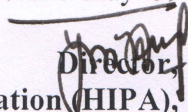


**H.P. Institute of Public Administration
Fairlawn, Shimla-171012 (H.P.)**

EXPRESSION OF INTEREST

Reference Number: HIPA(Trg.)-ISO/2018 **Dated: 23-03-2020**

H.P. Institute of Public Administration (HIPA), Fairlawn, Shimla invites **Expression of Interest** for providing Consultancy Services for obtaining the Quality Management System (QMS) under ISO 9001:2015 from Bureau of Indian Standards (BIS). The details may be downloaded from website www.himachal.gov.in/hipa.


**H.P. Institute of Public Administration (HIPA),
Fairlawn, Shimla-171012 (H.P.)**

REQUEST FOR PROPOSAL

Director, Himachal Pradesh Institute of Public Administration (HIPA), invites two-tier structured (Eligibility cum Technical and commercial) sealed bids from the registered agencies for providing Consultancy Services for obtaining the Certification for Quality Management System (QMS) under ISO 9001:2015 from Bureau of Indian Standards (BIS).

1. INVITATION TO BID

Reference Number: HIPA(Trg.)-ISO/2018 Dated: -----

1.1. Schedule of the Events

Tender documents may be downloaded from HIPA website, www.himachal.gov.in/hipa (for reference only) as per the schedule given below:

1	Issue of Tender Document	From 23rd March to 16th April 2020 upto 11.30 AM (excluding Govt. Holidays) during office hours.
2	Receipt of bids	On or before 16th April 2020 upto 2.00 PM in the office of DIRECTOR, HIPA at Fairlawns, Shimla. Any bid received by the DIRECTOR, HIPA, Himachal Pradesh after the deadline for submission of bids will be considered “late” and will be liable to be rejected.
3	Opening of Pre-qualification bid including EMD	On 16th April 2020 at 3.00 PM onwards at HIPA, Fairlawns, Shimla-171012 All the bidders who qualify the basic eligibility criterion shall be called for a presentation regarding their understanding of the project.

Notwithstanding anything else contained to the contrary in this tender document, DIRECTOR, HIPA, Himachal Pradesh reserves the right to cancel / withdraw / modify fully or partially the “Invitation of Bids” or to reject one or more of the bids without assigning any reason and shall bear no liability whatsoever consequent upon such a decision.

2. PRE-QUALIFICATION CRITERIA

The pre-qualification criteria for undertaking the project is as per under:

1. The Bidder should have submitted Rs. 1000/- (Rs. One thousand only) towards the cost of the Tender Document through Bank Draft in favour of the Director, HIPA, Fairlawns, Shimla-171-12 (H.P.)
2. The Bidder should possess the requisite experience and capabilities in providing the services necessary to meet the requirements, as described in the tender document. The Bid must be complete in all respects and should cover the entire scope of work as stipulated in the document. Bidders not meeting the Eligibility Criteria will not be considered for further evaluation.

3. Eligibility of the Bidder:

- a. The bidder should be a Register Company or Society or NGO atleast for the last 5 years from the date of publish of this tender document (Signed and Scanned copy of evidence to be furnished).
- b. The bidder shall submit Signed and Scanned copy of financial statement, profit and loss account statement etc.
- c. During last 5 years (calculated from the due date of bid submission), the bidder should have executed ISO 9001:2015 related works leading to certification in at least 10 Government Organization/ Public Sector Undertaking/Private with a total staff strength of sufficient number of employees. The bidder shall submit self-attested, signed and scanned copies of Contract/Work/Engagement orders indicating the details of assignment, client and value of assignment in support of this besides the proof of accomplishment of the tasks.
- d. The bidder must have a team comprising Lead Auditors (ISO 9001:2015), practitioners and trainers with at least 10 years' experience in managing Projects & Services across relevant service sector and Consultants with a professional experience of at least 5 years in the area of ISO 9001:2015 audit/consultancy. In support of this, firm shall submit Self-Attested, Signed and Scanned copy of resumes/curriculum vitae and their competency certifications.
- e. The bidder should have valid Registration No. of GST /Service Tax/PAN No., whichever is applicable (Signed and Scanned copy of proof may be enclosed).
- f. The bidder should not have been blacklisted by any Government department/PSU (Signed and Scanned copy of Self-declaration to that effect should be submitted along with the technical bid).
- g. The bidder should have been filing income tax returns for last two years. Bidders have to provide details and documentary evidence of filing income tax returns.
- h. No Consortium bidding will be allowed.
- i. Bidder should not be under a declaration of ineligibility for corrupt and fraudulent practices issued by Govt. of India/State Government. A self-declaration certificate should be submitted as part of Pre-qualification bid.
- j. The **earnest money** amounting to Rs. 5,000/- will be submitted by the bidders in the shape of account payees bank draft from a commercial bank which will remain in the custody till the satisfactory acceptance of the study report by the successful bidder.
- k. The **Performance Security** of an amount equal to **ten percent** of the value of the contract will be provided by the successful bidder on the award of the contract in the shape of account payees bank draft from a commercial bank. The performance security will remain valid for a

period of sixty days from the date of completion of contract including warranty and guarantee period to the best of satisfaction of HIPA, HP. DIRECTOR, HIPA, Himachal Pradesh reserves the right to accept or reject any or all responses without assigning any reason.

Only successful Bidders who qualify in Technical Bid presentation will be called for opening of commercial bids. The Financial Bids (Unopened) will be returned to the disqualified bidders.

3. SCOPE OF WORK

The H.P. Institute of Public administration has been designated as the training institution for a number of other cadre/services. The prominent among which are:

- i. STATE ADMINISTRATIVE TRAINING INSTITUTE
- ii. STATE INSTITUTE OF RURAL DEVELOPMENT
- iii. TRAINING CENTRE FOR NATURAL DISASTER MANAGEMENT
- iv. TRAINING FOR THE FINANCE ACCOUNT SERVICES (SAS)

The detailed activities of the different wings of the institute can be read from HIPA website i.e. www.himachal.gov.in/hipa

During the ISO 9001:2015 certification process the following tasks are envisioned;

- a. To undertake an independent detailed process review / gap analysis in all functional areas (i.e. different sections of HIPA related to training functions, housekeeping and finances) under scope for ISO 9001:2015 certification.
- b. Prepare the internal QMS audit team from HIPA, HP and impart necessary trainings for conducting the internal QMS audit.
- c. Perform internal audit for ISO 9001:2015 certification.
- d. Co-ordinate with HIPA, HP and Certification bodies during Pre-Audit and certification audit.
- e. Complete process for applying ISO Certification of HIPA while applying to the certification body for the ISO Certification.
- f. Any other guidance and help which may be required by HIPA, HP for ISO 9001:2015 certification.

Instructions to Bidders

3.1.General information

3.1.1. There are Two parts of Tender Document namely: (two sets in each part Original bid and First Copy):-

- **First part: Eligibility cum Technical Bid.**
- **Second part: Commercial Bid.**

3.1.2. The bidder is required to fill-out all the two parts of bid papers and place them in two separate sealed envelopes, which should be super scribed as **“Eligibility cum Technical Bid and Commercial Bid respectively”, with Bid Reference Number and Date of Opening.**

3.1.3. These envelopes should be placed in another sealed envelope and addressed to:

**DIRECTOR
H.P. INSTITUTE OF PUBLIC ADMINISTRATION,
FAIRLAWNS, SHIMLA-171012**

- 3.1.4. Tenders (non-transferable) would be considered in the prescribed tender form / document only. Tender, duly filled and accompanying all supporting documents should be submitted on or before the given date & time after which no tenders would be accepted.
- 3.1.5. The bids will be opened at the given address in the presence of representatives of the participating bidders (if they desire to be present) as per the bid opening schedule mentioned earlier. The **Eligibility cum Technical Bids** of only those bidders who have submitted the Tender document, fees and EMD will be opened.
- 3.1.6. The bidders who fulfill the eligibility criteria will be required to give a presentation on their understanding of the project and detailed execution plan after the opening of the Eligibility cum Technical Bid. The presentation will be held at Shimla at the venue time and date to be decided by DIRECTOR HIPA, HP.

The Commercial Bids of only the bidders short-listed from the Technical bids and presentation will be opened. The bids will be opened on the scheduled date and time even in case of absence of the Bidder s.

- 3.1.7. Tenders shall be submitted fully in accordance with the requirements of the General Terms and Conditions. Appropriate forms prescribed with this document shall be used for filling quotations. Incomplete, illegible and unsealed tenders will be rejected. Telegraphic tenders will not be accepted and no correspondence will be made in this regard.
- 3.1.8. All offers should be made in English. Conditional offers and offers qualified by vague and indefinite expressions such as “Subject to immediate acceptance”, “Subject to prior sale” etc. will not be considered.
- 3.1.9. The price and conditions of the offer should be valid for at least a period of 180 days from the date of tender opening. Tender with validity of less than 180 days will be rejected.
- 3.1.10. Modification of specifications and extension of closing date of tender if required will be made by an Addendum. Copies of Addenda will be notified on the website “www.himachal.gov.in/hipa”. These shall form a part of the tender in full and/or part thereof.
- 3.1.11. The bidder shall carefully examine the tender documents and the technical specifications and fully acquaint themselves as to all the conditions and

matters, which may in any way, affect the work or the cost thereof. Should a Bidder find discrepancies in or omissions from the specifications or other documents, or should there be any doubt as to their meaning, he/she should at once notify DIRECTOR, HIPA HP and obtain clarification in writing. This however does not entitle the Bidder to ask for time beyond the due date fixed for receipt of tenders.

- 3.1.12. Submitted tender forms, with overwriting or erased or illegible rate or rates not shown in figures and words in English, will be liable for rejection. In case of discrepancy between words and figures noted against each item of the tender and between unit rates and the total amount, the decision of the tendering authority will be final and binding on the Bidders. Total of each item and grand total of whole tender should be clearly written. Corrections in the tender, if unavoidable, should be made by rewriting with dated initial of the Bidder after scoring out of the wrong entries. Clerical and arithmetical mistakes may result in rejection of the tender.
- 3.1.13. Request from the Bidder in respect of additions, alterations, modifications, corrections etc. of either terms or conditions or rates after opening of the tender will not be considered.
- 3.1.14. While tenders are under consideration, Bidders and their representatives or other interested parties, are advised to refrain from contacting by any means tendering personnel or representatives, on matters relating to the tenders under study. DIRECTOR, HIPA, HP if necessary, will obtain clarification on tenders by requesting such information from any or all the Bidders either in writing or through personal contact as may be necessary. The Bidder will not be permitted to change the substance of his offer after the tenders have been received in DIRECTOR, HIPA, HP. Any attempt by any bidder to bring pressure of any kind, may disqualify the bidder for the present tender and the bidder may be liable to be debarred from bidding for DIRECTOR, HIPA, HP, tenders in future for a period of three years.
- 3.1.15. DIRECTOR, HIPA, HP reserves all rights to cancel the tender without assigning any reason thereof.

3.2. Bid Opening

Bids can be submitted as per the bid schedule at clause 1.1 and it will be opened in the presence of the representatives of the bidders who wish to attend the opening of the bids. Qualified bids will be taken up for further processing. Financial Bids of technically qualified bidders will be opened in the presence of the bidders/representatives (who may like to be present) on a separate date and time which will be notified separately.

No discussion/interaction will be held with the bidders whose bids have been rejected/disqualified.

DIRECTOR, HIPA, HP reserves the right to accept or reject in part or full any or all the offers without assigning any reasons whatsoever.

- 3.2.1. The TENDER Evaluation Committee(s), shall evaluate the Pre-qualification eligibility, Technical bids and Commercial bids. The decisions of the Evaluation Committee(s) in the evaluation of the Commercial bids shall be final. No correspondence will be entertained outside the process of negotiation / discussion with the Committee(s).
- 3.2.2. On the date, time and location of the bid opening as specified in the TENDER, the Evaluation Committee(s) shall open the Proposals, in the presence of Bidders' designated representatives who choose to attend. The Bidders' representatives who are present shall sign a register/paper evidencing their attendance. The Bidders' names, and any such other details as the Evaluation Committee(s) may consider appropriate, will be announced by the Evaluation Committee(s) at the opening.
- 3.2.3. The Evaluation Committee(s) reserves the right at any time to postpone or cancel a scheduled bid opening. The bids will be opened at the address specified in TENDER.
- 3.2.4. The bidders qualified in Technical Bid and presentation would only be called for opening of commercial Bids and for Technical Presentation.
- 3.2.5. After evaluation of Eligibility cum technical bids, the commercial bids of only those Bidders who qualify technically and give successful presentation will be opened. The date and time of opening of the financial bids will be announced at a later date, and the bids would be opened in the presence of the Bidders' representatives who choose to be present.
- 3.2.6. DIRECTOR HIPA, HP reserves the right to reject any or all bids without assigning any reason.

3.3. Evaluation & selection criteria

The Evaluation Committee will carry out a detailed evaluation of the Proposals in order to determine whether the technical aspects are in accordance with the requirements set forth in the TENDER Document. In order to reach such a determination, the Evaluation Committee will examine and compare the technical aspects and thoroughness of the proposals on the basis of information provided by the bidder, taking into account the following factors: -

- a. *Overall completeness and compliance with the requirement*
- b. *Proposed team composition, experience, work-plan and methodology shall demonstrate that the bidder will achieve the performance standards within the time frame described in TENDER documents.*
- c. *Any other relevant factors, listed in TENDER document, or which the DIRECTOR, HIPA, HP deems necessary or prudent to take into consideration.*
- d. *Plan to execute the assignments as indicated in the scope of work.*

3.4. Deliverables

- a. Presentation of Inception Report on detailed process review and the services to be covered for QMS as mentioned in the scope of work besides identification & formation of Core Team within 15 days from the date of award of work.
- b. Conducting trainings and gap analysis within 30 days from the date of award of work.
- c. Completion of quality manual and other formats required for ISO Certification process besides completing the internal audit training & conducting the internal audit process within 50 days from the date of award of work.
- d. Completion of application process (applying with all codal formalities to the Certification Body within 80 days from the date of award of work.
- e. Completion of *ISO 9001:2015* certification process within 100 days from the date of award of work.

3.5. Payment schedule

- 3.5.1. No payment will be made in advance for any services under this project and all payments will be attached to different deliverables mentioned in the scope for work.
- 3.5.2. **Payments:** - Payment for *ISO 9001:2015 Certification process alongwith the consultancy* will be released in 5 parts. The first installment of 15% payment will be released on presentation of Inception Report on detailed process review and the services to be covered for QMS as mentioned in the scope of work besides identification & formation of Core Team.
- 3.5.3. The second installment of 15% will be released on conducting the Training & Gap analysis.
- 3.5.4. Third instalment of 15% will be released on completion of quality manual and other formats required for ISO Certification process besides completing the internal audit training & conducting the internal audit process.
- 3.5.5. Fourth instalment of 15% will be released completion of all codal formalities while applying for certification to the BIS (Certification Body).
- 3.5.6. The fifth & final payment (40%) will be released after the certification is completed.

3.6. Penalty

The task will be completed within 100 days from the date of the work award letter. In case of delay in the completion of work, the penalty will be imposed at the rate

- 1% of the cost of the work for every week of delay of the work upto 4 weeks.
- 2% of the cost of work per week for every week beyond 4 weeks upto 8 weeks for any delay,
- 5% of the cost of work for any delay beyond 8 weeks, the whole period (preceding and succeeding) will be charged @ 5% penalty.

4. AWARD OF WORK

DIRECTOR, HIPA, Himachal Pradesh reserves the right to accept or reject any or all bids

Notwithstanding anything else contained to contrary in this Tender Document, DIRECTOR, HIPA, HP reserves the right to accept or reject any Bid or to annul the bidding process fully or partially, or modifying the same and to reject all Bids at any time prior to the award of work, without incurring any liabilities in this regard.

4.1. Notification of award

4.1.1. Prior to the expiry of the period of Bid validity, DIRECTOR, HIPA, HP will notify the successful Bidder in writing by speed post or Fax or email that its Bid has been accepted.

4.1.2. The liability of the bidder to perform the services will commence from the date of notification of Award. The Completion Period shall be counted from the date of 'Notification of Award of Work'.

4.2. Signing of Contract

4.2.1. At the time as the DIRECTOR, HIPA, HP notifies the successful bidder that its bid has been accepted, the Indenting Officer will send the bidder the Contract Form, incorporating all agreement between the parties.

4.2.2. Within 10 (Ten) days of receipt of the Contract Form, the successful Bidder shall sign and date the Contract and return it to the Indenting Officer. Any incidental expenses of execution of agreement shall be borne by the successful Bidder(s).