



INDIAN MARITIME UNIVERSITY

(A Central University, Government of India)

P-19, Taratala Road, Kolkata – 700088.

Contact No. :- (033) 2401 4673 / 76 & 78

Fax No. :- (033) 2401 4333 / website: www.merical.ac.in

Email: - director.kolkata@imu.ac.in , dradmin.kolkata@imu.ac.in , amall@imu.ac.in

Request For Proposal from Internationally Recognized ISO Certification Bodies Duly Accredited by QCII NABCB for Performing Third-Party Assessment / Audit and Awarding the ISO 9001 : 2015 Certification to Indian Maritime University – Kolkata Campus(IMU-KC).

Indian Maritime University, Kolkata Campus is inviting competitive bids for “**Engagement of Certification Body for Performing Third-Party Assessment and Award of Certification under ISO 9001:2015 Standard, for IMU-Kolkata Campus (IMU-KC)**” at Taratala, Kolkata for the defined Scope in this document.

The Detailed profile of IMU-KC can be obtained through www.merical.ac.in.

- 1. Last Date & Time for receipt of Sealed Bids: 5th August, 2018 upto 3:00 pm (15:00 hours IST).**
- 2. Date of opening of the tender bids:** The tenders will be opened on the same day (i.e. the last date of the receipt of the tenders) at 03:30 pm. All the bidders are invited for the tender opening.
- 3. Superscription:** The sealed envelope containing the tender must be superscribed as “**RFP for Engagement of Certification Body for Performing Third-Party Assessment and Award of Certification under ISO 9001:2015 Standard.**”
 - The bids should be made in two parts, viz: the “**Technical Bid**” and the “**Price Bid**” kept in two separate sealed envelopes.
 - Technical Bid should be marked clearly as “**Technical Bid for ISO 9001:2015 Certification**” and submitted in sealed envelope.

- Commercial Bid should be marked clearly as **“Price Bid for ISO 9001:2015 Certification”** and submitted in sealed envelope.
- Both the sealed Technical and Price bids should be enclosed in another envelope as mentioned above.

4. **Submission of tender document:** The tenders are needed to be dropped, before the last date and time for submission of tenders, in the tender box kept at Deputy Registrar’s office (Room No. 130), or to be sent by post to **‘The Director, Indian Maritime University, P-19 Taratala Road, Kolkata – 700 088’** within due date, failing which the tender may not be opened and not considered or may be treated invalid. IMU-KC takes no responsibility for tenders received in torn, opened or mutilated conditions. Such tenders may not be accepted at all and are liable for rejection. The envelop should not be sealed with stapler pins. The bidders not following the prescribed format as per tender are liable for rejection under sole discretion of IMU-KC. Bids sent through any other mode such as e-mails will not be entertained. The tender should be addressed to “The Director, Indian Maritime University – Kolkata Campus”.

GENERAL TERMS AND CONDITIONS:

1. The Service Provider, whosoever will be the winning bidder, should accomplish the Certification Audit **within 6 weeks**. The Surveillance Audit should be completed in due time (annually, for next 2 years).
2. The Service Provider would have to incur all the expenditure towards provisioning of these services for IMU-KC. The implementation of this service should not require any IT hardware upgradation or new procurement leading to any additional expenses.
3. **Payment Terms:** Payment will be made only after satisfactory completion of the assignment as per the defined Scope. On the completion of the Certification Audit, the payment for the Certification Audit will be made. Similarly, on the completion of each Surveillance Audit, the payment for that Surveillance Audit will be made.
4. **Penalty:** IMU-KC reserves the right to levy penalty at its discretion for the delay in execution of the assignment. The penalty amount would be one percent of the amount put to tender per week subject to a ceiling of 10%.

These payment terms will not be changed. The Service Providers are required to quote on these payment terms only.

5. **Validity of the bids:** The bids will be valid for a period of Ninety days (90 days) from the date of opening of the financial bid for acceptance, subject to increase in the validity of rates by mutual consent.
6. **Taxes (All Duty & taxes):** The quoted Rate will be **inclusive** of all the applicable taxes including GST (to be shown separately in price bid), duty and any other outgoing payable to any authority. TDS as applicable will be deducted by IMU-KC.
7. **Safety Norms:** The bidder is required to undertake to follow all the safety norms as specified in the law for the assignment awarded to him through this tender. The bidder, merely by filling in this tender, indemnifies IMU-KC of any consequences due to non-adherence of the safety norms as prescribed by the law. It is also clarified that any order, whether verbal or written, given by any official / representative of IMU-KC, would not be valid if it is in contravention of any safety norms prescribed by law and the bidder is advised to follow the prescribed safety norms.
8. **Agreement: If applicable:** Any offer made in response to this tender, when accepted by IMU-KC, after modifications, if any required, will constitute a contract between IMU-KC and vendor / bidder.
9. **Right of Rejection:** IMU-KC reserves the right to reject all / any bids / quotations without assigning any reasons thereof and without entitling the tenderer to any claim whatsoever.
10. **Negotiation:** Generally, no negotiations would be carried out. However, if deemed fit, negotiation may be carried out only with the lowest bidder.
11. **Availability of requisite permissions and licenses and compliance with the statutory provisions:** The bidder/agency/contractor is required to follow all the statutory acts as may be applicable for such type of work / supply / services for which they are bidding through this tender.

It may or may not involve manpower. In case manpower is required, then the bidder merely by filling the tender confirms that the bidder has all the requisite permissions and licenses to carry out all the works as stipulated by

this tender. Further, merely by filling the tenders, the bidder reconfirms that the bidder has complied with all the statutory provisions of the central, state, local and municipal laws in force including manpower. The bidder also confirms merely by filling the tenders, to comply with any future laws that may be enforced upon by the statute.

Agencies which do not have requisite permissions / licenses or who do not comply with the statutory provisions are requested to fill in the tenders only if they are eligible in this respect.

Valid registrations with any authorities as per requirement of this RFP, should be available with the vendor and be produced as and when required.

Consequences of insufficient permissions / licenses or compliances on the part of the vendor would be to the vendor's account and the vendor merely by filling in the tender indemnifies IMU-KC of any or all such consequences.

12. **False Information:** In case if it is found that the vendor has not given the correct information and flouted any condition or the vendor does not have all the appropriate licenses and all the statutory permissions, whatsoever required, to carry out the activity as required in these tenders and allied works then IMU-KC reserves the rights to cancel the work order issued to him and award his quantum of work in the manner as deemed fit. This can be done at any stage.

13. **Indemnity:** Further, by submitting this bid, the vendor/bidder indemnifies IMU-KC for any of the consequences arising out of non availability of any of the requisite permissions/ licenses / insurances / any other statutory permission whatsoever required for carrying out this work.

Also by submitting this bid, the vendor/bidder indemnifies IMU-KC for any of the consequences arising out of noncompliance of any of the conditions laid by the statute for vendors/bidders or their representatives/ officials in carrying out this work.

14. **Claim for increase in rates:** Any claim for increase in rates on account of any reason whatsoever will not be entertained for the period as stipulated in the agreement.

15. **Right to reject the work/ service which is not as per the specifications or the terms:** IMU-KC has right to reject the work/ services if they are not found

to meet the specifications laid out or are not as per the terms of the tender / work order. No charges will be paid for the defective work. IMU-KC reserves the right to reject the items of brand other than specified. This can be done at any stage of the work.

16. **Termination of Contract:** In case it is found that the work/supply/service is not as per requirement / standards, time lines, or the frequency of corrective measures required is high then IMU-KC retains the right to terminate the Contract with the selected vendor and in such case, the Vendor will not be entitled to claim any damages from IMU-KC or make any claim for fees in respect of such unsatisfactory / substandard services / supply / work.

As also IMU-KC reserves the right to terminate this contract if it is established on the basis of price discovery that it would be beneficial for IMU-KC to go in for a fresh contract.

The contract could be terminated with one day notice.

17. **Confidentiality:** The Agency shall maintain strict confidentiality of all the documents, information, data coming in possession of the Agency as a result of awarding the contract and also any oral, written or other information disclosed for evaluation or for any other purposes shall be considered as confidential information passed on to the Agency.

Only if applicable to this tender, the Agency should certify in writing that the design / colour scheme of any document being printed/ processed for IMU-KC is not used / shall not be used by the Agency for any other Organization / Entity under any circumstances. Any violation of the same will be liable for action under the law which shall entitle IMU-KC to claim damages apart from taking action under the appropriate Law.

Only if applicable to this tender, the Agency will delete the data on daily basis, once the same is not legally required further. In short, no data / document of IMU-KC should be with the agency once the work is over on a daily basis.

18. **Usage of data / documents / information :** **Only if applicable** to this tender, the Agency shall ensure that the documents , data, information etc if imparted by IMU-KC or if come to the knowledge of the bidder, are / is not used or permitted to be used in any manner (directly or indirectly) incompatible or inconsistent with that authorized by IMU-KC in writing. The

confidential information will be safeguarded and the Agency shall take all necessary actions to protect IMU-KC, its patrons, and Government of India's interest against misuse, loss, destruction, alterations or deletions thereof. Any violation of the same will be liable for action under the law which shall entitle IMU-KC to claim damages from the vendor apart from taking action under the appropriate Law. This is an irrevocable condition and it will continue to be in force even if the agreement between the vendor / bidder/agency is terminated with IMU-KC.

19. **Breach of clause:** In the event of any breach or threatened breach of any clause by the Agency / bidder and/or individual assigned by the Agency for the performance of the services, the Agency shall be liable to pay damages as may be quantified by IMU-KC. Apart from the above, IMU-KC shall have the right to proceed against the Agency and/or its assigned person/s under appropriate law.
20. **Essence of contract:** The Vendor shall carry out the work / provide the services/ complete the supply as per the specifications and standards laid out within the stipulated time. **It is clarified that carrying out the work or providing services as per specified standard in specified time is the essence of the contract.** Not adhering to above shall entail IMU-KC to rescind the contract and forfeit the security deposit if any and in which case, there shall not be any claims for damages against IMU-KC by the Vendor. Further the IMU-KC shall have the right to get the unfinished services done/supply made, if any by virtue of the said revocation of the contract, through other sources and the expenses incurred thereof shall be borne by the Vendor in default. The Vendor shall also indemnify IMU-KC against any loss, damage, expenses, costs etc, incurred by IMU-KC as a result of the said delay in timely completion of the said services / jobs, by the Vendor.
21. **Jurisdiction:** All matters pertaining to the present bid / tender / quote, shall be subject to the jurisdiction of the courts in Kolkata only.
22. **Nomenclature:** In the said tender, the bidder or the agency or the vendors or the contractor or the supplier and the service provider have the same meanings with reference to the context. As also, reference to any gender covers both the genders and reference to singular also covers plural.
23. **Corrections:** All the corrections made anywhere in the tender form will have to be authenticated. The corrections without authentication are liable to be rejected. This is an important condition as the correction may have a bearing

on the rate/amount quoted resulting in altering L1 or L2 or L3 or any other position. Decision of IMU-KC will be binding in this case. The bidder/Vendor/ Agency merely by filling in this tender agree to this delegation of power to IMU-KC to decide in this matter.

24. IMU-KC reserves the right to give preference to Public Sector Enterprises/ Government undertakings.
25. IMU-KC reserves the right to call for further information / documents/ break-up of rates, taxes, etc. to decide on the tenders.

SCOPE OF WORK:

- Verification of the QMS Implementation by performing Third Party Assessment/ Audit and submit Audit/ Assessment Report;
- Recommendation and Award of ISO Certification under ISO 9001:2015 Standard
- Surveillance Audit – Annually, for the next 2 years

SCOPE OF CERTIFICATION

(1) Academics:-

- (a) Teaching – Class, Classroom, Teaching Aid and Faculty
- (b) Exam
- (c) Practical Training
- (d) Co-Curricular & Extra Curricular
- (e) Placement
- (f) Student Affairs – Boarding, Mess, Discipline, Counseling and Ethics
 - (i) Anti Ragging Cell
- (g) Laboratory
 - (i) Fluid Mechanics, Boiler, Chemical, Mechanical
 - (ii) Electronics
 - (iii) Electricals
 - (iv) Computer

(2) Finance

(3) Civil Maintenance

(4) Electrical Maintenance

(5) Library

(6) General Administration

- (a) Admission – B. Tech, M. Tech, MBA, STCW courses, Ph.D & M.S. (By Research)
- (b) Miscellaneous Administrative Process - Establishment, Attendance, Transport, Security, Record Keeping and Maintenance
- (c) Mess
- (d) Women Cell
- (e) Legal Affairs
- (f) Medical Issues – Accidents, Natural Calamities
- (g) Campus Upkeeping
- (h) Purchase & Stores

LIST OF OUTSOURCED PROCESS WITHIN SCOPE

1. Messing
2. Visiting Faculties
3. House Keeping and Grass Cutting
4. Security
5. Manpower as Peon, Warden and Computer Operator
6. Visiting Instructors

ACCREDITATIONS REQUIRED

NABCB – National Accreditation Board for Certification Bodies

EMPLOYEE & STUDENT DETAILS

- Regular – 100
- Contract – 20
- Students – 1000

(Numbers are in approx, actual number may vary)

Eligibility Criteria for Pre-Qualification: The bidder should submit the following required Certificate/ Documents / Information, in support of their bid;

1. Company's Valid GSTIN registration certificate including PAN card.
2. The Bidder should have no record of being blacklisted by any government department / agency, Reserve Bank of India, Nationalized bank, or any Public Sector Unit or body, Multinational/ National Companies. (A Self declaration letter "Format given as Annexure-I" should be submitted).
3. Signing Authority Letter (Format given as Annexure-II).
4. Letter of acceptance of all terms and conditions (Format given as Annexure-III).
s Signed and Stamped copy of Tender Document.
6. The Bidder should have an established **Office located in Kolkata location.** Self Declaration to this effect is required to be submitted along with the tender.
7. Copy of Valid Accreditation issued by NABCB/QCI as Certification Body for Quality Management System (QMS)
8. Should have assessed/ awarded certification to atleast Three (3) Academic Institutions; *

9. Should have assessed/ awarded certification to atleast Three (3) Government Departments/ Institutions under Central, State Government in India*

*Details of work orders indicating scope of assignment, name of client(s), value of assignment, date & year of award etc, along with relevant copies of contract/ work orders is needed to be submitted.

Evaluation will be based on Bidder's eligibility on the points under Eligibility Criteria for Pre-Qualification, Technical Qualification and the most competitive and the lowest rate quoted by the participating and eligible bidders.

General information for bidders for their participation in the bid for Engagement of Certification Body for Performing Third-Party Assessment and Award of Certification under ISO 9001:2015 Standard for IMU-Kolkata Campus:

Name:	Indian Maritime University, Kolkata Campus
Address:	Indian Maritime University, P-19, Taratala Road, Kolkata – 700 088
Website	www.merical.ac.in
Organization Status:	A Central University
Main Products/ Services:	Courses conducted for B. Tech(ME), M. Tech(ME & Mgmt.), MBA(IT & LM) and Management development Program.
Name of Director:	Shri Eswara Arun Kishore
Present Certification:	ISO 9001:2008
Certification Audit Standard Required:	ISO 9001:2015
Scope of Certification & Audit:	As detailed in Scope of Work
Audit Site Location:	Indian Maritime University, P-19, Taratala Road, Kolkata – 700 088. (The bidders may visit the site at any working day between 10 am and 5 pm before submission of tender document.)
RFP Amount	Rs. 500 /- only
Security Deposit	10% of Order Value

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:**

OFFICE ADDRESS	CONTACT PERSON	CONTACT E-MAIL/ NUMBER
Indian Maritime University, P-19, Taratala Road, Kolkata – 700 088	Director	director.kolkata@imu.ac.in
	Deputy Registrar	dradmin.kolkata@imu.ac.in
	Assistant Registrar	amall@imu.ac.in

PRICE BID FORM

(to be submitted in Service Providers Letter Head)

Date:

The Director
INDIAN MARITIME UNIVERSITY
P-19, Taratala Road,
Kolkata – 700088.

Sir,

Response to RFP for Engagement of Certification Body for Performing Third-Party Assessment and Award of Certification under ISO 9001:2015 Standard for IMU-Kolkata Campus

We are interested in getting our Company selected in your organization as a Service Provider vide our Response to the **RFP**.

We have read and understood the details as given in the tender information regarding the Scope of Work and Terms and Conditions for the selection of Service Provider for the tender “**Engagement of Certification Body for Performing Third-Party Assessment and Award of Certification under ISO 9001:2015 Standard for IMU-Kolkata Campus**” and the same are acceptable to us. We have been given all the required information from IMU-KC. We certify that we are eligible as per laid Terms.

We understand that the Cost comparative statement will be prepared for the said items and L1 will be evaluated and decided on the basis of our eligibility on the points under the Eligibility Criteria for Pre-Qualification, Technical Qualification and the most competitive and the **lowest rate** quoted by participating and eligible bidders.

In case of any ambiguity between arithmetic calculations, the rates will be considered correct and the amount will be derived on the basis of the rates quoted and the quantity originally mentioned in the Tender.

The deployment/ commissioning of services will be done as per Scope of Work specification and Terms and Conditions laid down by IMU-KC in their RFQ notice/ intimation.

PRICE BID FORM (Contd.)

S. No.	Scope - Consulting Assignment	Quoted Rate (Rs)
1	Audit and Certification under ISO 9001:2015 Standard	
2	Surveillance Audit (Annually, for next 2 years)	
2	GST @ _____ %	
TOTAL (1+2)		

Terms and Conditions noted as under:

1. **Taxes (All Duty & taxes):** The bid should be **inclusive** of all the applicable taxes, duty and any other outgoing payable to any authority. GST amount to be shown separately in the column provided. TDS as applicable will be deducted by IMU-KC.
2. The Total Amount as per Quoted Rate in Table above only will be considered for Commercial Comparison and is a comprehensive one time activity cost for the Consulting assignment in IMU-KC premises at Kolkata.
3. **The Quoted Rate is inclusive of lodging, boarding, travelling charges as may be required during the tenure of implementation and execution of the assignment.**
4. IMU-KC reserves the right to cancel the entire requirement without assigning any reason.
5. The final decision however on selection of the Service Provider will be at the discretion of the tendering authority in IMU-KC.

Authorized Signatory with Seal/Stamp (bidder)

SELF DECLARATION LETTER

(to be submitted in Service Providers' Letter Head)

Date: -

To,
The Director
INDIAN MARITIME UNIVERSITY
P-19, Taratala Road,
Kolkata – 700088.

Subject: Self Declaration letter regarding “Not Blacklisted”

Dear Sir,

This is with reference to the tender for **“Engagement of Certification Body for Performing Third-Party Assessment and Award of Certification under ISO 9001:2015 Standard for IMU-Kolkata Campus”**, we hereby declare that we have not been blacklisted / debarred by any government department / agency, Reserve Bank of India, Nationalized bank, or any Public Sector Unit or body, Multinational/ National Companies

For (Name of the Bidder Company)

Authorized Signatory
(Seal & Stamp)

TO WHOMSOEVER IT MAY CONCERN

(to be submitted in Service Providers' Letter Head)

Date: -

To
The Director
INDIAN MARITIME UNIVERSITY
P-19, Taratala Road,
Kolkata – 700088.

Subject: Signing Authority Letter

Dear Sir,

This is with reference to the tender for **“Engagement of Certification Body for Performing Third-Party Assessment and Award of Certification under ISO 9001:2015 Standard for IMU-Kolkata Campus”**, due on _____.

We hereby authorize (Name of the bidder's official with designation) to sign the said bid on the behalf of (Name of the Bidder Company).

For (Name of the Bidder Company)

Authorized Signatory
(Seal & Stamp)

TO WHOMSOEVER IT MAY CONCERN

(to be submitted in Service Providers' Letter Head)

Date: -

To
The Director
INDIAN MARITIME UNIVERSITY
P-19, Taratala Road,
Kolkata – 700088.

Subject: Letter of Terms & Conditions Acceptance.

Dear Sir,

This is with reference to the tender for **“Engagement of Certification Body for Performing Third-Party Assessment and Award of Certification under ISO 9001:2015 Standard for IMU-Kolkata Campus”**, due on _____.

We are agreeable to all the terms and condition mentioned in the tender.

For (Name of the Bidder Company)

Authorized Signatory
(Seal & Stamp)

TO WHOMSOEVER IT MAY CONCERN

(to be submitted in Service Providers' Letter Head)

Date: -

To
The Director
INDIAN MARITIME UNIVERSITY
P-19, Taratala Road,
Kolkata – 700088.

Subject: Letter declaring office located in Kolkata.

Dear Sir,

This is with reference to the tender for **“Engagement of Certification Body for Performing Third-Party Assessment and Award of Certification under ISO 9001:2015 Standard for IMU-Kolkata Campus”**, due on _____.

We hereby declare that we have an office located at Kolkata, at the address:
_____,
where we have been operating since _____(Date in dd/mm/yyyy/).

For (Name of the Bidder Company)

Authorized Signatory
(Seal & Stamp)