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Government of India
Ministry of Defence
Directorate of Standardisation
'H' Block, Room No. J -11
P.O. Nirman Bhawan
New Delhi - 110011

RFP No. DOS/QMS/MR/3141

23 Mar 2016

**INVITATION OF BIDS FOR RE-CERTIFICATION OF ISO 9001-2008 AND
UPGRADATION TO ISO 9001-2015 FOR 03 YEARS TENURE OF
DIRECTORATE OF STANDARDISATION HQ NEW DELHI & ITS
NINE DEFENCE STANDARDISATION CELLS LOCATED ACROSS THE NATION**

RFP No. DOS/QMS/MR/3141 dated 23 Mar 2016

Dear Sir,

1. Director, Directorate of Standardisation invites commercial bids in sealed cover for Re-Certification of ISO 9001-2008 and subsequent Up-Gradation to ISO 9001-2015 of Directorate of Standardisation HQ New Delhi & its Nine Defence Standardisation Cells (DSCs) located at Badarpur (New Delhi), Dehradun, Kanpur, Jabalpur, Hyderabad, Avadi, Pune, Ichapur & Bangalore. The Bid document may either be downloaded from www.ddpdos.gov.in or www.eprocure.gov.in.

2. The address and contact numbers for sending Bids or seeking clarifications regarding this RFP are as given below:-

- (a) Bids/queries to be addressed to : The Director
Directorate of Standardisation
Government of India
Ministry of Defence
'H' Block, PO Nirman Bhawan
New Delhi-110011
- (b) Postal address for sending the Bids : Same as above
- (c) Name/Designation of the contact personnel: Vipin Kumar, Dy Dir, OIC (Store)
- (d) Telephone numbers of the contact personnel: 011-23043210
- (e) e-Mail ids of the contact personnel : oiystore.defstand@gov.in
- (f) Fax number : 011-23015686

3. This Bid is divided into five Parts as follows:-

(a) Part I – Contains General information and instructions for the Bidders about the RFP such as the time, place of submission and opening of tenders, Validity period of tenders etc.

(b) Part II – Contains essential details of the services required, such as Scope of Work.

(c) Part III – Contains Standard conditions of RFP, which will form part of the Contract with the successful Bidder.

(d) Part IV – Contains special conditions applicable to this RFP and which will also form part of the contract with the successful Bidder.

(e) Part V – Contains Evaluation Criteria.

4. Pre Bid meeting A Pre Bid meeting will be held in the office of the OIC,TMC at **1430 Hrs on 18 Apr 2016**. Purpose of the meeting is to bring utmost clarity on the scope of the work and terms of bid being floated. It is recommended that bidders/ their authorised representatives attend the said meeting to familiarise themselves with the scope of work and clarify doubts, if any. Details of personnel (one person per bidder) should be forwarded latest by **1300 Hrs on 18 Apr 2016**.

5. This bid is being issued with no financial commitment and the buyer reserves the right to change or vary any part thereof at any stage. Buyer also reserves the right to withdraw the bid, should it become necessary at any stage.

Thanking you,

Yours faithfully,

Sd/-
(Vipin Kumar)
Deputy Director
OIC (Store)
For Director

PART I

GENERAL INFORMATION

6. **Two Bid System:** The tendering will be undertaken in Two bid system. Bids are to be submitted before the date and time for receipt of tenders in two part as follows:-
- (a) Technical bid consisting of proofs for all qualifying criteria with commercial terms and conditions; and
 - (b) Financial bid indicating item-wise price for the items as per format given in Appendix 'B' and all other commercial terms and conditions.
7. **Manner of Submission of Bids:**
- (a) The technical bid and the financial bid should be sealed by the bidder in separate covers duly superscribed as "TECHNICAL BID" & "FINANCIAL BID" and both these sealed covers are to be put in a bigger cover which should also be sealed and duly superscribed as "BID FOR ISO 9001 : 2008 RECERTIFICATION & UPGRADATION TO ISO 9001 : 2015". The technical bids are to be opened and evaluated in the first instance. At the second stage, financial bids of only the technically acceptable offers should be opened for further evaluation and ranking before awarding the contract.
 - (b) The quotes are to be super-scribed with firm's name, address and official seal and ink signed by an authorised representative of the Bidder. Sealed Bids addressed to "The Director, Directorate of Standardisation, 'H' Block, Nirman Bhawan Post Office, New Delhi-11" should be dropped in Directorate of Standardisation Tender box located at Gate No 6, 'H' Block, New Delhi, or should be sent by registered post so as to reach this office by due date and time. No responsibility will be taken for postal delay or non-delivery/non-receipt of tender documents. Bids sent by FAX or e-mail will not be considered.
8. **Performance/Qualifying parameters.** The performance/qualifying parameters should be verifiable and provide for the minimum essential requirements. Fulfillment of essential qualifying parameters mentioned in the RFP would be the basis for further consideration by TEC (Technical Evaluation Committee).
9. **Last date and time for depositing/receipt of the Bids:** 28 Apr 2016 at 1400 Hrs.
10. **Time, Date and Place for opening of Bids:** Bids will be opened at 1500 hrs on **28 Apr 2016** in the office of OIC Store, Directorate of Standardisation Room No 10, 'J' Block. (If due to any exigency, the due date for opening of the Bids is declared a closed holiday, the Bids will be opened on the next working day at the same time or on any other day/time, as intimated by the Buyer).The Bidders may depute their representatives, duly authorised in writing, to attend the opening of Bids on the due date and time. Tender opening will not be postponed due to non-presence of firm's representatives.
11. **Clarification regarding contents:** A prospective bidder who requires clarification regarding the contents of the bidding documents shall notify to the Buyer in writing about the clarifications sought not later than 10 days prior to the date of opening of the bids i.e. by **18 Apr 2016**. Queries and clarifications by the Directorate of Standardisation will be hosted on

the Directorate website <http://www.ddpdos.gov.in>. Clarifications sought prior to pre-bid meeting will also be clarified during the pre-bid meeting.

12. **Modification and Withdrawal of Bids**: A bidder may modify or withdraw his bid after submission provided that the written notice of modification or withdrawal is received by the Buyer prior to deadline prescribed for submission of bids. A withdrawal notice may be sent by fax but it should be followed by a signed confirmation copy to be sent by post and such signed confirmation should reach the purchaser not later than the deadline for submission of bids. No bid shall be modified after the deadline for submission of bids. No bid may be withdrawn in the interval between the deadline for submission of bids and expiration of the period of specified bid validity. Withdrawal of a bid during this period will result in Bidder's forfeiture of bid security.

13. **Clarification regarding contents of the Bids**: During evaluation and comparison of bids, the Buyer may, at its discretion, ask the bidder for clarification of his bid. The request for clarification will be given in writing and no change in prices or substance of the bid will be sought, offered or permitted. No post-bid clarification on the initiative of the bidder will be entertained.

14. **Rejection of Bids**: Canvassing by the Bidder in any form, unsolicited letter and post-tender correction may invoke summary rejection with forfeiture of EMD. Conditional tenders will be rejected.

15. **Validity of Bids**: The Bids should remain valid for 120 days from the last date of submission of the Bids.

16. **Earnest Money Deposit (EMD) / Bid Security**: Bidders are required to submit Earnest Money Deposit (EMD) for an amount of Rs. 12,900/- along with their bids. The EMD may be submitted in the form of an Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee from any of the public sector bank or a private sector bank authorised to conduct government business. EMD is to remain valid for a period of forty-five days beyond the final bid validity period. EMDs furnished by all unsuccessful Bidders will be returned on the expiry of the bid validity/finalisation of successful Bidder, whichever is earlier. The Bid Security of the successful bidder would be returned, without any interest whatsoever, after the receipt of Performance Security from them as called for in the contract. EMD is not required to be submitted by those Bidders who are registered with the Central Purchase Organisation (e.g. DGS&D), National Small Industries Corporation (NSIC) or any Department of MoD or MoD itself. The EMD will be forfeited if the bidder withdraws or amends, impairs or derogates from the Tender in any respect within the validity period of their Tender.

17. **Forfeiture of EMD**: The bid security/earnest money will be liable to be forfeited if the bidder withdraws or amends, impairs or derogates from the tender in any respect within the validity period of his tender. No interest will be paid on the EMD.

18. **Eligibility Criteria**: A Committee will be constituted to scrutinise the bids. The Committee reserves the right to reject any or all bids without assigning any reason thereof.

19. Contractors/Firms whose contracts with Directorate of Standardisation have been foreclosed/ terminated due to unsatisfactory performance/delivery of services or the performance of contractors/firms have been rated as unsatisfactory by user(s) in the Directorate of Standardisation, need not apply. In case such contractors/ firms respond to this Bid, their bids will be summarily returned unactioned / unopened.

PART II

INTRODUCTION & SCOPE OF WORK

20. INTRODUCTION:

(i) Directorate of Standardisation HQ located at New Delhi is an ISO 9001:2008 certified organisation under Ministry of Defence. **The current ISO certification of Directorate of Standardisation HQ New Delhi was last Re-Certified on 01 Aug 2013 for a period of 03 years which is due to expire on 31 July 2016.**

(ii) Directorate of Standardisation has its 09 Nos. of small units called “**Defence Standardisation Cells**” spread across the nation. All ‘Defence Standardisation Cells’ are also ISO 9001:2008 certified. **The current ISO certification of DS cells was last Re-Certified on 07 Jul 2014 for a period of 03 years which is due to expire on 06 July 2017.**

21. Directorate of Standardisation invites sealed tenders for Re-certification of ISO 9001:2008 which is due to expire on the dates mentioned above. The bid should contain the detailed programme for coverage for Re-Certification, Surveillance Audit Plan for Directorate of Standardisation HQ New Delhi. The bids should contain a separate programme for 09 Nos of Defence Standardisation Cells (DS Cells) to cover all D S Cells during the period of the contract as per existing sampling plan.

The scope of work of DS Cell Badarpur (Site No.1) & Pune (Site No.9) are different to those of others DS Cells (Site No. 2 to 8).

Re-certification Audit of DS Cells in the year 2017 will involve Audit of Four DS Cells i.e Pune, Kanpur, Dehradun & Bangalore.

Surveillance Audit-I in the year 2018 will involve audit of 03 DS cells i.e Badarpur,, Avadi & Hyderabad

Surveillance Audit-II, in the year 2019 will involve audit of 03 DS Cells i.e I Pune , Ichapur & Jabalpur.

Total of ten (10) Audits of DS Cell will take place in a cycle of three years as per the existing sampling plan.

22. The bid should also include for “**Up gradation to ISO 9001:2015 of the standard during the contract period.**” The format of financial bid is given at Appx ‘B’.

23. SCOPE OF THE WORK:

1.1 The scope of work involves Assessment / Certification Audit and Surveillance Audits as per ISO 9001-2008 QMS and issue of certificates to the following:

(i) **ISO Certification of Directorate of Standardisation, HQ, New Delhi:**

The scope of Certification includes “Compilation, Production and Distribution of Standardisation Documents on Paper and or ITES. Compilation, Production and Distribution of Codification Documents on paper and or ITES. Compilation on Data Base of Documents being used/ generated for Standardisation and Codification.

(ii) **ISO Certification of 09 Nos of Directorate of Standardisation Cells (DS Cells) situated at Badarpur (New Delhi), Kanpur, Ichapur, Dehradun, Avadi (Chennai), Bangalore, Jabalpur, Hyderabad & Pune.**

The scope of Certification of the sites are as follows:

Site 1 DSC Badarpur (New Delhi)- “Processing of IIG Forms/ Codification Data and Standardisation Data/ Standardisation Draft Documents on Paper/ Magnetic Media and IT Enabled Services. Completion, Updation and Maintenance of Codification Data Base.

Training on Propagation of Standardisation in Directorate & other organisations under the Ministry of defence, training on basic Computer application.

Printing, Binding and Issue of document for Directorate of Standardisation & DS Cells.

Site 2 to 8 (DSC Kanpur, Ichapur, Dehradun, Avadi (Chennai), Bangalore, Jabalpur & Hyderabad) - “Processing of IIG Forms/ Codification Data and Standardisation Data/ Standardisation Draft Documents on Paper/ Magnetic Media and IT Enabled Services. Completion, Updation and Maintenance of Codification Data Base.

Site 9 (DSC Pune) - “Processing of IIG Forms/ Codification Data and Standardisation Data/ Standardisation Draft Documents on Paper/ Magnetic Media and IT Enabled Services. Completion, Updation and Maintenance of Codification Data Base.

Training on Propagation of Standardisation in Directorate & other organisations under the Ministry of defence, training on basic Computer application.

1.2 The scope of work also includes up gradation of the Standard ISO 9001:2008 to ISO 9001:2015 during the contract / certification validity period, for which fresh certification will have to be issued by the certifying body.

1.3 The pricing details be indicated in the price bid under “Table-B”. The up gradation process will be taken up as and when such requirement arises. The decision of Directorate of Standardisation will be final.

1.4. Certification Audit shall include:

(a) Documents Review: All the documents have to be reviewed w. r. t. ISO 9001-2008 Quality Manuals i.e. Procedure Manual, System Manual & Work Instructions.

(b) Certification Audit: To assess the Quality Management System implementation. Follow up audit(s), if applicable, to verify corrective actions related to nonconformities, if any.

(c) Award of Certification: After satisfactory Assessment/ Audit for Certification completion the certifying body shall arrange to award the certificate within six weeks from the date of completion of Certification Audit.

(d) Terms and Conditions of Use of Certificates, Certification and Accreditation marks

1.5 Surveillance Audit / Assessment: It shall include the maintenance of certification for a period of three (03) years from the date of issuance of the certificate. The certifying body should carry out surveillance Audit at the required mandatory intervals of 12 & 24 months from the award of Certification for HQ at New Delhi and as per existing sampling plan for the Defence Standardisation Cells.

PART III

STANDARD CONDITIONS OF REQUEST FOR PROPOSAL

24. The Bidder is required to give confirmation as per Appx 'A' of their acceptance of the Standard Conditions of the Request for Proposal mentioned below which will automatically be considered as part of the Contract concluded with the successful Bidder (i.e. Seller in the Contract) as selected by the Buyer. Failure to do so may result in rejection of the Bid submitted by the Bidder.
25. Law: The Contract shall be considered and made in accordance with the laws of the Republic of India. The contract shall be governed by and interpreted in accordance with the laws of the Republic of India. The Contract shall deemed to have been made at Delhi from where the Supply Order/Bid Award is issued and only the Courts of Delhi shall have jurisdiction to decide on any dispute arising out of the Contract.
26. Effective Date of the Contract: The contract shall come into effect on the date of signatures of both the parties on the contract (Effective Date) and shall remain valid until the completion of the obligations of the parties under the contract.
27. Arbitration: All disputes or differences arising out of or in connection with the Contract shall be settled by bilateral discussions. Any dispute, disagreement or question arising out of or relating to the Contract or relating to performance, which cannot be settled amicably, may be resolved through arbitration. The standard clause of arbitration is as per Forms DPM-7, DPM-8 and DPM-9 (Defence Procurement Manual available in MoD website). However, other clauses governing Arbitration are as given under:-
- (a) As far as possible all differences would be resolved by mutual discussions between the two parties. However in the event of any unresolved dispute arising out of the Contract, it shall be referred to the Sole Arbitration of an Officer appointed as the Sole Arbitrator by the Director, Directorate of Standardisation, New Delhi.
 - (b) There shall be no objection if the Arbitrator is Government Servant and that during the course of his/her duties as Government servant he/she expressed view on all or any of the matters in dispute or difference.
 - (c) The demand for Arbitration must be in writing and made within one month from the date of termination of the contract.
 - (d) The award of the Arbitrator shall be final and binding on both parties to the Contract.
 - (e) The venue of Arbitration would be New Delhi.
 - (f) The Vendor is required to give the acceptance or rejection to the above clauses at Sub Paras (a) to (e) in writing. It is stipulated that an omission to answer specifically in this regard at the TE stage will be deemed as an acceptance of the Arbitration clauses.
28. Penalty for use of Undue influence: The Seller undertakes that he has not given, offered or promised to give, directly or indirectly, any gift, consideration, reward, commission, fees, brokerage or inducement to any person in service of the Buyer or otherwise in procuring the Contracts or forbearing to do or for having done or forborne to do any act in relation to the

obtaining or execution of the present Contract or any other Contract with the Government of India for showing or forbearing to show favour or disfavour to any person in relation to the present Contract or any other Contract with the Government of India. Any breach of the aforesaid undertaking by the Bidder or any one employed by him or acting on his behalf (whether with or without the knowledge of the Bidder) or the commission of any offence by the Bidder or anyone employed by him or acting on his behalf, as defined in Chapter IX of the Indian Penal Code, 1860 or the Prevention of Corruption Act, 1988 or any other Act enacted for the prevention of corruption shall entitle the Buyer to cancel the contract and all or any other contracts with the Bidder and recover from the Bidder the amount of any loss arising from such cancellation. A decision of the Buyer or his nominee to the effect that a breach of the undertaking had been committed shall be final and binding on the Bidder. Giving or offering of any gift, bribe or inducement or any attempt at any such act on behalf of the Bidder towards any officer/employee of the Buyer or to any other person in a position to influence any officer/employee of the Buyer for showing any favour in relation to this or any other contract, shall render the Bidder to such liability/ penalty as the Buyer may deem proper, including but not limited to termination of the contract, imposition of penal damages, forfeiture of the Bank Guarantee and refund of the amounts paid by the Buyer.

29. **Agents / Agency Commission:** The Bidder confirms and declares to the Buyer that the Bidder is the original provider of the services referred to in this Contract and has not engaged any individual or firm, whether Indian or foreign whatsoever, to intercede, facilitate or in any way to recommend to the Government of India or any of its functionaries, whether officially or unofficially, to the award of the contract to the Bidder; nor has any amount been paid, promised or intended to be paid to any such individual or firm in respect of any such intercession, facilitation or recommendation. The Bidder agrees that if it is established at any time to the satisfaction of the Buyer that the present declaration is in any way incorrect or if at a later stage it is discovered by the Buyer that the Bidder has engaged any such individual/firm, and paid or intended to pay any amount, gift, reward, fees, commission or consideration to such person, party, firm or institution, whether before or after the signing of this contract, the Bidder will be liable to refund that amount to the Buyer. The Bidder will also be debarred from entering into any supply Contract with the Government of India for a minimum period of five years. The Buyer will also have a right to consider cancellation of the Contract either wholly or in part, without any entitlement or compensation to the Bidder who shall in such an event be liable to refund all payments made by the Buyer in terms of the Contract along with interest at the rate of 2% per annum above **LIBOR** rate. The Buyer will also have the right to recover any such amount from any contracts concluded earlier with the Government of India.

30. **Access to Books of Accounts:** In case it is found to the satisfaction of the Buyer that the Bidder has engaged an Agent or paid commission or influenced any person to obtain the contract as described in clauses relating to Agents/Agency Commission and penalty for use of undue influence, the Bidder, on a specific request of the Buyer, shall provide necessary information/ inspection of the relevant financial documents/information.

31. **Non-disclosure of Contract documents:** Except with the written consent of the Buyer/ Bidder, either party shall not disclose the contract or any provision, specification, plan, design, pattern, sample or information thereof to any third party.

32. **Liquidated Damages:** In the event of the Seller's failure to submit the Bonds, Guarantees and Documents, Providing the Services, supply the stores/goods and conduct trials, installation of equipment, training, etc as specified in this contract, the Buyer may, at his discretion, withhold any payment until the completion of the contract. The BUYER may also deduct from the SELLER as agreed, liquidated damages to the sum of 0.5% of the contract price of the delayed/undelivered stores/ services mentioned above for every week of delay or part of a week, subject to the maximum value of the Liquidated Damages being not higher than 10% of the value of delayed stores/services.

33. **Foreclosure/Termination of Contract**

(a) User may without prejudice to any other remedy for breach of contract, by written notice of default sent to vendor, terminate the contract in whole or in part if :-

(i) Vendor fails to deliver any or all of the obligations within the time periods specified in the bid / contract, or any extension thereof granted under the provisions of the bid / contract.

(ii) Vendor violates any of the terms & conditions specified in this RFP/ contract.

(b) Should the contract be foreclosed/ terminated at any time, the bidder will be solely responsible to get the job done through any other source and the cost debit to the Bidder from any payment(s) due.

(c) Foreclosure / termination may lead to forfeiture of EMD/performance guarantee.

34. **Notices**: Any notice required or permitted by the contract shall be written in the English language and may be delivered personally or may be sent by FAX or registered pre-paid mail/e-mail, addressed to the last known address of the party to whom it is sent.

35. **Transfer and Sub-letting**: The Bidder has no right to give, bargain, sell, assign or sublet or otherwise dispose of the Contract or any part thereof, as well as to give or to let a third party take benefit or advantage of the present Contract or any part thereof.

36. **Patents and other Industrial Property Rights**: The prices stated in the present Contract shall be deemed to include all amounts payable for the use of patents, copyrights, registered charges, trademarks and payments for any other industrial property rights. The Bidder shall indemnify the Buyer against all claims from a third party at any time on account of the infringement of any or all the rights mentioned in the previous paragraphs, whether such claims arise in respect of manufacture or use.

37. **Amendments**: No provision of present Contract shall be changed or modified in any way (including this provision) either in whole or in part except by an instrument in writing and signed on behalf of both the parties and which expressly states to amend the present Contract.

38. **Renewal**: The contract will be for a period of three years. The contract may or may not be extended for further certification tenure period, on the same rates, terms and conditions, subject to the satisfactory performance. The further extension thereafter would be decided later, on satisfactory completion of the above tenure as per the procurement/Government rules.

39. **Taxes & Duties**: Prices quoted should include all applicable Taxes (e.g. Service Tax, VAT, etc).

40. **Qualifying Criteria for Bidders**: Every qualifying criteria is mandatory and must be fulfilled by the bidders to qualify for award of contract. Proof for each and every qualifying criteria be submitted. All the proofs/documents be submitted in envelop marked "Technical Bid" . Financial/ Commercial Bids of only the technically acceptable offers will be opened for further evaluation and ranking before awarding the contract.

The qualifying Criteria for Bidders are as follow :-

- (i) The Bidder should be an Indian registered firm with its registered office in the Delhi or NCR with required facilities to provide services across the nation to our 09 Defence Standardisation Cells (DSCs) located at Badarpur (New Delhi), Dehradun, Kanpur, Jabalpur, Hyderabad, Avadi, Pune, Ichapur & Bangalore.
- (ii) The Bidder should have been in the field of ISO certification for last five (05) years.
- (iii) The Bidder should have offices in at least eight (08) Indian cities.
- (iv) The Bidder should have at least twenty (20) full time executives on it's payroll.
- (v) The Bidder should be accredited to International accreditation body. Proof of alliance with accreditation body alongwith validity date be submitted.
- (vi) The Bidder should have been offering ISO 9001:2008 certification to at least ten (10) existing clients. The bidder should have undertaken at least three (03) Re-Certifications of ISO 9001 : 2008 in government organisation during the last three (03) years. The proof of similar work be submitted in following Performa (copies to be enclosed):

SI No	Contract period	Name of the client with the address and contact number	Contract Value	Proof submitted
1.				Yes/No
2.				Yes/No
3.				Yes/No

- (vii) The Bidder should have obtained Service Tax number from the Govt agency.
- (viii) The Bidder should give an undertaking that the company has not been blacklisted by any Govt. organisation.

PART IV

SPECIAL CONDITIONS OF SUPPLY ORDER

41. **Performance Bank Guarantee:** Performance Bank Guarantee for an amount of 6% **(Six percent)** of the value of the contract will be deposited within 15 days from the date of award of contract and the same must be in the form of an account payee demand draft/ fixed deposit receipt from a Commercial Bank/Bank Guarantee from a Commercial Bank. The Bank Guarantee will be as per format at Appendix 'C' and remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the vendor. While depositing the bank Guarantee, bidder will endorse the Supply Order No. & Date at the reverse side of Security Document. The receipt issued by the Consignee towards deposition of Performance Security will be produced by the vendor at the time of collection of the Security Document.

42. The vendor will quote the rates inclusive of all statutory/ mandatory taxes/ duties/ excise surcharges/ levies/ cess etc. in the Bid. The rates quoted in the Bid will be valid for the entire duration of the contract and impact of upward/ downward revision of all statutory/ mandatory taxes/ duties/ excise surcharges/ levies/ cess etc. will be borne by the vendor.

43. **Payment terms:-** It will be mandatory for the seller to indicate their bank account numbers and other relevant e-payment details so that payments could be made through ECS/NEFT mechanism instead of payment through cheques, wherever feasible. A copy of the model mandate form prescribed by RBI to be submitted by seller for receiving payments through ECS is at Form DPM-11 (Available in MoD website and can be given on request). The payment will be made as per the following terms, on production of the requisite documents:

- (i) Income tax will be deducted at the prevailing rate. Any other applicable taxes will be deducted as per statutory norms.
- (ii) Travel and Accommodation charges of Auditors if any will be borne by the firm (bidder).
- (iii) **Price indicated in the tender is firm and no increase in the price is allowed during the certification validity period.**

44. **Advance Payments:** No advance payment(s) will be made.

45. **Paying Authority:** The payment of bills will be made on submission of the following documents by the Bidder to the Paying Authority i. e. PCDA HQ, 'G' Block, New Delhi-110011 along with the bill through Directorate of Standardisation:

- (i) Ink-signed copy of contingent bill / Bidders bill / Invoice.
- (ii) Details for electronic payment viz Account holders name, Bank name, Branch name and address, Account type, Account number, IFSC code, MICR code (if these details are not incorporated in supply order).
- (iii) Any other document / certificate that may be provided for in the Supply order.
- (iv) User clearance/satisfactory certificate.

Part V

Evaluation Criteria & Price Bid issues

46. The evaluation will be carried out based on Two bid system as indicated below:-
- (a) Technical Evaluation.
 - (b) Commercial/Financial Evaluation.
47. The Bidder should also follow the instructions as under:-
- (a) Qualification criteria as submitted in Technical Bid is mandatory for all bidders to qualify for the award of contract by the buyers.
 - (b) All bidders should ensure that adequate proof of compliance for all the qualification criteria be submitted in the Technical Bid.
 - (c) Failure to meet any of the mandatory qualifying criteria will render the bidder disqualify for the contract.
48. **Technical Evaluation.**
- (a) The Technical Evaluation will evaluate the bidder based on the Qualifying criteria given in para 40 of RFP.
 - (b) The evaluation process would consider whether the bidder has requisite prior experience and expertise to address Directorate of Standardisation's requirements and objectives. Directorate of Standardisation will examine the bids to determine whether they are complete, whether required information has been provided as underlined in the Bid document, whether the documents have been properly signed, and whether bids are generally in order. Only those Bids which comply to the Technical Evaluation Criteria will be taken up for commercial evaluation. To assist in the examination, evaluation and comparison of bids, Directorate of Standardisation may, at its discretion, ask any or all the Bidders for clarification and response shall be in writing and no change in the price or substance of the Bid shall be sought, offered or permitted.
 - (c) Written replies submitted in response to the clarifications sought by Directorate of Standardisation, if any, will be reviewed. Directorate of Standardisation may interact with the Customer references submitted by Bidder, if required. If a Bid is not substantially responsive, it will be rejected by Directorate of Standardisation and may not subsequently be made responsive by the Bidder by correction of the nonconformity. Directorate of Standardisation's determination of bid responsiveness will be based on the content of the bid itself.
 - (d) The Technical Bid should consist of the documents in the sequence given below:-
 - (i) Index page indicating the Technical Bid contents with appropriate page numbers.

(ii) The Technical Evaluation Compliance Matrix as per Qualifying criteria given in para 40 of RFP along with the required supporting documents in the same sequence.

(iii) Acceptance of all terms and conditions specified in the RFP documents as per declaration given at Appendix 'A'.

49. **Commercial Evaluation** Only the Bidders who meet the requirement of Technical Evaluation will be considered for Commercial Evaluation. Format for Commercial Bid is attached at Appendix 'B'. Commercial evaluation to determine the L1 bidder will be carried out after completion of Technical Evaluation as given below:-

(a) Evaluation and comparison of substantially responsive bids : The evaluation and comparison of responsive bids be done on the prices of the goods/services offered, as indicated in the price schedule of the Bid document but excluding levies, taxes and duties such as excise duty, VAT, Service tax, Octroi/Entry Tax etc on final product, wherever applicable.

(b) The Bidders are required to spell out the rates of Service Tax, etc in unambiguous term; otherwise their offers will be loaded with present / maximum rates of taxes for the purpose of comparison of price.

(c) If there is a discrepancy between words and figures, the amount in words will prevail for calculation of price.

(d) The Lowest Acceptable Bid will be considered further for placement of contract/ Supply Order after complete clarification and price negotiations as decided by the Buyer.

BIDS FORMAT

Table A:

(a) Re-Certification of Directorate of Standardisation HQ, New Delhi:

Sl No	Description	Qty	Unit price (Rs)	Total Amount (Rs)
1.	Cost of Recertification audit	01 No.		
2.	Cost of 2 surveillance audits at 12 and 24 months	02 Nos.		
3.	Cost of certification of accreditation (ISO 9001-2008)	1 No.		
4.	All applicable taxes if, any (mention the % also)_____.			
5.	Total (RA)			

(b) Re – Certification of DS Cells situated at Badarpur (New Delhi), Dehradun, Kanpur, Jabalpur, Hyderabad, Avadi, Pune, Ichapur & Bangalore:

Sl No	Description	Qty	Unit price (Rs)	Total Amount (Rs)
1.	Cost of Recertification audit	01 No*		
2.	Cost of 2 surveillance audits at 12 and 24 months	02 Nos *		
3.	Cost of certification of accreditation (ISO 9001-2008) for each of the nine DS Cells	1 Nox9 Cells= 09 Nos		
4.	All applicable taxes if, any (mention the % also)_____.			
5.	Total (RB)			

* The scope of work of DS Cells Badarpur & Pune are different to those of others DS Cells.

Re-certification Audit of 04 DS Cells Pune, Kanpur, Dehradun & Bangalore.

Surveillance Audit-I of 03 DS cells Badarpur,, Avadi & Hyderabad

Surveillance Audit-II, 03 DS Cells Pune , Ichapur & Jabalpur.

Total of ten (10) Audits of DS Cell will take place in a cycle of three years as per the existing sampling plan.

Total (R) for Re-Certification of DOS & DS Cells= (RA+RB)=_____

Table B:**(a) Up gradation to ISO 9001:2015 of the standard during the contract Period for Directorate of Standardisation HQ:**

Sl No	Description	Qty	Unit price (Rs)	Total Amount (Rs)
1.	Cost of Up-gradation certification audit	01 No.		
2.	Cost of certification of accreditation (for the upgraded standard)	01 No.		
3.	All applicable taxes if, any (mention the % also)_____.			
4.	Total (UA)			

(b) Up gradation to ISO 9001:2015 of the standard during the contract Period for Defence Standardisation Cells (DS Cells) at Badarpur (New Delhi), Dehradun, Kanpur, Jabalpur, Hyderabad, Avadi, Pune, Ichapur & Bangalore:

Sl No	Description	Qty	Unit price (Rs)	Total Amount (Rs)
1.	Cost of Up-gradation certification audit	01 No*		
2.	Cost of certification of accreditation (for the upgraded standard) for each of 09 DS Cells	01 Nox9=09 Nos		
3.	All applicable taxes if, any (mention the % also)_____.			
4.	Total (UB)			

* Up-gradation certification audit of DS Cells will involve audits of 03 DS Cells as per sampling plan as well to match with existing certification cycle.

Total (U) for up gradation of DOS & DS Cells= (UA & UB)=_____

GRAND TOTAL (R+U) (inclusive of taxes): Rs _____/-
(Rupees _____ only).

Note: Prices quoted should include labor charges & all applicable taxes (e.g. Service Tax, VAT, etc).

I certify that all the terms and conditions of the tender documents are acceptable to us.

Signature of the authorised person

Name :

Designation :

Company Seal:

Form DPM-15

Performance Bank Guarantee Format

From:
Bank _____

To,
The President of India
Ministry of Defence,
Government of India
New Delhi

Dear Sir,

1. Whereas you have entered into a contract No. _____ dated- _____ (hereinafter referred to as the said Contract) with M/s _____, hereinafter referred to as the "seller" for supply of services/goods as per Part-II of the said contract to the said seller and where as the Seller has undertaken to produce a bank guarantee for(%) of total Contract value amounting to _____ to secure its obligations to the President of India. We the _____ bank hereby expressly, irrevocably and unreservedly undertake and guarantee as principal obligors on behalf of the seller that, in the event that the President of India declares to us that the services/goods have not been supplied according to the Contractual obligations under the aforementioned, we will pay you, on demand and without demur, all and any sum up to a maximum of _____ Rupees _____ only. Your written demand shall be conclusive evidence to us that such repayment is due under the terms of the said contract. We undertake to effect payment upon receipt of such written demand.

2. We shall not be discharged or released from this undertaking and guarantee by any arrangements, variations made between you and the Seller, indulgence to the Seller by you, or by any alterations in the obligations of the Seller or by any forbearance whether as to payment, time performance or otherwise.

3. In no case shall the amount of this guarantee be increased.

4. This guarantee shall remain valid for months from the date of JRI acceptance of test consignment in India or until all the services/store, spares and documentation have been supplied according to the contractual obligations under the said contract.

5. Unless a demand or claim under this guarantee is made on us in writing or on before the aforesaid expiry date as provided in the above referred contract or unless this guarantee is extended by us, all your rights under this guarantee shall be forfeited and we shall be discharged from the liabilities hereunder.

6. This guarantee shall be a continuing guarantee and shall not be discharged by and change in the constitution of the Bank or in the constitution of M/s _____.

DECLARATION REGARDING ACCEPTANCE OF TERMS AND CONDITIONS
CONTAINED IN THE TENDER DOCUMENT

To
Director
Directorate of Standardisation
Ministry of Defence
'H' Block, New Delhi - 110011

Sir,

1. I have carefully gone through the Terms and Conditions contained in the Tender Document (RFP No. DOS/QMS/MR/3141 dated 23 Mar 2016) regarding "Re-Certification of ISO 9001-2008 and Up-Gradation to ISO 9001-2015 during the period of 03 years tenure of Directorate of Standardisation, HQ New Delhi and its 09 Numbers of Directorate Defence Cells (DSCs) located across the nation'. I declare that all the Terms and Conditions of this Tender document are acceptable to my company including the warranty obligations. I further certify that I am an authorised signatory of my company and am, therefore, competent to make this declaration.

Yours faithfully,

Firm's Seal with Date

Name _____
Designation _____
Company _____

LIST OF APPENDICES

Ser No	Topic	Appendix
1	Declaration regarding acceptance of terms and conditions contained in the tender document	'A'
2	Bids Format	'B'
3	Form DPM-15 (Performance Bank Guarantee Format)	'C'