



# PEC Limited

(A Government of India Enterprise)

“Hansalaya”, 15-Barakhamba Road, New Delhi-110 001, INDIA

Tel. No. +91-11-23357296

Fax : +91-11-23327262 , +91-11-23314797

E-mail: indravs@peclimited.com

## RFP for ISO 9001:2008 Certification

TENDER NO: PEC/DEL/ISO/2017-18/01

DATED: 09.06.2017

CLOSING AT 1700 HRS (IST) ON 30.06.2017

OPENING AT 1100 HRS (IST) ON 01.07.2017

Dt. 09.06.2017

TENDER NO PEC/DEL/ISO/2017-18/01

### 1. BACKGROUND

PEC Limited, A Govt. of India Enterprise under the administrative control of the Ministry of Commerce & Industry, New Delhi invites bids from reputed agency Regarding ISO 9001:2008 Certification.

### 2. DATE SHEET

Tender closing time/ date (Bids to be submitted latest by)	1700 Hrs. (IST) on 30/06/2017
Tender Opening time/ Date (Commercial Bids)	1100 Hrs. (IST) on 01/07/2017

## **NOTICE INVITING TENDER FOR ISO CERTIFICATION**

PEC Limited (A Government of India Enterprise), "Hansalaya", 15-Barakhamba Road, New Delhi-110001, India invites sealed tenders from ISO Certification bodies approved by **QCI (Quality Council of India)** for providing the ISO Certification for QMS as per ISO 9001: 2008 for **Division Engaged in Trading of Goods and Service in Engineering Goods comprising of around 20-30 officials** at Head Office of PEC Limited.

PEC Limited is a Government of India Enterprise under Administrative control of Ministry of Commerce and Industry and a Company engaged in International Business.

### **A.1. Main functions of Division Engaged in Trading of Goods and Service related to Engineering Goods:**

PEC Limited is a Government of India Enterprise under Administrative control of Ministry of Commerce and Industry and a Company engaged in International Business.

Division Engaged in Trading of Goods and Services related to Engineering Goods is engaged in International as well as Domestic trading of Goods and Services in accordance with the Internal Guidelines

### **A.2. Scope for proposal:**

Proposal is invited for comprehensive consultancy service for obtaining ISO 9001:2008 Certification for various services of Division Engaged in Trading of Goods and Services related to Engineering Goods.

The scope of Consultancy is to be covered under the following mentioned points:

- (i) Procedures for Trading of Goods and Services by Division
- (ii) Documents and record control;
- (iii) Customer handling / service;
- (iv) Intra-Departmental Communication.

### **A.3. List of Deliverables:**

- i. **Training of the Departmental Officials:** The core team identified by the Organization and the staff in the PEC Limited are to be given a comprehensive training to give proper awareness about the Quality Management System and assist in its overall acceptance and adoption. The eight principles of Quality Management, such as, Leadership, Process approach, Involvement of people, System approach to management, Customer focus, Factual approach to decision- making, Internal Audit and Continual improvement, Mutually beneficial supplier relationship and their practical application in the workplace should be covered in the training. Internal auditor training is also required at the final stages.
- ii. **Conduct of Gap analysis:** Review of current performance of the Concerned Division and to identify shortcomings, if any, and develop Quality Management System (QMS) by identifying and describing the processes that will ensure the Division's proper functioning.
- iii. **Planning and documentation for ISO compliant Quality Manual, Standard Operating Procedures, Forms and Formats:** Documentation/ flow charts are to be developed for:
  - a. Streamlining the procedures for services being offered by PEC Limited.
  - b. Internal audit processes, Pre-assessment audit for preparedness for ISO 9001:2008 certification.
  - c. Preventive and Corrective action.
  - d. Development and maintenance of a comprehensive quality records system for the QMS documentation and other documents.
  - e. Document and record control process.
  - f. Management Responsibility Process.
  - g. Customer process.
- iv. **Implementing the QMS:** Establish documents and work instructions that need to be included in the QMS including procedures for document control.
- v. **Conducting mock audit / mock assessment and reviewing the progress periodically:** Perform periodic gap analysis / audits and take appropriate

action wherever necessary to improve the processes and to assess the organization's readiness for audit till certification.

vi. **Preparatory activities for obtaining certificate::**

- Submission of application on prescribed proforma along with necessary documents and fees to a statutory body authorized for issuing the quality systems certification (ISO).
- Submission of quality manual and related documents to the certifying body, when asked for.
- Taking corrective actions on non-conformities as observed by the certifying assessment team and getting them verified and accepted by the certifying authority.
- Consultant will assist in implementation of systems/procedures required for ISO certification.

**A.4. Time Schedule:**

- Time schedule for receipt of certificate is expected to be of One and Half month from the date of contract.
- Agency may provide its own time line at the time of application however those able to finish early would be given preference and an agency committing the least time duration for completion may be selected by PEC even if its price is higher by upto 10% of the price of the Lowest bidder.
- Cost of 3 yearly surveillance should be quoted separately since payment shall be made after receipt of continuation letters or renewal certificate from the agency concerned.
- Sealed offer/quotation should be in lump sum basic price (inclusive all taxes / duties).
- Quotation should be inclusive of all kinds of expenditure towards all fees, Consultancy cost, accommodation, stationary, printing and other related expenses.
- **No advance payment shall be applicable.**

**A.5. Earnest Money Deposit:**

- The Offer complete in all respects in a sealed cover and super scribed as “**Tender for ISO Certification (ISO 9001:2008)**” should be submitted on or before the last date of 31/7/2017 (up to 1700 hours IST) in the office of the PEC Limited (A Government of India Enterprise),”Hansalaya”,15-Barakhamba Road, New Delhi-110001 along with an earnest money of Rs.500/- for bid in the form of “PEC Limited”, payable at New Delhi
- Please note that offer not accompanied with requisite earnest money will be rejected out rightly without assigning any reasons / entertaining any correspondence.
- The earnest money of the unsuccessful bidders will be refunded without accrual of any interest within 15 days of issuance of letter of award

**A.6. Terms and Conditions:**

- i. The bidder will submit the rate as per Enclosures I & II.
- ii. The award of Contract is not transferable.
- iii. Firms must have PAN and valid Service Tax registration etc.
- iv. This office will not be under any obligation to accept the lowest quotation. The office will have the right to accept or reject any quotation without assigning any reason whatsoever.
- v. Agency may provide its own time line for the same at the time of application however those able to finish early would be given preference and an agency committing the least time duration for completion would be selected even if its price is higher by upto 10% of the price of the Lowest bidder.
- vi. The detailed time frame of each process must be provided with the bid so as to complete the work preferably within one and a half months from date of contract / agreement or within the period as agreed upon. The bidder will solely be responsible to complete all the work required for pre-certification within agreed period/time from the date of award of contract/agreement of work order failing which a penalty will be levied for each fortnight or part thereof @ 5% of bid amount quoted. Delay on the part of Certification Body will not be taken into consideration for penalty.

- vii. The consultant is solely responsible for complete preparation of documents / records etc. as per requirement for certification body. Fee if any, levied / charged by certification agency for repetitive audit will be borne by the consultant however initial charges of Certification Body will be borne by PEC Limited.
- viii. Any Recurring expenditure on the part of PEC in order to comply with the requirement of the certification may also be quoted with breakup regarding any services to be provided by the consultant.
- ix. The evaluation of price bids will be made on the basis of ultimate cost for all processes
- x. This office has right to alter the requirement for consultancy. Payment will be made on pro- rata basis of works.
- xi. Tenderers shall quote the bid in Indian currency only.
- xii. If there is a discrepancy between the unit price and total price, the unit price shall prevail.
- xiii. All applicable taxes must be mentioned against each item. In case not mentioned, it is treated as price quoted are inclusive of all taxes.
- xiv. The PEC reverses the right to withdraw the tender and change or vary any Part thereof at any stage. The PEC also reserves the right to disqualify any bidder, should it be so necessary at any stage.
- xv. Timing and Sequence of events resulting from this Bid shall ultimately be determined by the PEC.
- xvi. PEC Limited reserves the right to reject/ accept the tenders/offers/quotation at his own discretion and also the right to open the same even if Single Bid is received.

**A.7. Mode of submission:**

Tendering process will be through two bid system. Technical Bids must be submitted in sealed covers as per Enclosure-I and must be written clearly on the face of envelope "Technical Bids". Similar process must be followed for Financial Bids as per Enclosure-II.

Both these envelopes must be put in single envelope, sealed and written on the face **“Bids for Engagement of Consultant for ISO Certification”** and addressed to The General Manager(P&A), PEC Limited, “Hansalaya”, 15-Barakhamba Road, New Delhi-110001, India.

**A.8. Enclosures:**

All enclosures mentioned in proforma (Enclosure-I) of the bids must be attached with the bids. Bids incomplete in any respect or not attached with all required documents may be rejected outright.

**A.9. Payment terms:**

Payment shall be released as per under mentioned schedule after deducting penalty amount, if any and TDS etc. Firms must have PAN and valid Service Tax registration etc. The bidder will have to bear all Income Tax liability.

- On completion of Internal Audit: 40% of the total bid value.
- On submission of application for ISO certificate: 10% of the total bid value.
- After receipt of ISO Certificate from certification agency: 50% of the total bid value. (All applicable deductions / penalties due if any as per tender conditions will be adjusted from this payment.)

**A.10. Eligibility criteria:**

- As the work under this project involves technical guidance, **the bidder should have professional expertise in consultancy for obtaining ISO 9001:2008 Certification in technical / scientific field of Government Departments, Govt. undertakings or autonomous bodies.**
- Bidder must submit the documentary **evidence of completion** of five works (along with work order or contract) for ISO certification consultancy in technical / scientific field of Government Departments, Govt. undertakings or autonomous bodies.
- The annual turnover for last three years individually must be more than 5

(five) lakhs for ISO consultancy.

- Bidder must be Indian citizen and must have registered/corporate office In Delhi-NCR.
- Reference and contact person addresses of a minimum of three organizations for which the bidder has completed the consultancy services in obtaining ISO certification must be quoted.
- The profile of the consultancy firm indicating the projects handled, number of qualified staff available to handle these projects, turn-over, contact details including email ID & phone / mobile nos. etc. are to be furnished. The firm must have minimum five qualified manpower competent enough to handle the work for which bids have been submitted.
- The bidder will submit Compliance Statement of all terms & conditions of Request for Proposal Document duly stamped and signed by the authorized signatory of the firm.

**A.11. Performance Guarantee:**

- The Successful bidder shall be required to deposit performance Bank Guarantee/ Security Deposit amounting to 5% of the value of the Contract as per the Award of Contract
- No interest will be paid on performance guarantee or EMD.

**A.12. Dispute Settlement:**

- In case of any dispute, the decision of courts in Delhi jurisdiction shall be binding and final. In case of dispute the matter of dispute can be referred to arbitrator appointed by Director, PEC Limited.

**A.13. RIGHT TO THE CONTENT OF THE PROPOSAL:**

For all the bids received before the last date and time of bid submission the proposals and accompanying documentation of the proposal will become the property of the PEC Limited and will not be returned after opening of the proposals. This PEC Limited is not restricted in its rights to use or



disclose any or all of the information contained in the proposal and can do so without compensation to the bidders. The PEC shall not be bound by any language in the proposal indicating the confidentiality of the proposal or any other restriction on its use or disclosure.

**A.14. ACKNOWLEDGEMENT OF UNDERSTANDING OF TERMS:**

By submitting a proposal each bidder shall be deemed to acknowledge that it has carefully read all the paragraphs of this Bid including all forms schedules and annexure here to and fully informed itself as to all existing conditions and limitations.

**A.15. EVALUATION OF PROPOSALS:**

The bidder's proposals in the bid Document will be evaluated as per the requirement specified in the Bid. The Bidders are required to submit Technical and Financial Bids in single cover. The L1 will be decided on overall price quoted by the bidder and the time for completion as mentioned in the bids.

**A.16. LANGUAGE OF PROPOSALS:**

The proposal and all correspondence and documents shall be written in English.

**A.17. COMMUNICATION RELATED TO ANY CLARIFICATION:**

The interested parties may write to GM(P&A) on his email id [indravs@peclimited.com](mailto:indravs@peclimited.com) for any clarification or any further information required in this regard.

**ENCLOSURE-I**

**Performa for Technical-Bid for Hiring Consultancy Services for Obtaining ISO 9001:2008 Certification for Division engaged in trading of Goods and Services in Engineering Goods at Head Office of PEC Limited at “Hansalaya”,15-Barakhamba Road,New Delhi-110001,India**

1. Name of Firm
2. Address of the Firm -
3. Contact Phone Nos. –
4. Email ID -
5. TIN No. of the Firm -
6. PAN No. -
7. Licenses /Registrations to carry out such consultancy (Enclosed)- Yes/No
8. Copy of valid accreditation certificate issued by the body of accreditation. Yes/No
9. Profile of the Firm (Encl.) -
10. Name & Address of the M.D./ Owner of firm/Co. -
11. ID Proof(Enclosed) - Yes/No
12. Details of Tie-up ,if any - Yes/No
13. Letter indicating the capacity of signing authority signing the Bids documents Yes/No
14. Manpower (with designation) on payroll ( proof enclosed)- Yes/No
15. Income Tax Return of latest 3 F.Y. (Enclosed)- Yes/Not
16. Proof of financial Soundness (Latest 02 years Annul Reports duly audited by C.A. Yes/No
17. Price Bid Form (Price/charges columns to be kept blank) Yes/No
18. Past exp. of similar work (Enclosed) - Yes/No
19. Copies of latest 5 work orders/agreement (Enclosed)- Yes/No

Self-attested passport size photograph of tenderer / owner
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**20.** Letter of unconditional acceptance of India Meteorological Department's Terms & Conditions

Yes/No

**21.** Performance Reports of latest 05 completed similar works in Govt. of India/ PSUs Enclosed -

Yes/No

**22.** Reference and contact persons & addresses of latest five organizations for which the bidder has completed - Yes/No the similar consultancy services for obtaining ISO certificate

**23.** Name & Address of the Banker -

**24.** Whether previously worked for IMD, if yes, give details –

**25.** Whether you were ever blacklisted by any user / office, give details-

I hereby undertake that all information and documents submitted by me are true and authentic to the best of my knowledge and belief. I am aware that if any information / document found incorrect/ tempered at any stage, my contract may be terminated immediately and I will be solely responsible for the loss occurred on that account.

Name, Seal & Signature of Auth. Signatory

Dated:

Self-attested  
passport size  
photograph of  
tenderer / owner

1. Tender No: ISO/06/2017

2. Name of the Work: Hiring Consultancy Services for obtaining ISO 9001:2008 Certification for  
**Division engaged in trading of Goods and Services in Engineering Goods at Head Office of  
PEC Limited at "Hansalaya",15-Barakhamba Road, New Delhi-110001,India**

3. Name of Firm / Co:

4. Address of the Firm / Co.:

5. Phone No. –

6. Mobile No. –

7. Email Address –

8. Break-up of the bid Amount is as under:

SI No	Item of work	Base price (in Rs)	Rate of applicable taxes, surcharge & duties etc. (in Rs.)	Amount of applicable taxes, surcharge & duties etc. (in Rs.)	Total unit Price (in Rs.)
Total price (in Rs)					

**Amount in words:**

I hereby undertake that,

- (i) All types of expenses to be incurred in this work have been taken into consideration and there will be no other financial liability on the client.
- (ii) I am aware that penalty will be levied for delay in completion in work.
- (iii) Price quoted is escalation free.
- (iv) Price quoted is valid for six months from the date of opening of financial bids.

- (v) I have read all the terms & conditions of the RFP. I agree to all of them and will remain abide by them. I will be abide to provide the service at the above mentioned rates at the station of works during the complete tenure of contract for complete or enhanced works. I will not withdraw my bid if I have been awarded the work contract for complete work or part thereof.

Signature of Bidder\_\_\_\_\_

Name \_\_\_\_\_

Business Address\_\_\_\_\_

Seal of the Bidder\_\_\_\_\_

Place:\_\_\_\_\_

Date:\_\_\_\_\_