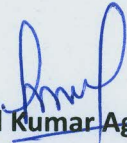


Most Immediate

**Department of Industrial Policy & Promotion
MP(NPC-QCI) Section**

Subject: Uploading the RFP inviting limited tender on the website of DIPP for the organizations/institutions to respond by 28th January, 2013-reg.

The undersigned is directed to request the NIC, DIPP to upload the RFP enclosed herewith on the website of DIPP for the consultants to respond by 28th January, 2013.


(Sunil Kumar Agarwal)
Under Secretary to the Govt. of India
Tel.No.2306 3164

Technical Director, NIC, DIPP

DIPP I.D. Note No. 19(19)/2011-UNIDO/MP

Dated 18.1.2013

No.19(19)/2011-UNIDO/MPS
Government of India
Ministry of Commerce & Industry
Department of industrial Policy & Promotion
MP(NPC-QCI) Section

Udyog Bhawan, New Delhi-110011
Dated the 18th January, 2013

To

(As per list attached)

Subject: Request for Proposal (RFP) for inviting Limited tenders for engaging an institute/organization for evaluation study of plan scheme 'National Quality Campaign' as carried out by QCI during 11th Plan.

Sir/Madam,

The plan scheme namely 'National Quality Campaign' under Project based support to autonomous institutions of this Department as implemented by the department through Quality Council of India (QCI) during 11th Plan period is proposed for continuation during the 12th Plan period.

2. As per the Ministry of Finance, Department of Expenditure instructions, for continuation of schemes from XI Plan to XII Plan, the schemes are subject to evaluation through an independent, impartial and reputed agency and the evaluation reports be put through a rigorous scrutiny with regard to performance during the 11th Plan.
3. This Department intends to utilize the services of a prominent Institutes/organization as empanelled with the Planning Commission and included in their list of reputed research institutes for outsourcing PEO Evaluation Studies for evaluation of the plan scheme namely 'National Quality Campaign'.
4. Request for Proposal (RFP) inviting tenders for evaluation of the aforesaid plan scheme of the department along with a detailed brief of the scheme as implemented during the XI Plan period is available on the website of DIPP at

www.dipp.nic.in which may please be downloaded for the purpose. A copy of RFP inviting limited tenders is enclosed herewith for ready reference.

5. You may send your proposal as per the Terms & Conditions laid down in the RFP document and the prescribed forms of application enclosed therewith.

Encl: RFP document

Yours faithfully,


(Sunil Kumar Agarwal)

**Under Secretary to the Govt. of India
Tel.No.2306 3164**

1. The Administrative Manager,
Institute for Human Development,
NIDM Building (3rd floor)
I.P. Estate, Mahatma Gandhi Marg,
New Delhi – 110002.
Phone: +91 11 2335 8166/2332 1610
Fax: +91 11 2376 5410
Email: ihd@vsnl.com; info@ihdindia.org

2. The Manager,
ICRA Management Consulting
Services Limited,
Kailash Building, 4th Floor,
28, Kasturba Gandhi Marg,
New Delhi – 110001.
Tel: +91 11 2335 7940-50
Fax: +91 11 23357014
Email: arijit.bhattacharya@imacs.in

3. The Director,
National Council of Applied Economic
Research, Parisila Bhawan,
11, Indraprastha Estate
New Delhi 110002.
Tel: +91 11 23379861
Fax: +9111 23370164
Email: infor@ncaer.org

4. The Head,
Department of Social Work,
University of Delhi
3, University Road,
Delhi – 110007
Tel: 011-27667881

5. The Director,
Institute of Economic Growth,
University Enclave,
Delhi – 110007
Tel: +91 11 27666364/6367
Fax: +9111 27667410
Email: system@iegindia.org

6. The Director
Centre for Science and Environment,
41, Tughlakabad Institutional Area
New Delhi – 110062
Tel: 011-29955124
Fax: 011-29955879
Email: cse@cseindia.org

7. National Institute of Urban Affairs (NIUA),
Core IV B, First and Second Floor,
India Habitat Centre, Lodhi Road,
New Delhi – 110003
Tel: 011-24643284/24617517
Fax: 011-24617513

8. Institute of Applied Manpower & Research (IAMR),
A-7, Institutional Area, Narela,
Delhi.
Tel: +91 11 27787214
Fax: +9111 27783467
Email: iamrindia@nic.in

9. Indian Institute of Public Administration (IIPA),
I.P. Estate,
New Delhi – 110002
Tel: 011-23702434, 23468321
Fax: 011-23702440
Email: diriipa@bol.net.in

10. Society for Economic Development and Environmental Management,
Apt. 4286, Pocket 5 and 6, Sector-B,
Vasant Kunj,
New Delhi – 110070
Tel: 011-26125618
Fax: 011-26125618
Email: sedem1992@gmail.com

11. Indian Institute of Technology – Delhi
Hauz Khas, New Delhi – 110016
Tel: 011 2659 1999
Fax: 011 2658 2037
Email: webmaster@admin.iitd.ac.in

12. Council of Scientific and Industrial Research (CSIR)
Anusandhan Bhawan, 2, Rafi Marg,
New Delhi – 110001, India
Tel: 011-23710472
Email: dgcsir@csir.res.in

REQUEST FOR PROPOSAL (RFP) DOCUMENT

FOR

**Engaging an institute/organization for evaluation of Plan Scheme
“National Quality Campaign” implemented by Quality Council of India
during 11th Plan**

MP(NPC-QCI) Section
Department of IPP
Ministry of Commerce and Industry
Government of India
New Delhi

January 2013

DISCLAIMER

Department of Industrial Policy & Promotion has prepared this document to give interested parties the background information on the sub scheme. While Department of Industrial Policy & Promotion have taken due care in the preparation of the information contained herein and believe it to be accurate, neither Department of Industrial Policy & Promotion any of its authorities or agencies nor any of their respective officers, employees, agents or advisors give any warranty or make any representations, express or implied as to the completeness or accuracy of the information contained in this document or any information which may be provided in association with it. The information is not intended to be exhaustive. Interested parties are required to make their own inquiries and respondents will be required to confirm in writing that they have done so and they do not rely on the information given in this document in submitting RFP. The information is provided on the basis that it is non – binding on Department of Industrial Policy & Promotion, any of its authorities or agencies or any of their respective officers, employees, agents or advisors. Department of Industrial Policy & Promotion reserves the right not to proceed with the sub scheme or to change the configuration of the sub scheme, to alter the timetable reflected in this document or to change the process or procedure to be applied. It also reserves the right to decline to discuss the matter further with any party expressing interest. No reimbursement of cost of any type will be paid to persons or entities requesting for proposal.

SCHEDULE FOR THE SUBMISSION OF RFP

| EVENT | DATE |
|---|-------------------------|
| Availability of RFP document at DIPP website | 18/1/2013 to 28/1/2013 |
| Last date for submission of queries | 22/1/2013 |
| Last date for issue of addendum to RFP document | 24/12/2013 |
| Last date and time for submission of completed RFP document | 28/12/2013 at 4.00 P.M. |
| Opening of RFP | 30/1/2013 at 3.00 P.M. |

The RFP document containing the details regarding the scope of work, prescribed proforma and qualification criteria can be down loaded from the website of DIPP. The completed RFP documents have to be submitted before the date and time of submission along with the prescribed fee at the following address:-

Shri Gopal Prasad
Deputy Secretary
Department of Industrial Policy and Promotion
Ministry of Commerce & Industry
Room No. 257 – A, Udyog Bhawan
New Delhi 110 107

Subject: Request for Proposal (RFP) for Evaluation Study of Plan Scheme “National Quality Campaign” carried out by Quality Council of India from consultants/research institutes empanelled with the Planning Commission.

1. BACKGROUND

Quality Council of India (QCI) is an autonomous body under the administrative control of Department of Industrial Policy & Promotion (DIPP), Ministry of Commerce & Industry, Government of India. QCI is entrusted with the responsibility of conducting the National Quality Campaign (NQC) which is carried out with the help of plan fund support provided by DIPP. The activities under NQC are carried out by National Board for Quality Promotion (NBQP), a constituent board of QCI. The National Board for Quality Promotion had carried out several activities during the 11th Plan Period (2007-2012). For the continuation of National Quality Campaign in the 12th Plan Period (2012-2017), there is need for conducting an evaluation of the activities carried out during 11th plan period by an independent competent agency. Deputy Secretary, Department of Industrial Policy & Promotion (DIPP), Ministry of Commerce & Industry, for and on behalf of the President of India, hereby invites proposals in the prescribed format (Forms I to IV) from reputed consultancy firms with proven experience in conducting such evaluation studies in the past.

A note giving background of the National Quality Campaign has been attached and placed at Annexure I.

2. TERMS OF REFERENCE (TOR)

The terms of reference for conducting the evaluation study are enumerated below:

1. To assess the performance of the National Quality Campaign scheme with respect to achievement of objectives, benefits and impact.
2. To ascertain whether the purpose for which the scheme was implemented was achieved or not. If achieved, to what extent.
3. The quality of the activities organized and their effectiveness.
4. Analysis of reasons/ factors responsible for slippage in scheme/and recommendation on remedial measures.
5. To suggest any improvement in the implementation of the scheme during the 12th Plan Period.
6. Methodology of evaluation may be adopted as suggested in para No.4.

3. SCOPE OF THE EVALUATION STUDY

1. The Evaluating Agency is required to analyse the performance of the National Quality Campaign scheme with emphasis on evaluating as to:
 - i) whether the fund have been properly utilized in terms of the sanction given by DIPP
 - ii) whether the physical achievement have been commensurate with the financial achievements
 - iii) whether timeline have been adhered to in terms of implementing the scheme, and if there is any delay, the cause for the same.

2. The Evaluating Agency is required to make definite assessment regarding continuation of the scheme, the existing mechanism for implementation of the scheme and suggest measures, if need is felt, for enhancing the effectiveness of implementation and the delivery mechanism.

4. Methodology

(i) Evaluation work will be undertaken in two phases: In the first phase exhaustive desk research will be undertaken i.e. study of relevant background material on the rationale of initiating the Scheme, rules and notification under the scheme, procedure for submission and approval of claims under the Scheme, release of funds under the Scheme and other such material under other Schemes, if any, being administered for the same purpose.

(ii) In the second phase, field study covering impact assessment and feedbacks will be carried out. The field study will involve in-depth interviews, interactions and discussions with State Government officials, intended beneficiaries, nodal agency for disbursement of funds and the other stakeholders.

(iii) Data analysis and interpretation will be done after data review and site assessment.

(iv) The Department of Industrial Policy & Promotion will provide access to all the related files and documents. DIPP will also ensure that all the related documents are provided by the QCI and other stakeholders.

5. DELIVERABLES

The Evaluating Agency would be expected to conduct the evaluation process in a professional manner, within the specified time frame as per the laid down 'Terms of Reference' and cover all the activities under each component of the National Quality Campaign. The Evaluating Agency is required to submit within the specified time frame:

- i. Draft Evaluation Report [Five copies in hard & DVDs]
- ii. Final Evaluation Report [Twenty five copies in hard & DVDs]

The final evaluation report should contain the executive summary and final recommendation on the continuation of the National Quality Campaign Scheme for the 12th Plan Period.

6. Procedure to be followed in awarding the Evaluation Study

The procedure to be followed in awarding the Evaluation Study is detailed below:

Two –Bid System (Submission of Technical & Financial Bids)

The Evaluating Agency interested in conducting the evaluation study would submit Two-Bid System with Technical and Financial Bids sealed separately. The bidder should put these two sealed envelopes in a big envelope duly sealed and submit the same to:

Shri Gopal Prasad
Deputy Secretary
Department of Industrial Policy and Promotion
Ministry of Commerce & Industry
Room No. 257 – A, Udyog Bhawan
New Delhi 110 107

The Bid has to be submitted by **1600 hrs on or before 28th January, 2013**

The **Technical Proposal** should include details on the following:

- Experience of experts/staff in the field of conducting evaluation of Govt. of India schemes
- Team Composition
- Approach and Methodology to be adopted
- Detailed Work Plan
- List of studies/ organizations for which similar evaluation was carried out.

The **Financial Proposal** should specifically contain the details of cost estimated for conducting the Evaluation Study. The financial bid should be inclusive of all expenses, excluding taxes. Amount of tax should be mentioned separately.

The Evaluating Agency should also submit along-with the proposal a Demand Draft/Banker Cheque for Rs. 25,000/- drawn in favour of DDO, DIPP, New Delhi, payable at New Delhi as Earnest Money Deposit (EMD). The draft/pay-order of EMD should not, under any circumstances, be put inside any of the envelopes containing the bids and should be sent/attached with the covering letter. The bids shall be submitted in two sealed envelopes, one for technical bid and the another for financial bid. The envelopes may be subscribed as "Evaluation of the National Quality Campaign- a plan scheme operated by DIPP during the 11th Plan period".

7. Authorized Signatory

The 'consultancy agency' mentioned in the tender document shall mean the person who has signed the tender document forms. The applicant should be a duly authorized representative, for which a certificate of authority shall be submitted. All certificates and documents (including any clarifications sought and any subsequent correspondence) received hereby, shall, as far as possible, be furnished and signed by such authorized representative.

The bids received upto **28th January, 2013 at 4.00 PM** would be opened in the presence of bidders or their authorized representatives who may wish to be present **on 30th January, 2013 at 3.00 PM**. Thereafter, the Technical bids shall be evaluated and financial bids of only those bidders will be opened whose technical bids are found acceptable/qualified by a Consultancy Evaluation Committee constituted for the purpose. After evaluation of the technical bids, the financial bids for the shortlisted consultants will be opened and the proposal bidding the lowest cost of lump sum consultancy fee including the service tax amongst all the technically qualified proposal will be considered for award of contract.

Note:

- (i) Proposal received without earnest money shall be rejected.
- (ii) Proposal received late, not in properly sealed cover, received by email, fax or any mode other than prescribed herein, conditional or not conforming with the above conditions or not complete in all respects will not be entertained.
- (iii) If there happens to be a holiday on any of the above mentioned dates, the transaction will be made on the next working day.
- (iv) DIPP reserves the right to alter the qualifying requirements.
- (vi) The Department shall not be held responsible for loss and non-receipt of proposal by post.
- (vii) DIPP reserves the sole right to accept or reject any or all proposals without assigning any reasons therefor.

Consultancy agencies shall be excluded from participation in the procurement procedure i.e. selection of consultancy agency, if :

- a) They are bankrupt or being wound up, are having their affairs administered by the courts, have entered into an arrangement with creditors, have suspended business activities, are the subject of proceedings concerning those matter, or are in any

analogous situation arising from a similar procedure provided for in national legislation or regulations;

- b) They have been convicted of an offence concerning their professional conduct by judgment which has the force of res judicata;
- c) They have been guilty of grave professional misconduct proven by any means which the contracting authority can justify;
- d) They have not fulfilled obligations in respect of payment of social security contribution or the payment of taxes in accordance with the legal provisions of the country in which they are established or with those of the country of the contracting authority or those of the country where the contract is performed;
- e) They have been the subject of a judgment which has the force of res judicata for fraud, corruption, involvement in a criminal organization or any other illegal activity detrimental to the communities' financial interests;
- f) Following another procurement procedure or grant award procedure financed by the community budget, they have been declared to be in serious breach of contract for failure to comply with their contractual obligations.

In pursuance of the above, the consultancy agencies are required to submit an 'integrity certificate' as per format **(Form-IV)** given in the bid documents.

8. Documents to accompany the proposal

The applications shall be sent with the following documents in the order given :

- Covering Letter for proposal (Form –I) along with EMD
- Technical proposal, as per the format given in Form-II.
- Financial proposal, as per format given in Form-III
- Integrity Certificate, as per format given in Form-IV
- Certificate of no conflict of interest.
- Annual Report, audited Balance Sheet & P/L Account for last 3 years.

Every sheet and all forms complete in all respects shall be signed by the person / persons duly authorized to sign on behalf of the Evaluating Agency(s) with affixing the applicant's rubber stamp. The Power(s) of Attorney supporting/authorizing the signatory shall be enclosed with the offer. Any /all corrections made in the offer shall be duly authenticated by the signature of the Authorized Signatory.

9. EVALUATION OF BIDS (to be published)

The evaluation of the proposals shall be carried out in two stages:

- a) **First stage** : evaluation of technical proposals will be taken up. Proposals without earnest money (bid security), unsigned and incomplete (i.e. when the required bid formats have not been submitted), not responding to the TOR fully and properly and those with lesser validity than that prescribed in the RFP will be summarily rejected as being non-responsive, before taking up the appraisal of the technical proposal. The technical evaluation will be based on the following 3 criterion having following weightage:-
 - (i) Experience of the firm. --- (20 marks)
 - (ii) Methodology workplan and understanding of TOR. --- (40 marks)
 - (iii) Suitability of key personnel for the assignment. --- (40 marks)
 - (iv) Ability and commitment to deliver the work output

The minimum qualifying marks for the quality of technical proposal will be 70% out of a total of 100 marks as shown above.

- b) **Second stage:** The financial proposals of only such bidders will be opened which obtain minimum qualifying marks / standards prescribed for the technical proposal. The technical & financial bids would be assigned a weightage of 70% and 30% respectively as per CQCCBS given in the Manual of Office Procedure of Employment of Consultants. On the basis of combined weightage score for quality and cost, the consultant shall be ranked in terms of the total score obtained. The proposal obtaining the highest total combined score in evaluation of quality and cost will be ranked as H-1 followed by the proposals securing lesser marks as H-2, H-3 etc. H-1 will be declared as successful bidder and invited for negotiations, if required and shall be recommended for award of contract.

10. VALIDITY OF PROPOSAL

Proposals shall remain valid for a period of not less than three months after the deadline date for submission of proposal. A proposal valid for a shorter period shall be rejected by the Department as non-responsive. The Department may request the Consultant to extend the period of validity for a specified additional period in exceptional circumstances. During this time/period, the Consultant will maintain without change, the personnel proposed for the assignment and the proposed price.

11. EARNEST MONEY DEPOSIT (EMD)

The EMD will be forfeited if the Evaluating Agency/ Bidder withdraw his bid during the validity period. The EMD of the successful bidder will be retained in DIPP and that of others will be returned without interest within a period not exceeding 2 weeks of the finalization of the bids.

12. TIME-FRAME FOR STUDY

The draft of the report will be submitted to DIPP within two (2) weeks from the date of awarding the work. The final report, in twenty five copies (hard as well as soft in the form of DVD), will be submitted within four (4) weeks from the date of awarding the work. **No extension of time for submission of report would be granted unless in exceptional circumstances as deemed fit by DIPP.** A penalty of 2% of the value of the tender will be imposed on each week's delay in submission of final report to DIPP.

13. PAYMENT TO THE CONSULTANT

The Consultant shall be paid for its services as per the Payment Schedule below:

- (i) No advance payment of fee/remuneration shall be made.
- (ii) 40% of the contract value on submission of draft Report and its acceptance by DIPP
- (iii) 60% of the contract value on submission of final report and its acceptance by DIPP

The DIPP shall cause the payment due to the Evaluating Agency to be made within 60 (sixty) days after the receipt by the DIPP of the study report to its satisfaction and duly completed bills with necessary particulars.

All payments under this Agreement shall be made to the bank account of the Evaluating Agency as may be notified to the DIPP by the Consultant.

14. CONFLICT OF INTEREST

The consultant shall not receive any remuneration in connection with the assignment except as provided in the contract. The consultant and its affiliates shall not engage in consulting activities that conflict with the interest of the client(DIPP) under the contract and shall be excluded from downstream supply of goods or construction of works or purchase of any asset or provision of any other service related to the assignment other than a continuation of the "Services" under the ongoing contract. It should be the requirement of the consultancy contract that the consultants should provide professional, objective and impartial advice and at all times hold the client's interests paramount, without any consideration for future work, and that in providing advice they avoid conflicts with other assignments and their own corporate interests. Consultants shall not be hired for any assignment that would be in conflict with their prior or current obligations to other clients, or that may place them in a position of being unable to carry out the assignment in the best interest of the Employer. Without limitation on the generality of the foregoing, consultants shall not be hired the circumstances set forth below:

- (i) Conflict between consulting activities and procurement of goods, works or services: A firm that has been engaged to provide goods, works, or services for a project, and each of its affiliates, shall be disqualified from providing consulting services related to those goods, works or services. Conversely, a firm hired to provide consulting services for the preparation or implementation of a project, and each of its affiliates, shall be disqualified from subsequently providing goods, works or services for such preparation or implementation.
- (ii) Conflict among consulting assignments: Neither consultants (including their personnel and sub-consultants) nor any of their affiliates shall be hired for any assignment that, by its nature, may be in conflict with another assignment of the consultants. As an example, consultants hired to prepare engineering design for an infrastructure project shall not be engaged to prepare an independent environmental assessment for the same project, and consultants assisting a client in the privatization on public assets shall neither purchase nor advise purchasers of, such assets. Similarly, consultants hired to prepare Terms of Reference (TOR) for an assignment shall not be hired for the assignment in question.
- (iii) Relationship with Government Ministry/ Department's staff: Consultants (including their personnel and sub-consultants) that have a business or family relationship with such member(s) of the Ministry or Department's staff or with the staff of the project implementing agency, who are directly or indirectly involved in any part of; (i) the preparation of the TOR of the contract, (ii) the selection process for such contract, or (iii) supervision of such contract; may not be awarded a contract unless it is established to the complete satisfaction of the employing authority, for the reason to be recorded in writing, that such relationship would not affect the aspects of fairness and transparency in the selection process and monitoring of consultant's work.

15. JURISDICTION

The disputes, if any, arising between the consultant and DIPP shall be resolved amicably, failing which it shall be referred to an Arbitrator, mutually acceptable to both parties, appointed by the Secretary, DIPP as per relevant provision under Arbitration and Conciliation Act, 1996. Alternatively, this shall be subject to the exclusive jurisdiction of courts at Delhi/New Delhi.

PROPOSAL – COVERING LETTER PROFORMA

To
**Deptt of Industrial Policy & Promotion,
 Udyog Bhavan,
 New Delhi.**

Sub: Proposal for Evaluation Study of National Quality Campaign carried out by Quality Council of India.

Sir,

The undersigned having read and examined in detail all the terms and conditions of documents pertaining to the proposals invited by DIPP for Evaluation Study mentioned above, do hereby express the interest to do the work as specified in the scope of work.

2. Correspondence details:

| | | |
|---|--|--|
| 1 | Name of the applicant/ applicant Company | |
| 2 | Address | |
| 3 | Name, designation & address of the person to whom all references shall be made in case of applicant is a company | |
| 4 | Telephone (with STD code) | |
| 5 | Mobile No. of the contact person | |
| 6 | E-mail of the contact person | |
| 7 | Fax No. (with STD code) | |

3. Documents forming part of the bid process.

We have enclosed the followings:

- i. Draft/Pay order for the EMD amount.
- ii. Technical bid as per Form-II
- iii. Financial bid as per Form –III.
- iv. Integrity Certificate as per Form- IV.

4. I/ We hereby declare that my/ our bid is made in good faith and the information contained is true and correct to the best of my/ our knowledge and belief.

Thanking you,

Yours faithfully,

(Signature of the Applicant)

Name:
 Designation:
 Seal:
 Date:
 Place:

Witness
 Signature _____
 Name _____
 Address _____

Date _____

FORMAT FOR SUBMISSION OF TECHNICAL PROPOSAL

To
**Deptt of Industrial Policy & Promotion,
 Udyog Bhavan,
 New Delhi.**

Sub: Technical Proposal for Evaluation Study of National Quality Campaign carried out by Quality Council of India.

Sir,

The undersigned having read and examined in detail all the terms and conditions of documents pertaining to the proposals for Evaluation Study on the above subject, do hereby submit the technical details as under –

- I. Profile of the Agency
 1. Name of the Agency
 2. Name and Designation of Head of the Firm responsible for the project
 3. Establishment Details
 - a. Year Established
 - b. Type of Organisation (Tick One) Company/Registered Firm/NGO/Any Other
 - c. Regd. No, Name and Place of Registering Authority (Attach attested photocopy of registration certificate)
 - d. No. of full time employees
 - e. No. of part time employees.

II. Details of Key Professionals of the Agency proposed to be engaged for the Evaluation Study.

| S. No. | Name | Area of key expertise | Highest academic professional qualifications | Length of experience (years) in the area of key expertise | Position in the Firm | No. of man months proposed to be deployed for this Study |
|---------------|-------------|------------------------------|---|--|-----------------------------|---|
| | | | | | | |
| | | | | | | |

P.T.O.

III. Details of the office infrastructure setup of the Agency

| S. No. | Details of Infrastructure | Quantity (Nos) |
|--------|---------------------------|----------------|
| | | |
| | | |
| | | |
| | | |
| | | |

IV. Details of the experience in successfully conducting similar studies in past 5 years.

| S. No | Type of Activity | Title of the Project/Job | Name & Address of the Client | Duration of Project (in months) & Year of Start & Completion | Details of Study |
|-------|------------------|--------------------------|------------------------------|--|------------------|
| | | | | | |
| | | | | | |
| | | | | | |

V. Details of the experience of conducting similar studies for Central Government Ministries in past 5 years.

| S. No | Type of Activity | Title of the Project/Job | Name & Address of the Client | Duration of Project (in months) & Year of Start & Completion | Details of Study |
|-------|------------------|--------------------------|------------------------------|--|------------------|
| | | | | | |
| | | | | | |
| | | | | | |

VI. Detailed Proposed Methodology for the Study including the sampling plan (if any) and time frame proposed by the Agency.

P.T.O.

Financial status of the applicant

Fill in the blanks for each of the last three fiscal years, duly certified by Chartered Accountant-

| S. No. | Description | 2009-10 | 2010-11 | 2011-12 |
|--------|-----------------------------|---------|---------|---------|
| 1 | Share Capital | | | |
| 2 | Total assets | | | |
| 3 | Total liabilities | | | |
| 4 | Total profit/loss after tax | | | |
| 5 | Banker details | | | |

CERTIFICATE

It is certified that:

1. The information given above is TRUE to the best of my knowledge. The organization shall stand liable for any information given above which is later found to be FALSE, including the forfeiture of any payment due to it.
2. The professionals, staff, equipment and all requisite infrastructural facilities mentioned in this bid shall be made available for this study in due time.
3. I am competent to sign this Certificate.

(Place & Date)

(Name & Signature)
Official Seal of the agency

FORMAT FOR SUBMISSION OF FINANCIAL PROPOSAL

To

Deptt of Industrial Policy & Promotion,
Udyog Bhavan,
New Delhi.

Sub: Financial Proposal for Evaluation Study of National Quality Campaign carried out by Quality Council of India.

Sir,

The undersigned having read and examined in detail all the terms and conditions of documents pertaining to the proposals for Evaluation Study referred to above , do hereby quote the following rates, inclusive of all taxes, .

TOTAL LUMPSUM AMOUNT
(figures in words)

TAX AMOUNT
(figures in words)

(Place & Date)

(Name & Signature)
Official Seal of the agency

INTEGRITY CERTIFICATE

To

Deptt of Industrial Policy & Promotion,
Udyog Bhavan,
New Delhi.

Sub: Submission of proposal for Evaluation Study of National Quality Campaign carried out by Quality Council of India.

In response to your call for submission of bids, I/we hereby declare that I/we :

- are not bankrupt or being wound up, or are having our affairs administered by the courts, have entered into an arrangement with creditors, have suspended business activities, are the subject of proceedings concerning those matter, or are in any analogous situation arising from a similar procedure provided for in national legislation or regulations;
- have not been convicted of an offence concerning our professional conduct by judgment which has the force of res judicata;
- have never been guilty of grave professional misconduct proven by any means which the contracting authority can justify;
- have not been the subject of a judgment which has the force of res judicata for fraud, corruption, involvement in a criminal organization or any other illegal activity detrimental to the communities' financial interests;
- will inform DIPP immediately if there is any change in the above circumstances at any stage during the tender procedure or during the implementation of the project;
- fully recognize and accept that any inaccurate or incomplete information deliberately provided in this tender may result in my/our exclusion from this or other contracts funded by DIPP

(Place & Date)

(Name & Signature)
Official Seal of the agency

**A Note on Plan Fund Supported
National Quality Campaign Activities
(11th Plan Period)**

1. A brief background of QCI

Quality Council of India (QCI) was set up jointly by the Government of India and the Indian Industry represented by the three premier industry associations i.e. Associated Chambers of Commerce and Industry of India (ASSOCHAM), Confederation of Indian Industry (CII) and Federation of Indian Chambers of Commerce and Industry (FICCI), as per a Cabinet note of 1996. QCI was formed to establish and operate national accreditation structure and promote quality through National Quality Campaign. The Department of Industrial Policy and Promotion is the nodal department for QCI. QCI is registered as a non-profit society with its own Memorandum of Association. QCI is governed by a Council of 38 members with equal representations of government, industry and consumers. Chairman of QCI is appointed by the Prime Minister on recommendation of the industry to the government. It functions through the executive boards in the specific areas i.e.

1. National Accreditation Board for Certification Bodies (NABCB)
2. National Accreditation Board for Education and Training (NABET)
3. National Accreditation Board for Hospitals and Healthcare Providers (NABH)
4. National Board for Quality Promotion (NBQP)

(The activities of different boards are available on the QCI website www.qcin.org)

The vision and mission of Quality Council of India are:

VISION

Among the world's leading national apex quality facilitation, accreditation and surveillance organizations, to continuously improve the climate, systems, processes and skills for total quality.

MISSION

To help India achieve and sustain total quality and reliability, in all areas of life, work, environment, products and services, at individual, organizational, community, and societal levels.

2. National Board for Quality Promotion (NBQP)

This Board is entrusted with the task of carrying out National Quality Campaign with the mission; **'Quality for National Well Being'**. The Campaign aims to spread awareness on the importance of achieving global benchmarks of quality in products and services. The emphasis of the campaign is to enable suppliers to understand and apply quality standard and best practices and also to empower consumer to demand quality. The aim is achieved through a number of activities which includes:

- conduct of awareness programs / seminars
- holding national and regional level quality conclaves
- conduct of surveys/studies
- publishing newsletter, books, periodicals, etc
- campaign through print media
- Programs to create quality culture in Indian organization.

The focus area of the campaign is healthcare, education, public services and small and medium enterprises as there are large gaps existing in these sectors in terms of quality performance.

National Quality Campaign

Realising the need that the country requires establishment of quality culture to support economic growth, Quality Council of India started National Quality Campaign. The campaign started in 1999. Initially the campaign was funded through contributions made by few ministries/departments of Government of India.

At the beginning of the 11th Plan period, QCI re-organized its campaign activities by forming a National Board for Quality Promotion (NBQP). The Board had a chairman and 25 members representing government, national level industry associations, manufacturing and service sector associations as well as quality professional bodies. The board submitted a detailed plan of activities which it wanted to implement through support of plan fund.

The plan of activities supported the following main objectives of QCI.

- i. To lead nationwide quality movement in the country through National Quality Campaign aimed at creating awareness amongst citizens, empowering them to demand quality in all spheres of activities, and promoting and protecting their well-being by encouraging manufacturers and suppliers of goods and service providers for adoption of and adherence to quality standards and tools.
- ii. To develop capacities at the level of Governments, Institutions and enterprises for implementing & institutionalizing continuous quality improvement.
- iii. To promote quality competitiveness of India's enterprises especially MSMEs through adoption of adherence to quality management standards and quality tools.
- iv. To encourage industrial / applied research and development in the field of quality and dissemination of its result in relevant publication including and trade journals

The proposal for fund consisted of the following major categories of activities.

1. National Quality Campaign
 - a. Print media activities
 - b. Awareness programmes, seminars, conferences
 - c. Surveys and studies for understanding trends in quality for various sectors
 - d. Publication of books, periodicals directories, newsletters
 - e. Projects to create quality culture in Indian organizations
2. Studies on impact of standards on competitiveness of Indian products and services

(Note: National Quality Campaign scheme includes all the activities mentioned in 1 & 2 as above.)

Accordingly QCI submitted proposal for plan fund support, which was thoroughly reviewed by Department of Industrial Policy and Promotion (DIPP) and the total budgetary support for the entire 11th Plan period which was approved is mentioned below.

| S. No. | Details of Activities | Total during 11 th Plan Period (Rs. in Lakhs) |
|--------------|--|--|
| 1. | National Quality Campaign | |
| | a) Print Media Campaign | 90 |
| | b) Awareness programs, seminars and conferences etc. | 330 |
| | c) Survey/Studies | 135 |
| | d) Publishing of books, periodicals, directories, newsletters etc. | 125 |
| | e) Creating Quality Culture in Indian Organisation | 770 |
| | Sub Total | 1450 |
| 2. | Studies on Impact of Standards | 500 |
| Total | | 1950 |

With the approval of the budget, the Board commenced its various activities. NBQP prepared its plan of activities every year and submitted the same to DIPP for approval and necessary sanction of plan fund.

The actual amount of plan fund support received during the 11th Plan Period is mentioned below:

| Actual Plan Fund Received | Total Amount (Rupees in Lakhs) |
|--------------------------------|--------------------------------|
| National Quality Campaign | 815 |
| Studies on Impact of Standards | 260 |
| Total | 1075 |

A broad details of activities carried out under different categories in physical numbers during the entire plan period is given below:

| (In physical numbers) | | |
|------------------------------|--|-------|
| S. No. | Details of Activities | Total |
| 1. | National Quality Campaign | |
| a) | Print Media Campaign (in numbers) | |
| | Print Media & promotional related activities | 179 |
| b) | Awareness programs, seminars and conferences (in numbers) | |
| | Sector | |
| 1 | Industry | 204 |
| 2 | Health | 133 |
| 3 | Education | 77 |
| 4 | Environment | 37 |
| 5 | Food Safety | 38 |
| 6 | Public services | 6 |
| | Total | 495 |
| c) | Survey/Studies (in numbers) | |

| | | |
|----|---|----|
| | No. of surveys/ studies | 8 |
| d) | Publishing of books, periodicals, directories, newsletters etc. (in numbers) | |
| | No. of publications | 36 |
| e) | Creating Quality Culture in Indian Organisation | |
| | No. of projects | 16 |
| 2. | Studies on Impact of Standards | 5 |

Print Media Campaign (Items 1a)

The aim of the print media campaign is to give visibility to schemes and activities of QCI and its constituent boards like National Accreditation Board for Certification Bodies (NABCB), National Accreditation Board for Education and Training (NABET), National Accreditation Board for Hospitals and Healthcare Providers (NABH) and National Board for Quality Promotion (NBQP). The different boards of Quality Council of India are engaged in development of various accreditation schemes. Once the schemes are finalized, there is a need to promote the schemes amongst all stakeholders and interested parties who are located across the country. The announcements of these schemes are made through print media advertisements in national dailies and important professional magazines and journals. The print media campaign also included announcement of various awareness programs, conferences and conclaves organized by QCI.

Awareness programs, seminars and conferences (Items 1b)

Awareness programmes and seminars was the primary activity for promotion of quality under National Quality Campaign. In order to identify and design appropriate awareness programmes, surveys and studies were conducted to understand the need and types of programmes. The output of these surveys provided inputs for the design of the modules for awareness programmes covered under National Quality Campaign (NQC). These programmes were mostly of one / two days duration and were conducted across the country. The focus areas of the campaign related programmes were industry, healthcare, education and public services. In case of programmes meant for industry, these were usually carried out in various industrial clusters. Besides the awareness programmes, seminars were also carried out on emerging topics of quality. These seminars were conducted by specialists / experts. Where necessary, foreign experts were invited to conduct these seminars.

Survey/Studies (Items 1c)

The aim of conducting surveys and studies was to provide inputs for identifying topics on which awareness programs were needed to be conducted. Independent studies were also carried out to support and provide inputs for designing accreditation schemes particularly for emerging areas like school education, healthcare etc.

Creating Quality Culture in Indian Organisations (Items 1e)

In order to create quality culture in the country, QCI took up projects that included sharing of best practices, participation in awards, focus project towards helping organisations adopt latest quality practices and similar such activities.

Studies on Impact of compliance to standards on the competitiveness on India Industries (Items 2)

The aim of these studies is to understand the preparedness of select sectors of industry against the impact of standards as well as various emerging quality practices for building competitiveness. A number of studies were conducted during 11th plan period.