



BID Document

**For Engagement of Consultant for
Providing Consultancy Services for
Quality Management System Certification
ISO 9001:2015 and ISO 14001:2015 in SIIDCUL.**

Ref No : 23/SIIDCUL/2019 Dt : 12/07/2019

Invited By

**MANAGING DIRECTOR,
STATE INFRASTRUCTURE & INDUSTRIAL DEVELOPMENT CORPORATION OF
UTTARAKHAND LTD.**

29, IIE, Sahastradhara Road (IT Park), Dehradun

Phone No. 0135 – 2607292, 2708100

Fax No. 0135 – 2708109 Web site : www.siidcul.com



सर्वेषां विकासाय

STATE INFRASTRUCTURE & INDUSTRIAL DEVELOPMENT CORPORATION OF UTTARAKHAND LTD.

29, IIE, Sahastradhara Road (IT Park), Dehradun

Phone No. 0135 – 2708100

Fax No. 0135 – 2708109 Web site : www.siidcul.com

NIT No : 23/SIIDCUL/2019.

Notice Inviting Tender

BID for Engagement of Consultant for Providing Consultancy Services for Quality Management System Certification ISO 9001:2015 and ISO 14001:2015 in SIIDCUL.

SIIDCUL invites bids from interested bidders for engagement of Consultant for providing consultancy services for Quality Management System Certification ISO 9001:2015 and ISO 14001:2015 in SIIDCUL. The bidders must furnish complete information as per the procedure laid down in the bid document. Detailed bid document can be downloaded from website of SIIDCUL www.siidcul.com or www.uktenders.gov.in . Interested bidders can only submit the complete bid document on e-tendering website www.uktenders.gov.in on or before 03.08.2019 till 03:00PM.

Managing Director

1. NOTICE INVITING e-TENDER

Notice Inviting e-tender for hiring of Consultant/Consultancy Firm for Certification of ISO 9001:2015 and ISO 14001:2015 in SIIDCUL.		
	STATE INFRASTRUCTURE AND INDUSTRIAL DEVELOPMENT CORPORATION OF UTTARAKHAND LTD. IT - 29, Sahastradhara Road (IT Park), Dehradun. Phone No. 0135 – 2607292, 2708100 Fax No. 0135 – 2708109 Web site : www.siidcul.com	
<p>SIIDCUL, Dehradun invites Open Tender for “Hiring of Consultant /Consultancy firm for Certification for ISO 9001:2015 and ISO 14001:2015 for SIIDCUL & its regional offices”.</p> <p>The tender document is available on our website www.siidcul.com and https://uktenders.gov.in from 12/07/2019 at 11:00 Hrs. onwards.</p> <p>Intending bidders may download the complete tender document from the website www.siidcul.com and https://uktenders.gov.in and should take into account corrigendum, if any published, before submitting their bids. Bidder are therefore, requested to visit our websites regularly to keep themselves updated.</p> <p>Last Date and Time for submission of Tender is 03/08/2019 at 15:00Hrs.</p> <p>Bidders are advised to study the tender document carefully before submitting their proposals in response to this advertisement. Submission of the proposal in response to this advertisement shall be deemed to have been done after careful study and examination of the tender document with full understanding of its terms, conditions and implications. This tender document is non-transferable.</p>		
Tender document fee	Tender processing Fee INR 1,000/- (Rupees One Thousand only) + GST 18% Rs180/- = Rs 1,180/- (Rupees One Thousand one hundred eighty only) in the form of Demand Draft/Bankers Cheque issued by a Nationalized/ Scheduled Bank in favour of SIIDCUL and payable at Dehradun or by NEFT/RTGS to SIIDCUL a/c no – IOB-042902000002450 IFSC code: IOBA0000429 Bank - Indian Overseas Bank, Dehradun; the UTR slip to be submitted in the office of SIIDCUL on or before closing date and time for Tender Submission.	
EMD	An earnest money amounting to INR 10,000/- (Rupees Ten Thousand only) shall have to be deposited only through Demand Draft/Banker's Cheque/NEFT/RTGS issued by a Nationalized/Scheduled Bank in favor of SIIDCUL and payable at Dehradun to be submitted in the office of SIIDCUL on or before closing date and time for Tender Submission.	
Bid Schedule	Details of the Event	Date & Time line
	Issue of Tender document	12.07.2019
	Start date and time for tender document submission	12.07.2019
	Closing date and time for tender document submission	03.08.2019 (03:00 PM)
	Date and time for opening of the Technical Bid	03.08.2019 (04:00 PM)
	Date and time for opening of the financial Bid	06.08.2019
Address	SIIDCUL, IT-29, IIE IT Park, Sahstradhara Road, Dehradun 248001.	
MD, SIIDCUL reserves all right to accept/reject any or all the proposals received without assigning any reason thereof or cancel the process itself without assigning any reason.		

1.0 GENERAL TERMS AND CONDITIONS AND INSTRUCTION TO BIDDERS

1.1 Introduction :- SIIDCUL, a Government of Uttarakhand Enterprise, was incorporated as a Public Limited Company in the year 2002 by Government of Uttarakhand in order to promote Industrial development in the State, and develop Industrial Infrastructure in the State of Uttarakhand directly or through Special Purpose Vehicles, Joint Ventures, assisted companies etc. SIIDCUL has developed seven different Integrated Industrial Estates so far with world class facilities.

SIIDCUL invites bids for “Hiring of Consultant /Consultancy firm for Certification for ISO 9001:2015 and ISO 14001:2015 for SIIDCUL & its regional offices” on following terms and conditions:

1.2 The tender document can be downloaded from our website www.siidcul.com and <https://uktenders.gov.in>

1.3 Compliance Statement: The bidder should quote strictly as per the tender specification. A Statement of Compliance shall be given against each item in the prescribed format given in Annexure-A. The compliance statements should be supported by authentic documents. Each page of the bid and cuttings / corrections if any shall be duly signed by the authorized signatory. Failure to comply with this requirement may result in the bid being rejected.

1.4 The rates should be quoted in Indian Rupees, for the entire work to be done at site, BOTH IN FIGURES & WORDS. All the quoted prices shall be fixed and shall not be subject to escalation of any description during the bid validity period.

1.5 In case of any discrepancy between rates mentioned in figures and words, the latter shall prevail. If there is discrepancy between unit price and total price i.e. obtained by multiplying unit price and quantity, the unit price shall prevail and total price shall be corrected.

1.6 SIIDCUL, Dehradun reserves the right to accept / reject the offers or cancel the whole tender proceedings without assigning any reason whatsoever. Offers through Email / Fax, etc and open offers shall not be accepted. Late / Delayed offers shall not be accepted under any circumstances. Incomplete offers will be rejected. In case the specified date for the submission of offers being a holiday or declared holiday for SIIDCUL, the bid-closing deadline shall stand extended to the next working day up to the same time.

1.7 Disclaimer: This BID is not an offer by SIIDCUL, Dehradun, but an invitation for bidder’s response. No contractual obligation whatsoever shall arise from the bidding process.

1.8 Price Basis: Price quoted should be in the prescribed format as per Annexure - D.

1.9 Billing is to be done in the name of SIIDCUL, Dehradun. The payment would be on the basis of the actual bill of supplied services, duly certified by our authorized representative at SIIDCUL, Dehradun.

1.10 Award Criteria: SIIDCUL will award the contract to the successful Bidder, whose bid would be determined to be substantially responsive, technically complied and determined as the best evaluated bid in terms of lowest rates. The lowest rates (L1) will be evaluated as per the “Grand Total” of the Price Bid Form in Annexure-D.

1.11 Payment Terms: The Payment will be done in three installments as per deliverable schedule as given in Annexure-E.

1.12 Job Completion period will be **3 months**.

1.13 Earnest Money Deposit (EMD)

(a) Earnest Money of **Rs 10,000/- (Rupees Ten Thousand only)** should be deposited through NEFT/RTGS, Bank Details - IOB, A/c No - 042902000002450 IFSC code: IOBA0000429 on or before bid submission closing time as mentioned in the tender document/corrigendum at SIIDCUL, Dehradun failing which offer will be liable for rejection. Bidders, however, have to attach scanned copies of Earnest Money Deposit in Technical Bid while submitting the bids online. Bids submitted without EMD will stand rejected. EMD will not be accepted in the form of cash/cheque.

(b) EMD of the successful bidder will be retained as security deposit and refunded to successful bidder along with release of last payment. The EMD will be returned to all unsuccessful bidders after finalization of tender and bears no interest.

(c) The successful bidder, on award of contract / order, must send the contract/order acceptance in writing, within 7 days of award of contract/order, failing which the EMD will be forfeited.

(d) The EMD shall be forfeited, if the bidder withdraws the bid during the period of bid validity specified in the tender.

1.14 All the information obtained by the consultant or provided by SIIDCUL during the contract period for successful execution of consultancy contract shall be confidential information given in complete confidence. The successful bidder shall not disclose the confidential information to any other person or entity, or otherwise transfer, publish, reveal or permit access to the confidential information without the express prior written consent of SIIDCUL.

1.15 Forfeiture of EMD /Security deposits:

(a) If the successful bidder refuse/fails to accept purchase/work order within Seven days,

(b) If the Bidder withdraws tender before/after finalization of the tender.

(c) If the successful bidder abandons the contract

(d) If the contract is terminated by SIIDCUL due to poor performance/variation of any clause of agreement or any bad act of selected bidder

1.16 Rejection of the bid: The bidder is expected to examine all instructions, formats, terms & Conditions & scope of work in the bid document. Failure to furnish all information required as per bid document or submission of bid which is not substantially responsive to the bid document in every respect may result in rejection of bid. In respect of interpretation/clarification of this bid document and in respect of any matter relating to this bid document, the decision of SIIDCUL will be final.

1.17 Blacklisting: Company/Firm blacklisted by Govt./PSU/Corporate organization are not eligible to Bid. If at any stage of bidding process or during the currency of contract, such information comes to knowledge of SIIDCUL, the SIIDCUL shall have right to reject the bid and forfeit the performance security or terminate the contract, as the case may be, without any compensation to the bidder.

1.18 Force Majeure: If at any time during the currency of the contract, either party is subject to force majeure, which can be termed as civil disturbance, riots, strikes, tempest, acts of God

etc. which may prevent either party to discharge the obligation, the affected party shall promptly notify the other party about the happening of such an event. Neither party shall by reason of such event be entitled to terminate the contract in respect of such performance of their obligations. The obligations under the contract shall be resumed as soon as practicable after the event has come to an end or ceased to exist. The performance of any obligations under the contract shall be resumed as soon as practicable after the event has come to an end or ceased to exist. If the performance of any obligation under the contract is prevented or delayed by reason of the event beyond a period mutually agreed to, if any, or seven days, whichever is more; either party may at its option terminate the contract.

1.19 Jurisdiction of Court: The courts at Dehradun shall have the exclusive jurisdiction to try all disputes, if any, arising out of this agreement between the parties.

1.20 Dispute Resolution:

(a) Any dispute and or difference arising out of or relating to this contract will be resolved through joint discussion of the representatives of the concerned parties. However, if the disputes are not resolved by joint discussions, then the matter will be referred for adjudication to a sole Arbitrator appointed by the Managing Director, SIIDCUL.

(b) The award of the sole Arbitrator shall be final and binding on all the parties. The arbitration proceeding's shall be governed by Indian Arbitration and Conciliation Act 1996 as amended from time to time.

(c) The cost of Arbitration shall be borne by the respective parties in equal proportions. During the pendency of the arbitration proceeding and currency of contract, neither party shall be entitled to suspend the work/service to which the dispute relates on account of the arbitration and payment to the contractor shall continue to be made in terms of the contract. Arbitration proceedings will be held at Dehradun only.

2.0 SCOPE OF ASSIGNMENT FOR CONSULTANT

To make SIIDCUL ready (in all terms) for QMS Certifications to following standards: -

ISO 9001:2015 & ISO 14001:2015 Quality Management System

Details of services to be provided relating to the above standards

Sl. No.	Activity
1	Review of existing process and preparation of all current ISO related documents Including manuals, procedures, work instructions, checklists and formats in line with SIIDCUL by rules & others norms
2	Training of all core personnel involved with Quality management system, training of all core staffs, emphasizing auditing concepts and other Required topics for training the staff at Head office Dehradun and all regional offices.
3	Establishing systems/methods in place to fulfill the requirement of ISO 9001:2015 and ISO 14001:2015
4	Assist in complete Certification-process for ISO 9001:2015 and ISO 14001:2015. Any issues till the certification is received should be rectified by the consultant
5	The bidder consultant may be required to visit any regional office of SIIDCUL (other than Dehradun) on their own cost.

3.0 ELIGIBILITY CRITERIA

The engaged consultant / consultancy firm should have extensive and proven mix of skill and expertise in the field of ISO 9001:2015 and ISO 14001:2015 certification. Previous experience of similar work is essential. The consultant must meet the following minimum criteria:-

- a) The bidder should be a registered company under Companies Act, 2013/ Proprietor/ Partnership / LLP (Copy of PAN/TIN/GST registration/ROC etc to be attached along with the application submission).
- b) It is desirable that Bidder should have executed minimum four (04) WOs of ISO 9001 and ISO 14001 work orders i.e. 2 WO for ISO-9001 and 2 WO for ISO-14001 and out of these 4 at least one of each in the Government / PSU sector / limited company. (Provide details in the Annexure C prescribed).
- c) The Consultant should have a minimum of 3 years of professional experience in ISO 9000 and ISO 14001 consulting.

4.0 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) Relevant Detailed resume of consultant/(s) indicating the details of qualifications and professional experience.
- c) Completion certificates of previous projects undertaken (Desirable). In case the organization is not able to submit completion certificates a declaration from the company w.r.t similar work done/in process should be submitted. *Submission of complete contact details (Telephone no, address, organization name) of the contact person where the work has been done is mandatory.*
- d) Day-wise activity plan for the given scope (The above documents should appropriately be earmarked or flagged to facilitate quick Identification and scrutiny)

TECHNICAL PROPOSAL CONTENT

Technical Proposal should be prepared considering the Terms of Reference, Detailed Approach & 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/Consultancy firm.
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- b) Consultants' experience: In addition to overall experience of the consultant, details of specific consultancy projects/studies undertaken may be provided including Assignment /project name, description of services provided approximate Value of assignment, country & location, duration of assignment, name of client, starting & completion dates, names of associates (other than employees), if any. Consultancy experience of helping government departments /PSUs / limited company obtain ISO 9001:2015 may be specifically mentioned.
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.....
- c) Approach
.....
- d) Methodology
.....
- e) Work Plan and Schedule
.....
- f) Team size
.....
- g) Detailed Resume of consultant
.....
- h) PAN Card of consultant/consulting firm
- i) Tax registration of consultant/consulting firm.....

Compliance Sheet for documents submission:

Sl. No.	Document/Detail	Submitted (Indicate Yes/No) Specify page no
1	Duly signed Tender copy	
2	Brief description about the Consultant	
3	Consultants' experience details	
4	Approach, Methodology, work plan and schedule	
5	Annexure C	
6	Team size (Please Specify Number)	
7	Detailed Resume of consultant (duly signed by bidder)	
8	PAN Card of consultant/consulting firm. and GST registration of consultant/consulting firm	

Details of ISO Certification Projects/Works completed

Sl. No	Organization	Whether Central Govt./State Government/Public Sector Undertaking /Limited Company	Number of Projects	Date of award of contract	Value of contract	Date of completion of projects	Documentary proof in support of Column (7)	Details of concerned	Page no.
1	2	3	4	5	6	7	8	9	10

FINANCIAL PROPOSAL CONTENT

(Financial proposal only to be submitted in the financial BOQ)

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. The lump sum quote should be inclusive of all expenses which the consultant may incur while executing the assignment including Training, training material, Travel, Boarding & Lodging (Dehradun Head office & any regional office) etc. as required.

Total cost of Assignment for achieving ISO 9001:2015 & ISO 14001:2015 (QMS)				
Rate	Rate (in INR) - (A)	Taxes if any (B)	Percentage of Tax	Total Amount (A+B)
In figures				
In words				

Stages of Deliverables for Payment Schedule

SI No	Stage	Address	Payment
1	Stage 1 1st month	After acceptance of Point 1 defined at Scope of assignment of the bid document.	40%
2	Stage 2 2nd month	After acceptance of Point 2 & 3 defined at Scope of assignment of the bid document.	30%
3	Stage 3 3rd month	After completion and acceptance of point no 4 & 5 defined at Scope of assignment of the bid document.	30%

DECLARATION

I hereby certify that the information furnished in response to the tender no is full and correct to the best of my/our knowledge. I understand that in case any deviation is found in these documents at any stage, the bidder will be blacklisted and will not be permitted to have any dealing with SIIDCUL in future.

Seal and Sign of Bidder

Name & Address:

Special Instructions to the Contractors/Bidders for the e-submission of the bids online through e procurement tender site :

1. Bidder should do Online Enrolment in this Portal using the option Click Here to Enroll available in the Home Page. Then the Digital Signature enrollment has to be done with the e-token, after logging into the portal. The e-token may be obtained from one of the authorized Certifying Authorities such as eMudhraCA/GNFC/IDRBT/MtnITrustline/SafeScript/TCS. Bidder then logs into the portal giving user id / password chosen during enrollment.
2. The e-token that is registered should be used by the bidder and should not be misused by others.
3. DSC once mapped to an account cannot be remapped to any other account. It can only be inactivated.
4. The Bidders can update well in advance, the documents such as certificates, purchase order details etc., under My Documents option and these can be selected as per tender requirements and then attached along with bid documents during bid submission. This will ensure lesser upload of bid documents.
5. After downloading / getting the tender schedules, the Bidder should go through them carefully and then submit the documents as per the tender document, otherwise, the bid will be rejected.
6. The BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for that tender. Bidders are allowed to enter the Bidder Name and Values only.
7. If there are any clarifications, this may be obtained online through the eProcurement Portal, or through the contact details given in the tender document. Bidder should take into account of the corrigendum published before submitting the bids online.
8. Bidder, in advance, should prepare the bid documents to be submitted as indicated in the tender schedule and they should be in PDF/XLS/RAR/DWF formats. If there is more than one document, they can be clubbed together.
9. Bidder should arrange for the Tender fee & EMD as specified in the tender. The original should be posted/couriered/given in person to the Tender Inviting Authority, within the bid submission date and time for the tender.
10. The bidder reads the terms and conditions and accepts the same to proceed further to submit the bids.
11. The bidder has to submit the tender document(s) online well in advance before the prescribed time to avoid any delay or problem during the bid submission process.
12. There is no limit on the size of the file uploaded at the server end. However, the upload is decided on the Memory available at the Client System as well as the Network bandwidth available at the client side at that point of time. In order to reduce the file size, bidders are suggested to scan the documents in 75-100 DPI so that the clarity is maintained and also the size of file also gets reduced. This will help in quick uploading even at very low bandwidth speeds.
13. It is important to note that, the bidder has to Click on the Freeze Bid Button, to ensure that he/she completes the Bid Submission Process. Bids Which are not Frozen are considered as Incomplete/Invalid bids and are not considered for evaluation purposes.
14. In case of Offline payments, the details of the Earnest Money Deposit(EMD) document submitted physically to the Department and the scanned copies furnished at the time of bid submission online should be the same otherwise the Tender will be summarily rejected

15. The Tender Inviting Authority (TIA) will not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders due to local issues.
16. The bidder may submit the bid documents online mode only, through this portal. Offline documents will not be handled through this system.
17. At the time of freezing the bid, the eProcurement system will give a successful bid updation message after uploading all the bid documents submitted and then a bid summary will be shown with the bid no, date & time of submission of the bid with all other relevant details. The documents submitted by the bidders will be digitally signed using the e-token of the bidder and then submitted.
18. After the bid submission, the bid summary has to be printed and kept as an acknowledgement as a token of the submission of the bid. The bid summary will act as a proof of bid submission for a tender floated and will also act as an entry point to participate in the bid opening event.
19. Successful bid submission from the system means, the bids as uploaded by the bidder is received and stored in the system. System does not certify for its correctness.
20. The bidder should see that the bid documents submitted should be free from virus and if the documents could not be opened, due to virus, during tender opening, the bid is liable to be rejected
21. The time that is displayed from the server clock at the top of the tender Portal, will be valid for all actions of requesting bid submission, bid opening etc., in the e-Procurement portal. The Time followed in this portal is as per Indian Standard Time (IST) which is GMT+5:30. The bidders should adhere to this time during bid submission.
22. All the data being entered by the bidders would be encrypted at the client end, and the software uses PKI encryption techniques to ensure the secrecy of the data. The data entered will not be viewable by unauthorized persons during bid submission and not viewable by any one until the time of bid opening. Overall, the submitted bid documents become readable only after the tender opening by the authorized individual.
23. During transmission of bid document, the confidentiality of the bids is maintained since the data is transferred over secured Socket Layer(SSL) with 256 bit encryption technology. Data encryption of sensitive fields is also done.
24. The bidders are requested to submit the bids through online e-Procurement system to the TIA well before the bid submission end date and time (as per Server System Clock).

EMD Forwarding Letter
[On the Letter head of the Bidder]

Date:

To

**The Managing Director,
SIIDCUL, IT-29, IT Park,
Sahastradhara Road,
Dehradun-248001.**

Sub: Earnest Money Deposit for bid no. / dated.....

Ref.: Bid document dated

Dear Sir,

We, M/s. _____, having read and examined in detail the bid document and amendments for "Tender for Hiring of Consultant /Consultancy firm for Certification for ISO 9001:2015 and ISO 14001:2015 at SIIDCUL".

We, M/s. _____ hereby inform that EMD of Rs. _____ (Rupees _____ in words only) has been transferred through RTGS/NEFT .

The details are as under:

- a. UTR No :
- b. Amount :
- c. Dated :

We, M/s. _____ having read and understand the clause no. _____ towards forfeit of EMD.

Vendor details (for EMD return purpose) :

- a. Name of the company
- b. Name of Bank :
- c. Account Number :
- d. Branch Name:
- e. Branch Address :
- f. IFSC code :

Yours Sincerely,

Signature & Seal of bidder

List of SIIDCUL Offices with Address

SI No	Office	Address
1	Head Office	IT-29, IIE IT Park, Sahastradhara Road Dehradun, Uttarakhand.
2	Regional Offices	IIE SIIDCUL Regional Office IT Park, Dehradun
		IIE SIIDCUL Regional Office Pharmacy, Selaqui, Dehradun
		IIE SIIDCUL Regional Office BHEL, Pentagon Mall, Sec-12, Haridwar.
		IIE SIIDCUL Regional Office Growth Center, Siggadi, Kotdwar.
		IIE SIIDCUL Regional Office Escort Farm, Kashipur.
		IIE SIIDCUL Regional Office Pantnagar.
		IIE SIIDCUL Regional Office Phase II, Sitarganj
