leadership** personnel, and **experts**. The scope shall cover positions such as analysts, associates, domain experts, functional managers, senior advisors, CXO-level professionals and more requiring specialized expertise, operational proficiency, strategic capability, and demonstrated leadership experience.

Category	Designation	Indicative Years of Experience	Salary Bracket (per annum)	Indicative Contract Period
A	CXO Level/Senior Management	8-10 years or more	More than 40 lakhs	12 months
B	Middle Management	Between 4 years – 12 years	12 lakhs to 50 lakhs	6-12 months
C	Entry Level Positions	Up to 5 years	Up to 12 lakhs	
D	Experts/Consultants	5 years or more	More than 12 lakhs	=< 1 month > 1 to =< 3 months > 3 to =< 6 months > 6 months to = 1 year

Note: The bidder can apply for one, all or as desired whichever category, each separately, if they meet the technical qualification mentioned in the RFP.

The following section outlines the broad scope of work for recruitment and engagement support across different position categories at QCI. The activities shall include, but not be limited to, the details specified under each level.

1. Category-A: CXO / Senior Leadership Positions

a) Requirement Analysis & Position Finalization

- Engage with QCI's senior management and Boards to assess leadership requirements aligned with organizational priorities.
- Develop/refine Job Descriptions (JDs), Key Responsibility Areas (KRAs), and leadership competency frameworks.
- Provide compensation benchmarking and talent landscape analysis for leadership positions.

b) Leadership Search & Outreach

- Conduct targeted executive search for professionals from industry, consulting, government, international institutions, and academia.
- Leverage senior networks, leadership forums, and specialized platforms to attract high-caliber candidates.
- Maintain a ready pool of leadership talent for immediate and future needs.

c) Evaluation & Assessment

- Conduct preliminary assessments on leadership traits, domain expertise, and strategic alignment with QCI's mandate.
- Verify educational and professional credentials.
- Share shortlisted panels with detailed profiles, assessments, and compensation insights.

d) Selection & Coordination

- Facilitate structured multi-stage evaluations (interviews, case studies, psychometric assessments).
- Manage communication and coordination between candidates and QCI during the entire process.

e) Offer & Onboarding

- Support offer negotiation and documentation in alignment with approved norms.
- Facilitate background verification, reference checks, and onboarding formalities.

Deliverables

- Support in Finalastion of Job Descriptions (JD) and Key Responsibility Areas (KRAs) for leadership roles.
- Shortlisted candidate panels with leadership assessments.
- Recruitment status and closure reports.
- Leadership talent database for future reference.

2. Category-B: Middle Management Positions

- a) **Requirement Analysis**
 - Engage with QCI divisions to identify functional and managerial manpower needs.
 - Draft/refine JDs and KRAs for positions such as Senior Advisor, Group Leader, Project Manager, Associate Manager, etc.
 - Provide compensation insights and sectoral availability of talent.
- b) **Sourcing & Outreach**
 - Identify and source qualified candidates through job portals, professional platforms, and recruitment networks.
 - Build and maintain a pool of potential candidates for project-based and recurring roles.
- c) **Screening & Shortlisting**
 - Evaluate candidates based on qualifications, relevant experience, and role-fitment.
 - Provide shortlisted panels with screening remarks and compensation expectations.
- d) **Coordination & Support**
 - Schedule and coordinate interviews and evaluations with concerned QCI teams.
 - Maintain communication with candidates and update QCI on progress regularly.
- e) **Offer & Onboarding**
 - Assist in offer issuance, document verification, and onboarding support.

Deliverables

- Support in Finalastion of Job Descriptions (JD) and Key Responsibility Areas (KRAs) for leadership roles
- Shortlisted candidate panels.
- Progress and closure reports.
- Candidate and onboarding records database.

3. Category-C: Entry-Level Positions

- a) **Requirement Assessment**
 - Engage with QCI's functional divisions to identify manpower needs for Analyst, Coordinator, and similar roles.
 - Define role requirements, eligibility criteria, and KRAs.
- b) **Sourcing & Outreach**
 - Conduct mass sourcing through job boards, campus placements, and social media channels.
 - Maintain a database of pre-screened candidates for rapid deployment.
- c) **Screening & Evaluation**
 - Undertake screening based on qualifications, aptitude, and communication skills.
 - Coordinate written tests, interviews, or skill assessments as per QCI's selection process.
- d) **Coordination & Onboarding**
 - Support interview scheduling, feedback collation, and final selection coordination.
 - Facilitate onboarding documentation and induction coordination.

Deliverables

- Shortlisted candidate panels.
- Recruitment progress and closure reports.

- Onboarding documentation and consolidated candidate database.

4. Category-D: Experts / Consultants (Short-Term / Project-Based Engagements)

a) Requirement Understanding

- Engage with QCI divisions to identify project-specific requirements, engagement duration, and deliverables.
- Define skill requirements and output expectations in consultation with QCI.

b) Sourcing & Identification

- Identify and empanel subject-matter experts from relevant sectors including academia, consulting, and government.
- Maintain a roster of verified consultants for specialized short-term assignments.

c) Screening & Validation

- Assess professional expertise, technical competence, and relevance to project scope.
- Verify past work experience and credentials.

d) Coordination & Contracting

- Support QCI in contractual documentation, negotiation, and mobilization of experts.
- Monitor engagement progress and ensure deliverables are achieved within timelines.

Deliverables

- Expert profiles matching project scope.
- Validated consultant panels.
- Progress and completion reports.
- Expert database organized by domain and engagement duration.

S. No.	Category / Designation Level	Indicative Contract Period	Expected Turnaround Time for Closure
1	CXO / Senior Leadership Positions	12 months	Within 1 month of raising requisition
2	Middle Management (Senior Advisor, Group Leader, Project Manager, Associate Manager etc.)	6-12 months	Within 1 month of raising requisition
3	Entry-Level Positions (Analyst, Coordinator, etc.)		Within 2-3 weeks of raising requisition
4	Experts / Consultants (Short-term) – up to 1 month	=< 1 month	Within 7-10 days of raising requisition
5	Experts / Consultants – short duration	> 1 to =< 3 months	Within 15 days of raising requisition
6	Experts / Consultants – medium duration	> 3 to =< 6 months	Within 3 weeks of raising requisition
7	Experts / Consultants – long duration	> 6 months to = 1 year	Within 1 month of raising requisition

IV. PRE - QUALIFICATION CRITERIA

S. No.	Particulars	Specific Requirements	Documents Required
1.	Legal Entity	<p>The Bidder(s) interested in participating in the Selection Process must be a duly registered legal entity in India, under any one of the following categories: -</p> <ul style="list-style-type: none"> • A Limited Liability Partnership ("LLP") registered under the LLP Act,2008. • an Indian Company ("Company") registered under the Companies Act, 1956/ 2013; • a "Partnership Firm" registered under the Indian Partnership Act, 1932. 	<p>Registration documents of the Bidder as a company/firm or any legal entity along with:</p> <ul style="list-style-type: none"> • Incorporation Certificate of the company • PAN Card of the registered legal entity • GST certificate of the registered legal entity • Certified copy of registered Partnership Deed; copy of Statement filed in the Register of Firms disclosing names, addresses and relevant details of ALL partners of the Partnership Firm • Cancelled cheque • MSME Certificate (if applicable) • Any other supporting document, as may be required
2.	Annual Turnover	Average turnover of at least ₹ 5 crores generated in the past three (3) financial years (2022-23, 2023-24 and 2024-25).	<ul style="list-style-type: none"> • Turnover certificate by CA (original); or • Audited financial statements P&L plus balance sheet for the last three financial years (i.e., 2022-23, 2023-24 and 2024-25) to support the claim
3.	Work experience	The Bidder(s) must have relevant experience in India, of undertaking 3 assignments of providing hiring services (for experts in various domains) to Central Govt. or State Govt. /State PSU/Central PSU/ Autonomous Bodies/ Private Organizations in India of value not less than ₹ 1 crore each, in last 5 years.	<ul style="list-style-type: none"> • Contract/ Agreement/ Work Orders from client(s) that clearly states the details of the scope of work, date of commencement, financial details of the contract on the client's letterhead signed by the issuing authority. • The document should clearly define the scope of work, value of the order, and duration of the order. • Client Satisfaction certificate – as per attached Form – 5 of Annexure-A
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.	As per format in Form 4 of Annexure-A signed and stamped on company letterhead

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.

Note: In case agency bound by any Non-Disclosure Agreement (NDA) clause and not able to submit the work order copy, redacted version of the Documents can be submitted masking name of the party however the Document should clearly mention the nature of work performed, contract value, duration of contract

V. EVALUATION CRITERIA

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

1. CXO / Senior Leadership Positions and Experts / Consultants categories – A and D:

S. No.	Criteria	Weightage
1.	Company Profile <ul style="list-style-type: none"> • Average Annual Turnover – 10 marks <ul style="list-style-type: none"> • Between ₹ 5 to ₹ 6 Crores – 2 marks • Above ₹ 6 to ₹ 8 Crores – 4 marks • Above ₹ 8 to ₹ 10 Crores – 6 marks • Above ₹ 10 to ₹ 15 Crores – 8 marks • Above ₹ 15 Crores – 10 marks • Clientele – 5 marks 	15
2.	Understanding of QCI Requirements and Objectives	25
3.	A description of the approach, methodology , search process, and work plan for performing the assignment <ul style="list-style-type: none"> • Sourcing strategy and market mapping approach – 10 marks • Screening, assessment, and shortlisting process – 5 marks • Work plan for performing the assignment – 10 marks 	25
4.	Experience: Case study for 5 relevant assignments (<i>for which work orders have been submitted in technical bid</i>) undertaken in the past 5 years conducted for Central or State Govt., Union Territory, PSU, CPSU, SPSU, Central universities, autonomous bodies and private organizations – 5 marks per case study	25
5.	Client references: The bidder to submit details for two clients (i.e. Name of the client agency, Name of the SPOC at the agency, E-mail ID and Contact no. of the SPOC) – 5 marks for each positive feedback received	10
Technical Score		100

Note:

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

2. Evaluation criteria: Middle Management and Entry-Level Positions categories - B and C:

S. No.	Criteria	Weightage
1.	Company Profile <ul style="list-style-type: none"> • Average Annual Turnover – 10 marks <ul style="list-style-type: none"> • Between ₹ 2 to ₹ 3 Crores – 2 marks • Above ₹ 3 to ₹ 5 Crores – 4 marks • Above ₹ 5 to ₹ 8 Crores – 6 marks • Above ₹ 8 to ₹ 12 Crores – 8 marks • Above ₹ 12 Crores – 10 marks • Clientele – 5 marks 	15
2.	Understanding of Requirements and Objectives: <ul style="list-style-type: none"> • The organization's manpower needs at middle-management and entry levels (5 marks) • Challenges in large-scale hiring (5 marks) • Timelines and coordination requirements across multiple functions/locations (5 marks) 	15
3.	A description of the approach, methodology , search process, and work plan for performing the assignment <ul style="list-style-type: none"> • Sourcing strategy and market mapping approach – 10 marks • Screening, assessment, and shortlisting process – 10 marks 	30

	• Work Plan and Timelines for Bulk Hiring Execution – 10 marks	
4.	Experience: Case study for 6 relevant assignments of large-scale or bulk hiring assignments (for middle-management or entry-level positions) (<i>for which work orders have been submitted in technical bid</i>) undertaken in the past 5 years conducted for Central or State Govt., Union Territory, PSU, CPSU, SPSU, Central universities, autonomous bodies and private organizations – 5 marks per case study.	30
5.	Client references: The bidder to submit details for two clients (i.e. Name of the client agency, Name of the SPOC at the agency, E-mail ID and Contact no. of the SPOC) - 5 marks for each positive feedback received	10
Technical Score		100

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

Note: In case agency bound by any Non-Disclosure Agreement (NDA) clause and not able to submit the work order copy, redacted version of the Documents can be submitted masking name of the party however the Document should clearly mention the nature of work performed, contract value, duration of contract

VI. METHOD OF SELECTION

The bids shall be evaluated overall based on technical evaluation and **Least Cost System basis**.

Note: The empanelment will be done for each category separately. Therefore, the bidders are advised to apply for one, all or as desired whichever category, each separately, if they meet the technical qualification mentioned in the RFP. The financials for technically qualified bidders will be opened for each category and further L1 will be calculated in each category. QCI reserves the right to empanel one or more than one agency at L1 rates.

VII. TERMS AND CONDITIONS

1. **Empanelment Duration:** The contract will be assigned for a total period of one (01) year, which may be extended further, subject to satisfactory performance of the service provider on the same terms & conditions and the requirements of QCI.
2. **Guarantee Period:** The Guarantee period shall be the time after the on-boarding of the professional (for Category A - CXO / Senior Leadership Positions), this period shall be valid till 90 days. If the selected professional terminates the engagement during the Guarantee Period for any reason (other than redundancy/retrenchment, or any reason attributable to the professional's death), the service provider shall find a suitable replacement to replace the professional for the same position, without any related Fees being accrued.
3. **Non-Joining or Back-out of Selected Candidates:** If any selected candidate, after accepting the offer, does not join or withdraws before joining, the Agency shall provide a replacement within 15 days of such intimation.
4. **Location:** The selected professional shall be engaged with Quality Council of India. The professional may be deputed at New Delhi/ Bengaluru/ Ahmedabad/ Kolkata/ any other location within India as per project requirement.
5. **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 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.

6. Earnest Money Deposit (EMD)/ Bid Security: Bidders shall submit, along with their Bids, Bid Security (EMD) of ₹ 25,000 as per the details mentioned 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

Note:

- 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:
 - If a bidder withdraws its bid during the period of bid validity.
 - Bidder does not respond to requests for clarification of its Proposal.
 - Bidder fails to provide required information during the evaluation process or is found to be nonresponsive.
 - In the case of a successful bidder, if the bidder fails to sign the contract in accordance with this RFP.

Note: MSEs (Micro and Small) are exempted from paying Earnest Money Deposit. In this case participants are required to submit valid MSE registration certificates (Udyog Aadhaar) to avail exemption. MSEs with trading as major activity will not be allowed exemption for payment of EMD.

7. 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 above-mentioned refund would be completed within 30 days of the submission of PBG by the successful bidder. In case a bid is submitted without the bid EMD then QCI reserves the right to reject the bid without providing opportunity for any further correspondence to the bidder concerned.
- 8. 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.

9. Payment Terms:

- i. Payment will be done post successful deployment of professional(s) after verification by QCI SPOC.
- ii. Payment shall be made on within 30 days of receipt of tax invoice complete in all respect and QCI team sign-off.
- 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.

10. Amendments to RFP: At any time prior to the last date for receipt of applications, QCI may for any reason, whether at its own initiative or in response to a clarification requested by a prospective applicant, modify the RFP document by an amendment. In order to provide prospective applicants reasonable time to take the proposed amendments into account while 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. Any such amendment shall be communicated to the service providers.

11. Conflict of Interest:

- i. The bidder shall not have a conflict of interest that may affect the Selection Process, or the work envisaged under this RFP (the "Conflict of Interest"). Any Applicant found to have a Conflict of Interest shall be disqualified.
- ii. QCI requires that the Service Provider provides professional, objective, and impartial advice and at all times hold the QCI's interest paramount, avoid conflicts with other assignments or its own interests, and act without any consideration for future work.
- iii. The Service Provider shall not accept or engage in any assignment that would be in conflict with its prior or current obligations to other clients, or that may place it in a position of not being able to carry out the assignment in the best interests of the QCI.
- iv. In the event that a Service Provider identifies a potential conflict of interest, they shall make a disclosure to QCI as soon as any potential conflict comes to their notice but in no case later than 7 (seven) days from the receipt of such proposals and any breach of this obligation of disclosure shall be construed as Conflict of Interest. QCI shall, upon being notified by the Service Provider under this Clause, decide whether it wishes to terminate this service or otherwise, and convey its decision to the service provider within a period not exceeding 15 (fifteen) days.

12. Ownership Rights: Ownership of all new artifacts (data, reports, presentations and other publications) generated during the assignment or otherwise with respect to the assignment, will rest with QCI and it will have the right to resell/ implement the same with any other organization.

13. Non-Discrimination: The shortlisted agency should not discriminate on the basis of race, color, religion, sex, sexual orientation, age, marital status, etc. when shortlisting applicants for the executive position.

14. Fraud/Corruption: QCI requires that the bidders participating in the selection process adhere to the highest ethical standards, both during the selection process and throughout the execution of the Contract. In pursuance of this policy, QCI defines, for the purpose of this paragraph, the terms set forth as applicable to both the parties:

- i. "Corrupt practice" means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value (whether in cash or kind) to influence the action of a public official in the selection process or in Contract execution.
- ii. "Fraudulent practice" means a misrepresentation or omission of facts in order to influence a selection process or the execution of a Contract.

- iii. "Collusive practices" means a scheme or arrangement between two or more bidders with or without the knowledge of QCI, designed to establish prices at artificial, non-competitive levels.
- iv. "Coercive practices" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in a procurement process or affect the execution of a Contract. QCI will reject a proposal for award if it comes to know that the bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for the Contract in question; and
- v. QCI will terminate the Contract, if already awarded and will declare the bidder ineligible, either indefinitely or for a stipulated period of time, to be awarded a Contract, if at any time it determines that the bidder has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for, or in executing, a Contract.

15. 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.

16. Termination of Contract:

i. **Termination for Default**

QCI reserves the right to terminate / short close the contract, without prejudice to any other remedy for breach of contract, by giving 15 days' notice if the Service Provider fails to perform any obligation(s) under the contract and if the Service Provider, does not cure their failure within a period of 7 days (or such longer period as QCI may authorize in writing) after receipt of the default notice from QCI.

ii. **Termination for Insolvency**

QCI may at any time terminate the contract by giving written notice without compensation to the Service Provider, if the Service Provider becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to QCI.

iii. **Termination for Convenience**

QCI may by written notice sent to Service Provider, terminate the contract, in whole or part, at any time for its convenience, by giving 15 days' notice. However, the payment shall be released to the extent to which performance of work executed as determined by Service Provider till the date upon which such termination becomes effective.

iv. The Service Provider may terminate this contract, or any Services, by giving 15 days' written notice to QCI, if the Service Provider reasonably determines that the Service Provider can no longer provide the Services in accordance with applicable law or professional obligations.

17. 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.

18. Intellectual Property Rights/Interventions: QCI will own all the intellectual property resulting out of services being performed under this contract

"Intellectual Property and Invention" includes documents, reports, concept papers, ideas, concepts, creations, discoveries, inventions, improvements, know-how, trade or business secrets;

trademarks, service marks, designs, utility models, tools, devices, models, methods, procedures, processes, systems, principles, algorithms, works of authorship, flowcharts, drawings, books, papers, models, sketches, formulas, teaching techniques, electronic codes, proprietary techniques, research projects, and other confidential and proprietary information, computer programming code, databases, software programs, including their source code; data, documents, instruction manuals, records, memoranda, notes, user guides; in either printed or machine-readable form, the whether or not copyrightable or patentable, or any written or verbal instructions or comments.

“Intellectual Property Rights” or “IPRs”/ “Inventions” include (i) all rights, title and interest under any statute or under common law including patent rights; copy rights including moral rights; and any similar rights in respect of Intellectual Property, anywhere in the world, whether negotiable or not; (ii) any licenses, permissions and grants in connection therewith; (iii) applications for any of the foregoing and the right to apply for them in any part of the world; (iv) right to obtain and hold appropriate registrations in Intellectual Property and, (v) all extensions and renewals thereof (vi) Causes of action in the past, present or future, related thereto including the rights to damages and profits, due or accrued, arising out of past, present or future infringements or violations thereof and the right to sue for and recover the same.

The Service Provider may use data, software, designs, utilities, tools, models, systems and other methodologies and know-how (“Materials”) that the Service Provider owns in performing the Services. The Materials (including any improvements or knowledge developed while performing the Services), and in any working papers that are developed in the course of the Services shall rest with QCI. The Service Provider shall not use any such Materials included in the Reports, as well as the Reports themselves without the prior permission of QCI.

On completion of the project, all documents, SOPs, reports, dashboards, data etc. collected and prepared by the Service Provider as a part of the contract, shall be transferred to QCI.

19. Ethics: QCI expects 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.

20. Penalty:

Penalty may be imposed in any of the following cases, as per the quantum decided by the Secretary General, QCI:

- If the Agency repeatedly fails to meet the agreed service levels, replacement timelines, or quality standards specified in the agreement, OR
- In the event of any breach of confidentiality regarding candidate or organizational data shared during the recruitment process, OR
- If any candidate information is found to be falsified, credentials misrepresented, or if the Agency deviates from the approved recruitment process without prior written approval, OR
- If the Agency fails to adhere to the timelines defined in the approved work plan or requisition issued by QCI for any hiring assignment, OR
- Any other issue faced by QCI.

21. The contract will be awarded to the service provider whose proposal conforms to this RFP and is, in the opinion of QCI, the most advantageous and represents the best value to the assignment, price and other factors considered.

22. 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.

23. Security: The Service Provider shall not disclose the details of this Contract with any third party at any point of time unless required by law. That the Service Provider and its employees/professionals/personnel are only authorized to access the information shared and/or collected under this project and no third party shall have any access to any information either written or oral without the written consent of QCI.

The Service Provider shall ensure that all the data collected and processed and information received under this project or during the execution of this project and or required to be shared with QCI, by the Service Provider under this Contract shall be in totally secure mode and that the Service Provider shall take all necessary steps to prohibit any unauthorized sharing/publishing of data in the public domain or with any other party or person who is not authorized by QCI to receive such information and or data. That the Service Provider shall ensure that all the data collected, and information received under this contract shall be used only for the purpose of execution of this contract and once the purpose of this contract is fulfilled then all the papers, drawings, notes, memoranda, manuals, specifications, designs, devices, documents, diskettes, CD's, DVD's. Tapes, Trade Secrets and any other material on any media containing or disclosing any confidential or proprietary technical or business information shared during the course of execution of this contract shall be returned to QCI.

24. Maintenance of Confidentiality:

- i. The bidder(s) must not divulge any confidential information and assure that reasonable steps are taken to provide for the safe custody of any and confidential information in its possession and to prevent unauthorized access thereto or use thereof. The shortlisted bidder(s) must not, without the prior written consent of QCI, disclose any confidential information of QCI or any government department or relating to any ministry or any other party. In giving written consent to the disclosure of confidential information, QCI may impose such conditions as it thinks fit, and the bidder must comply with these conditions. Confidentiality clause shall survive for a longer period of one year after the termination of contract or contract expiry period.
- ii. The selected service provider will be required to sign a mutually agreed **Non-Disclosure Agreement (NDA) with QCI**.
- iii. 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.

- 25. Notices:** Any notice given under or pursuant to the Contract shall be given in writing and shall be given by registered mail or by facsimile transmission to the other party at the addresses mentioned in this Work Order, or to such other address as the Service Provider may by notice to the other have substituted therefore.
- 26.** QCI reserves the right to accept or reject any bid, to annul the entire bid process or reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected service provider(s) or any obligation to inform the affected service provider(s) the grounds for such decision. QCI also reserves the right to negotiate with the successful service provider, if necessary.
- 27. Subcontracting:** There must be no further subcontracting without prior written consent of QCI.
- 28. Removal of Data:** The Service Provider must ensure that its employees/ professionals' subcontractors and/ personnel do not:
 - i. remove any data or allow any data concerned with this contract to be removed from the places as notified/directed by QCI; or
 - ii. take any data or allow any data to be taken outside of India, without QCI's prior written consent.
- 29. Access by QCI:**
 - i. The QCI may, at all reasonable times and on giving reasonable notice to the Service Provider access the premises of the Service Provider to the extent relevant to the performance of this contract; require the provision by the Service Provider, its employees, personnel or professionals agents of records and information in a data format and storage medium accessible by the QCI by use of the Service Provider existing computer hardware and software; inspect and copy documentation, books and records, however stored, in the custody or under the control of the Service Provider, its employees, agents, professional or personnel; and require assistance in respect of any inquiry in to or concerning the Services or this Contract.
 - ii. For these purposes an inquiry includes any audit whether administrative or statutory review 'audit or inquiry (whether within or external to the Department), any request for information directed to the QCI by any authority or Government Department or any Ministry and any inquiry conducted by Parliament or any Parliamentary committee.
 - iii. The Service Provider must provide access to its computer hardware and software to the extent necessary for the Service Provider to exercise its rights under this clause, and provide QCI with any reasonable assistance requested by the Service Provider to use that hardware and software provided that any proprietary information including confidential information like profit margins, overheads and other such confidential information about its employees, sub-contractors, organization would not be made available.
- 30.** 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.
- 31.** QCI may at its sole discretion and at any time during the evaluation of proposal, disqualify any respondent, if the firm:
 - i. Submitted the proposal after the response deadline
 - ii. Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements
 - iii. 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.
 - iv. Submitted a proposal that is not accompanied by required documentation or is non-

- responsive, failed to provide clarifications related thereto, when sought
- v. Submitted more than one proposal
- vi. Was declared ineligible by the Government of India/State/UT Government for corrupt and fraudulent practices.

32. Force Majeure: Neither party shall be held responsible for non-fulfillment of their respective obligations due to the exigency of one or more of the force majeure events such as but not limited to Acts of God, war, flood, earthquakes, strike, lockouts, epidemics, pandemics, riots, civil commotion etc., provided on the occurrence and cessation of any such events. The affected party thereby shall give a notice in writing to the other party within one week of such occurrence or cessation. If the force majeure conditions continue beyond six months, the parties may then mutually decide about the future course of action.

Force Majeure shall not include:

- i. any event which is caused by the negligence or intentional action of a Party or by or of such Party's agents or employees, nor
- ii. any event which a diligent Party could reasonably have been expected both to take into account at the time of the signing of the Contract and avoid or overcome with utmost persistent effort in the carrying out of its obligations hereunder.
- iii. Insufficiency of funds or manpower or inability to make any payment required for execution of services under this Contract.

33. 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.

34. 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.

35. Rescinding of Work order: The work order issued by QCI to Service Provider for the above scope can be withdrawn at any time by giving a notice period of 7 days if a Service Provider fails to perform/execute work as per the requirements specified in this document after two warnings (served in writing) or in case of non-compliance/breach of any of the terms and conditions of this order.

36. Validity of Proposals: The proposals shall remain valid for a period of 120 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.

37. 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.

38. 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.

39. 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.

40. Governing law and jurisdiction: All disputes which cannot be settled amicably shall be referred to the applicable courts in India, and the party(s) consent to the jurisdiction of the courts there. The contract is governed by and interpreted in accordance with the laws of India.

- 41. Standard of Performance:** The agency agrees to perform services diligently, efficiently, and economically, adhering to professional standards and practices.
- 42.** The firms / agencies 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.
- 43. Disclaimer:** QCI shall not be responsible for any late receipt of applications for any reasons whatsoever. The applications received late will not be considered. QCI reserves the right:
- i. To reject any/all applications without assigning any reasons thereof.
 - ii. To relax or waive any of the conditions stipulated in this document as deemed necessary in the best interest of the QCI without assigning any reasons thereof.
 - iii. To include any other item in the Scope of work at any time after consultation with applicants or otherwise
 - iv. To adopt method deemed fit to evaluate the proposals
 - v. To select multiple Service Provider for the project for allocation of work in different areas if it meets the essential criteria for qualification.

VIII. SUBMISSION OF PROPOSALS

The bidders should submit bids for each category separately. The intending Service Provider is expected to prepare proposals covering the following aspects:

1. Technical Bid:

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

2. Financial Bid:

The bidders should ensure that the financial for the category applied for should be with the technical bid of the same category.

Example – If the application is for Category A – The bid should hold Technical bid for Category A and Financial bid for Category A.

The submission for financial bid will be as per **Annexure-B**

Note: The financials for technically qualified bidders will be opened for each category and further L1 will be calculated in each category. QCI reserves the right to empanel one or more than one agency at L1 rates.

Additional Notes:

- Provide a detailed breakdown of the pricing structure, including all cost components: unit costs, resource allocations, overheads, and any assumptions.
- Taxes must be itemized separately as per applicable government rates.
- 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

3. Submission Details:

- a) The Technical Bids and Financial Bids should be submitted in separate envelopes enclosed into an outer envelope 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 HR recruitment agency for Category- (A/B/C/D)" on or before November 14, 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 (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.
- 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 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 “Empanelment of HR recruitment agency for Hiring of Leadership roles and Experts”.

Dear Sir,

1. Having examined the RFP document, we, the undersigned, herewith submit our proposal in response to your RFP for “Empanelment of HR recruitment agency for Hiring of Leadership roles and Experts”, 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 (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)	Approximate value of the assignment

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) #	

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	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)	
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 "Empanelment of HR recruitment agency for Hiring of Leadership roles and Experts"

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 HR recruitment agency for Hiring of Leadership roles and Experts". 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: Draft of client satisfaction certificate

(on client's letterhead, signed and stamped by client)

S. No.	Item	Details
1	Name of the client	
2	Name of the project	
3	Contract value	
4	Document attached for proof of client engagement	
5	Duration of contract	
6	Details of work that defines the scope relevant to the requirement	
7	Performance rating	

Annexure-B: Financial bid format

(on company's letterhead)

Category – A - EMPANELMENT OF HR RECRUITMENT AGENCY

Category	Particulars	Percentage of Annual CTC*
A	CXO level/ Senior Management	

**Exclusive of taxes*

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

(on company's letterhead)

Category – B - EMPANELMENT OF HR RECRUITMENT AGENCY

Category	Particulars	Percentage of Annual CTC*
B	Middle Management	

**Exclusive of taxes*

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

(on company's letterhead)

Category – C - EMPANELMENT OF HR RECRUITMENT AGENCY

Category	Particulars	Fixed fee*
C	Entry - level Positions:	
C.1	Per hire (Below 10)	
C.2	Above 10 and Below or equal to 50	
C.3	Above 50 and Below or equal to 100	
C.4	Above 100	

**Exclusive of taxes*

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

(on company's letterhead)

Category – D - EMPANELMENT OF HR RECRUITMENT AGENCY

Category	Particulars	Time period	Fixed fee*
D	Experts/ Consultants	=< 1 month	
		> 1 to =< 3 months	
		> 3 to =< 6 months	
		> 6 months to = 1 year	

**Exclusive of taxes*

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

Annexure-C

S. No.	Sector	Specialist Profile	Use cases	Anchor Board/ Division	Tenure	Example of QCI projects
1.	Healthcare	Digital Health Standards Specialist	Integrate digital health standards into Ayushman Bharat and National Digital Health Mission (NDHM)	National Accreditation Board for Hospitals & Healthcare Providers (NABH)	1 Year	NABH MoU with Koita Foundation on advancing digital health initiatives in hospitals
		Capacity building cum Quality Expert	Capacity building and needs assessment of Quality Managers and healthcare staff deployed in hospitals.	National Accreditation Board for Hospitals & Healthcare Providers (NABH)	4 months (3 days on average per week)	a) Gunvatta Pathshala b) DISHA
		Patient Safety and Risk Management Expert	Integrate patient safety indicators into certification and accreditation parameters	National Accreditation Board for Hospitals & Healthcare Providers (NABH)	20 Days over 2 months	World Patient Safety Day Conclave
2.	Government Liaison	State Liaison Heads and Industry/Domain Liaisons	Enhance strategic engagement with state authorities and ministries. MoUs with industry associations and management associations	Across all Boards (5) and Divisions(4)	1 year	a) Gunvatta Sankalp b) Gunvatta Yatra
3.	Laboratory (Recognition and Accreditation)	Forensic Lab Accreditation Specialist	Create new accreditation schemes for forensic science labs.	National Accreditation Board for Testing and Calibration Laboratories (NABL)	2 months (10 days over 2 months)	
		Soil lab testing Specialist	Designing and Implementing Mobile Soil Health Card Lab Test Units	National Accreditation Board for Testing and Calibration Laboratories (NABL)	2 months (10 days over 2 months)	
4.	Industry Domain experts	Environment Sector Specialist	Reviewing, Updating and developing technical frameworks, training modules, and quality assurance mechanisms in the Environmental	National Accreditation Board for Education and Training (NABET)	Scheme Specific Requirements 5 days in a month	a) Scheme For EIA Consultant Organizations b) Scheme For Ground Water Consultant Organizations

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			Impact Assessment (EIA) domain.			c) Scheme Forest Clearance Consultants Organization
		MSME Productivity Specialist	<ul style="list-style-type: none"> a) EODB – improving Cost and Quality Competitiveness in MSME b) Drive MSME competitiveness LEAN scheme (MCLS) and Zero Defect and Zero Effect (ZED) in MSMEs pan India. 	National Division for Industry Excellence (NDIE)	Scheme Specific Requirements <i>5 days in a month</i>	
		Circular Economy and Sustainable Manufacturing Expert	Drive MSME export readiness and compliance with Global Supply Chains		Scheme Specific Requirements <i>5 days in a month</i>	
5.	Cross-cutting	Impact Assessment	QCI undertakes multiple impact assessment projects for key Government Schemes (Swachh, PMAY, etc.) – support in improving the assessment process while also helping in developing insights which can be shared with the Ministry as future policy inputs.	Project Planning and Implementation Division (PPID)	Project Specific – more during planning of the project and report submission (15 days over 4 months typically)	
		Monitoring and Evaluation Specialist (M&E)				
6.		Social Sector Leads	Social sector leads can strengthen QCI's community reach especially in rural and grassroots development focused programs such as Sarpanch Samvaad, Eklavya Model Residential School Certification and Accreditation etc for effective project implementation and feedback.	Sarpanch Samvaad; National Accreditation Board for Education and Training (NABET)	Scheme Specific Requirements <i>5 days in a month</i>	Assessment and Evaluation of Tribal Schools and Hostels (Eklavya Model Residential Schools)
		Infrastructure Quality & Standards Expert	Develop quality benchmarks for infra projects (roads, smart cities, water, energy) – supports Govt flagship missions.	National Accreditation Board for Certification Bodies (NABCB) + Strategy & Policy Division (SPD)	Scheme Specific Requirements <i>5 days in a month</i>	

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7.		Technical Scheme Experts	Expertise support in conception and execution of new certification schemes by PADD	Project Analysis and Documentation Division (PADD)	Scheme Specific Requirements <i>5 days in a month</i>	a) FAO SAARC GAP b) Certification Scheme for Unmanned Aircraft Systems (Drones)
8.	Need Based experts	Digital Transformation / IT Governance Expert	Guide QCI's IT change, certification portals, and ensure cyber/data compliance.	IT Division	More involved role - 20 days over 2 months	
		Legal analyst/expert	Support compliance, contract drafting, and regulatory needs due to a gap in dedicated legal functions.	HR division	More involved role - 20 days over 2 months	
		HR and Organisational Design Expert	Support QCI internal HR reforms, competency frameworks, organisation restructuring etc.	HR Division	More involved role - 20 days over 2 months	
		Emerging Domain Experts	Engage on-demand for AI, ethics, carbon markets, agrotech, climate quality standards	Chairperson's Secretariat	More involved role - 20 days over 2 months	
9.	Cultural expert/ Change management expert	Ethics Supervisors	Develop and monitor ethical frameworks, investigate cases, and advise on policy directions to maintain high standards and integrity across QCI initiatives especially in the domains of healthcare and education	Across all Boards (5) and Divisions (4)	10 days over 2 months	

Format for Pre-bid query form

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

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