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**DEPARTMENT OF INDUSTRIAL TRAINING**

KERALA STATE

I<sub>2</sub>/6031/14

Directorate of Training  
KSHB, Santhi Nagar,  
Thiruvananthapuram-1  
Dated: 10/11/14

**TENDER NOTICE**

Sub: Tenders from ISO certification implementation consultancy agencies for implementation of ISO 9001:2008 QMS for 9 selected Government Industrial Training Institutes (ITIs) of the state.

Sealed competitive tenders are invited by the Director of Training from ISO Certification implementation agencies/consultants for providing the ISO Certification (ISO 9001:2008 QMS) for the 9 Govt ITIs viz ITI Kannur, ITI Kozhikode, ITI Kalpetta, ITI Chennerkkara, ITI (W) Chalakudy, ITI Kalamassery, ITI Attingal, ITI (W) Kazhakuttom, ITI Areacode.

**Scope of work:** It is proposed to have services of a consultant to assist in obtaining ISO Certification, who can guide and direct to meet the pre-requisite condition for ISO Certification. This will include study of the existing system, People Survey, suggestion for changes and preparation of the documents; and the complete process till obtaining of the certification is the responsibility of the Consultant, as detailed below:

1. General awareness Training to all staff of the Industrial Training Institutes.
2. Training to Internal Auditors on Internal Auditing.
3. Technical support for Record management system, Front Office Management system, store and stock management system, fixed asset management system, e-Governance system, etc.
4. Systematic standardisation of training.
5. Preparation of Quality Manual, Procedure Manual, Standard Operating Procedures, work instructions, process maps, other related documents, etc.,
6. Conducting one round internal audit & management review.
7. Corrective & preventive actions.
8. Document audit review.
9. Pre-assessment audit (On site)
10. Certification Audit (on site) support.
11. To provide for issue of ISO 9001-2008 Certification.

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## 12. Surveillance Audits (Post Certification)

- a) Surveillance Audit –I (S1)
- b) Surveillance Audit – II (S2)
- c) Surveillance Audit – III (S3)

Time schedule of completion of work is 45 days

Final payment towards the process shall be released after completion of process up to ISO Certification. Cost of 3 yearly surveillances should be quoted separately since payment shall be made after receipt of continuation letters from the agency concerned.

Consultant should spent at least 15 man-days in each institutes for initial certification and 4 man days for each surveillance audits.

Sealed tender should be in lump sum basic price and separate duties/taxes. Tender should be inclusive of all kinds of expenditure towards all fees, transportation cost, software/hardware, stationery, printing and presentation material etc.

No advance payments shall be applicable.

Agencies should submit complete company profile along with PAN No., company registration certificate/No., service tax No., experience certificate, list of successful completion of similar works with certificates from such educational/training institutions, copies of agreements etc., company annual turnover, team size, bank account details. Agencies may give other relevant information.

The tenders should be complete in all respects in a sealed cover and super scribed as “Tender for Consultancy for ISO Certification (ISO 9001:2008)” which should be submitted on or before the last date **16.12.2014, 4 PM** in the Directorate of Training, Kerala State Housing Board Building, 4<sup>th</sup> Floor, Lower Zone, Santhi Nagar, Thiruvananthapuram – 1 along with an earnest money deposit of **Rs.5,000/-** (Rupees Five Thousand only) as demand draft in favour of the Director of Training. Please note that tenders not accompanied with requisite earnest money will be rejected out rightly without assigning any reasons/entertaining any correspondence. The earnest money of the unsuccessful tenderers except second and third lowest, will be refunded without accrual of any interest, in due course of time. i.e. after awarding the contract, will be released immediately after opening the tender.

The sealed tenders will be opened on **17.12.2014** at the Directorate of Training at **11 AM** in presence of tenderers or their representatives who wish to be present. In case 17.12.2014 is declared holiday, the tenders will be opened on the next working day at the said time and venue.

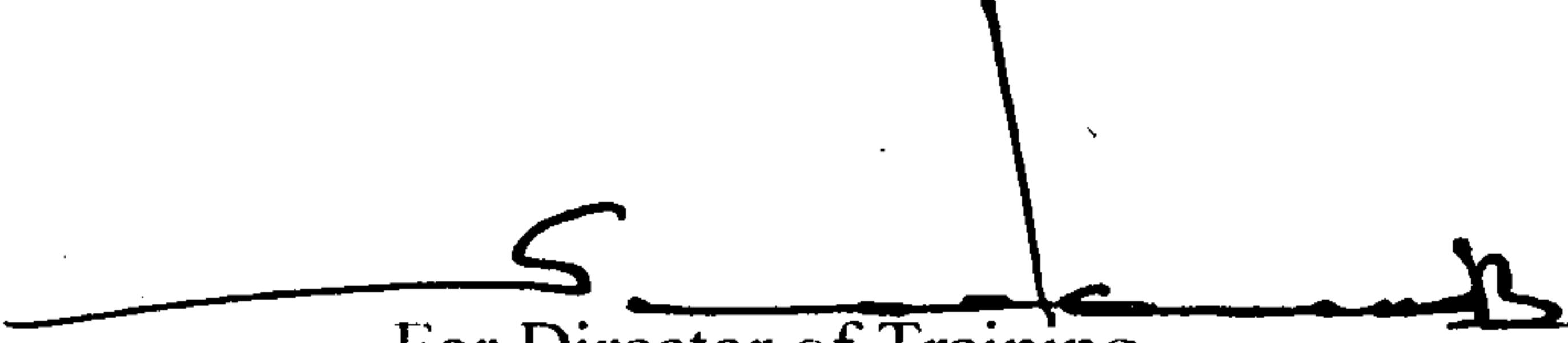
The successful tenderers shall be required to sign the contract agreement with the competent authority on a non-judicial stamp paper of Rs.100/- (Rupees Hundred only) immediately after award of contract.

Tenders received after due date and time shall not be entertained.

Any other information in this regard can be obtained from the office of the under signed during office hours.

**Cost of Tender form: 1000/- + VAT (5%)**

The Director of Training, Directorate of Training, Kerala Housing Board Building, 4<sup>th</sup> Floor, Lower Zone, Thiruvananthapuram – 1 reserves the right to reject/accept the tenders at its own discretion.



For Director of Training.

### Terms and Conditions

(To be returned along with tender duly signed by the authorized signatory, otherwise tender shall not be accepted)

- ❖ To facilitate training involving motivating and developing our employees for enhancing their performance.
- ❖ To conduct sensitization workshop/training programme of staff of each institutes in a phased manner.
- ❖ To prepare documents of different levels namely quality management system manual, quality management procedure manual and specific quality procedure and works instructions manual for office in general and each divisions in particular.
- ❖ To help to identify and finalize the name of certifying agency (external audit party) for the grant of certificate of approval for award of ISO 9001:2008 QMS with the approval of the competent authority.
- ❖ To help to get the external audit done by the certifying agency and to review the norm conformities pointed out by the external audit within a week's time span.
- ❖ To help to obtain certificate of approval for ISO 9001-2008 QMS from the certifying agency within 45 days of entering with contract.
- ❖ Consultant will help in preparation operational manuals and such other documents in this regard as required under the system for obtaining the certificate.
- ❖ Consultant will provide course material to all participants trained by them.
- ❖ Consultant will assist the Office authority in obtaining ISO certificate through an inspecting agency for which the cost will be borne by the competent authority separately.
- ❖ TDS will be deducted at source at the time of release of each instalment /payment. The contract amount as per this schedule shall only be paid in favour of the quoting firm only.
- ❖ The entire operation for preparing the institute must be done within a maximum period of 45 days or earlier.
- ❖ The firm shall deposit an earnest money amounting to Rs.5,000/- (Rupees Five Thousand only) as demand draft along with tender and attach original receipt along with tender not accompanied with requisite earnest money will be rejected outright without assigning any reasons/entertaining any correspondence. The earnest money of the unsuccessful tender will be refunded without accrual of any interest, in due course of time as specified earlier.
- ❖ The Director of Training, Directorate of Training, Kerala Housing Board Building, 4<sup>th</sup> Floor, Lower Zone, Thiruvananthapuram – 1. reserves the right to accept or reject any tender without assigning any reason thereof.

- ❖ Competent authority reserves the right to terminate the services of consultancy at any time without assigning any reason thereof.

Accepted the above conditions.

(Signature with seal of tenderer)

LIST OF DOCUMENTS TO BE ENCLOSED ALONG WITH TENDER UNDER  
SEALED COVER

- 1) Earnest money deposit receipt Rs.5,000/- (Rupees Five Thousand only)
- 2) Certificate of registration.
- 3) Certificate of PAN/Service Tax No.
- 4) Certificate of experience/performance in the field, if any.
- 5) List of education/training institutes where the work done.
- 6) Terms and conditions.

(Signature with seal of the tenderer)