



TENDER

FOR

**HIRING OF CONSULTANT
FOR
NABL ACCREDITATION
OF
MATERIAL TESTING LABORATORY**

Tender No. - NTSC (O)/MTLAB-48(2)/2012-13

NSIC- Technical Services Centre
National Small Industries Corporation Limited
(A Government of India Enterprise)
Okhla Industrial Estate, Phase III
New Delhi-110020

Tel No. 011-26826801, 26826847,
Fax: - 011-26826783

Email: ntscok@nsic.co.in
website: www.nsic.co.in

**NSIC-Technical Services Centre,
Okhla Industrial Estate,
New Delhi
Phone 011 26826847, 26826801, Fax 011 26826783
E-mail: ntscok@nsic.co.in
website: <http://www.nsic.co.in>**

TENDER No. – **NTSC(O)/MTLAB-48(2)/2012-13**

DUE DATE **22.04.2013**

NOTICE INVITING TENDER

NSIC-Technical Services Centre (NTSC), Okhla, New Delhi requires services of Consultant, on turnkey basis to acquire NABL accreditation for its existing Testing Laboratory at New Delhi.

Sealed offers in prescribed Application form are invited from eligible consultants till 22.04.2013 upto 13.00 Hrs. along with EMD of Rs. 5000/- in form of Demand Draft drawn in favour of **NSIC Ltd. NTSC-A/c**.

Tender documents containing Application Form, Scope of Work and other terms & conditions can be obtained from the office of undersigned on all working days from 08.04.2013 on payment of Rs.500/- in cash.

Alternatively, the tender document can be downloaded from website (www.nsic.co.in) and the requisite tender cost of Rs. 500/-, in form of Demand Draft drawn in favour of **NSIC Ltd. NTSC-A/c** shall be placed alongwith the submission of Technical Bid of the above said tender.

The tender is of two bid system i.e. Technical & Commercial bid to be submitted separately. The technical bid will be opened at 16.00 Hrs. on 22.04.2013 in presence of interested bidder(s).

NTSC shall not responsible for the delay, if any, due to any reason for the receipt/ submission of tenders.

**General Manager
NTSC Okhla**

1. ABOUT EXISTING TESTING LABORATORY AT NSIC TECHNICAL SERVICE CENTRE, OKHLA INDUSTRIAL ESTATE, NEW DELHI

The NSIC- TSC Okhla is engaged in promoting the SMEs through providing the technical as well as financial assistance. Extending the support to the industries in testing of the products, NTSC having the Material Testing Laboratory in field of Mechanical (Physical) and Chemical Testing.

Presently the existing laboratory is rendering services of the testing of materials for the following areas:

MECHANICAL (PHYSICAL) TESTING

Mechanical properties

- Ferrous and Non-Ferrous Metal
- Wood & Wood Products
- Building Materials
- Fiber
- Plastic

CHEMICAL TESTING

- Ferrous & Non-Ferrous Materials
- Ferro-Alloys
- Building Materials (Cement)
- Plastic

NTSC's Material Testing Laboratory rendering the services to the industries through testing of their materials under common facility services of the centre. It is the time to make a move for placing the system in the lines of requirement of accreditation bodies like NABL; the Accreditation of NTSC Okhla's existing Laboratory is planned.

2. DETAIL OF ASSIGNMENT ALONGWITH SCOPE OF WORK FOR OBTAINING NABL ACCREDITATION OF TESTING LABORATORY

i. Assignment Detail:

Accreditation of existing Testing Laboratory from National Accreditation Board for Testing & Calibration laboratories (NABL) in the lines of ISO/IEC:17025-2005 laboratory management system.

ii. **Scope of Accreditation:**

The accreditation to the existing laboratory for the under mentioned materials to be obtained from NABL under the above said Tender:

- a. **Physical & Chemical properties of Ferrous & Non Ferrous Metals and Alloys**
- b. **Physical & Chemical properties of Steel Pipes and Tubes**
- c. **Wood & wood products**
- d. **Building Materials i.e. Cement, aggregates, bricks and construction water**

iii. **Details of Activities to complete the scope of work as outlined above at Para 2 (ii)**

The activities to be carried out in accordance with the details as under:

- a. The initial visit: The consultant shall visit Material Testing Laboratory of NTSC, Okhla, New Delhi to ascertain the existing quality system and technical competence of the department with regard to the requirements for NABL Accreditation.
- b. Write the quality manual: The consultant shall prepare the Quality manual of the department as per NABL requirement. The consultant will discuss relevant requirements for NABL Accreditation with the laboratory in-charge.
- c. Write the procedure: The consultant shall write the procedures, work instructions, guidelines, formats, charts, lists etc. in consultation with the laboratory in-charge covering all activities within Material Testing Laboratory of NTSC, Okhla, New Delhi to ensure compliance with ISO/IEC 17025 and other NABL requirements for accreditation.
- d. Implementation: The consultant shall be responsible for implementation of the quality management system of the Material Testing Laboratory of NTSC, Okhla, New Delhi as per NABL requirements.
- e. Training: The consultant will train through in-house training to the management representative, core group, internal auditors and the laboratory staff in implementation of the system as per NABL requirement. He will also assist in conducting internal audits of the laboratory as per NABL requirement. Also, consultant will suggest the external training to be imparted to the laboratory staff, in compliance to the NABL requirement and the cost for such external training shall be borne by NTSC Okhla.

- f. Calibration of Instruments: The consultant shall facilitate for calibration of all the instruments in the laboratory as per NABL requirement. The cost for such calibration of all the instruments shall be borne by NTSC Okhla.
 - g. Inter-Laboratory Comparison: The consultant shall facilitate NTSC Okhla for obtaining inter-laboratory comparison as per NABL requirement. The consultant shall be responsible for imparting necessary in house training to the laboratory staff in calibration of the instruments including measurements of uncertainty etc. as per NABL requirement.
 - h. Facilitating for conduct of Management Reviews: The consultant will impart training for conducting management reviews of the quality management system to ensure compliance as per NABL requirements.
 - i. Pre-Assessment and follow up evaluation: The consultant will be responsible for pre-assessment of the implementation of the quality system and documentations etc. ensuring total compliance to all the requirement of NABL as per ISO 17025. He will also be responsible for taking necessary corrective action before final assessment of the system by the certification body.
 - j. Certification Audit: The consultant shall remain present and assist during all audits by the certifying body including final assessment till the award of the certification by NABL.
- iv. **Job completion period**:

The Consultant will have to complete the work in 06(six) months. The services of consultant will remain in force till the accreditation is awarded by NABL.

v. **Qualification criteria for consultant**:

- a. The consultant should have provided such services to at least four laboratories in the 5 years ending 31.03.2013 in successfully obtaining the NABL accreditation (Evidence of documentary proof viz photocopy of NABL certificate and copies of consultancy orders issued in the name of the bidder is to be submitted by the bidder)
- b. The consultant having experience of rendering services to the client obtaining NABL accreditation (ISO-17025:2005) in compliance to the requirement of NABL in the area as specified in scope of work at Para 2(ii).

vi. **Payment terms for payment to consultant:**

S. No.	Activity completion	Payment in percentage to be released of the total Quoted Consultancy Charges
1.	Awareness program	10%
2	Training Lab Personnel	10%
3	Preparation of quality manual & Procedure manual & other documents/formats	10%
4	Review of document	5%
5	Internal Audit	10%
6	Application for NABL Accreditation	10%
7	External auditing by NABL	10%
8	Removal of non-compliances	10%
9	Award of NABL Accreditation certificate	25% along with the EMD deposited

vii. **Payment of certification fee:**

The payment to the certification body towards the certification fee will be made by NTSC directly.

viii. **Earnest Money Deposit:**

- a. You are required to furnish Interest free Earnest Money deposit of Rs. 5000/- (Rupees Five Thousand in form of Demand Draft in favour of **NSIC Ltd. NTSC-A/c.** payable at New Delhi and the said Demand Draft should be sent alongwith your Technical offer i.e. submission of Technical Bid through Format F-1.
- b. Please note that your offer submitted without EMD would be rejected. The EMD for the unsuccessful bidders shall be refunded within a month from the date of opening of Technical Bid.

ix. **Validity:**

The offer shall be valid for two months from the date of opening of Technical Bid of this tender.

x. **Authorized Signatory:**

Please ensure that the tender is signed by Proprietor/authorized person of the firm and the letter indicating the same on the Firm's Letter head shall be placed along with Technical Bid.

xi. **Reserve the right:**

The General Manager, NSIC Technical Service Centre, New Delhi reserves the right to cancel/reject, any or all the offers/ tender, at any stage, without assigning any reason.

xii. **Compliance of Terms & Conditions:**

Bidder shall sign all the papers of this tender as a mark of their acceptance towards the total compliance to the terms & conditions indicated in the tender and submit along with technical bid of this tender.

The deviation to the laid down terms & conditions of the tender would attract to the disqualification of the bidder.

xiii. **Opening of Commercial Bid:**

The Price Bid/Commercial Bid of only technically qualified tenderers will be opened in presence of tenderer's authorized representative on the stipulated due date. The date & time for opening of Commercial Bid shall be intimated to the selected tenderers after opening & evaluation of Technical Bid.

xiv. **Submission of Tender:**

- a. The tender shall be submitted in two bid format, i.e. Technical Bid & Commercial Bid to be submitted in the separate envelope as explained under:

Part-1: Technical Bid: Format F-1, it contains technical details;

- (i) Experience Certificates (enclose testimonials, which inscribed the consultancy provided by him/ her for the NABL accreditation to other organizations),
- (ii) Authorization letter on the Firm's letterhead in favour of the signatory who had signed the Technical & Commercial offer on behalf of firm.
- (iii) EMD of Rs. 5000/- by Demand Draft
- (iv) Copy of PAN Card & Income tax (ITR) copy for last two years.
- (v) Tender cost in form of Demand Draft, if blank tender document is downloaded from website or copy of payment receipt, if blank tender document is purchased from NSIC Technical Services centre, Okhla, New Delhi.
- (vi) Duly signed with stamp of authorized signatory of the tenderer on the all the pages of this tender as a mark of their total acceptance to the terms & conditions specified in the tender.

Envelop sealed super scribed as **"TECHNICAL BID FOR ENGAGING CONSULTANT FOR NABL ACCREDITATION OF MATERIAL TESTING LABORATORY.**

Part-2: Commercial Bid: Format F-2, it contains financials details;

(i) Financial Offer

No conditions (i.e. deviations/ assumptions/ stipulation/ clarifications/ comments/ any other request) whatsoever would be considered. The conditional offers will be rejected.

Envelop sealed super scribed "**COMMERCIAL BID FOR ENGAGING CONSULTANT FOR NABL ACCREDITATION OF MATERIAL TESTING LABORATORY.**

- b. The dully filled tender in sealed envelope shall be either submitted personally to the office of General Manager, NSIC Technical Service Centre or can be sent by Registered Post/Speed Post/Courier Service on or before the due date and time as specified in the tender.
- c. Delay by courier/postal department will not be condoned. Tender, if any received after the due date will not be accepted under any circumstances.
- d. Tenders received by telegram/fax/email or the tenderer submitted without sealed envelope shall not be considered.

(To be printed on consultant's official letter head)
A P P L I C A T I O N F O R M

Dated : .

To,

The General Manager
NSIC Technical Service Centre,
Okhla Industrial Estate,
New Delhi

Sub: NABL Accreditation for Testing Laboratory at New Delhi

Ref. Tender No.....

Dear Sir,

With reference to your above advertisement, we are hereby submitting our turnkey proposal of consultancy for your testing laboratory at New Delhi for the purpose of acquiring **NABL** Accreditation within the time frame provided by you i.e. Six months, as indicated in our this proposal.

Also we confirm with our agreement to the terms & conditions in totality, as indicated in the above said tender.

The format F-1 i.e. "Format of Technical Information to be submitted by the bidder" duly filled up and placed in separate sealed envelope is enclosed, for evaluation of our firm.

Our Consultancy fees and details of charges for execution of assignment on turnkey basis in the format F-2, is also enclosed, in separate sealed envelope for your consideration.

We hope that you be find our proposal most competitive.

Thanking you

Sincerely Yours,

Name and Seal of the Agency
(Consultant, Firm & Companies)

Encl.- As above

FORMAT NUMBER F-1**Format of technical Information to be submitted by the Bidder**TENDER NUMBER **NTSC(O)/MTLAB-48(2)/2012-13** DUE DATE **22.04.2013**

1. Name, Address and telephone Number of the tendering agency (Consultant, Firms & Companies)
2. Credentials and Firm Profile/ Individual Consultant
 - i. Year of Establishment/ in business
 - ii. Introduction of the Consultancy firm/ Individual Consultant's in brief with areas of activity and core expertise
 - iii. Firm's/ Individual Consultant's important achievements
3. Total experience of providing consultancy for NABL Accreditation, in years.
 - i. Name of Clients (Laboratories) who have received NABL Accreditation through the firm during the last 5 years.

S. No.	Name & Address of the Client (Laboratory) along with contact details like Phone & Fax numbers	Date of Award of Certificate	Scope
1.			
2.			
3.			
4.			

- ii. Name of the Client (Laboratories) to whom the firm is in process of providing consultancy for acquiring NABL Accreditation i.e. assignment in hand.

S.No.	Name & Address of the Client (Laboratory) along with contact details like Phone & Fax numbers	Date of Appointment as Consultant	Scope	Time frame as per Terms of reference
1.				
2.				

Please note, if need be, the authorities of NTSC may contact the clients served by your organization.

4. Details of Demand Draft of Rs. 5000/- (Rs. Five Thousand Only) submitted as EMD vide DD No..... Date.....Drawn on (Bank Name).....

EMD would be kept till the completion of assignment as the requirement of tender. The EMD shall be released along with final payment to consultant. No interest on EMD shall be paid by NTSC.

5. Proposed deliverables with time frame, for fulfilling the requirements of NABL Certification from Documentation-Training-Internal Audit-to the award of NABL Certification, are mentioned in prescribed format.

Proposed Deliverables with Time Frame

S. No.	Deliverables	Time Frame (In Weeks)
1.	Awareness program	
2.	Training Lab Personnel	
3.	Preparation of quality manual & Procedure manual & Other documents/formats	
4.	Review of document	
5.	Internal audit	
6.	Application for NABL Accreditation	
7.	External auditing by NABL	
8.	Removal of non-compliances	
9.	Award of NABL Accreditation certificate	
10.	Any other activity, if required	

(Since NTSC desired NABL Accreditation at the earliest possible, the consultant should specify the minimum time required for seeking NABL Accreditation) **PLEASE NOTE IN ANY CASE THE TOTAL TIME TO GET NABL CERTIFICATION SHALL NOT EXCEED SIX MONTHS FROM THE DATE OF AWARD OF ORDER TO CONSULTANT.**

NOTE:

Price should not be quoted in this part of the tender.

I/We hereby confirm with our acceptance in totality to the terms and conditions of this tender and assure to comply, in case the chance given to complete the assignment.

Signature with details of person signing the tender
Seal of the company

TENDER NUMBER **NTSC(O)/MTLAB-48(2)/2012-13** DUE DATE **22.04.2013****FORMAT NUMBER F-2****Format of financial details to be submitted by the Bidder****ITEM NAME: Providing consultancy for NABL Accreditation for mechanical & chemical Section of NTSC's Testing Laboratory at New Delhi.**

Quoted rates are for consultancy on turnkey basis for NABL Accreditation for NTSC's Testing Laboratory at New Delhi inclusive of Consultancy charges, charges of preparation of documents on the basis of input provided by the laboratory, expenses incurred on Awareness meeting, training of Lab personnel, expenses incurred on Traveling, Lodging Boarding of consultants deputed along with other out of pocket expenses, if any but exclusive of service tax as payable.

Please give break-up of rates in Proforma below:

FINANCIAL OFFER

No.	Activity	Quote	
1.	Brief Description of the work	Providing consultancy on turnkey basis for NABL Accreditation for <i>Mechanical & Chemical section</i> of NTSC's Testing Laboratory at New Delhi, as per the scope of work defined at Para 2(ii) of the tender.	
2.	Consultancy charges (In Indian Rupees)	Rs..... (In words)	Rupees..... (In figures)
3.	Service tax @.....% (In Indian Rupees)	Rs..... (In words)	Rupees..... (In figures)
4.	Total Consultancy Charges (In Indian rupees in words) (sum of above row 2+3)	Rs..... (In words)	Rupees..... (In figures)

Please note that in case of any discrepancy observed in the amount written in words and figures above, the amount written in figure shall be considered for evaluation.

We agree with the payment schedule as indicated at Para 2(vi) of this tender.

Name and Seal of the tendering Agency

Date: