



**Tender Documents for
Engagement of ISO Consultant during the F.Y. 2019-20
for Implementation of ISO 9001:2015 Standard.**

**Tender No. NSIC/CMR/ISO-CONSULTANT /19-20
Dated: 07.08.2019**

**NATIONAL SMALL INDUSTRIES CORPORATION LTD.
NSIC BHAWAN, OKHLA INDUSTRIAL ESTATE
NEW DELHI – 110020**

INDEX

Sl.No.	Title	Page No.
1	Background	3
2	Notice Inviting Tender & Tender Schedule	4
3.	Instructions to the Tenderers	5-6
4.	Scope of Work	7
5.	Duration	8
6.	Payment	9
7.	Eligibility Criteria	10
8.	Documentary Evidence to be Submitted to Support Eligibility	10
9.	Technical Proposal Content (Annexure A)	11
10.	Compliance Sheet (Annexure B)	12
11.	Details of ISO Certification Projects/Works completed (Annexure C)	13
12.	Financial Proposal Content (Annexure D)	14-15
13.	Selection Methodology	16
14.	Declaration (Annexure F)	17

Signature & Seal of the Bidder

BACKGROUND

National Small Industries Corporation (NSIC), is an ISO 9001-2015 certified Government of India Enterprise under Ministry of Micro, Small and Medium Enterprises (MSME). NSIC has been working to promote, aid and foster the growth of micro, small and medium enterprises in the country. NSIC operates through countrywide network of offices and Technical Centres in the Country. In addition, NSIC has set up Training cum Incubation Centre managed by professional manpower.

NSIC has proved its strength within the country and abroad by promoting MSMEs through modernization, up gradation of technology, quality consciousness, strengthening linkages with large medium enterprises and enhancing exports - projects and products of MSMEs.

Quality Management System ISO 9001:2000 in NSIC was established during the year 2003. Initially NSIC was certified with the ISO 9001:2000 version, which was revised and updated in the year 2008 with the version of ISO 9001:2008. With the launched of latest version ISO 9001:2015, which replaced the previous version.

NSIC, with the up gradation of ISO 9001:2015, NSIC has currently extended the scope of QMS by augmenting the number of ISO certified offices including Corporate Office to 50 Branch Offices & 8 Technical Service Centers.

The ISO 9001:2015 Certificate was issued by M/s TUV India Pvt. Ltd. on 23.05.2018 to the Offices/NTSCs is valid until 22.05.2021.

Accordingly, 1st Annual Surveillance Audit of QMS ISO 9001:2015 carried out successfully by M/s TUV India Pvt. Ltd. at selected Branch Offices/NTSCs at 19 sites/office locations including the Corporate Office from 04th February 2019 to 28th February 2019 and next Surveillance Audit of QMS ISO 9001:2015 is due before 27.02.2020.

Signature & Seal of the Bidder

**NATIONAL SMALL INDUSTRIES CORPORATION LTD.
NSIC BHAWAN, OKHLA INDUSTRIAL ESTATE
NEW DELHI – 110020**

LIMITED TENDER ENQUIRY

Sub: Inviting Expression of Interest for Engagement of ISO Consultant during the F.Y. 2019-20 for implementation of ISO 9001: 2015 standard.

National Small Industries Corporation Ltd., Okhla Industrial Estate, New Delhi having ISO 9001:2015 Quality Management System for its 58 Offices located pan-India invites Technical and Financial Bids for engagement of “ISO Consultant” during the F.Y. 2019-20 for implementation of ISO 9001:2015 Standard.

The Schedule of Tender is per follows:-

Tender Schedule	
Date of Tender Publication	07/08/2019 at 10:00 am
Last date & time for submission of Bids	27/08/2019 at 02:30 pm
Due date & time for opening of Technical Bid	27/08/2019 at 03:00 pm
Last date & time for opening of Financial Bid	TO BE CONVEYED SEPRATELY
Validity of Offer	The offer submitted should be valid upto 60 days from last date of submission of Bids
Completion schedule	As indicated in the scope of work attached
Address for Tender Inquiry and Delivery	Corporate Management Representative (CMR) National Small Industries Corporation Ltd., NSIC Bhawan, Okhla Industrial Estate, New Delhi – 110020
Contact Details in case of any Queries	Dr. Zeba Naz, Manager-ISO No. 011-26926275 Extn.144

Signature & Seal of the Bidder

3. INSTRUCTIONS TO THE TENDERERS

1. Tender documents shall be duly, properly and exhaustively filled in. All pages of the tender document should be signed with stamp by the Authorized Signatory of Tenderer with company stamp on all the pages of this tender.

2. The tender documents completed in all respect shall be placed in a properly sealed bigger envelope addressed to:

Corporate Management Representative (CMR)
National Small Industries Corporation Ltd.,
NSIC Bhawan, Okhla Industrial Estate, New Delhi – 110020

and the said bigger envelope shall contain two separate sealed envelopes containing Technical & Financial bids.

A. Envelope No-1: The said envelope is for technical bid & shall be superscripted as "RFP for Appointment of ISO Consultant during the F.Y. 2019-20 for effective implementation of ISO 9001: 2015 standards in the corporation.– TECHNICAL BID".

B. Envelope No-2: The said envelope is for financial bid & shall be superscripted as "RFP for Appointment of ISO Consultant during the F.Y. 2019-20 for effective implementation of ISO 9001: 2015 standards in the corporation-FINANCIAL BID".

3. Bids received after the due date and time shall be liable to be rejected. Bids received through Fax/E-mail will not be acceptable.

4. Bidder(s) are advised to quote strictly as per terms and conditions of the tender documents and not to stipulate any deviations/exceptions. Once quoted, the Bidder shall not make any subsequent price change, even if any deviation or exception may be specifically stated in the bids. Such price changes shall render the offer liable for rejection.

5. Any cutting/over writing etc. in the tender document must be signed by the person who is signing the tender documents. The rates and name of units shall not be overwritten. The financial figures in commercial bid (i.e. Technical and financial) shall always be both in figures and words. In case of any discrepancy in figures and words, the amount written in words shall be considered.

6. The Tenderer shall submit the copy of PAN & GST no. documents along with the Technical Bid of the tender document.

7. The successful bidder shall be issued an acceptance letter. The successful bidder shall have to return the Acceptance Letter duly signed and accepting the Terms & Conditions of the Work/ contract within the 7 days of Tender awarded to the bidder along with a Security Money of Rs 20,000/- (Rupees twenty Thousand only) to NSIC.
8. Security deposit will be refunded within 15 days after satisfactory completion of the assignment.
9. No interest shall be payable on such security deposit.
10. If Successful bidder commits breach of the term & condition of the Tender or contract. The NSIC shall have the rights to terminate the appointment of successful bidder/consultant by giving them an advance written and acknowledge notice of 30 days.
11. In case of termination of contract by successful bidder, for any reason, he may also have to serve the advance written and acknowledge notice of 30 days.
12. If the successful bidder breach the contract or commits defaults in commencing the work and/or completing the work/ or If the contract is terminated by NSIC due to poor performance/variation of any clause of contract or work order or any bad act of selected bidder in terms of 'Scope of Work' within the prescribed time, the NSIC shall without prejudice to any other right or remedy be at liberty to forfeit the security money absolutely and cancel the award of work.
13. **NSIC reserves the right to accept or reject any or all tenders received at its absolute discretion without assigning any reason whatsoever.**
14. Eligibility Criteria, Scope of work along with the format of Technical & financial Bids are attached.
15. In the event of any dates mentioned in the tender document is declared as holiday for NSIC, the bids will be received / opened on the next working day at the appointed time.

We confirm with our acceptance to the Instruction to the tenderers at S.No-1 to 10 as stated above.

Signature & Seal of the Bidder

4. SCOPE OF WORK

The scope of work as ISO consultant is to cover all aspects of the certified system according to ISO 9001:2015 the company's precedents/policies and assist the CMR in the following:-

- 4.1 Assist in preparation (design and develop) 03 New Manuals/Procedures for High Risk Areas/Schemes i.e. activities i.e. Tender Marketing, Raw Material Distribution, & Event Management Cell.
- 4.2 Updating the existing 13 Manuals/ System procedures related to NSIC's activities in consultation with respective departmental Heads and to sensitize the Departmental Heads on the preparation of Manual.
- 4.3 Review and compliance of shortfalls mentioned in audit reports of Head Office, 49 BOs & 8 NTSCs certified offices in NSIC after every internal audit and before surveillance audit.
- 4.4 To assist in "Risk Assessment" at Corporate Office and Field Offices levels, analysis, identification of significant risks, Preparation of risk register, compilation and formulation of mitigation plan.
- 4.5 Successful completion of Surveillance Audit and compliance of shortfalls/gaps as mentioned in said report.
- 4.6 Visit to Branch /Field offices as per direction of CMR on 'Need Basis' for necessary assistance in implementation of QMS ISO 9001:2015 at all level to 49 BOs & 8 NTSCs certified offices. Facilitating corrective action on identified gaps before the audit. Closing of gaps, if any, and facilitating corrective action and continual improvement.

Visits/travels:

The fee for visiting Branch/field offices as per the direction of the CMR on need basis (at srl no. 4.6 above), shall be paid on per manday basis. The travelling cost incurred by the consultant such as airfare, lodging and boarding equivalent to the level of General Manager would be reimbursed on submission of bill by the consultant. Fare entitlement shall be restricted from Delhi to respective field offices of NSIC.

Signature & Seal of the Bidder

5. Duration:

- a) The total duration of engagement of consultant for accomplishing the scope of work shall be for a period of 01 year from the date of appointment.
- b) Work related to assist in preparation (design and develop) & updating of manuals to be completed within 03 months from the date of award of Work Order.
- c) Consultant should make NSIC field offices (inclusive of Head Office) ready for surveillance Audit by 31st January'2020.
- d) Compliance of observations of surveillance audit within one month after receipt of Surveillance Audit Report.

The work will be deemed to be completed all the work mentioned above from sl.no. 4.1 to 4.6 in all aspects i.e review and up-gradation of all current ISO related documents including manuals, procedures, work instructions, checklists and formats in line with NSIC by Laws & other Norms.

Signature & Seal of the Bidder

6. Payment

A. Consolidated payment: - On successful completion of the assigned work as mentioned below from sl.no. 1 to 4, the consolidated payment shall be released on proportionate basis as under:-

SL.No.	Deliverable	Payment Percentage
1.	Assist in preparation (design and develop) 03 New Manuals/Procedures for High Risk Areas/Schemes i.e. activities i.e. Tender Marketing, Raw Material Distribution, & Event Management Cell.	15%
2.	Updating the existing 13 Manuals/ System procedures related to NSIC's activities in consultation with respective departmental Heads and to sensitize the Departmental Heads on the preparation of Manual.	15%
3.	Review and compliance of shortfalls mentioned in audit reports of Head Office, 49 BOs & 8 NTSCs certified offices in NSIC after every internal audit and before surveillance audit.	10%
4.	"Risk Assessment" at Corporate Office and Field Offices levels, analysis, identification of significant risks, Preparation of risk register, compilation and formulation of mitigation plans.	10%
5	Successful completion of Surveillance Audit and compliance of shortfalls as mentioned in said report.	50%
	Total	100%

B. Per Man Days Basis: - On successful completion of the assigned work at field offices on need basis as mentioned below in sl.no. 6. Payment shall be released accordingly:-

Sl. No.	Deliverable	Payment Percentage
6	Visit to Branch /Field offices as per direction of the CMR on Need Basis for necessary assistance in implementation of QMS ISO 9001:2015 at all level to 49 BOs & 8 NTSCs certified offices. Facilitating corrective action on identified gaps before the audit. Closing of gaps, if any, and facilitating corrective action and continual improvement.	100%

The fee for visiting Branch/field offices as per the direction of the CMR on need basis (at srl no. 4.6 above), shall be paid on per manday basis. The travelling cost incurred by the consultant such as airfare, lodging and boarding equivalent to the level of General Manager would be reimbursed on submission of bill by the consultant. Fare entitlement shall be restricted from Delhi to respective field offices of NSIC.

Signature & Seal of the Bidder

7. ELIGIBILITY CRITERIA

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

- a. The bidder should be a registered company under Companies Act, 1956 /Proprietor/Partnership firm having valid Copy of PAN/TIN/GST/Certificate of Incorporation etc, whichever is applicable.
- b. It is compulsory that Bidder should have executed minimum one (1 nos.) ISO 9001:2015 work order in any Government / PSU sector / limited company having service sector activities in last 3 years.
- c. The Consultant should have a minimum of 5 years of professional experience in ISO 9001:2008 consulting in the Government / PSU sector / limited company having service sector activities in last 8 years.
- d. The firm should have office location within the Delhi & NCR.
- e. 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 NSIC, the NSIC shall have right to reject the bid and forfeit the security deposit and terminate the contract, as the case may be, without any compensation to the bidder.
- f. NSIC is looking at single partner arrangement; any arrangement for splitting of work will lead to disqualification / termination as the case may be at any stage.
- g. Firms meeting all the essential qualification criteria will only be considered for further evaluation.

8. 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 (duly signed by bidder).
- c) Completion certificates of previous projects undertaken.
- d) Day-wise activity plan for the given scope (duly signed by bidder).

(The above documents should appropriately be earmarked or flagged to facilitate quick Identification and scrutiny)

Signature & Seal of the Bidder

9. 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.
- 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 appx. 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.
- c) Approach
- d) Methodology
- e) Work Plan and Schedule
- f) Detailed Resume of consultant (duly signed by bidder)
- g) Copy of PAN Card/ GST no. of consultant/consulting firm
- h) Tax registration of consultant/consulting firm

Signature & Seal of the Bidder

10. Compliance Sheet

Sl. No.	Activity	Compliance (Indicate Yes/No)
1.	Assist in preparation (design and develop) 03 New Manuals/Procedures for High Risk Areas/Schemes i.e. activities i.e. Tender Marketing, Raw Material Distribution, & Event Management Cell.	
2.	Updating the existing 13 Manuals/ System procedures related to NSIC's activities in consultation with respective departmental Heads and to sensitize the Departmental Heads on the preparation of Manual.	
3.	Review and compliance of shortfalls mentioned in audit reports of Head Office, 49 BOs & 8 NTSCs certified offices in NSIC after every internal audit and before surveillance audit.	
4.	To assist in "Risk Assessment" at Corporate Office and Field Offices levels, analysis, identification of significant risks, Preparation of risk register, compilation and formulation of mitigation plans.	
5.	Successful completion of Surveillance Audit and compliance of shortfalls as mentioned in said report.	
6.	Visit to Branch /Field offices as per direction of the CMR on 'Need Basis' for necessary assistance in implementation of QMS ISO 9001:2015 at all level to 49 BOs & 8 NTSCs certified offices. Facilitating corrective action on identified gaps before the audit. Closing of gaps, if any, and facilitating corrective action and continual improvement.	

Compliance Sheet for Document Submission:-

Sl. No.	Document/Details Submitted	Submitted (Indicate Yes/No)
1.	Duly signed by Bidder Tender Document Page No. 1 to 17	
2.	Brief description about the Consultant	
3.	Consultants' experience details	
4.	Approach	
5.	Methodology	
6.	Work Plan and Schedule	
7.	Detailed Resume of consultant (duly signed by bidder)	
8.	PAN Card of consultant/consulting firm Tax registration of consultant/consulting firm	
9.	Copy of GST, TIN, Certification of incorporation, whichever is applicable.	

Signature & Seal of the Bidder

12. Financial Proposal Content

FINANCIAL BID

Sl. No.	Description	Unit	Amount (Fig. in INR)	Amount (in words)
i	<p>1. Assist in preparation (design and develop) of 03 New Manuals as follows :-</p> <p>I. Tender Marketing Scheme II. Raw Material Distribution, and III. Event Management Cell.</p> <p>2. Updating Existing 13 Manuals with the consultation of Departmental Heads and to sensitize the Departmental Heads on the preparation of Manual.</p> <p>Existing 13 Manuals to be updated are as follows:-</p> <p>I. Quality System Manual II. MIS Manual III. Finance & Accounts Manual IV. Financial Services Manual V. Single Point Registration Scheme Manual VI. Customer Service Manual VII. B2B Manual VIII. Maintenance Manual IX. Management Service Manual X. Law & Recovery Manual XI. Human Resource Manual XII. Company Secretary Manual XIII. NTSC Manual</p> <p>3. Review and compliance of shortfalls mentioned in audit reports of Head Office, 49 BOs & 8 NTSCs certified offices in NSIC after every internal audit and before surveillance audit.</p>	LUM P SUM FEE		

	<p>4. To assist in “Risk Assessment” at Corporate Office and Field Offices levels, analysis, identification of significant risks, Preparation of risk register, compilation and formulation of mitigation plans.</p> <p>5. Successful completion of Surveillance Audit and compliance of shortfalls as mentioned in said report.</p>			
GST Amount @ _____ %):				
Total Lump Sum Amount (Inclusive of GST)				
II	<p>6. Visit to Branch /Field offices as per directions of CMR on “Need Basis” for necessary assistance in implementation of QMS ISO 9001:2015 at all level to 49 BOs & 8 NTSCs certified offices. Facilitating corrective action on identified gaps before the audit. Closing of gaps, if any, and facilitating corrective action and continual improvement.</p>	Per Man-days basis		
GST Amount @ _____ %):				
Total Amount per man days (Inclusive of GST)				
Grand Total of Sl. No. I & II				
<p>Note:</p> <p>The fee for visiting Branch/field offices as per the direction of the CMR on need basis (at srl no. II - 6. Above), shall be paid on per manday basis. The travelling cost incurred by the consultant such as airfare, lodging and boarding equivalent to the level of General Manager would be reimbursed on submission of bill by the consultant. Fare entitlement shall be restricted from Delhi to respective field offices of NSIC.</p>				

Signature & Seal of the Bidder

Date:

Contact Tele. No./Email

13. Selection Methodology

- i. The bidders shall submit a detailed Technical and Financial Proposal as per RFP document.
- ii. The technical proposals submitted by the bidder should include all details as per Request for proposal (RFP) and will be evaluated by a Technical Evaluation Committee of the Corporation.
- iii. NSIC will short list the bidders, based on evaluation of the Request for Proposal submitted by them and technical eligibility criteria mentioned above.
- iv. Bidders will be required to submit financial proposals as per the financial bid format provided in the RFP. The final evaluation will be based on the Financial Bids. To qualify for the financial evaluation, the Bidder needs to qualify in the Technical Bid.
- v. Bidders submitting RFP will also be asked to give a detailed presentation of Proof of Concept to the evaluation committee.
- vi. NSIC 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.

Signature & Seal of the Bidder

NSIC/CMR/ISO-CONSULTANT /19-20

Dated 07.08.2019

DECLARATION

I hereby certify that the information furnished above is full and correct to the best of my/our knowledge. I understand that in case any deviation is found in the above statement at any stage, the bidder will be blacklisted and will not be permitted to have any dealing with the NSIC in future.

Seal and Sign of Bidder with Date
Name & Address
Contact Tele. No./Email

Note: In case of a Company, all the bid documents, including declaration shall be signed by the authorized Director and the board resolution in his favour (in original) shall also be submitted.