

Reference No. QCI/NABCB/0721/047

**Request for Proposal for
Design and Development of Integrated
Web Portal and Website for NABCB**



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

Tender Notice

1. Quality Council of India invites proposals for “**Design and Development of integrated Web Portal and Website for NABCB**”
2. The content of this RFP enlists the requirements of the Quality Council of India and the Principal Authority of QCI: NABCB. It includes the Bidding Terms which details out all that may be needed by the potential bidders to understand the financial terms and bidding process and explain the contractual terms that the Quality Council of India and the principal authority: NABCB wish 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 Proposals will be evaluated through a two-stage process.
4. The Documents to be submitted:

Form 1	Covering letter with the Proposal in response to RFP Notice
Form 2	Relevant Project Experience
Form 3	Resource Profiles
Form 4	Details of the responding organization

5. The Technical Proposal may be submitted at the following address on or before July 26, 2021 by 12 Noon via post to:
Deputy Director (Accounts), Quality Council of India (QCI)
2nd Floor, ICCW Building, 4-Deen Dayal Upadhyaya Marg,
New Delhi-110002, India.

Tender Summary

#	Item	Details
1	Project Scope	Design and Development of integrated Web Portal and Website for NABCB
2	Time for Completion	03 Months
4	Maintenance Support	01 Year from the date of Go-Live
5	Proposal Selection	Quality & Cost Based Selection (QCBS)
6	Payment	<p>Advance Payment: 20% of project value</p> <p>Performance Based: 60% of project value (to be divided into three performance based milestones of 20% each; milestones to be defined by technical team.</p> <p>Retention Amount: 20% for one quarter of going live; to be released on satisfactory QCI sign-off</p>
7	Earnest Money Deposit	N/A
8	Tender Advertisement Date	July 05, 2021
9	Last Date of Submission Of Proposal	July 26, 2021
10	PBG	3% of the Project Value
11	Pre-Bid Meeting	July 14, 2021, 1430 Hrs.
12	Presentation Round	To be notified via e-mail

1. INTRODUCTION

1.1. Quality Council of India (QCI)

The Quality Council of India (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.

1.2. National Accreditation Board for Certification Bodies(NABCB)

The National Accreditation Board for Certification Bodies (NABCB), a constituent Board of QCI, provides accreditation to Certification, Inspection, and Validation & Verification 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 (IAF MLA / ILAC & APAC MRAs).NABCB is a member of International Accreditation Forum (IAF) , International Laboratory Accreditation Cooperation (ILAC) & & Asia Pacific Accreditation Cooperation (APAC) as well as signatory to its MRAs for Management Systems (Quality, Environmental, Occupational Health & Safety, Food Safety, Information Security, Energy, Medical Devices), Product Certification, including Global G.A.P., Certification of Persons, and Inspection.

2. Scope of Work and Deliverables for the Vendor

2.1. Problem Statement

The objective is to re-design and develop a responsive, dynamic, real-time and informational integrated portal cum website for NABCB employing latest design and development practices. The portal shall automate all process of NABCB. The portal cum website shall be highly user-friendly, and shall provide a high level of satisfaction to all types of users.

2.2. Purpose

To showcase NABCB as a fully digital accreditation body with all its stakeholders (internal/external) connected and communicating through the integrated portal cum website. It must provide real-time, dynamic, searchable information about all its schemes, processes, programmes, trainings, events, public notices, accredited/applicant bodies, other stakeholders, certified clients of accredited bodies, news, international linkages, other relevant activities / information etc. It shall also serve as a repository for all information, data and documents, which are easily retrievable.

2.3. Scope of Work

The proposed scope of work performed under this contract includes the following elements:

2.3.1 Basic Requirements

- i. The service provider shall be responsible for end-to-end digitalization of NABCB operations, its associated processes, as well as information relevant to accredited conformity assessment. The service provider shall carry out System Requirement Study.
- ii. The service provider shall be responsible for end-to-end development of the planning, design, UI/UX and development and testing into a fully functional multi-user Integrated Portal cum Website.
- iii. It should be fully responsive, ie. acceptable rendering on Chrome, IE, Firefox, Netscape Navigator on most popular desktop resolutions, as well as opera, chrome and other popular browsers on mobile phones and tablets.
- iv. All navigation on the website / Portal should work smoothly.
- v. The total site load time on the 3G network should not be more than 3 seconds.
- vi. Technical levers to achieve that like Image caching and compression, CSS optimisation to be employed.
- vii. SSL to be set up from the beginning of the website / portal, enabling HTTPS for data collection from applicants.
- viii. The service provider shall provide full access to finalized code and design files for future maintenance of the website which will be from the date of Go-Live.
- ix. Admin Panel should be deployed so that NABCB has full control over content updation which must be easy to use.
- x. It should have quick site search functionality for variety of information/data. Along with a separate fast search functionality for Accredited Bodies, their details and certificates issued by them.
- xi. The website should be able get and display data from NABCB portal.
- xii. The Integrated Portal cum Website should have the provision for easy integration with other external portals through APIs.
- xiii. Timed management of posts in different sections of website like events, program, news etc.
- xiv. Special emphasis on latest UI with sustainably long design life with all the information required for target audience available on main page and with simple drop downs, easy and effective UX, fast speed site-load and minimum possible click searches.
- xv. The search mechanism must function in quick mode enabling a Quick and Easy Search Mechanism.
- xvi. The website must be extensible for future requirements such as collaboration, user login and profiles, chat bot etc.
- xvii. It should have a provision for robust search option for checking the validity of the accredited certificates by the users/ stakeholders.

- xviii. Data capturing and/or migration from existing information/data to the Integrated Portal cum Website.
- xix. Integration of e-mails with Integrated Portal cum Website.

2.3.2 Insights of Features:

Below are the features which are expected of this project but not limited to these. Further below are the reference sites for some of these features:

i. Extended Quick Search

The SEARCH should be holistic. Even with keyword or few alphabets should crawl and display results from

- a. Whole website
- b. Database of website
- c. Inside of documents

The search should display results within 5 seconds of submitting query on 2G network

ii. Information at Glance

All key information links/tabs/sections should be available on view-window of homepage

iii. Look and Feel

Website should have simple look and feel yet informative and latest UI

iv. Add-Ons

Some functional plugins not limited to below are required on homepage:

- a. Social Media (Twitter mainly) window displaying feed
- b. Event Calendar
- c. Newsletter

v. Integration of Portal with Website

Information from NABCB's Portal must be integrated with Website so as to have information at one place. Thus, avoiding the manual entries of data which is already present in Portal.

2.4. Minimum Requirements from the Integrated Portal cum Website:

Module	Tasks
Login & Registration Page	<ul style="list-style-type: none"> a) Login Panel (CABs, NABCB Officers/Staff, Assessors / Technical Experts, AC Members etc.) b) New User Registration for the CABs, NABCB Officers/Staff, Assessors / Technical Experts, AC Members etc. c) Login credential to be shared through Email on the registered email ID d) Authentication & Forgot password features
Admin Panel (controls) with NABCB	<ul style="list-style-type: none"> a) Master Entries creation <ul style="list-style-type: none"> (i) Type of CAB - CB, IB & VVB (ii) Type of Scheme – MS (QMS, EMS, OHS etc.), PCB, PrCB, under VVB GHG & ICAO CORSIA etc. (iii) Type of Assessment – DRR, PA, IOA, WA, Surveillance (SA1, SA2, SA3), RA, Offsite, Followup etc. (iv) Specifying normal timelines for each prescribed activity b) Creating Login IDs for NABCB Secretariat, Assessors, TEs, AC Members etc., c) Password Reset option from Admin panel d) User Rights Management e) Creations of field scheme/ assessment etc. (add, modify, view, Delete)

	<ul style="list-style-type: none"> f) Provision for bypassing the stages g) In case CAB stuck in submission of application, Admin should be able to see the details which has been filled and resolve h) Up-dation of static information
<p>Application Submission (New Application, Renewal Application, Scope Extension Application)</p>	<ul style="list-style-type: none"> a) Basic Details like name of CAB, address, contact person & contact details, GST No., TAN No. and Financial Details, Scope to be filled & then upload the filled in application forms and upload the documents b) Payment of application fees (Netbanking, Mobile Banking, RTGS/NEFT, Credit Card) c) Auto acknowledgement on mail as well as on the screen for print on submission of application / payment of fees d) Uploading multiple documents at one submit e) Mail notification on submission on the application to NABCB
Scheme Review by NABCB	<ul style="list-style-type: none"> a) NABCB would conduct Scheme Review for some scheme like PCB / PRCB / GHG prior to registering of application
CAB / Application Allocation to the Dealing Officer	<ul style="list-style-type: none"> a) New CAB – to be allotted to the Dealing Officer <ul style="list-style-type: none"> (i) Mail notification to the Dealing office of CAB allocation b) Old CAB <ul style="list-style-type: none"> (i) New Accreditation / Applicant Scheme – to be allotted to the Dealing officer directly who is handling earlier accredited / application of same CAB with the mail notification to Dealing officer, Admin, Sr. Management (ii) Old Accreditation Scheme – Reaccreditation or Scope Extension – to be allotted to the Dealing officer who is handling the scheme
Application Review	<ul style="list-style-type: none"> a) If ok – Registration & intimation to the CAB b) In case of Gaps – either reject or ask CAB to fill gap and in case of CAB submit the updated information for the GAPs again review by DO c) Provision for auto save for all the information fed and submit button once d) Consolidate remarks to be given in the end in comment box. e) Documents view option. Or download selected documents f) View complete application in page
AT Allocation for DRR	<ul style="list-style-type: none"> a) Dealing Officer to propose Assessment Team (AT) b) Director / CEO to Approve / disapprove / conditional approve / reduced manday c) Intimation to CAB (with CVs of the AT) and then intimation to Assessors d) Provision for change of Assessment Team (<i>same approval process to be followed</i>)
DRR by AT	<ul style="list-style-type: none"> a) After acceptance by Assessors only then Assessors can see the documents of CAB b) DRR Report to be uploaded by Assessor c) Corrective Action to be submitted by CAB d) Again Review by the Assessors

	<ul style="list-style-type: none"> e) Notification to the CAB after 1 review “you have one more free review post which it will be chargeable” f) 2 times free then chargeable – calculated based on Mandays to be decided by DO g) Recommendation from the Assessors about proceeding for Office Assessment h) Recommendation for conducting Preliminary Assessment either by AT or NABCB Sectt.
Preliminary Assessment (optional)	<ul style="list-style-type: none"> a) Dealing office to propose Assessment Team (AT) b) Director / CEO to Approve / disapprove / conditional approve / reduced manday c) Intimation to CAB (with CVs of the AT) and then intimation to Assessors and Fixing Date of the Assessment by CAB & Assessor d) Carry out assessment on the dates fixed e) Report Preparation by Assessors / upload of Report on portal
Office Assessment	<ul style="list-style-type: none"> a) In case of same AT who conducted DRR – not approval required from CEO b) In case of change in the AT – Approval process to be followed by as indicated DRR module c) Intimation to CAB (with CVs of the AT) and then intimation to Assessors d) Fixing Date of the Assessment e) Carry out assessment on the dates fixed f) Creating NCs (critical, major, minor)/ Concerns g) Report Preparation including Scope statements by Assessors / upload of Report on portal
Witness Assessment	<ul style="list-style-type: none"> a) CAB to Offer clients with dates in the prescribed format b) Dealing office to propose Assessment Team (AT) and same approval process as indicated in the DRR Module c) Carry out assessment on the dates fixed d) Creating NCs (critical, major, minor)/ Concerns e) Report Preparation by Assessors / upload of Report on portal
NC / Concerns	<ul style="list-style-type: none"> a) Creating Findings (NCs – Critical, Major, Minor & Concerns) b) Communicating findings to the CAB c) Submission of RCA & PCA by the CAB (information as well as documents to be uploaded) d) Response of AT on the RCA & PCA submitted by CAB e) If RCA & PCA not accepted repeat from point © f) In case of acceptance of RCA & PCA by AT submission of Corrective actions by CAB g) Response of AT on the corrective action submitted of CAB and closure of NCs h) In case of Critical / Major NC – decision on Follow up Assessment to be conducted or waived off <i>(optional to be decided by Dealing Officer with approval)</i> <p>Monitoring of all NCs / Concerns. Last updated by Assessors / CB dates.</p>
Follow up Assessment	<ul style="list-style-type: none"> a) In case of Critical / Major NC and decision to conduct the Follow up Assessment

		<ul style="list-style-type: none"> b) Dealing office to propose Assessment Team (AT) c) Director / CEO to Approve / disapprove / conditional approve / reduced manday d) Intimation to CAB (with CVs of the AT) and then intimation to Assessors e) Provision for change of Assessment Team (<i>same approval process to be followed</i>) f) Report Preparation by Assessors / upload of Report on portal
Final Report Preparation		<ul style="list-style-type: none"> a) Preparation and uploading of the Final Report by the Assessor (Team Leader)
Technical Review Process		<ul style="list-style-type: none"> a) Dealing office to propose Technical Review Team b) Director / CEO to Approve / disapprove / conditional approve / reduced manday c) All report including scope statements to be viewed by the Technical Review Team d) Comments from the Technical Review team to Team leader of the Assessment Process. e) Response from Team leader to the review team f) This process to continue until all comments are closed by Technical Review Team
Accreditation Committee Process		<ul style="list-style-type: none"> a) Preparation of Recos through the Portal and Dealing officer to review and Review by the CEO b) Meeting Date fixed for the NABCB AC c) Agenda and Minutes to be prepared through portal d) View of Reco and Report to the AC Committee e) Provision for AC can ask more information f) Final Decision by the AC
Grant of Accreditation		<ul style="list-style-type: none"> a) Payment of Annual Fee and Agreement to be signed by the CAB b) Draft certificate to be prepared through the portal c) Review by the Dealing officer d) Final Approval on the certificate by the CEO e) Communication to CAB with Certificate f) The Certificate should have QR Code on the Accreditation Certificates. g) Auto update in the list of accredited body on the website h) Required changes on the website i) Provision for changes like name of CAB, Office Address etc. (<i>depending on the change approval may be required</i>)
Latest Documents		<ul style="list-style-type: none"> a) CAB should be able to see the documents which he has uploaded on the portal b) Uploading of Latest documents before assessments by the CAB
Surveillance – 1/ 2/3		<ul style="list-style-type: none"> a) Assessment Program for entire Accreditation Cycle b) Propose AT c) Approve / disapprove / conditional approve / reduce manday d) Intimation to the Assessors / CAB (with CVs of the AT) e) Fixing Date of the Assessment f) Carry out assessment on the dates fixed g) Creating NCs (critical, major, minor)/ Concerns h) Report Preparation / upload of Report

Reaccreditation (after 3 or 4 years as applicable)	<ul style="list-style-type: none"> a) Mail to the CAB for submission of the Application form for RA b) <i>Same steps to be followed from Application submission to conduct of Office Assessment as done in Initial Accreditation case.</i>
Scope Extension Application	<ul style="list-style-type: none"> a) Submission of the application by the CAB for scope extension b) <i>Same steps to be followed from Application submission to conduct of Assessment as done in Initial Accreditation case (depending of whether DRR / OA / WA / Offsite review required).</i>
Auto generated mails	<ul style="list-style-type: none"> a) Auto generated mail / Notification should be sent to the all concerned party on each Step. b) All mail for a CAB should be available on the portal
Auto reminder / Advance Reminders	<ul style="list-style-type: none"> a) Auto Reminders for payments, response of NC / Concern or submission of documents, Submission of RA application etc., Reports, Due dates for SA
Assessors Calendar	<ul style="list-style-type: none"> a) Secretariat can see the Assessor Calendar b) At the time fixing of date – auto blocking of assessor calendar c) Assessor should be able to add his unavailability date d) Offsite work allotted to the Assessor.
CAB Calendar	<ul style="list-style-type: none"> a) All the dates when the assessment(s) is fixed can be seen by the CAB / NABCB Sectt.
Officer Calendar / Officer Desk	<ul style="list-style-type: none"> a) Dealing Officer calendar – Details when the assessment is fixed details of CABs etc. b) Officer should get notification / pop ups c) Pending task to be displayed on the DO Desk d) Status display on the home of the relevant CAB
Dashboard	For all registered login IDs to provide summary information, status of activities etc. as relevant to each stakeholder category
Last Report (s) to view	<ul style="list-style-type: none"> a) The previous report, NC / Concerns etc. should be visible to the Current Assessment Team
Invoicing	<ul style="list-style-type: none"> a) Invoicing functionality for different services rendered through the system. b) Maintain accounts receivables c) Revenue assurance d) Accounts Ledger of different parties e) Payment reconciliation f) Ageing g) Outstanding Statement
Assessment Data / Application Data / Accreditation Data / Fee Data	Data can be exported in the excel for raising invoices and other monitoring propose.

Upload of information certificate / Report issued by CAB	<ul style="list-style-type: none"> a) After Accreditation CAB need to add the information related to the certificate / Report issued by them. b) Status of Certificates – whether Active, suspended or withdrawn c) UIC (Unique Identification Code) to be included on the certificate / report issued by the CAB under NABCB accreditation d) Details can be viewed by the Assessors
Data Transfer	<ul style="list-style-type: none"> a) Capture and/or Transfer of all Data from the existing system/portal to the new integrated portal cum website.
Data Analysis	<ul style="list-style-type: none"> a) Data Analysis / Monitoring features to be provided b) Deadlines to be fixed in the Portal for all Accreditation Activities for NABCB Sectt as well as NABCB ATs and auto reminders. c) Monitoring of when the SA / RAs are due d) Monitoring of NCs / concerns closure monitoring on time e) Monitoring of Assessment Program of individual CABs f) Monitoring of Witness Assessments g) Monitoring of Assessors utilization h) Monitoring of Delays to be captured according to the prescribed timelines
Witness Assessment	<ul style="list-style-type: none"> a) Uploading of details in the prescribed format by the CAB b) Selection of the WA by the Dealing Officer c) Assessors Approval process to be followed d) Uploading documents related to the WA e) Conducting the Witness Assessments f) Creating Findings (NCs & Concerns) g) Report preparation & uploading on portal
CABs	<ul style="list-style-type: none"> a) Main Login (1 login for the legal entity) b) Sub logins under main logins (separate login based on the scheme like QMS, EMS, FSMS separately) c) Different vertical under same scheme
Combined Assessment	Combined Assessments for different schemes - One CAB having multiple accreditation / application and they may be at different stages having different validity. DRR / Office Assessment could be combined. Witness Assessment could be common for Schemes like QMS, EMS, OHSMS etc.
Suspension / withdrawal / Voluntary Withdrawn of Accreditation	<ul style="list-style-type: none"> a) Accreditation of the CAB can be suspended, withdrawn by NABCB and Voluntary withdrawal by the CAB b) Application pending can be closed by NABCB or can be voluntary closed by CAB
Application Closure	
Time lines for the activities	<ul style="list-style-type: none"> a) Time lines to be automatically created based on the various accreditation activities
Link to NABCB Website	<ul style="list-style-type: none"> a) Portal to be linked with the NABCB website automatic up- dation on the website.
Search Facility and other options	<ul style="list-style-type: none"> a) Dynamic Search Facility for all parties (by name, by type assessment etc.), Accredited / Applicant / scope wise / Locations

	b) Download details in excel
Assessors CV update & Certificate update	a) Assessors should be able to change their email id / Mobile no. on the portal b) Assessors should be able to update their CVs (every year in Jan) and upload their certificates
Payment Portal	a) Payment Gateway to be integrated with the Portal b) Auto generation of the invoices of assessment / Annual Fee / Certificate Fee and send invoice to the CAB c) Automatic reminders to be the CAB at the interval of after 10 days when the payment is due and issue of show cause notice after 3 reminder d) In case of default information to the Dealing Officer / Senior Management e) Payment tracking with payment is received or not
Assessor Payment Process	a) Assessors should be able raise invoice (supporting bills can be uploaded) after submission of report / Feedback. b) Recommendation by the Dealing Officer and then approval of CEO c) Communication to Accounts for release of payment through Portal d) Login to be created for Accounts
History / Data Archive	a) History of all the changed forms, documents, information to be available either general or related to any CAB
Feedback System	a) Feedback to be received from TL about the TL / TM / TE b) Feedback from the CAB on the AT c) Feedback from the CABs client on the CAB
Email Management	a) Creating email groups of NABCB AT + Secretariat & NABCB AT + Secretariat + CAB for communication mail sent on the email groups should automatically sync on the portal.
Certificate validity management	a) In case of CAB having different accreditations and their validity is different for each scheme. b) The case needs to be put up to the AC for alignment of the validity c) Pro-rata invoice to be raised to the CAB
Deliverables	a) System Requirements Report with complete Process Information, Specifications and Data Fields b) Architecture of the Integrated Portal cum Website c) Source Code d) Admin Manual e) User Manual f) Testing for Compatibility of Portal (should work on all major browsers) g) Security Testing Report h) Load Testing Report (concurrent users – 500, Total users - 5000) i) Data Capture and/or Transfer j) Training on Integrated Portal cum Website

- i. Maintenance Support, Warranty
- ii. Change Request / Modification
- iii. Training

2.5. Reference Work

Below are the reference websites along with the features liked by Team NABCB. This will help in understanding the functioning of NABCB as these are similar organizations. Also, it would provide understanding of feature's functioning required.

- i. <https://jas-anz.org/> JAS-ANZ - Search format including keywords & directory search & document search
- ii. <https://www.sac-accreditation.gov.sg/> SAC, Singapore - Format of website
- iii. <https://www.ukas.com/> UKAS - Detailing for home page
- iv. <https://ilac.org/> ILAC - Twitter add-on, Newsletter & Calendar Events
- v. <https://nata.com.au/> NATA, Australia-Volume of information available on homepage.
- vi. <https://www.a2la.org/> A2LA, USA - Login & Top most row of home page

2.6. Technical Support

Service Level Agreements (SLAs) for Error Resolution:

SL. No.	Support category	Criteria	Max response time	Max Resolution time	Penalties
1	Showstopper	There is a problem with the system and hence is unable to be used for normal business activities	15 minutes	2 hours	1% of maintenance fee for each 6 hours delay beyond maximum resolution time and each hour delay beyond response time
2	Critical	There is a problem with part of the system, which impacts on normal business activity and decision making. No viable workaround is available	1 hour	12 Hours	1% of maintenance fee for each 12 hours delay beyond maximum resolution time and each hour delay beyond response time
3	High	There is a problem with part of the system and efficiency of users is being impacted, but has a viable workaround.	2 hours	1 Day	1% of maintenance fee for each 12 hours delay beyond maximum resolution time and each hour delay beyond response time

4	Low	A low impact problem that may affect the process or efficiency of users but has a simple workaround.	6 hours	4 days	1% of maintenance fee for each 12 hours delay beyond maximum resolution time and each hour delay beyond response time
5	Cosmetic	A fault, which may be more of cosmetic in nature, like spelling mistake, rearranging of field, colour change, etc.	8 hours	6 days	1% of maintenance fee for each 12 hours delay beyond maximum resolution time and each hour delay beyond response time

2.7. Deliverables and Timeline

SL. No.	Indicative milestones to be achieved	T=Contract Signing Date T1= Go-Live Date
1.	Signing of Contract	T
2.	NABCB System Requirements Study and Submission of draft Inception Report including: Project mobilization Plan, Activity implementation schedule (Planning Phase)	T+ 15 Days
3.	Finalization of the Specifications (Designing Phase), including technical architecture, and delivering a detailed presentation with demo front end pages to the extent feasible	T+ 30 Days
4.	Designing Phase, including at least weekly review and progress of the Design	T + 50 Days
5.	Development Phase, including at least weekly review and progress of the developed pages / functionalities	T+ 80 Days
6.	Pre- Launch Phase	T+ 90 Days
7.	Final Roll out (Go – Live)	T + 100 Days
8.	Technical and Maintenance Phase	T1+ 12 months

i. Planning Phase

This phase includes:

- a. Requirements gathering from stakeholders and their detailed analysis
- b. Gathering of links e.g. social media, project portals etc and contact details to be displayed on website
- c. Defining objectives of the website with key stakeholder and aligning their expectations

- d. Building timeline for the project and its deliverables
 - e. Site-map Creation with definition of all pages, section, subsections, and general (sometimes specific) functionality
 - f. Preparation of a detailed requirements (Functional and Non-Functional) document.
 - g. Website Hosting Plan
- ii. Designing Phase**
- a. Building of wireframes and concept design (minimum 3 to be submitted for approval)
 - b. Creating Mock-ups (working prototype) on agreed upon wireframe (minimum 3)
 - c. Design Finalisation including colour palette, design type and mock-up
 - d. Content Management System (CMS) design (mock-up)
 - e. Approval of Mock-ups
- iii. Development Phase:**
- a. Programming and Coding
 - b. Content generation and formatting
 - c. Creation of graphics and other design elements
 - d. A complete working website with CMS
 - e. Review by key stakeholders
 - f. Modification based on review
- iv. Pre- Launch Phase**
- a. Running critical systems tests
 - b. User acceptance, performance and security testing
 - c. Content Review
 - d. Demos and trainings (as required)
- v. Launch(Go-Live) and Post Launch Phase**
- a. Deployment on Live Server
 - b. Handover of design, source code and all other documents
 - c. Post launch immediate support (for next 90 days one person should be stationed to address the daily problems being faced)
 - d. Year-round maintenance Important Notes
 - e. Integrated Portal cum Website design elements, source code and all documents will remain the property of QCI

A weekly status report of work is required to be sent to QCI in a mutually agreed format. The following documents would be required to be signed off by QCI:

- i. Functional Requirement Specification
- ii. Solution Design Document
- iii. User Acceptance Testing
- iv. Completion / Go – Live

3. Terms of Engagement

3.1. Pre-Qualification Criteria

S. No	Basic Requirements	Specific Requirements	Documents Required

1	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 for at least 10 (Ten) years, preceding the date of submission of bid.	- Copy of valid Registration Certificates - Copy of Certificates of incorporation
2	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. 20 Cr	Audited Annual Reports OR Balance Sheets or CA Certificate with CA's Registration Number/ Seal
3	Technical Capability & Experience	The Applicant shall have completed at least 5 projects for Integrated portal cum website development of contract value of at least Rs. 50 lakhs each during the past 3 years for the similar scope of work. At least two projects should be for a government organisation / PSU. The Applicant should have software development centre in Delhi NCR Area.	Work Order / Work Completion Certificates from the client
4	Certification	The Applicant shall hold a valid CMMI Level 3 certificate or above.	Copy of valid certificate
5	Organisation Size	The Applicant shall have minimum 50 full time employees	PF Challan
6	Tax Registration	The company shall hold valid GST and PAN certifications.	Copies of relevant certificates of registration
7	Blacklisting	The bidder shall not have been blacklisted by any central or state government agency, PSU etc	Undertaking in this regard to be submitted.

3.2. Terms and Conditions

- i. Server Requirements for the proposed Integrated Portal cum Website must be declared in the Proposal document. Cost-benefit analysis must be considered.
- ii. The Integrated Portal Cum Website once ready shall be deployed on Raw Server Instance on AWS Cloud. The Bidder must be competent of handling end to end deployment.
- iii. The server is provided only once the application is accepted in UAT phase and is ready for Security testing and launch. Before that service provider Organization is responsible for server and its cost.

- iv. The bidder Organisation must provide complete and quick support in different phases of Security and Load testing (currently done by 3rd party organization).
- v. The bidder organization must be reasonably flexible to adapt to the suggestions / inputs provided by QCI in various stages of design & development in order to ensure robustness of Integrated Portal & Website, and to provide the best customer experience and user-friendliness.
- vi. The bidder must outline the inclusions of scope of Maintenance and Support in Annual Maintenance Costs.
- vii. The website/portal must adhere to Guidelines for Indian Government Websites(<https://web.guidelines.gov.in>)
- viii. All design elements must be approved from key stakeholders
- ix. Technologies used must be declared in specification document
- x. The website should be optimized for Search Engines and email integration tools
- xi. Portal/Website design elements, code and all documents will remain the property of QCI.
- xii. All data and information gathered must be protected and should not be disclosed to anyone not related to the project in any circumstances.

4. Proposal Evaluation and Selection Process

Overall evaluation of the Proposals will be done in three stages namely Pre-qualification, Technical and Financial evaluation based on QCBS. The final awarding of the contract will be done based on a **Quality & Cost Based Selection (QCBS)** procedure by giving 70% weightage to technical evaluation and 30% weightage to Financial.

4.1. Proposal Submission Guidelines

All vendors shall mark the below title in bold on all submissions and their company name with address clearly mentioned at the bottom right corner of the cover.

Proposal Submission for RFP:

Also mention on top of the sealed envelope, the nature of the document “Technical Proposal” or “Financial Proposal”.

4.1.1 Technical Proposal

The Technical Proposal (one hard copy) shall be submitted with the following:

- i. Pre-Qualification Documents (as per the Pre-Qualification Criteria clause)
- ii. Technical Presentation
 - a. Proposed Plan and Approach
 - b. Proposed Modules/Applications to be developed including technology architecture and sample designs for the web and mobile application
 - c. Proposed timeline for project deliverables
 - d. Resume of the Technical Resources, who will be the proposed for this Project.
 - e. As a part of Evaluation of proposals submitted by the applicants, QCI may seek further information or a presentation from the Organizations at a short notice for evaluation purposes. Note: The bidder should submit some mock-up/draft proposed designs for web and mobile applications
 - f. Any other details that the bidder may like to provide
 - g. Form – 1
 - h. Form – 2

- i. Form – 3
- j. Form – 4

4.1.2 Financial Proposal

The Financial Proposal should be signed by the authorized signatory and submitted in a sealed envelope, only as a hardcopy, separate from the Technical proposal. Softcopies are not permissible. The Financial Proposal must adhere to the following guidelines:

- i. The Vendors should submit the Financial proposal as per the format in Annexure-1.
- ii. A single, all-inclusive price quote (Please note that the payment may be split into monthly installments and subject to deliverables).
- iii. A detailed explanation of the pricing structure including all price components, unit costs, resource loading, estimates of overheads and any other assumptions made in arriving at the final all-inclusive price quote .
- iv. This overall price quote would also include fees against professional services.
- v. Taxes would be additional and as per actual

4.2. Proposal Evaluation

After the Vendors submit their Technical and Financial Proposals according to the instructions provided in the sections below, the Proposals will be evaluated through a two-stage process as described below:

- i. Technical Evaluation
- ii. Financial Evaluation

4.2.1 Technical Evaluation

As the first step, the Technical Proposal will be evaluated based on the “Technical Evaluation Methodology” provided in the subsequent section.

As a part of Evaluation of proposals submitted by the applicants, QCI may seek further information or a presentation from the Organizations at a short notice for evaluation purposes. Note: The bidder should submit some mock-up/draft proposed designs the portal.

4.2.2 Financial Evaluation

The Financial Proposals, only of the Vendors whose Technical Proposals qualify Of the Financial proposals opened, the lowest “Project-Cost” will be designated as “L1” and awarded a score of 100. For the other qualifying Vendors, their Financial-Score will be calculated according to the formula:

$$\text{Score} = (\text{Project-Cost of "L1"}) / (\text{Project-Cost of Vendor}) * 100$$

4.2.3 Calculation of Final Score

The “Final Score” of each qualifying Vendor will be calculated as indicated below.
Final Score = 0.7*(Technical-Score) + 0.3*(Financial-Score)

Post that the Vendor with the best Final Sore will be called for the contract negotiation. In case of a tie in the Final Score, the Vendor with the higher Technical-Score post the presentation and the interview will be first invited for the contract negotiation.

4.3. Evaluation Criterion

Evaluation Criterion		Vendor Identification
		Max. Score (%)
1. Experience of the Firm		50
1.1	Experience of the firm in developing and maintaining (similar type of project) portals with large user base	20
1.2	Provide client references for similar work done within past 2 years (a minimum of 5 references, preferably from government department / public sector / private sector/ recognized organizations or quality monitoring agencies)	10
1.3	Plan, Approach and documentation proposed	10
1.4	Software Development Office in Delhi/NCR	10
2. Timelines		20
2.1	Proposed estimated timeline for project deliverables	10
2.2	Proposed Response time and priority level matrix	10
3. Lead and Team profile		30
3.1	Technical resources available with the firm with expertise on the platform and languages mentioned in the technical specifications	20
2.2	Experience of proposed team in application maintenance of similar projects	10
Total Points		100

Total points will be designated as “Technical Score” for each Vendor. In order to qualify in the technical evaluation, the Vendor must have a minimum Technical Score of **70 points**.

4.4. General Terms and Conditions

The Vendor for this engagement would be selected through a competitive Proposal process, the details of which are provided below:

- i. Companies wishing to bid for this engagement should respond to QCI (contact information in the previous section) with a proposal and required supporting documentation (indicated below). The proposal would contain 2 parts:
 - a. Technical Proposal
 - b. Financial Proposal
- ii. The contract will be awarded to the Vendor whose proposal conforms to the terms of the RFP and is, in the opinion of QCI, the most advantageous and represents the best value of the assignment, price and other factors considered. QCI reserves the right to negotiate with the most competitive Vendor if required.
- iii. No marketing literature pertaining to the vendor/vendor is to be enclosed along with the proposal. If enclosed, it will be treated as a factor of disqualification. However, the statutory documentation related to the company incorporation, pan card, directors, etc should be submitted as part of Technical Proposal.
- iv. The Financial and Technical Proposals should be submitted separately. There should not be any Financial information in the Technical Proposal.
- v. The Technical and Financial proposals should be submitted in the given format and signed by authorized signatory.
- vi. The instructions and other details pertaining to the Proposal submission and the evaluation process are provided below.

- vii. **Payment Milestones:** No advance payment shall be made to the shortlisted service provider. The payment shall be made as per the below given milestones:
 - a. **Advance Payment:** 20% of project value
 - b. **Performance Based:** 60% of project value (to be divided into three performance based milestones of 20% each; milestones to be defined by technical team.
 - c. **Retention Amount:** 20% for one quarter of going live; to be released on satisfactory QCI sign-off
- viii. **Penalty:** If the service provider does not deliver the work to the satisfaction of the Customer within the stipulated time (as per para 01) a penalty equivalent to 2% of the total contract amount per calendar month shall be imposed on the service provider.
- ix. **Project Delivery:** Within 03 months of the award of work order. This timeline is indicative and will be finalized with the successful service provider post selection.
- x. **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 purposes. QCI may call for such information/presentation at a short notice.
- xi. **Performance Bank Guarantee:** The Purchaser will require the selected Bidder to provide a Performance Bank Guarantee, within 30 days from the Notification of award, for a value equivalent to **3% of the Financial Proposal value**. The Performance Guarantee shall contain a claim period of three months from the last date of validity. The selected Bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the delivery and Warranty period. In case the selected Bidder fails to submit performance guarantee within the time stipulated, the Purchaser at its discretion may cancel the order placed on the selected Bidder without giving any notice. Purchaser shall invoke the performance guarantee in case the selected Bidder fails to discharge their contractual obligations during the period or Purchaser incurs any loss due to Bidder's negligence in carrying out the project implementation as per the agreed terms & conditions.
- xii. **Ethics:** QCI expect all operators, shortlisted bidder(s) to show highest ethical standards during the course of the assignment especially during on-groundwork. If any complaints/information regarding any incident of malpractices (bribery, seeking monetary or non-monetary favor/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.
- xiii. **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.
- xiv. 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 Vendor(s) or any obligation to inform the affected Vendor(s) the grounds for such decision. QCI also reserves the right to negotiate with the successful Vendor if necessary.

- xv. The Vendor to be selected through this bid process will provide deliverables as indicated in this document. The Vendor should note that as a part of requirement for this assignment, the Vendor will share with QCI all intermediate documents, drafts, reports, surveys and any other item related to this assignment. No work products, methodology or any other methods used by the Vendor should be deemed as proprietary and non-shareable with QCI by the Vendor.
- xvi. The contract will be awarded to the Vendor 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.
- xvii. 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 and no more. The information contained in this document is only disclosed for the purposes of enabling potential Vendors to submit a proposal to QCI. This document should not therefore be used for any other purpose. This 10 document contains 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. Vendors must agree to take utmost care in protecting the proprietary and confidential nature of the information contained herein.
- xviii. QCI, by issuance of this RFP does not necessarily indicate or imply that the project will be commenced. The Vendor will absolve QCI of all responsibilities if the project does not start within a stipulated timeframe. QCI reserves the right to withdraw this assignment any time without prior consultation or intimation to the Vendors.
- xix. The interested Vendors shall furnish an affirmative statement as to the existence of, absence of, or potential for conflict of interest on the part of the Vendor or any prospective subcontractor due to prior, current, or proposed contracts, engagements, or affiliations with QCI. Additionally, such disclosure shall address any and all potential elements (time frame for service delivery, resource, financial or other) that would adversely impact the ability of the Vendor to complete the requirements as given in the RFP.
- xx. The Vendor shall not make any alteration / changes in the bid after the closing time and date. Unsolicited correspondence from the Vendor will not be considered.
- xxi. If at any stage of the tendering process or during the currency of the agreement any suppression / misrepresentation of such information is brought to the knowledge of QCI, QCI shall have right to reject the bid or

terminate the agreement, as the case may be, without any compensation to the Vendor.

- xxii. The Vendor shall be deemed to have complied with all clauses in this RFP. Evaluation shall be carried out on the available information in the bid
- xxiii. 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.
- xxiv. The proposals submitted by the service provider shall remain valid for a period of two months after the closing date (deadline) for submission of proposals prescribed in this document.
- xxv. 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.
- xxvi. At any time prior to deadline for submission of proposals, QCI may for any reason, modify the RFP document. The prospective respondents having received the RFP document shall be notified of the amendments on the website.
- xxvii. QCI may at its sole discretion and at any time during the evaluation of proposal, disqualify any respondent, if the firm:
 - a. Submitted the proposal after the response deadline
 - b. Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements
 - c. Exhibited a record of poor performance such as abandoning works, not properly completing the contractual obligations, inordinately delaying completion or financial failures, etc. in any project in the preceding three years
 - d. Submitted a proposal that is not accompanied by required documentation or is non-responsive, failed to provide clarifications related thereto, when sought
 - e. Submitted more than one proposal
 - f. Was declared ineligible by the Government of India/State/UT Government for corrupt and fraudulent practices.
- xxviii. **Pre-Bid Meeting:** A virtual Pre-bid Meeting will be held on 14/07/2021 at 1430 Hrs.
 - a. During the course of pre-bid conference(s), the Bidders will be free to seek clarifications and make suggestions for consideration of the QCI. QCI shall endeavour to provide clarifications and such further information as it may, in its sole discretion, consider appropriate for facilitating a fair, transparent, and competitive Bidding Process.
 - b. Non-attendance at the pre-bid conference shall not be a cause for disqualification of a Bidder. However, terms and conditions of the Addendum(s)/Corrigendum(s) shall be legally binding on all the Bidders irrespective of their attendance at the Pre-Bid Conference.
 - c. Interested bidders can send their queries/request to join the meeting to procurement@qcin.org before July 14, 2021, 12.00 Noon. The details to join the conference shall be shared against the request over the mail.
- xxix. 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.

5. Documents Submission

The following set of documents needs to be submitted to qualify for the evaluation process. These documents are:

- i. All the necessary documents mentioned in the pre-qualification criteria
- ii. Form 1: Covering letter with the Proposal in response to RFP Notice
- iii. Form 2: Relevant Project Experience
- iv. Form 3: Resource Profiles
- v. Form 4: Details of the responding organization
- vi. Annexure 1: Financial Proposal format

Interested parties may send the technical and financial Proposal in two separately sealed envelopes inside a larger sealed envelope super-scribing “**Request for Proposal for Design and Development of integrated Web Portal and Website for NABCB**” to Deputy Director (Accounts), Quality Council of India.

For any queries you may please contact: Procurement Team, QCI: procurement@qcin.org

Form 1: Covering letter with the Proposal in response to RFP Notice

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

{Place}

{Date}

To,

Deputy Director (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 “**Name**”

Dear Sir,

1. Having examined the RFP document, we, the undersigned, herewith submit our proposal in response to your RFP dated <dd/mm/yy> for <RFP NAME>
2. We attach our technical response and our Financial quotation, the technical response and the Financial response 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 Proposal response for a maximum period of TWO MONTHS from the date fixed for Proposal 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 Proposal 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 Proposal 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 Proposal 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 2021

(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 Vendor

Form 2: Relevant Project Experience

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

Form 3: Resource Profiles

Using the format provided below, please provide summary information on the team you propose for the project. (Include CVs)

Resource Summary

S. No	Proposed Role	Number of Resources	Area of Expertise	Key Responsibilities

Form 4: 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)

IV	Details of responding Company		
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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 from Development	(Turnover in Rs Crores)	
3.2	Full-time professional staff engaged in application development and related application 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 IT Portal development projects in India/Outside India		(Number of Projects and their brief description)
4.2	Experience of working on similar Technical Specifications		(Number of Projects and their brief description)
5	Quality Certification CMMI Level		Provide a copy

Annexure 1: Financial Proposal format

(To be submitted by the Vendor as per the format given below in a separate sealed cover)

S. No.	Product Description	Total Cost	Cost inclusive of taxes
1	One-time Design and Development Cost of Integrated Web Portal / Website <i>(The annual maintenance cost for 1st year should be included in the development cost) (This is inclusive of warranty support of 90 days to be provided on-site at QCI office)</i>		
2	Annual maintenance cost with one full time developer with at least 5 years' experience (one year post completion of development and end of warranty support period)		
3	Man-day Rate for any Change Request after the delivery of the project		

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 Vendor]

Name of Firm

Address