



भारतीय उष्णदेशीय मौसम विज्ञान संस्थान  
INDIAN INSTITUTE OF TROPICAL METEOROLOGY,  
(पृथ्वी विज्ञान मंत्रालय का स्वायत्त संस्थान, भारत सरकार के अधीन)  
(An Autonomous Institute of the Ministry of Earth Sciences, Govt. of India)

सं. / No IITM/ISO/2014

दिनांक / Date April 15, 2014

M/s.

Dear Sirs,

Quotation in sealed cover superscribed there on Quotation due on **07.05.2014** in response to Enquiry No. **IITM/ISO/2014** dated **15.04.2014** are invited for **APPOINTING A CONSULTANT AND SERVICE PROVIDER TO IMPLEMENT PHASE-I OF IITM PROJECT FOR ISO 9001:2008 CERTIFICATION** so as to reach this institute latest by **12-00 hours on 07.05.2014** which will be opened on the **same day** at 15-00 hours.

The quotation shall normally remain valid for a minimum period of **60 days** from the date of opening. The quotation shall be filled in with the consideration to the instruction enclosed herewith.

It is to be noted that :

- (1) **Enquiry Letter No. and due** date should be mentioned on the top of envelope.
- (2) Technical Literature/Pamphlet, if any, may please be enclosed to quotation.
- (3) Quotation by fax will not be considered.

(V.R. Mali)  
Scientific Officer-I  
for Director  
Phone No. 020-2590 4483  
Email : vipin@tropmet.res.in

तार : ट्रॉपमेट, पुणे Grams : TROPMET, PUNE

फैक्स : Fax : (020) 25865142 दूरभाष / Telephone : 25904200

डॉ. होमी भाभा मार्ग, पाषाण / Dr. Homi Bhabha Road, Pashan, पुणे / Pune – 411 008 (भारत/India)

**Ministry of Earth Sciences  
Earth System Science Organization  
Indian Institute of Tropical Meteorology, Pune-411008**

No. IITM/ISO/2014

April 15, 2014

**TENDER FOR APPOINTING A CONSULTANT AND SERVICE PROVIDER TO  
IMPLEMENT PHASE-I OF IITM PROJECT FOR ISO 9001:2008 CERTIFICATION**

The Indian Institute of Tropical Meteorology (IITM), Pune, an autonomous research organization under Ministry of Earth Sciences, Government of India, invites bids from interested ISO 9001 Consultants and Service Providers for providing consultancy services to Indian Institute of Tropical Meteorology for obtaining ISO 9001:2008 certification for the first phase of implementation of institute-wide ISO-9001 implementation. This document provides the scope, pre-qualification criteria, pre-bid /expression of interest meeting details and bidding terms and conditions and suggested response formats.

**PART I: GENERAL TERMS**

**1. GOALS OF THE PROJECT**

The objective of this tender is to solicit proposals from the interested bidders for participation in a 2-bid process (technical and commercial) for selection of consultants to help the Institute obtain ISO 9001 certification for the first phase of ISO-9001 implementation.

**2. ISSUING AUTHORITY**

This tender is issued by the Indian Institute of Tropical Meteorology, Pune. IITM's decision with regard to the short-listing of bidders and awarding the consultancy services through this tender shall be final and the IITM reserves the right to reject any or all the bids without assigning any reason.

**3. TENTATIVE CALENDAR OF EVENTS**

The following table enlists important milestones and timelines for completion of bidding activities:

S. No.	Milestone	Date and time (dd-mm-yyyy; hh:mm)
1.	Release of Tender	15 April 2014
2.	Last date for submission of written question by bidder	22 April 2014
3.	Pre-bid Conference	23 April 2014 at 11.30 hrs
4.	Last date for submission of bids	07 May 2014 on or before hrs.
5.	Opening of Technical bids	07 May 2014 at 15.00 hrs
6.	Opening of commercial bids for technically qualified bidders	To be declared later

#### **4. AVAILABILITY OF THE TENDER DOCUMENTS**

It can also be downloaded from the Institute's website. The bidders are expected to examine all instructions, forms, terms, project requirements and other details in the document. Failure to furnish complete information or submission of a proposal not substantially responsive to the tender documents in every respect will be at the bidder's risk and may result in rejection of the proposal.

#### **5. BIDDERS' CONFERENCE**

IITM will host a pre-bid Conference in Pune at the address given under Contact Details Section 2 above. The Conference is tentatively scheduled as per the schedule given in Section 3 above. The representatives of the interested organizations (restricted to two persons) may attend the bidders' conference at their own cost. The purpose of the conference is to provide bidders with any clarifications regarding the EOI. It will also provide each bidder with an opportunity to seek clarifications regarding any aspect of the project. The venue for the bid conference will be at the address given in Section 2. There is no fee for attending the pre-bid conference.

#### **6. TENDER PROCESSING FEES**

There is no fee for attending the pre-bid conference. However, a non-refundable processing fee for Rs.5,000 (Five Thousand Rupees) only in the form of a Demand or a Pay Order drawn in favour of Director, IITM, payable at Pune has to be submitted along with the bid. Bids received without or with inadequate fees shall be liable to get rejected.

#### **7. VENUE & DEADLINE FOR SUBMISSION OF PROPOSALS**

Proposals in its complete form in all respect as specified in the project, must be submitted to IITM at the address specified above in Section 2. IITM in exceptional circumstances and at its discretion extend the deadline for submission of proposals by issuing an addendum to be made available on the IITM website, in which case all right and obligations of IITM and the bidders previously subject to the original deadline will thereafter be subject to the deadline as extended.

### **PART II; SCOPE OF SERVICES**

#### **8. GENERAL BACKGROUND**

Under the Performance Monitoring and Evaluation System (PMES) for Government Departments, each Government Department/Autonomous Institute is required to prepare a Result Framework Document (RFD). RFD indicators provide a summary for the most important results that a department /ministry/Institution expects to achieve during a financial year. Under RFD, there is a set of mandatory indicators that are common to all departments preparing RFDs. One such important mandatory indicator is obtaining ISO-9001:2008 certification. Accordingly government departments will need the services of competent consultants to implement the requirements of ISO 9001:2008. This project has been developed to assist government departments select a competent consultant who may be engaged for providing ISO-9001:2008 consultancy services.

## 9. TERMS AND CONDITIONS

The terms of reference for the consultant will include the following:

- a. To assist the Institute form the Steering Committee and ISO Project team who will be responsible for implementation of ISO 9001:2008 requirements.
- b. To determine the scope of ISO 9001:2008 implementation under the first phase and finalize the same through discussion with the Steering Committee. The Consultant should define such a scope for which ISO 9001:2008 requirements may be implemented within a time period of four months.
- c. To perform gap analysis of the existing documentation of the Institute against the requirements of the ISO 9001:2008 and produce a gap analysis report.
- d. To plan with the ISO project team of the Institute on the ways to address the gaps in order to develop the necessary documentation for ISO 9001:2008 certification.
- e. To develop all mandatory procedures as required in ISO 9001:2008 and guide the ISO project team on implementing the same.
- f. To develop customized training course material in soft copy (as well as hard copy) for conduct of all necessary.
- g. To conduct required trainings that will include (i) top/senior management briefing; (ii) planning documentation and implementation workshop for ISO project team and; (iii) awareness programme for all employees.
- h. To advise the ISO Steering Committee on change management and the success factors to support effect implementation of ISO-9001:2008.
- i. To conduct Internal Auditors training and guide the Internal Auditor team in conducting required numbers of internal audit.
- j. To assist in evaluation of implemented ISO 9001:2008 quality management system through internal audits including closure actions.
- k. To offer close guidance in the preparation and review of final documents prior to certification.
- l. To assist in coordination of required management reviews prior to certification.
- m. To guide the ISO project team to take necessary corrective actions on identified non-conformities and final review of documents.
- n. To guide the ISO Project team in making an application for certification.
- o. To co-ordinate during final certification of the Institute and ensure the Institute is certified by a select certification body.

- p. Any other task to ensure the certification of the Institute.
- q. Submit weekly MIS report to Top Management of the Institute with a copy to QCI appointed experts and Director of the Institute.

## **10. TIME FRAME**

The ISO 9001:2008 will be implemented in phases. The period for the first phase will be 4 months from the date of award of the contract. In the first phase, the scope of application will cover Administration and the SAFAR project of IITM (details provided later).

## **PART III: BIDDING TERMS AND PRE QUALIFICATION CRITERIA**

### **11. CONDITIONS UNDER WHICH THIS TENDER IS ISSUED**

- i. IITM reserves the right to withdraw the tender and change or vary any part thereof at any stage. IITM also reserves the right to disqualify any bidder, should it be so necessary at any stage.
- ii. IITM reserves the right to withdraw it if IITM determines that such action is in the best interest of the Government of India.
- iii. Timing and sequence of events resulting from this tender shall ultimately be determined by IITM, Pune.
- iv. No oral conversations or agreements with any official agent or employee of IITM shall affect or modify any terms of this bid and any alleged oral agreement or arrangement made by a bidder with any department, agency, official or employee of IITM shall be superseded by the definitive agreement that results from this tender process. Oral communications by IITM to bidders shall not be considered binding on IITM nor shall any written materials provided by any person other than IITM, Pune.
- v. Neither the bidder nor any of the bidder's representatives shall have any claims whatsoever against IITM or any of their respective officials, agents, or employees arising out of, or relating to this tender or these procedures (other than those arising under a definite service agreement with the bidder in accordance with the terms thereof).
- vi. Applicants who are found to canvass, influence or attempt to influence in any manner the qualification or selection process, including without limitation, by offering bribes or other illegal gratification, shall be disqualified from the process at any stage.

## **12. 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 Pre-Qualification proposal will become the property of IITM and will not be returned after opening of the pre-qualification proposals. IITM 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. IITM 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.

## **13. ACKNOWLEDGEMENT OF UNDERSTANDING OF TERMS**

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

## **14. EVALUATION OF PROPOSALS**

The bidders' Proposals in the bid document will be evaluated as per the requirements specified in the project and adopting the qualification criteria spelt out therein. The Bidders are required to submit all required documentation in support of the qualification criteria specified (e.g. detailed project citations and completion certificates, client contact information for verification, profiles of project resources and all others) as required for evaluation.

## **15. LANGUAGE OF PROPOSALS**

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

## **16. ELIGIBILITY CRITERIA**

The consultant who will be engaged should have extensive and proven mix of skill and expertise in the field of ISO 9001:2008 certification. Previous experience of similar work is essential. The consultant must meet the following minimum criteria:

- a) Consultant should have executed minimum five (5) ISO 9000 projects in the Government/PSU sector/large public limited organizations.
- b) The team leader of Consultant should have a minimum of 10 years of professional experience in ISO 9000 consulting.
- c) The team members of the Consultant should be qualified lead assessors.

The consulting organizations can also be allowed to bid as a consortium for this project. However in such a situation consultants in individual partner organizations need to have an active role. In such cases evidence towards existence and rationale for consortium needs to be furnished.

## 17. DOCUMENTARY EVIDENCE TO BE SUBMITTED TO SUPPORT ELIGIBILITY

- a) Contract work orders indicating the details of assignment, client, value of assignment, date and year of award.
- b) Detailed resume of the team leader and team members indicating the details of qualifications and professional experience
- c) Certificate of lead assessor course undergone by the team leader and team member(s)
- d) Completion certificate of previous projects undertaken. In case the organization is not able to submit completion certificates, submission of complete contact details (Telephone no., address, organization name) of the contact person where the work has been done is mandatory).

## 18. PROPOSAL SUBMISSION

Interested consultant should submit both technical and financial proposals in two parts namely:

- a) Technical
- b) Financial

The technical and financial proposal must be submitted in two separate sealed envelopes indicating clearly on envelopes as '**TECHNICAL PROPOSAL**' and '**FINANCIAL PROPOSAL**'. Financial proposal to indicate a warning "**DO NOT OPEN WITH THE TECHNICAL PROPOSAL**". The envelopes containing the Technical and Financial Proposals shall be placed into an outer envelope and sealed. This outer envelope shall bear the title of the assignment "*Engagement of Consultant for providing consultancy services for obtaining ISO 9001:2008 certification of Government Departments*".

### i. TECHNICAL PROPOSAL CONTENT

Technical Proposal should be prepared considering the Terms of Reference, Detailed Approach and Methodology, Activity Schedule & Deliverables. Time period and any other information to highlight the capability of the consultant.

Technical Proposal must include:

- a. Brief description about the consultant
- b. Consultants experience : In addition to over all experience of the Consultant, details of specific consultancy projects/studies undertaken may be provided including Assignment / project name, description of services provided, approx. value of assignment, country and location, duration of assignment, name of client, starting and completion dates, names of associates (other than employees), if any. Consultancy experience of helping government departments / PSUs / large public limited organizations obtain ISO 9001:2008 may be specifically mentioned.
- c. Approach
- d. Methodology
- e. Work Plan and Schedule
- f. Team size
- g. Detailed Resume of the Team leader and team members of the consultant (with copies of certificates to support qualifications)

## ii. FINANCIAL PROPOSAL CONTENT

- Financial proposal (in Indian Rupees) should be in the form of a lumpsum amount inclusive of all taxes for the entire *Scope of Services*.
- The lump sum quote should be inclusive of all expenses which the consultant may incur while executing the assignment including Travel Boarding & Lodging as required.

Payments shall be made according to the following schedule:

- 25% - After completion of documentation
- 25% - After completion of internal audits
- 50% - After certification of the Institute

## 19. THE EVALUATION OF PROPOSAL

The technical proposal will be evaluated as per the following criteria.

Sr. No.	Description	Break up of marks
1	Past Experience in work of similar nature (Govt. /PSU)	50 marks
1.1	Past experience of similar nature in terms of no of assignments (facilitation in ISO Implementation projects) Number of assignments : Less than 5 ;(20 Marks) Number assignments : 10(30 Marks ) Number assignments : between 10 and 20 ( 40 Marks ) Number of assignments :20 & above (50 Marks) Marks will be awarded based on work order of assignments of similar nature, enclosed along with the Technical proposal.	
2	Skills & competencies	40 Marks
2.1	Professional Experience (team leader ) Between 10 and 15 yrs (10 Marks) Above 15 years (20 Marks )	
2.2	Team Leader qualification Graduation and qualified lead assessor (10 Marks) Post-Graduation/Engineering qualification and qualified lead assessor (20 Marks)	
3	Team Size	10 Marks
3.1	Team size including team leader Up to 4 (5 Marks) More than 4 (10 Marks)	
<b>Total</b>		<b>100 Marks</b>

- Evaluation will be based on documentary evidence submitted by the applicant with respect to evaluation/selection criteria.
- The technically qualified consultants will be ranked based upon their marks.



- The financial proposal of consultants getting above 70% marks ONLY will be opened and the final selection will be made based upon the lowest cost quoted.
- The consultant can bid for any number of projects with Departments but accept award of projects for a maximum five Government organization under this scheme. Once five projects have been accepted by the consulting organization it cannot bid for more.

## **20. DATE FOR SUBMISSION OF PROPOSAL**

The last date for submission of proposal is **07.05.2014 (on or before 12.00 hrs.)**

**Submission of proposals should be addressed to:** Director, Indian Institute of Tropical Meteorology (IITM), Dr. Homi Bhabha Road, Pashan, Pune-411008.

**21.** The successful party will be required to furnish "Security Deposit" of Rs. 5,000/- (Rupees twenty five thousand only) immediately on acceptance of the contract. The security deposit shall be in the form of Demand Draft of any National Bank drawn in favour of Director, IITM, Pune.

**22.** The security deposit will be refunded only after satisfactory completion of the contract. The contract will be cancelled /terminated without assigning any reasons thereof before the date of the expiry of the contract, in case during the period of contract, the services of the contractor are found to be unsatisfactory in any respect or in the event of breach of terms and conditions of the contract.

**23.** In case of any dispute arising between the contract holder and the Institute or any constituent being party to the contract, the sole authority for settlement of such disputes will rest with the arbitrator appointed by the Director, IITM, Pune.

Yours faithfully,

(V.R. Mali)  
Scientific Officer-I  
for Director  
Phone No. 020-2590 4483  
Email : vipin@tropmet.res.in

## **AGREEMENT**

This Agreement is made on the < > day of <(month) >2014, between the Indian Institute of Tropical Meteorology, (IITM) Pune AND name of the consultant with full address.

Whereas the < **Name of Consultant** >having its office at < **Address** > has been assigned by Indian Institute of Tropical Meteorology, Pune, the task of providing consultancy services for implementing ISO 9001:2008 requirements within the IITM, Pune. Whereas <**name of the consultant** >has agreed to undertake the assignment on the following terms and conditions.

### 1. Terms of Reference:

The terms of reference for the consultant will include the following

- a) To assist IITM, Pune form the Steering Committee and ISO project team who will be responsible for implementing ISO 9001:2008 requirements.
- b) To determine the scope of ISO 9001:2008 implementation under the first phase, and finalize the same through discussion with the Steering Committee. The consultant should define such a scope for which ISO 9001:2008 requirements may be implemented within a time period of four months.
- c) To perform gap analysis of the existing documentation of the department against the requirements of ISO 9001:2008 and produce a gap analysis report.
- d) To plan together with the ISO project team of the department on the ways to address the gaps in order to develop the necessary documentation for ISO 9001:2008 certification.
- e) To develop all mandatory procedures as required in ISO 9001:2008 and guide the ISO project team on implementing the same.
- f) To develop customized training course material in soft copy for conduct of all necessary trainings.
- g) To conduct required trainings that will include (i) top/senior management briefing; (ii) planning, documentation and implementation workshop for ISO project team And, (iii) awareness programme for all employees.
- h) To advise the ISO steering committee on change management and the success factors to support effective implementation of ISO 9001:2008.
- i) To conduct Internal Auditors training and guide the Internal Auditor team in conducting required numbers of internal audits.
- j) To assist in evaluation of implemented ISO 9001:2008 quality management system through internal audits including closure actions.
- k) To offer close guidance in the preparation and review of final documents prior to certification.

- l) To assist in coordination of required management reviews prior to certification.
- m) To guide the ISO project team to take the necessary corrective actions on identified non-conformities and final review of documents.
- n) To guide the ISO Project team in making an application for certification
- o) To co-ordinate during final certification of the department and ensure the department is certified by a select certification body.
- p) Any other task to ensure the certification of the department

## **2. Time Frame:**

The ISO 9000:2008 will be implemented in phases. The time period for the first phase will be 4 months from the date of award of the contract.

3. The responsibilities of the Consultant shall include (but not limited to):

- Carry out all the activities as specified in the terms of reference so as to help the IITM, Pune in obtaining ISO 9001:2008 certification.
- Depute trainer(s) to assist and guide the IITM, Pune in all the activities including training and documentation & implementation of ISO 9001:2008 certification.
- To submit the progress report to the top management of IITM, Pune / QCI on weekly basis or as and when required.

4. The responsibility of the Government Department shall include (but not limited to):

- Provide all the support to Consultant like facilitation in holding meetings, organizing and conduct of training programs, the provision of office facilities, document/record availability and nay other requirements for timely completion of the first phase of ISO 9001:2008 implementation.
- To ensure that there is compliance to the requirements as suggested by consultant in a timely manner so that delays in implementation of requirements of ISO 9001:2008 are avoided.

## **5. Deliverables:**

The deliverables will include the following (but not limited to)

- Project schedule with defined milestones
- Gap analysis report as mentioned in terms of reference
- Necessary documentation like quality manual, procedures, instructions, records, as required in ISO 9001:2008 standard
- Customized training modules for all necessary trainings
- Conduct of all trainings
- Internal audits reports
- Progress reports of activities covered under terms of reference

**6. Fee**

The lump-sum fees will be Rs. ----- + service tax.

**7. Payment schedule & conditions**

Payments shall be made according to the following schedule:

- 25% - After completion of documentation
- 25% - After completion of internal audits
- 50% - After certification of the Institute

**8. Others**

- IITM, Pune shall depute a senior officer for coordination with the consultant in matters related with the project.
- If for any reason the work is delayed, the project shall be rescheduled to mutual Agreement between IITM, Pune and the consultant.
- All disputes and differences arising out of or in any way touching or concerning this Agreement shall be referred to Director, IITM, Pune.

Signed on behalf of  
IITM, Pune

Signed on behalf of  
Consultant

Date :  
Name :  
Designation :

Date :  
Name :  
Designation :

Witnesses:  
1.-----

Witnesses:  
1.-----