

NOIDA SPECIAL ECONOMIC ZONE AUTHORITY.

**Government of India, Min. of Commerce & Industry, Deptt. of Commerce,
Office of the Development Commissioner
NOIDA SPECIAL ECONOMIC ZONE
Noida Dadri Road, Phase-II, NOIDA-201305,
Distt. Gautam Budh Nagar (UP)
Email :ddcrajesh@nsez.gov.in**

Tender Document for

Providing Consultancy to Acquire ISO 9001:2015

DUE DATE & TIME: [17/08/2018 at 15.30 Hrs]

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NOTICE INVITING TENDER

Chairman & CEO, Noida Special Economic Zone Authority, Phase-2, Noida invites e-quotation from reputed & experienced agencies for providing consultancy and preparation of documents / registers etc as required for ISO 9001:2015.

The tender document may be downloaded from our website www.nsez.gov.in or obtained from our office at the address given above during the normal office hours.

S.No	Description	Details
1.	Name of Work	Providing Consultancy and preparation of documents / registers etc as required for ISO 9001:2015
2.	Contract Period	Three years from the date of work award
3.	EMD	Rs.10000/-
4.	Submission of e-Tender :	
5.	a. Starts on	25.07.2018
6.	b. Closes on	17.08.2018 at 15.00 Hrs
7.	Opening of Tenders	17.08.2018 at 15.30 Hrs.

1. VERIFICATION OF DOCUMENTS

- a. Tenderers or their authorized representative may come to our office positively as intimated along with all original documents, scanned copies of which have been submitted with the tender towards ascertaining their qualification.
- b. Tenderer should be in a position to produce all the original documents and/or any other information on dates as intimated or as and when required by NSEZ Authority.
- c. Any party submitting the false or forged documents may be Black Listed, EMD could be forfeited, work, if assigned any, could be cancelled, criminal prosecution or any other action as deemed fit may also be initiated.
- d. CEO, NSEZ Authority reserves the right to reject any or all tenders without assigning any reasons whatsoever.



SPECIAL INSTRUCTIONS TO THE BIDDER

Tenderers are advised to download Notice Inviting Tender along with other tender documents from Noida Special Economic Zone website www.nsez.gov.in or the same can be obtained from our office at the address given above during the normal office hours. Interested parties have to submit an interest free EMD of Rs./10,000/- (*Rupees Ten thousand only*) by Demand Draft/Pay Order at our above address. The DD/PO for Tender Fee and EMD should be drawn in favour of "NSEZ Authority" on any Scheduled Bank, payable at *[Noida]*. Offer submitted/uploaded without EMD will be rejected.

The physical original instruments/drafts should reach our above address prior to due date and time..

Special Note

- Bids can only be submitted before the last date and time of submission as per the date and time mentioned in the tender document. Resubmission (if required) of bid should be completed within the stipulated date and time.
- Bidders are advised in their own interest to ensure that bids to be submitted well before the closing date and time of bid.
- NSEZ Authority does not take any responsibility in case bidder fails to submit within specified time of tender submission.
- NSEZ Authority will not be responsible for any delay under any circumstances for non-receipt of Tenders/ submission of filled in tender documents by due date & time.
- Bidders are requested to provide correct "e-Mail address" and "Mobile No." for receiving updates related to this tender from time to time.
- The bidder has to keep track of any changes by viewing the Addendum/Corrigendum issued by the Tender Inviting Authority on time-to-time basis in NSEZ Authority website. The Company calling for tenders shall not be responsible for any claims/problems arising out of this.
- GST shall be on zero rated in terms of Section 16 of IGST Act.

1. Filling of Tender Documents

- 3.1 The tenderers are requested to carefully study all the terms and conditions mentioned in the tender document before quoting their rates.
- 3.2 The tender must be strictly in accordance with the terms and conditions and specifications laid out in the tender.
- 3.3 Any terms and conditions given by the tenderer in their offers will not be binding on NSEZ Authority
- 3.4 The sole proprietor or authorized representative shall sign all documents that needs to be submitted. When the person signing the documents is not the sole proprietor / authorized representative of the company, the Power of Attorney authorizing such person to act and sign on behalf of the company must be produced on08.2018 for verification by NSEZ Authority.



SCOPE OF WORK

Work covered in this tender document shall generally be as detailed herein below. However, the agency shall be responsible to complete the work in all respects and in doing so provide all facilities which may not be covered explicitly herein below but nevertheless are required to complete the work envisaged with the exception of only such items as have been specifically excluded from vendor's scope.

The successful tenderer shall have to undertake the following work:

Detailed Scope of work:

Providing consultancy and preparation of documents / registers etc as required for ISO 9001:2015 for NSEZ Authority covering the following

- i. Assessment of Existing system for adequacy to ISO 9001:2015 requirements, guide to appoint the Management Representative, the core group and personnel related to these, training for total awareness and undertaking of the system, its documentation, statistical techniques, quality procedures etc by systematic training and supply of necessary training material, finalizing the draft Quality Policy and Quality Objectives and to make a systematic training programmer and a details, plan for Completion of the work. Formulation of the scope of certification with the exclusions [if any] and final Quality Policy and Quality Objectives.
- ii. Evaluation and guidance in development in quality manual, system documents, quality procedures and assist in completion of documentation required for certification to ISO 9001:2015. This will involve one to one interaction with the executives related to the activities under Quality Management System for counseling and completion of their documentation keeping in consideration the linkage with ISO 9001:2015 standards. Identify the work instruction needed for various processes of the unit and guide in development of the work instructions thus identified. Identify the Quality Plans for various activities in the unit and guide and assist in completion of quality plans suitable for certification to ISO 9001:2015
- iii. Issue of Quality Manual and Quality Procedures. Work Instructions and Quality Plans, Implementation of Quality System Documents and their Control.
- iv. Assistance and guidance in the use of suitable statistical techniques/tools to be used in the unit. Conduct Internal Auditor Training Course for our personnel and provide the Training Material.
- v. Guide in conducting Internal Audit, Closing Non Conformities arising in Internal Audit, Guide to take the corrective and preventive action. Guide in conducting Management Review Meeting. Also assist in the closing of Non Conformities [if any] raised during the Certification Audit and Surveillance Audits.
- vi. Assisting in appointment of Accreditation Agency and ISO Certification from them.
- vii. Consultation and assistance during Surveillance Audit during three years period. The fee will be inclusive of fees / charges payable to the Certifying Agency.



GENERAL TERMS AND CONDITIONS

1. Pre-qualification Criteria for Techno-Commercial Bid

- 1) Payment of EMD Rs.10,000/-
- 2) Bidder should have carried out ISO 9001:2015 accreditation work for two clients during the last three years ending 31st March 2018 (proof to be attached)
- 3) Should have minimum turnover of Rs.50,000/- per year during the last 3 years ending 31st March 18. (Proof to be attached).
- 4) The Bidder must have GST Registration (Proof to be attached)
- 5) Should not have been blacklisted by any PSU / Govt. Department (a self-certification is required and should be attached)

2. Submission of Bids

The tender documents may be downloaded from our website www.nsez.gov.in or obtained from our office at the address given above During the normal office hours. Duly filed tender document may be uploaded in the in the e-tender module available in NSEZ website.

3. Tender Opening

Bid will be opened as per due date mentioned in the Tender.

4. Acceptance of offers

- 4.1 NSEZ Authority reserves the right to accept any tender in whole or in part or reject any tender or all tenders or place order for any quantity, less than or more than the tendered quantity, without assigning any reason thereof.
- 4.2 Bids of any tenderer may be rejected if a conflict of interest is detected between the bidders and NSEZ Authority at any stage.
- 4.3 NSEZ Authority would like to place order for all the items of work as mentioned in the Price bid to a single contractor. The overall L1 status will be determined by looking at the total value quoted by the bidder.
- 4.4 NSEZ Authority is not bound to accept the lowest rate for any tender. NSEZ Authority also reserves its right to allow Public Enterprises (Central / State) price / purchase / contract / service preference as admissible under the existing Government policy. The decision of CEO, NSEZ Authority in this connection will be final.
- 4.5 Incomplete tenders, conditional tenders, tenders received late or tender not conforming to the terms and conditions mentioned in the Tender documents or not accompanied by the requisite Earnest Money Deposit (unless exempted under the terms of this Tender) will be rejected.



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5. Price Variation

5.1 The price should be firm and irrevocable and not subject to any change whatsoever even due to Increase in cost of materials, components and labour cost till the validity of the contract period.

5.2 The quoted rates shall be valid for a period of minimum 60 days from the date of opening the price Bid.

6. Notification of Award

Prior to the expiration of the period of Bid validity, NSEZ will place purchase order or letter of indent on the successful bidder(s).

7. Performance Guarantee:-

10% of the total cost has to be deposited as Performance Guarantee in the form of Demand Draft in favour of 'NSEZ Authority' payable at Noida.

8. Completion period:

Three years from the date of awarding the contract

9. Validity of contract

The contract is valid for three years from the date of acceptance of contract for providing consultancy & certification services for acquiring ISO 9001:2015 accreditation and Surveillance Audit.

10. Payment Terms

- a) 20% of total payment would be made after completion of initial or Pre-assessment
- b) 20% of total payment after completion of Certification audit by the Certifying body
- c) 40% of total payment on receipt of certificate of 1st surveillance audit in 2019
- d) 20% of total payment after completion of 2nd surveillance audit in 2020.

11. Plant Visit / Contact Person

The bidders are advised to visit the site to understand the tender requirement in detail. For any clarification / Queries you may please contact Dy. Development Commissioner (Rajesh Kumar) on Phone 0120-3021444 (Extn. 49)



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12. Sub-letting of Work

No part of the contract or any share or interest therein shall in any manner or degree be transferred, assigned or sublet by the contractor directly or indirectly to any person, firm or corporation without the consent in writing from NSEZ Authority. In the event of contractor contravening the conditions, NSEZ Authority shall be entitled to get the work done from other firm at the 'Risk & Cost' of the contract.

13. Force Majeure Conditions

Completion of work is subject to force majeure conditions as under: If at any time during the continuance of this contract, the performance in whole or part by either party of any obligation under this contract shall be prevented or delayed by reasons of any war, hostility, acts of public enemy, civil commotion sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes, lock outs or acts of God (hereinafter referred as "events") provided notice of the happening of any such events is given by either party to the other within twenty one days from the date of occurrence thereof, neither party shall by reasons of such event, be entitled to terminate this contract nor shall either party have any claim for damages against the other in respect of such non-performance or delay in performance. Completion of work under the contract shall be resumed as soon as practicable.

14. Arbitration

Any dispute or difference arising under this Contract shall be referred for adjudication at Gautam Budh Nagar, Uttar Pradesh to a Sole Arbitrator to be appointed by the Chairman & CEO, NSEZ Authority. The fees of the Arbitrator, if any, shall be shared equally by both the parties.

DECLARATION

Having examined the tender documents, we have understood the terms & conditions indicated in the Tender and hereby confirm our acceptance of the same.

Place :

Signature of Tenderer

Date :

Name & Address

Telephone Nos.

Office:

PARTICULARS OF THE TENDERER'S ORGANISATION

S. No	Description	Tenderers Details
1	Name of the Tenderer	
2	Address of the Registered Office	
3	Address of the branch / office quoting against the Tender	
4	Year of commencement of business	
5	Whether Sole Trader/ Partnership / Private Limited Co., or Public Limited Co. /LPP	
6	Registration No. (Under companies Act)	
7	Whether copy of Incorporation /Registration certificate from ROC(Registrar of company)	
8	Income Tax PAN no.	
9	Whether copy of PAN enclosed / uploaded	
10	Whether copy of latest Income Tax Return uploaded	
11	GST Registration. No.	
12	Whether copy of GST Registration certificate Uploaded	
13	Name of the Banker	

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Sub: Providing Consultancy and Certification Work to acquire ISO 9001:2015

Rate Schedule (to be uploaded in the e-tender module available in www.nsez.gov.in)

S. No	Description	
	Towards fees for providing consultancy & certification work for acquiring ISO 9001:2015 accreditation and Surveillance Audit as given in the tender and detailed below:	
a)	Certification services (For 3 Years)	Rate
	i) Pre-assessment & Final Certification Fee	
	ii) Fees for Assistance in preparation for 1st Surveillance Audit in 2019	
	iii) Fees for Assistance in preparation for 2nd Surveillance Audit in 2020	
	Gross Amount	

* GST shall be on zero rated in terms of Section 16 of IGST Act.

Seal of the Company:

Signature:

Date:

Name of the Company