

Punjab Remote Sensing Centre (PRSC)

**Consultancy and Certification services leading to ISO 9001:2015 certification
for
PRSC office, Ludhiana**

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| Date of Issue of Tender Documents : | 01 st June, 2018 (During office hours 9am-5pm) |
| Last Date of Issue/download of Tender Documents : | 01 st June, 2018 |
| Last Date for submission of Bid : | 20th June, 2018 (upto 3.00 pm) |
| Date of opening of Technical Bid : | 27th June, 2018, 11.00 am |
| Date of opening of Commercial Bid : | 27th June, 2018, 3.30 pm |

Punjab Remote Sensing Centre (PRSC),

PAU Campus, Ludhiana, Punjab (India) – 141004

Phone: 91-161-2303484 Tele Fax: 91-161-2303483

Email: contact@prsc.gov.in, prscoffice@rediffmail.com, PRSC Website: <http://prsc.gov.in/>

1. About Punjab Remote Sensing Centre (PRSC)

Punjab Remote Sensing Centre (PRSC), an autonomous organization under the Department of Agriculture, Government of Punjab, is the apex body in the State for all Remote Sensing (RS), Geographic Information System (GIS) and Global Positioning System (GPS) related works. It is designated as a Nodal Agency by the Govt. of Punjab for geospatial needs of the State and also acts as the centralized hub for the geo-spatial data to all the user departments.

- To provide an operational remote sensing (RS) based natural resource information base to assist activities on development/management of natural resources and infrastructure planning in the region.
- To provide operational satellite communication applications services in the region in education, health care, disaster management support, and developmental communication.
- To establish a space science and climate change research hub by installation of necessary instrumentation and networking with various academic institutions of Punjab.
- ITES services and solutions (Mobile and Web applications).
- Participate in exhibitions, conduct seminars, workshops, symposium, etc. And conduct students visit to showcase the strength of space science and technology and also to popularize Space Science.
- Conduct short term courses on applications of RS and GIS and impart training to different line departments on different thematic areas of RS and GIS.

The centre has 11 scientific staff including head of the centre (Director) and 04 regular administrative staffs. In addition the centre has on contract basis, 39 junior research fellows, 13 research Scientists. The centre has 7 technical staff.

2. General Terms and Condition

- 2.1. The tender is for providing consultancy and certification services leading to ISO 9001:2015 certifications for PRSC office.
- 2.2. Non Refundable application fee of Rs. 500/-(Draft) need to be attached with the application. (in favour of Director, PRSC and payable at SBI, PAU, Ludhiana; Branch code-001482)
- 2.3. The bid shall be submitted in a two bidding system. One bid (called Technical bid) shall contain all general terms and condition, all technical terms and conditions, and all other related information excluding the cost of services offered. The other bid (called Financial bid) shall contain only financial aspect of the bid (cost of the services offered). Each bid shall be placed in separate envelopes and both the envelopes shall be placed in another envelop before submitting.
- 2.4. Any technical bid carrying information related to cost of the services provided shall be summarily rejected.

- 2.5. The Technical bid will be opened first and evaluated. Financial bid of only those who qualify in the assessment of technical bid shall be opened for evaluation.
- 2.6. The consultant should have minimum five years of professional experience in providing ISO 9001 certification consultancy. Necessary documentary evidence must be submitted.
- 2.7. The consultant should have successfully provided consultancy services to at least five Government/PSU/Large Public limited organisations leading to ISO 9001 class of certification during last three years out of which at least one consultancy services should be provided to a scientific organisation. Necessary documentary proof shall be submitted along with the Technical bid.
- 2.8. Any claim of experience without proper documentary evidence shall not be entertained. Bids from such consultants shall not be considered for technical evaluation.
- 2.9. PRSC takes no responsibility for delay, loss or non-receipt of bids sent by post. Any clarifications/details if required can be sought from Administrative Officer, PRSC.
- 2.10. The Bid Documents are not transferable.
- 2.11. PRSC reserves the right to reject, accept or prefer any or all tenders without assigning any reason whatsoever.
- 2.12. Bidder should not include the cost for third party Certification and Surveillance audits in this tender.
- 2.13. PRSC reserves the right to make any changes in the terms and conditions of engagement and to reject any or all bids received incomplete.
- 2.14. The consultant should be registered over the website: www.perfomance.gov.in, of Government of India cabinet Secretariat, Performance Management Division. In case the consultant is not registered over the website the competent authority may reject the tender.
- 2.15. 50% of the payment shall be made after completion of documentation and training. Remaining 50% of the payment shall be made only after PRSC is awarded with ISO 9001:2015 certificates separately for PRSC.

3. TECHNICAL BID:

3.1. Following should form part of Technical bid:

- 3.1.1. Draft of Rs. 5,000/- should be enclosed (in favour of Director. PRSC and payable at SBI, PAU, Ludhiana; Branch code-001482) as part of this bid.
- 3.1.2. Please enclose the attached format duly filled up for “details required in respect of party” along with this bid.
- 3.1.3. PAN and TAN along with the documentary proof.
- 3.1.4. The General Terms and Conditions of purchase as well as technical specifications with all the columns duly filled, signed & stamped (all

pages) comprise the tender to be submitted. All pages of tenders must be signed & stamped by the authorized signatory.

3.2. Technical Bid Content

- 3.2.1. Technical Bid should be prepared considering the scope of job, Detailed Approach and Methodology, activity Schedule & Deliverables, Time Period and any other information to highlight the capability of the Consultant. Technical Bid must include:
- 3.2.2. Brief description about the Consultant
- 3.2.3. Consultants Experience: In addition to overall experience of the Consultant, details of specific consultancy projects/study undertaken may be provided including assignment/project name, description of services provided, approx. Value of assignment, country and location, duration of assignment, name of client, starting and completion dates, names of associates (other than employees), if any. Consultancy experience of helping government departments/PSUs/large public limited organizations to obtain ISO 9001:2015 may be specifically mentioned.
- 3.2.4. Approach
- 3.2.5. Methodology
- 3.2.6. Work Plan and Schedule
- 3.2.7. Team Size
- 3.2.8. Detailed Resumes of the Team Leader and Team Members of the Consultant (with copies of Certificates to support qualifications)

3.3. SCOPE OF JOB

The Scope of job for the consultant will include the following:

- 3.3.1. To determine the scope of ISO 9001:2015 implementation and finalize the same through discussion with the internal committee set up to achieve the ISO 9001 certificate. The Consultant should define such a scope for which ISO 9001:2015 requirements may be implemented within a time period of 2 month.
- 3.3.2. To Study and analyse the existing documentation available with the centre.
- 3.3.3. To perform gap analysis of the existing documentation of the centre against requirements of ISO 9001:2015 and produce a gap analysis report.
- 3.3.4. To plan together with the ISO project team of PRSC on the ways to address the gaps in order to develop the necessary documentation for ISO 9001:2015 certification.
- 3.3.5. To develop all mandatory procedures as required in ISO 9001:2015 and guide the project team on implementing the same.

- 3.3.6. To develop customized training course material in soft copy (as well as hardcopy) for conduct of all necessary trainings.
- 3.3.7. To conduct required trainings (at least two sessions on one day each) that will include
 - 3.3.7.1.1. Top Senior Management briefing
 - 3.3.7.1.2. Planning, Documentation and Implementation, Workshop for ISO project team, and
 - 3.3.7.1.3. Awareness Program for all employees of the centre.
 - 3.3.7.1.4. To advise the ISO Committee on change management and the success factors to support effective implementation of ISO 9001:2015.
 - 3.3.7.1.5. To conduct internal auditor's training and guide the internal auditor team conducting required number of internal audits.
 - 3.3.7.1.6. To assist in evaluation of implemented ISO 9001:2015 Quality Management System through internal audits including closure actions.
- 3.3.8. To offer close guidance in the preparation and review of final documents prior to certification.
- 3.3.9. To assist in coordination of required Management Reviews prior to certification.
- 3.3.10. To prepare the documents of different levels namely quality management systems manual, quality management procedure manual and specify quality management procedures and works instructions manual for the PRSC office.
- 3.3.11. To identify and finalize the names of certifying agencies (external audit party) for the grant of certificate of approval for award of ISO 9001-2015 and to review the norm conformities pointed out external audit within a weeks time span.
- 3.3.12. To get external audit done by the certifying the agency and to review the norm committees pointed out external audit within a weeks time span.
- 3.3.13. To obtain certificate of approval for ISO 9001-2015 from the certifying agency within 3 to 6 months entering the contract.
- 3.3.14. Consultant will help in preparation of operation manual and such other documents in this regard as required under system for obtaining the certificate.
- 3.3.15. Consultant will provide course material to all party participants trained by him.
- 3.3.16. Consultant will assist the authority in obtaining ISO certificate through an inspecting agency at the cost which will be borne by the competent authority.

- 3.3.17. To coordinate during final Certification of the PRSC and ensure that PRSC is certified by a Select Certification Body within agreed scheduled time period.
- 3.3.18. Any other task to ensure ISO 9001:2015 Certification to PRSC.

SPECIAL INSTRUCTIONS FOR TWO PART TENDER

Punjab Remote Sensing Centre (PRSC) requests you to send your quotation in two parts (in two separate sealed covers) as follows:

PART I (TECHNICAL PART):

Please submit your proposal in respect of Specifications and Commercial Terms only. Please note that the price details should not be indicated in Part-I. Part 1 should not contain any price details. The envelope should be super-scribed with

Technical Bid Part 1

Reference No:

Due date:

PART II (FINANCIAL PART):

Part-II should contain only the financial bid. The quotation for Price details thus prepared should be placed in another envelope and super-scribed as follows:

Financial Bid Part II

Reference No:

Due date :

Both the envelope (Part 1 and Part II) Prepared should be placed in another envelope and super-scribed as follows:

Reference No:

Due date :

Containing (Technical + Financial bid) and sent to

DIRECTOR

Punjab Remote Sensing Centre,

PAU Campus, Ludhiana, Punjab (India) – 141004

Note:

1. The above should reach us on or before the due date and time.
2. Director, Punjab Remote Sensing Centre, PAU Campus, Ludhiana, Punjab – reserves the right to accept or reject any of the Quotation in full/part thereof without assigning any reasons.

Technical Proposal

To ensure that your offer submitted to PRSC is complete in all respects, please go through the following checklist & provide the details with your offer:

| SNo | Work to Be Done | Yes/No, If yes then Details of Documents attached |
|-----|---|---|
| 1 | Earnest Money | |
| 2 | Details of Earnest Money | |
| 3 | Registration Number and Details (Photocopy) | |
| 4 | PAN of Income Tax/Service Tax department (Photocopy) | |
| 5 | Brief description about the Consultant | |
| 6 | Consultants Experience: In addition to overall experience of the Consultant, details of specific consultancy projects/study undertaken may be provided including assignment/project name, description of services provided, approx. Value of assignment, country and location, duration of assignment, name of client, starting and completion dates, names of associates (other than employees), if any. Consultancy experience of helping government departments/PSUs/large public limited organizations to obtain ISO 9001:2015 may be specifically mentioned. | |
| 7 | Work Approach | |
| 8 | Work Methodology | |
| 9 | Work Plan and Schedule | |
| 10 | Team Size | |
| 11 | Detailed Resumes of the Team Leader and Team Members of the Consultant (with copies of Certificates to support qualifications) | |
| 12 | Non Refundable Application Fee of Rs. 500/- | |

Signature of Tenderer

Place :

Company Seal

Date

Financial Proposal

- 1) With reference to your Tender Document No..... dated for providing consultancy services to PRSC for obtaining ISO 9001:2015 certification; I wish to apply to PRSC as "Consulting firm" for the ISO 9001:2015 Certificate based on meeting the eligibility criteria.
- 2) Our financial quote is as below:

| SNo | Work to Be Done | Lump sum amount* (except service tax)# | |
|-----|---|--|-----------------|
| | | Rupees in Figure | Rupees in Words |
| 1 | Consultancy & Certification services to PRSC for obtaining ISO 9001:2015 certification | | |
| 2 | Details of agency from whom ISO 9001-2015 certificate of compliance will be issued and their charges. | | |

*Rates should be inclusive of all the expenses, taxes and duties except Service tax to be indicated separately as applicable

includes all the expenses and any other expenses shall not be reimbursed.

Signature of Tenderer

Place :

Company Seal

Date: