

Reference No. QCI/PPID/0721/044

**Request for Empanelment
of
Management Consulting Firms**



Quality Council of India (QCI),
Institution of Engineers Building,
2nd Floor, 2, Bahadur Shah Zafar Marg,
New Delhi-110002

Empanelment Notice

1. Quality Council of India, an autonomous body under Department for Promotion of Industry and Internal Trade, Ministry of Commerce and Industry invites proposals for “**Empanelment of Management Consulting Firms**” from reputed firms for empanelment by QCI for a period of 1 (One) year. The empanelment may be extended or reduced for a period decided by QCI, at the discretion of QCI based on the firm’s performance.
2. The criteria and actual process of evaluation of the responses to this RFE and subsequent selection of the firm(s) will be as mentioned in this RFE and any modification or changes to the terms and conditions mentioned in this RFE will be entirely at discretion of QCI.
3. No contractual obligation whatsoever shall arise from this Request for Empanelment (RFE) process unless and until a formal contract is signed and executed by duly authorized official(s) of QCI with the selected firm(s). QCI reserves the rights to empanel more than one firm.
4. The content of this RFE enlists the requirements of the Quality Council of India. It includes the Empanelment Terms which details out all that may be needed by the firms 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 agencies are advised to study this RFE document carefully before submitting their proposals in response to the Empanelment notice. Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications.
6. The Documents to be submitted:

Documents	All documents in the pre-qualification criteria
Form 1	Application
Form 2	Relevant Client Details
Form 3	Details of responding organization

Empanelment Summary

#	Item	Details
1	Addressee and address at which the bid is to be submitted	Mr. F.C. Srivastava Deputy Director (Accounts), Quality Council of India 2nd Floor, ICCW Building, 4-Deen Dayal Upadhyaya Marg New Delhi - 110002, India.
2	Date of issue of the Request for Empanelment (RFE) document	July 03, 2021
3	Last date and time for submission of Applications	July 26, 2021, 12 Noon
4	Duration of Empanelment	1 (One) Year
5	Validity of the Application	180 Days
6	Tender Processing Fee	N/A
7	Contact Person for clarification	procurement@qcin.org
8	Presentation Round	To be notified via Email

1. About Us - Quality Council of India(QCI)

The Quality Council of India (QCI), an autonomous body under Department for Promotion of Industry and Internal Trade, Ministry of Commerce and Industry. QCI is a pioneering experiment of the Government of India in setting up organizations in partnership with the Indian industry. The mandate of QCI is to lead nationwide quality movement in India by involving all stakeholders for emphasis on adherence to quality standards in all spheres of activities primarily for promoting and protecting interests of the nation and its citizens. To achieve this, QCI is playing a pivotal role in propagating, adoption and adherence to quality standards in all important spheres of activities including education, healthcare, environment protection, governance, social sectors, infrastructure sector and such other areas of organized activities that have significant bearing in improving the quality of life and well-being of the citizens of India. Presently, QCI has five constituents Boards involved in accreditation and promotion of quality. Every Board works under its own domain areas and is functionally independent.

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 programme for healthcare organisations. 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 focussed on empowering the consumers to demand quality and consequently creating a back-pressure on suppliers to ensure quality of their products and services.

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 centre 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. ZED Division

The ZED Division leads various projects of National importance with a focus on 'Atmanirbhar Bharat'. The division is involved in flagship programmes 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.

2. Scope of Work

QCI intends to empanel competent management consultancy firms capable of providing end to end consulting services for various projects that QCI works on. Following is the scope which will give you an insight into the kind of work that QCI expects the firms to do, in sectors listed below (but not limited to):

- i. Healthcare,
- ii. Education,
- iii. Sustainable Energy,
- iv. Sanitation
- v. Data Management and advance analytics
- vi. Risk and Compliance
- vii. Development And E-Governance,
- viii. Electrical and Power Sector,
- ix. Architecture, Construction and Other Engineering Services,
- x. Research Studies and Surveys,
- xi. Livelihood & rural development,
- xii. Agriculture,
- xiii. Civil aviation, etc.

The scope of services would broadly include:

- a) Preparing Feasibility reports, Detailed Project Reports, and other related reports;
- b) Developing knowledge map(s) including knowledge/databases in identified areas;

- c) Enabling process enhancement and technology enablement for various projects
- d) Developing models for management and commercialization of technologies, patents, IPR and related knowhow;
- e) Developing frameworks for providing value added information services tailored to the scientific and technological needs of the Project teams.
- f) Undertaking Research studies including carrying out market surveys through collection and analysis of data;
- g) Reviewing of existing schemes, proposing improvements and recommendation of new schemes within the overall mandate of the organization/institution.
- h) Reviewing of project funding guidelines and recommend modifications/improvements within the overall framework of the rules and regulations of the organization/institution.
- i) Conducting impact assessment, monitoring and evaluation studies of various programs, schemes, projects; and other activities of the organisation/institution.
- j) Development of Portals, Dashboards, Mobile and web applications.
- k) Software Product Development and end to end process automation
- l) Providing Project Management Assistance

While the above-mentioned activities are to give an idea about the nature and type of projects, there can be any additional activities of similar nature, which the empanelled firms/companies would be required to undertake, based on the requirements from time to time.

The quality of the services is extremely critical and as part of their proposal the bidder/proposer should demonstrate core competencies/strengths on the above key aspects including adherence to quality and timely execution.

3. Pre- Qualification Criteria

Bidders are expected to meet the following prequalification criteria. Bidders failing to either meet these criteria or not furnishing the requisite supporting documents/documentary evidence is liable to be summarily rejected. QCI shall evaluate the prequalification proposal with reference to the information and supporting documents furnished.

S.No.	Basic Requirements	Specific Requirements	Documents Required
a.	Legal Entity	The bidder should be a Company registered in India under the Companies Act 1956 or a partnership registered under the India Partnership Act 1932 with their registered office in India for the last five years	Copy of Certificates of incorporation
b.	Turnover	Average Annual Turnover of the Bidder during the last Three financial years, i.e FY 2017-18, FY 2018-19, 2019-20 (as per the last published audited balance sheets), should be more than Rs. 5 Cr	Audited/Certified Annual Financial Statements and Annual Report for the three financial yearCA's

c.	Technical Capability & Experience	The bidder should have successfully completed assignments of similar nature as listed in the scope of work	Work Order / Work Completion Certificates from the client Work Order & Work Completion Certificates from the client.
d.	Expertise of Manpower	The bidder should have at least 25 skilled manpower/ consultants specializing in executing various activities in the defined scope of work	Profiles of personnel
e.	Tax Registration	The company shall hold valid GST and PAN certifications.	Copies of relevant certificates of registration
f.	Blacklisting	The bidder shall not have been blacklisted by any central or state government agency, PSU etc	Undertaking in this regard to be submitted.

*Exceptions shall be made for Startups recognized by the DPIIT under the Startup India Action Plan under the experience and turnover criteria.

4. Technical Evaluation

The Technical Evaluation would happen on the basis of bidder's relevant experience and key personnel as described under:

The firm should specifically mention the sectors (as mentioned in scope of work) for which they wish to apply.

1	Past Experience in work of similar nature	40 Marks
1.1	Number of years' experience of the firm/bidder <ul style="list-style-type: none"> • >5 and <= 7 years • >7 and <=10 years • > 10 years 	10
1.2	Experience of similar nature of services specified in scope of work within last 5 (Five) years	30
2	Personnel Details	40 Marks
2.1	Quality of personnel (qualifications, experience, skills and competencies) <ul style="list-style-type: none"> • Roles and Responsibility: Develop and disseminate guidelines on project preparation, project documentation and other related activities, Facilitate effective implementation of the various priority and mission-oriented projects, 	

	<p>Specialist domain knowledge, Support in project planning: activity planning and scheduling, Monitor and report to the Senior Specialist on the progress of various programs/ projects, Preparation of reports and execution of the engagement</p> <ul style="list-style-type: none"> • Sectoral specialization of personnel 	
3	<p>Approach & Methodology and Regional Spread</p> <ul style="list-style-type: none"> • Approach and Methodology for implementation of Consulting assignment • Regional Presence including infrastructure manpower and other resources at each location of the presence. This may be substantiated by bidder through documentary evidence. 	20 Marks

5. General Terms and Conditions

- i. The empanelment letter shall not confer any right to engagement. The vendor or its associates/companies who are empanelled with QCI as a result of this empanelment process are not allowed to use the name of QCI, its logo, service marks or any document for any purpose without the prior written approval of QCI.
- ii. QCI reserves the right to (a) reject any / all proposals without assigning any reasons thereof, (b) relax or waive any of the conditions stipulated in this RFP document as deemed necessary in the best interest of QCI and the objectives of the project without assigning any reasons thereof and (c) include any other item(s) in the Scope of work at any time after consultation.
- iii. **Intellectual Property Rights:** All intellectual property rights developed as a consequence of any allotment of work to the subsequent empanelled vendors shall be the sole property of QCI and shall be governed by the provisions of the agreement/work order issued thereto.
- iv. **Blacklisting/debarring:** QCI reserves the right to cancel the empanelment letter 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.
- v. **Allocation of work post empanelment:** The allocation of work post empanelment among all the empanelled agencies will be made by floating limited tender enquiries/nomination basis as and when the requirements arise.
- vi. **Presentation:** As a part of Evaluation of proposals submitted by the applicants, QCI reserves the right to seek further information or a presentation from the Organizations for evaluation purpose.
- vii. **Amendment to RFE:** 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 RFE document by an amendment. In order to provide prospective applicants reasonable time in which to take the amendment into account in preparing their proposals, QCI may at its discretion extend the last date for the receipt of

proposals and/or make other changes in the requirements set out in the RFE. The applicant is required to visit the Tenders Section of QCI website for any changes or amendments in the RFE before submitting their Applications.

- viii. **Ethics:** QCI expect all operators, shortlisted bidder(s) to show highest ethical standards during the course of the assignment. If any complaints/information regarding any incident of malpractices (bribery, seeking monetary or non-monetary favour/gifts) is brought to the notice, the shortlisted bidder(s) 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.
- ix. **Confidentiality:** The bidder(s) must not divulge any confidential information and assure that reasonable steps are taken to provide for the safe custody of any and confidential information in its possession and to prevent unauthorized access thereto or use thereof. The shortlisted bidder(s) must not, without the prior written consent of QCI, disclose any confidential information of QCI or any government department or relating to any ministry or any other party. In giving written consent to the disclosure of confidential information, QCI may impose such conditions as it thinks fit, and the bidder must comply with these conditions. Confidentiality clause shall survive for a longer period of one year after the termination of contract or contract expiry period. The selected bidder(s) will be required to sign a mutually agreed Non-Disclosure Agreement (NDA) with QCI.
- x. 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.
- xi. The proposals submitted by the firms/agencies shall remain valid for a period of two months after the closing date (deadline) for submission of proposals prescribed in this document.
- xii. 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. Submitted a proposal that is not accompanied by required documentation or is nonresponsive, failed to provide clarifications related thereto, when sought
 - d. Submitted more than one proposal
 - e. Was declared ineligible by the Government of India/State/UT Government for corrupt and fraudulent practices.
- xiii. 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

6. Proposal Submission

Documents to be Submitted:

- i. All the necessary documents mentioned in the pre-qualification criteria
- ii. Form – 1
- iii. Form – 2
- iv. Form – 3

Interested service providers may send their applications along with the profile and other details inside a sealed envelope super-scribing '**Application for Empanelment of Management Consulting Firms**' to Deputy Director (Accounts), Quality Council of India, **Quality Council of India (QCI) 2nd Floor, ICCW Building, 4-Deen Dayal Upadhyaya Marg New Delhi - 110002, India latest by July 26, 12 Noon.**

Form 1: Application

Date:

To,
Deputy Director
Accounts & Administration Quality Council of India
2nd Floor, ICCW Building, 4-Deen Dayal Upadhyaya Marg
New Delhi - 110002

Subject: Empanelment as Management Consulting Firms

Dear Sir,

Having examined the pre-qualification document indicating scope of works, I/We hereby submit our proposal together with all the necessary information and relevant documents for empaneling us with QCI for the Professional Services for management consulting.

The proposal is made by me/us on behalf of.....
(Company/Firm/Association of individuals) in the capacity of duly authorized to submit the proposal.

I/We understand that QCI reserves the right to reject any proposal without assigning any reasons thereof. I/We undertake that all the information furnished by me/us in the proposal is true to the best of me/our knowledge and belief. If any of the information is found to be false on subsequent verification, I/We undertake that I/We may be excluded from the list of empaneled Firms.

AUTHORISED SIGNATORY

(Name and Designation)

Name of Firm:

Address:

E-mail ID:

Contact details:

Form 2: Relevant Project Experience

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

Form 3: Details of responding organization

Section No.	Sr. No.	Particular	Detail
I	COMPANY PROFILE :		
	1.	Name of the Organization * (As appearing on PAN Card)	
	2.	Registered Office Address *	
	3.	Address for Billing Office & Address *	
		Name of Contact Person *	
		Contact No. *	
		Mobile No.	
		E mail ID *	
	4.	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.	<u>Nature of ENTITY:</u> * 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)	

S. No.	Particulars	Details to be furnished	
1.	Details of responding Company		
	Name		
	Address		
	Telephone	Fax	
	E-mail	-	Website
2.	Information about responding Company		
	Status of Company (<i>Public Ltd. / Pvt. Ltd etc.</i>)		

Details of Registration (<i>Ref e.g. ROC Ref #</i>)			Date
			Ref #
Details of Service Tax Registration			Date
			Ref #
2.	Current Year Turnover (Rs Crores) from application development and audit related operations in India;		
3.	Company Profile (Operations in India)		
3.1	Average turnover from Indian Operations	(Turnover in Rs Crores)	
3.2	Full-time professional staff engaged in related consulting services	(Number of Staff)	
3.3	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)	
4.	Company Experience		
4.1	Experience of working on projects in India/Outside India		(Number of Projects and their brief description)
4.2	Experience of working on similar Specifications		(Number of Projects and their brief description)
5	Any Certifications		Provide a copy