

**Request for Quotation from Service Providers for Appointment of Consultant
for Migration to ISO 9001:2015 from “as is where is” State of Affairs
along with Implementation and Certification for
College of Engineering and Management Punnapra (CEMP)**

Release Date: October 5, 2017

College of Engineering and Management Punnapra (CEMP) is looking forward to select one Service Provider for providing **Appointment of Consultant for Migration to ISO 9001:2015 from “as is where is” State of Affairs along with Implementation and Certification for CEMP.**

In this regard, CEMP is inviting quotation vide this short notice RFQ from the prospective bidders, response vide sealed quotations needs to be submitted latest by October 19, 2017 upto 3.00 PM (1500 hours IST).

SCOPE OF WORK with Terms and Conditions and other relevant information is covered under two categories viz. Scope A and Scope B, being laid down as under:

Scope A: Consulting Assignment (Role of Consultant or Consulting Agency)

1. Scope of the consulting assignment i.e. Scope A mainly covers migration of the existing system into the ISO 9001:2015 system along with its implementation.
2. To perform gap analysis on the existing documentation for all the departments/sections falling under the defined scope, against the requirements of ISO 9001:2015 and produce a gap analysis report.
3. To plan together with the ISO team of CEMP on the ways to address the gaps in order to develop the necessary documentation for ISO 9001:2015 certification.
4. To develop all mandatory procedures as required in ISO 9001:2015 and guide the ISO team all through its implementation.
5. To develop customized training course material in softcopy (as well as hardcopy) and conduct all necessary and relevant trainings as needed for ISO team.
6. To conduct the required awareness programs that will include;
 - Top senior management briefing
 - Planning, documentation and implementation, workshop for ISO team
 - Awareness program to all CEMP employees, students and other stakeholders covered under the scope.
7. To advise the ISO team on the success factors to support an effective implementation of ISO 9001:2015.
8. To conduct the internal auditors’ training and guide the internal auditor team in conducting the required number of internal audits.
9. To conduct the lead auditor training course for ISO 9001:2015 as per IRCA regulations.

10. To assist in evaluation of the newly implemented ISO 9001:2015 through internal audits followed by the necessary guidance in implementing CAPA provide a final review on the documents.
11. To offer close guidance in preparation and review of the final documents prior to certification.
12. To assist in coordination of required management reviews prior to certification.
13. To guide the ISO team in making an application for certification.
14. To coordinate during certification audit of CEMP and ensure that CEMP is certified by the nominated certification agency (matching the eligibility criteria terms) within the agreed scheduled time period;
15. This is a onetime consulting assignment and will be valid till the completion of ISO 9001:2015 certification of CEMP as per audit scope.

Scope B: Certification Assignment (Role of Certification Agency)

1. Scope of the certification assignment i.e. Scope B mainly covers audit activities for ISO 9001:2015 for CEMP. The certification agency will have to assist CEMP for 3 years in the external audit activities.
2. It is estimated that the tenure of the audit assignment as cited under the scope of work detailed in this tender document should not exceed 3 Years from the date of purchase order as will be issued to the winning bidder.
3. Bidder's proposal should essentially cover but not limited to the following:
 - a. Stage I Audit - Document review either on-site/off-site
 - i. Audit report presentation with recommendations on closure.
 - ii. Assist in correction/corrective action and preventive action.
 - iii. Any other relevant deliverable(s).
 - iv. Estimated duration to be specified by bidder.
 - b. Stage II Audit - Certification audit on-site with document/ process review
 - i. Audit report presentation with recommendations on closure.
 - ii. Assist in correction/corrective action and preventive action.
 - iii. Issuance of certificate 2 (Two) A3 Copies, 2 (Two) A4 copies for display.
 - iv. Any other relevant deliverable(s).
 - v. Estimated duration to be specified by bidder.
 - c. 12th Monthly Surveillance Audit
 - i. Conduct 12th monthly annual surveillance audit.
 - ii. Audit report presentation with recommendations on closure.
 - iii. Assist in correction/corrective action and preventive action.
 - iv. Any other relevant deliverable(s).
 - v. Estimated duration to be specified by bidder.
 - d. 24th Monthly Surveillance Audit
 - i. Conduct 24th monthly annual surveillance audit.
 - ii. Audit report presentation with recommendations on closure.
 - iii. Assist in correction/corrective action and preventive action.
 - iv. Any other relevant deliverable(s).
 - v. Estimated duration to be specified by bidder.

General Terms and Conditions:

1. The service provider, whosoever will be the winning bidder, should accomplish the assignment within 4 calendar months for the consulting assignment (Scope A) from the date of issue of the purchase order.
2. If the bidder is a consulting agency, the certification agency has to be recommended independent to them to avoid conflict of interest.
3. If the bidder is a certification agency, then consulting agency has to be recommended independent to them to avoid conflict of interest.
4. The service provider should incur all the expenditure towards provisioning of these services for CEMP. The implementation of this service should not require any IT hardware upgradation or new procurement leading to any additional expense for CEMP.
5. 100% payment will be made only after satisfactory completion of the assignment.
6. It may however be noted that 10% of the full payment under Scope A for the consulting agency may be retained by CEMP till the certification audit is completed by the certification agency.
7. Address for submission of the bids: The sealed quotations in original physical copy to be sent to "The Principal, College of Engineering and Management Punnapra, Vadackal P. O., Alappuzha, Kerala, 688003". Quotations sent through any other mode such as e-mails will not be entertained.
8. Last Date for receipt of sealed quotations: October 19, 2017 upto 3:00PM (1500 hours IST).
9. Superscription: The sealed super-envelope (outer cover) containing the tender must be superscribed as "Response to RFQ for the Appointment of Consultant for Migration to ISO 9001:2015 "as is where is" State of Affairs along with Implementation and Certification for CEMP".
 - The bids should be made in two parts, the 'Technical Bid' and the 'Commercial Bid' kept in two separate sealed envelopes.
 - Technical Bid should be marked clearly as "Technical Bid for the Appointment of Consultant for Migration to ISO 9001:2015 "as is where is" State of Affairs along with Implementation and Certification for CEMP" and submitted in sealed covers.
 - Commercial Bid should be marked clearly as "Commercial Bid for the Appointment of Consultant for Migration to ISO 9001:2015 "as is where is" State of Affairs along with Implementation and Certification for CEMP" and submitted in sealed covers.
 - Both the sealed Technical and Commercial bids should be enclosed in another super-envelope (outer cover) and clearly marked as "Response to RFQ for the Appointment of Consultant for Migration to ISO 9001:2015 "as is where is" State of Affairs along with Implementation and Certification for CEMP" as mentioned above.
10. Eligibility criteria for pre-qualification:

(Supporting documents should be attached by bidders/service providers or SP)

 - The SP must have valid PAN Card.
 - The SP must have a valid GST registration.

- The SP should have no record of being black-listed by any government/ public sector/ multinational national companies. (Self-declaration certificate as a supporting document should be attached).
 - The SP should preferably have an established Office located in Kerala for local consulting and audit arrangements (Attach copy of registration certificate)
 - The SPs should be a profit making organization in each of the last two financial years. (The points till above commonly hold valid for consulting and certification agency, attach last 2 years balance sheet certified by a chartered accountant.)
 - If for the consulting assignment (Scope A), the SP should be in existence for atleast 5 years with core business line. (Satisfactory certification and (or) feedback from atleast 5 clients on consultation should be attached).
 - If for the consulting assignment (Scope A), the SP should have experienced and certified professionals on payroll/ contract; atleast 3 (Three) in consulting assignment for the Implementation of ISO 9001:2015; short CVs be attached.
 - If for the consulting assignment (Scope A), the SP must ensure that the consulting team being proposed for deployment for the current assignment with CEMP should be on their payroll/ on contract with atleast 3 years of relevant experience; short CVs be attached.
 - If for the certification assignment (Scope B), the SP should be in existence for atleast 5 years with core business line. (Satisfactory certification and (or) feedback from atleast 5 clients on audits should be attached).
 - If for the certification assignment (Scope B), the SP should have experienced and certified professionals on payroll/ contract; atleast 3 (Three) in auditing assignment for the certification of ISO 9001:2015; short CVs be attached.
 - If for the certification assignment (Scope B), the SP shall preferably be empanelled with National Accreditation Board for Certification Bodies (NABCB) to conduct certification/re-certification audits; certificate copy be attached.
11. Evaluation will be based on bidder's eligibility on the points under eligibility criteria for pre-qualification, technical qualification in conjunction with the most competitive and the **lowest rate** quoted by the participating and eligible bidders.
 12. CEMP reserves the right to modify the conditions of quotation, at any time, without assigning any reasons for the same.
 13. CEMP reserves the right to accept / reject any quotation in part or full without assigning any reasons whatsoever.
 14. Consultant shall not assign, sub-contract, sub-let whole or any part of this consultancy in any manner.
 15. The consultant shall not be entitle to claim or any compensation from CEMP for the loss suffered by him on account of any delay by CEMP, force majeure including acts of God, nature or any reasonable cause beyond the control of CEMP.
 16. Quoted price should be inclusive of all expenses, taxes and levies.

17. If the last date of receiving / opening quotations coincides with a holiday, then next working day shall be receiving / opening date.
18. Notwithstanding anything stated in this document, CEMP reserves the right to assess the bidder's capability and capacity to perform the service (should the circumstances warrant such an assignment in the overall interest of CEMP) and decision of CEMP in this regard shall be final and binding.
19. General information for bidders for participation in ISO 9001:2015 implementation and certification and any clarifications desired by any service provider in connection with any part of this proposal may be sought as per contact details below, however no bid will be acceptable by e-mail.

The Principal,
College of Engineering and Management Punnappra,
Vadackal P. O., Alappuzha, Kerala, 688003.
Tel: 9495597311, 0477 2266711, 2267311
E-mail: principal.cemp@gmail.com

TECHNICAL BID

1	Name of the Firm (in capital letters)	
2	Complete Postal Address	
3	Telephone No. Fax E-mail	
4	Is the firm Proprietary / Partnership / public Ltd / Private Ltd./ Others (specify)	
5	Names of Directors / Proprietor or Partners Mobile No. E-mail	
6	Past experience of similar nature in terms of no of assignments (Facilitation in ISO Implementation projects - Please attach extra sheet if necessary)	
7	Professional Experience (Please attach extra sheet if necessary)	
8	Name of the Team Leader	
9	Team Leader Qualification	
10	Certifications by central/state govt agencies	
11	Team Size	
12	Details of existing manpower deployed	
13	Has the firm been black listed by any organizations, if so attach the details of the same	
14	PAN	

I hereby certify that the above-mentioned particulars are true and correct.

Date:

Seal and Signature of Tenderer

COMMERCIAL BID

1	Name of the Firm (in capital letters)	
2	Total Bid Amount (in Rs., inclusive of all expenses, taxes and levies)	

I hereby certify that the above-mentioned particulars are true and correct.

Date:

Seal and Signature of Tenderer