

**Reference No. QCI/PPID/0721/043**

**Request for Empanelment  
of  
Service Provider for Development  
of E-Learning Modules for QCI**



**Quality Council of India (QCI),  
Institution of Engineers Building,  
2<sup>nd</sup> 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 service provider for development of e-learning modules”** 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. After the submission of the proposal according to the instructions provided in the sections below, the bids will be evaluated through two bid system.
7. The Documents to be submitted:

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

## Empanelment Summary

S.No.	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 (QCI) 2nd Floor, ICCW Building, 4-Deen Dayal Upadhyaya Marg, New Delhi - 110002
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	Contact for Clarification	<a href="mailto:procurement@qcin.org">procurement@qcin.org</a>
7	Tender Processing Fee	N/A
8	Presentation Round	To be notified via Email

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

The Quality Council of India (QCI) is 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 firms for development of e-learning modules for QCI. Following is the scope which will give you an insight into the kind of work that QCI expects the firms to do; however, the deliverables aren't limited to this scope of work and will vary in the Request for Proposal (RFP):

- Design and Development of e-learning modules in the form of:
  - i. e-Lecture creation (Animated content with Voice Over): 2D Animation based

- ii. e-Video Lecture (Recorded and Edited Lecture by a presenter): Video Recording of the Lecture and Providing Speaker for Video
- iii. Info graphics (Graphics/Slide used for communicating the required message): 2D Graphics based
- iv. New Innovative Elements such as eBook, Screen Capture etc
- Existing domains: ZED, Environment, Health, Education, Laboratories etc
- QCI is planning to prepare more programs in coming years and expand on number of courses in different domains.
- The designs of the modules need to be based on 2D animation videos, infographics, e-lectures (animated content with voice over, video recording of the lecture) and e-book etc.
- The quality of the module needs to be world class, easy to understand and interesting.
- Contents will be hosted on e-learning portal of QCI

QCI will provide:

- i. Hard copy content
- ii. Subject Matter Experts (SMEs) for discussion and verification and approval of story board & final Production content.
- iii. It may be noted all Intellectual Property Rights (IPR) shall rest with QCI.

Please note:

- i. That every selected vendor will be required to sign a Service Level Agreement (SLA) with QCI.
- ii. QCI also reserves the right to amend conditions of SLA/agreement as per requirement and the vendor shall have no claims.
- iii. All IPR will rest with QCI and Vendor will be required to indemnify QCI from any future claims regarding IPR or any other acts resulting out of any such IPR related violations.
- iv. QCI follows a no plagiarism policy and no pictures/photos/video taken from web, which may be copyrighted, should be used by the selected vendor.

#### **Process to be followed for Content Enablement/Development process**

- i. Development of Table of Content (TOC) and getting it approved and sign off by QCI
- ii. Visual Storyboard Development and getting it approved and sign off by QCI
- iii. Prepare eBook and getting it approved and sign off by QCI
- iv. E-enablement of Content provided and getting it approved and sign off by QCI
- v. Testing the Final product internally for Quality and Compliance with product requirements
- vi. Completing the final production and getting it approved and sign off by SME/QCI

### **3. Pre-Qualification Criteria**

Bidders are expected to meet the following pre-qualification criteria. Any bidder 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 pre-qualification proposal with reference to the information and supporting documents furnished.

S. No	Basic Requirements	Specific Requirements	Documents Required
a.	Legal Entity	The Applicant should be a company registered in India under the Companies Act 2013 or any other previous Companies Act or a Limited Liability Partnership registered under the LLP Act, 2008 or a registered Partnership under the Indian Partnership Act, 1932*or. Registered as a society under the societies Act, 1860 Company should be in existence since last 3 years	- Copy of valid Registration Certificates  - 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. 75 Lakhs	Audited Annual Accounts or a Certificate stating the turnover of last three FY's with CA's Registration Number and Seal
c.	Technical Capability & Experience	Attach at least relevant 10 (ten) work orders in last 5 years for development of e-learning modules for Health, Quality, Skilling and other vocational programs of different offices of Central/State Govt./PSU/Corporate office/Reputed Private companies	Work Order / empanelment letter and Work Completion Certificates from the client
d.	Tax Registration	The company shall hold valid GST and PAN.	Copies of relevant certificates of registration
e.	Certifications	ISO 9001 Certifications, preferably for the last three years	Copy of Certificate
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. 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. Consortium: The bid response can be submitted by a single bidder or the bidder is allowed to come up with a consortium with another company/companies. However, the following must be noted with respect to consortium bids:
  - a) The number of consortium members including the Prime Bidder cannot exceed two (02) considering the project covering mutually exclusive Scope of Work.
  - b) The sole responsibility under the contract would be that of the Prime Bidder (The lead company nominated by all members (companies) in case of a consortium submitting the bid).
  - c) Only Prime Bidder will submit the bids and sign the contract.
  - d) The Pre-Qualification bid shall contain the details of arrangements between the Prime Bidder and other members of the consortium.
  - e) Prime Bidder shall be solely responsible to Purchaser in respect of meeting the financial liabilities of the Service Provider arising out of the Project
  - f) The consortium shall be evaluated (during Pre-Qualification and technical evaluation) based on the total strength as defined in this bid document. If any consortium member withdraws after submission of bid, Purchaser reserves the right to disqualify the consortium or undertake re-evaluation of the bidder's prequalification.
  - g) In case of a consortium, applicant consortia shall have a valid Memorandum of Understanding (MoU) / agreement among all the members signed by the Chief Executives/ Authorized Signatories of the companies dated prior to the submission of the bid. The MoU / agreement shall clearly specify the stake of each member and outline the roles and responsibilities of each member. The MoU / agreement shall be exclusively for this project and shall be responsible in case of failure by any member.
  - h) No consortium would be allowed if either the Prime Bidder or any member of the consortium is black listed by any of the government agencies in India. The Prime Bidder shall submit an affidavit to this effect.
- iii. QCI reserves the right to 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.



- iv. **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.
- v. **Blacklisting/Debaring:** 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.
- vi. **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.
- vii. **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.
- viii. **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.
- ix. **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.
- x. **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.
- xi. 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.

- 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

## 5. Proposal Submission

Documents to be Submitted:

- i. **Technical Bid:**
  - a) All the necessary documents mentioned in the pre-qualification criteria
  - b) Details of manpower available with the bidder w.r.t Project Manager, Instructional Designers, Graphic Designers, Script/Technical writers, Analyser, Developer/Programmer, Testers/Quality Assurance, Voiceover artist, Domain Expert, Translator.
  - c) Technical Presentation (to be asked at a later stage of evaluation)
- 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 service providers for development of e-learning modules**' to Deputy Director (Accounts), Quality Council of India, **2<sup>nd</sup> Floor, ICCW Building, 4-Deen Dayal Upadhyaya Marg, New Delhi - 110002** latest by **July 26, 2021, 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 a service provider for development of e-learning modules.

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 empanelling us with QCI for the Professional Services of development of e-learning modules.

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 empanelled 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

S. No.	Particulars	Details to be furnished	
1.	<b>Details of responding Company</b>		
	Name		
	Address		
	Telephone	Fax	
	E-mail	-	Website
2.	<b>Information about responding Company</b>		
	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 development of e-learning and related work;		
3.	Company Profile (Operations in India)		
3.1	Average turnover in last three years	(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