



# INDIAN MARITIME UNIVERSITY

( A Central University, Government of India )

P-19, Taratala Road, Kolkata – 700088.

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

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Email: - [director.kolkata@imu.ac.in](mailto:director.kolkata@imu.ac.in) , [dradmin.kolkata@imu.ac.in](mailto:dradmin.kolkata@imu.ac.in) , [amall@imu.ac.in](mailto:amall@imu.ac.in)

## REQUEST FOR QUOTATION FROM SERVICE PROVIDERS FOR APPOINTMENT OF CONSULTANT FOR MIGRATION TO & IMPLEMENTATION OF ISO 9001:2015.

Indian Maritime University, Kolkata Campus is inviting competitive bids from eligible prospective Service Providers for **Appointment of Consultant for Migration to & Implementation of ISO 9001:2015, for IMU-Kolkata Campus (KC)** at Taratala, Kolkata for the defined Scope in this document.

- 1. Last Date & Time for receipt of Sealed Bids: 12<sup>th</sup> April 2018 upto 3:00 pm (15:00 hours IST).** After this time, no bids will be accepted.
- 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 at the venue where the tenders are received. All the bidders are invited for the tender opening.
- 3. 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 along with Implementation”**.
  - The bids should be made in two parts, viz: the **“Technical Bid”** and the **“Commercial Bid”**, kept in two separate sealed envelopes.
  - Technical Bid should be marked clearly as **“Technical Bid for Appointment of Consultant for Migration to ISO 9001:2015 alongwith Implementation”** and submitted in sealed envelope.

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RFQ from Service Providers for Appointment of Consultant for Migration to & Implementation of ISO9001:2015, for IMU-KC

- Commercial Bid should be marked clearly as **“Commercial Bid for Appointment of Consultant for Migration to ISO 9001:2015 alongwith Implementation”** and submitted in sealed envelope.
- 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 alongwith Implementation”** 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 office, 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.

**5. Address for submission of the bids:** The bids should be addressed to **‘The Director, INDIAN MARITIME UNIVERSITY, P-19 Taratala Road, Kolkata – 700 088’** and deposited in the specified Tender Box at this address by the due date and time. 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.

**GENERAL TERMS AND CONDITIONS:**

1. The Service Provider, whosoever will be the winning bidder, should accomplish the assignment **within 3 calendar months** from the date of issue of the Work Order and **Onsite visit days should be a minimum of 15 days for the Consulting Assignment.**
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:** 90% payment will be made only after satisfactory completion of the assignment as per the defined Scope. It may however be noted that 10% of the full payment under Scope for the Consulting Agency will be retained by IMU-KC till the Certification Audit is completed by the appointed Certification Agency.

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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 hereby undertakes 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 and if the order has to be split to more than one bidders then it could be done on L1 or negotiated rates with L1, whichever is lower.

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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 RFQ, 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.

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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. **Readiness:** The Agency should have ready-to-deliver goods and services. The Agency should ensure that the manpower / machine/materials are procured well in time to ensure quality of work and adherence to the time period and the work / supply / service is not interrupted / delayed irrespective of volume assigned.
16. **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.
17. **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.

18. **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.

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**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.

19. **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.
20. **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.
21. **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 or supply of goods as per specified quality in specified**

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**quantity 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 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.

22. **Jurisdiction:** All matters pertaining to the present bid / tender / quote, shall be subject to the jurisdiction of the courts in Kolkata only.
23. **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.
24. **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.
25. IMU-KC reserves the right to give preference to Public Sector Enterprises/ Government undertakings.
26. The Bidder must stamp and initial all pages and sign all forms at the end. The Bidder's participation in the bid shall be deemed to imply unqualified acceptance of the Terms and Conditions.
27. IMU-KC reserves the right to call for further information / documents/ break-up of rates, taxes, etc. to decide on the tenders.

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**SCOPE OF WORK:**

The technical scope of work with other Terms & Conditions and other relevant information is detailed as under:

**Scope- Consulting Assignment**  
**(Role of Consultant or Consulting Agency)**

1. Organise an Awareness Programme on ISO 9001:2015 for all Faculty, Officers and Section in Charges of the Campus.
2. Modification of the Quality Manual as per the ISO 9001:2015 standard.
3. Internal Auditor Training to be organized for all Faculty & Officers.
4. Scope of the Consulting assignment mainly covers Migration of the existing ISO 9001:2008 into the new upgraded version alongwith implementation of ISO 9001:2015 Quality Management System (QMS) for IMU-KC premises at Kolkata.
5. 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.
6. To plan together with the ISO project team of IMU-KC (ISO team) on the ways to address the gaps in order to develop the necessary documentation for ISO 9001:2015 Certification.
7. To develop/update all mandatory procedures as required in ISO 9001:2015 and guide the project team all through its implementation.
8. To develop customized training course material in softcopy (as well as hardcopy) and conduct all necessary and relevant trainings and the awareness programs that will include,
  - ISO team.
  - Top Senior Management.
  - Awareness Program to all IMU-KC employees covered under the Scope.

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- Planning, Documentation and Implementation, Workshop for ISO team
9. To conduct the Internal Auditors' training for 10 Nos. and guide the internal auditor team in conducting the required number of internal audits.
  10. To assist in evaluation of the newly implemented ISO 9001:2015 through internal audits followed by the necessary guidance in implementing CAPA and provide a final review on the documents and assisting in closing Internal Audit findings.
  11. To assist in coordination of the required Management Reviews prior to Certification.

This is a one-time consulting assignment and will be valid till the completion of ISO 9001:2015 Certification of IMU-KC in the locations defined as per audit Scope.

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

1. Certificate of Incorporation.
2. Company Valid GSTIN registration certificate including PAN card.
3. 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).
4. Signing Authority Letter (Format given as Annexure-II).
5. Letter of acceptance of all terms and conditions (Format given as Annexure-III).
6. Signed and Stamped copy of Tender Document.
7. The Bidder should preferably have an established **Office located in Kolkata** location for Local Consulting and training arrangements for the respective site location falling under the current audit Scope.

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8. The Bidder turnover should not be less than 1 Crore (INR) and should be a Profit making organization in each of the last two financial years. (CA / CS Turnover Certificate with P/L figure should be submitted).
9. The Bidder should be in existence for atleast 5 years with core business line in the area of Quality Management System Consultation and/or Implementation. (Satisfactory Certification or Feedback from atleast **5 clients** on Consultation and/or Implementation should be submitted of which atleast **2 clients** should be a Government, PSU or an autonomous body).
10. The bidder should have provided a service for ISO 9001:2015 certifications to an educational institute. Proof to be submitted.
11. The bidder should have experienced and certified professionals on payroll/ contract; atleast 3 (Three) years of relevant experience in Consulting assignment for the Implementation of ISO 9001:2015; shortlisted CVs along with LI (Lead Implementer) qualification certificate on ISO 9001:2015 Certificate 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.**

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**General information for bidders for their participation in the bid for ISO 9001:2015 Implementation and Certification:**

<b>Name:</b>	Indian Maritime University, Kolkata Campus
<b>Address:</b>	Indian Maritime University, P-19, Taratala Road, Kolkata – 700 088
<b>Website</b>	www.merical.ac.in
<b>Organization Status:</b>	A Central Autonomous University
<b>Main Products/ Services:</b>	Courses conducted for B. Tech(ME), M. Tech(ME & Mgmt.), MBA(IT & LM) and Management development Program.
<b>Name of Director:</b>	Shri Eswara Arun Kishore
<b>Present Certification:</b>	<b>ISO 9001:2018</b>
<b>Certification Audit Standard Required:</b>	<b>ISO 9001:2015</b>
<b>Scope of QMS Certification:</b>	As detailed in Scope of Work
<b>Audit Site Location:</b>	Indian Maritime University, P-19, Taratala Road, Kolkata – 700 088. (The bidders may visit the site at any working day between 10 am to 5 pm before submission of tender document.)

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:**

<b>OFFICE ADDRESS</b>	<b>CONTACT PERSON</b>	<b>CONTACT E-MAIL/ NUMBER</b>
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

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## COMMERCIAL 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 RFQ for the Appointment of Consultant for Migration to ISO 9001:2015 along with Implementation**

We are interested in getting our Company selected in your organization as a Service Provider vide our Response to the **RFQ for the Appointment of Consultant for Migration to ISO 9001:2015 along with Implementation**.

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 “**RFQ for the Appointment of Consultant for Migration to ISO 9001:2015 along with Implementation**” 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.

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Seal and Signature of the bidder

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**COMMERCIAL BID FORM (Contd.)**

S. No.	Scope - Consulting Assignment	Quoted Rate (Rs)
1	Migration to the new upgraded version alongwith Implementation of ISO 9001:2015 for IMU-KC premises at Kolkata. – (including all activities defined under Scope of Consulting Assignment).	
2	GST @ _____ % x (1)	
<b>TOTAL (1+2)</b>		

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 A 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 discretion of the tendering authority in IMU-KC.

Authorized Signatory with Seal/Stamp (bidder)

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Seal and Signature of the bidder

RFQ from Service Providers for Appointment of Consultant for Migration to & Implementation of ISO9001:2015, for IMU-KC

**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 “**Response to RFQ for the Appointment of Consultant for Migration to ISO 9001:2015 along with Implementation** for Indian Maritime University, 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)

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Seal and Signature of the bidder

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**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 “**Response to RFQ for the Appointment of Consultant for Migration to ISO 9001:2015 along with Implementation** 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)

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Seal and Signature of the bidder

RFQ from Service Providers for Appointment of Consultant for Migration to & Implementation of ISO9001:2015, for IMU-KC

**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 “**Response to RFQ for the Appointment of Consultant for Migration to ISO 9001:2015 along with Implementation** 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)

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Seal and Signature of the bidder

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