

TENDER NOTICE

Sub: Tenders from ISO certification bodies for certification of ISO 9001 : 2015 for NORKA ROOTS

NORKA ROOTS, the field agency of NORKA Department, Govt.of Kerala invites sealed competitive tenders from ISO Certification bodies for providing the ISO Certification for QMS as per ISO 9001: 2015 for the Head Office at Thiruvananthapuram and Certificate Authentication Centres at Thiruvananthapuram, Ernakulam and Kozhikode with its 100 staff.

Scope of work:

It is proposed to have services of an accredited ISO Certification Body for ISO Certification of QMS as per ISO 9001:2015 for NORKA. The work involves the following activities:

- 1) Certification Audit of NORKA and issue of ISO Certification certificate.
- 2) Surveillance Audits (Post Certification)
 - A) Surveillance Audit – I (S1) at the end of first year
 - B) Surveillance Audit – II (S2) at the end of second year

Time Schedule

- a. Time schedule for receipt of certificate is 21 days from the date of execution of contract.
- b. Cost of 2 yearly surveillances should be quoted separately since payment shall be made after receipt of continuation letters or renewal certificate from the agency concerned.

Terms and conditions

- a. The Bidder agency must have a valid international accreditation or national accreditation of India and shall have the scope for Certification of similar industry. In case of private organization, It must have certified atleast ten (10) ISO 9001:2015 Projects in the Government /Public sector Undertakings/Co-operative Sector /large Public Limited Organizations.
- b. The agency must be in operation for a minimum period of three years.
- c. The agency must have a client list of not less than 100 clients of which ten (10) ISO 9001:2015 Projects in the Government /Public sector Undertakings/Co-operative Sector/ large Public Limited Organizations.
- d. The entire operation must be done within a maximum period of 21 days or earlier.

- e. Chief Executive Officer reserves the right to accept or reject any tender without assigning any reason thereof.
- f. Competent authority reserves the right to terminate the services of Certification Body at any time without assigning any reason thereof.
- g. The successful bidder will be required to sign a contract/agreement.
- h. The successful bidder shall be required to deposit performance guarantee security deposit amounting to 5% of the value of the Financial Bid quoted. No interest will be paid on performance guarantee or EMD.
- i. The Certification body should have extensive and proven mix of skill and expertise in the field of ISO 9001:2015 certification. Previous experience of similar work is essential. The Certification Body must meet the following minimum criteria.
- j. It is Desirable that Certification Body Should have certified Minimum ten (10) ISO 9001:2015 Projects in the Government /Public sector Undertakings/Co-operative Sector large Public Limited Organizations.

Agreement: The successful bidder shall be required to sign the contract agreement with the competent authority on a non-judicial stamp paper of Rs.200/- (Rupees two hundred only) immediately after award of contract.

PROPOSAL SUBMISSION:

Interested Certification Body 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 "TECHNIAL PROPOSAL " and FINANCIAL PROPOSAL". Financial proposal to indicate a warning "DO NOT OPEN WITH THE TECHNICAL PROPOSAL". The envelopes Containing The Technical Financial proposals shall be placed in to an outer envelope and sealed .This outer envelope shall bear the title of the assignment "Proposal for certification of ISO 9001:2015 for NORKA ROOTS".

TECHNICAL PROPOSAL CONTENT: TECHNICAL Proposal should be prepared considering the Terms of Reference, Detailed Approach and Methodology, Activity Schedule and Deliverables, Time Period and any other information to highlight the capability of the Certification Body.

Technical Proposal must include:

- i. Brief description about the Certification Body.

- ii. Experience of the Certification Body: In addition to overall experience of the Certification Body, Certification of Government Departments or Public Sector Undertakings or large Public Limited Organization for ISO 9001:2015 may be specifically mentioned.
- iii. Approach
- iv. Methodology
- v. Work Plan and Schedule
- vi. Team Size
- vii. **DOCUMENTRY EVIDENCE TO BE SUBMITTED TO**

SUPPORT ELIGIBILITY:

1. Work orders indicating the details of certification done, client, date and year of award.
2. List of Successful of similar work with certificates from such education/ training institutions.
3. Detailed resume of the Team Leader and Team Members indicating the details of qualifications and professional experience.
4. Certificate of Lead assessor course undergone by the Team Leader and Team Member(s)
5. Certificates of previous certifications undertaken (Desirable)
6. Demand Draft for Rs. 5000/- (Five Thousand only) on account of earnest money.
7. Schedule/Copy of Accreditation Certificate.
8. Certificate of PAN/GST No.
9. Company Registration Certificate.
10. Bank account details
11. Certificate of Experience/Performance in the field, of past 3 years
12. Signed Terms and Condition

FINANCIAL PROPOSAL CONTENT:

- a. Financial proposal (In Indian Rupees) should be in the form of a lump sum amount inclusive of all taxes for the entire Scope of Services.
- b. Sealed tender should be in lump sum basic price (inclusive of all duties / taxes) 'Tender should be inclusive of all kinds of expenditure towards all fees, conveyance cost, accommodation, stationery, printing and any other related expenses.
- c. **No advance payments shall be applicable.**

Last date: The last date for submission of bids is 15.02.2021, 3 pm

Bids should be addressed to:

The Chief Executive Officer, NORKA ROOTS, 3rd floor, NORKA Centre, Thycaud P.O
Thiruvananthapuram 695 014 0471-2770500