



**औषधीय एवं सगंधीय पादप अनुसंधान निदेशालय**  
बोरीआवी – 387 310, आणंद, गुजरात, भारत.  
**Directorate of Medicinal and Aromatic Plants Research**  
Boriavi - 387 310 , Anand, Gujarat, India.

Ph. No: (02692) 271600, 05, 06. Fax: (02692) 271601. Web Site : [www.dmapr.org.in](http://www.dmapr.org.in)

F.No.: 3-228/13-Estt./**4008-20**

Date: 20/09/2013

**21**

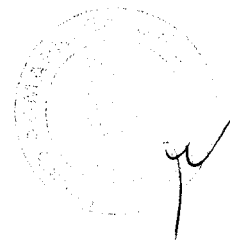
**LIMITED TENDER ENQUIRY**

Subject: Limited tender enquiry for ISO 9001:2008 certification.

Directorate of Medicinal & Aromatic Plants Research, Boriavi, Anand, invites Limited tender enquiry from interested ISO 9001 consultants and Service Providers for providing consultancy services to the Directorate of Medicinal & Aromatic Plants Research, Boriavi, Anand for obtaining ISO 9001:2008 certification for the first phase of implementation of ISO 9001:2008.

1. The attached document provides the scope, qualification criteria, bidding terms and conditions and suggested response formats.
2. The tender should reach to the office of Directorate of Medicinal & Aromatic Plants Research, Boriavi, Anand by **15/10/2013** and shall be opened on **17/10/2013 at 03:30 p.m.**
3. The TENDER details/documents can also be downloaded from our website [www.dmapr.org.in](http://www.dmapr.org.in)

*Vijay Kumar*  
20/09/2013  
(Vijay Kumar)  
Administrative Officer





F.No. 3-228/13-Estt./

Date: 20 /09/2013

**LIMITED TENDER ENQUIRY**  
**TO**  
**IMPLEMENTATION OF A PROJECT FOR ISO 9001:2008 CERTIFICATION**

The Director, Directorate of Medicinal & Aromatic Plants Research, Boriavi, Anand, invites Limited Tender Enquiry from interested ISO 9001 consultants and Service Providers for providing consultancy services to the Directorate of Medicinal and Aromatic Plants Research for obtaining ISO 9001:2008 certification for the first phase of ISO 9001:2008 implementation. This document provides the scope, qualification criteria, bidding terms & conditions and response formats.

**PART I: GENERAL TERMS**

1.

**1. GOALS OF THIS LIMITED TENDER ENQUIRY**

The objective of tender is to solicit bids from the interested bidders (consultants) to help the Directorate to obtain ISO 9001 certification for the first phase of ISO 9001 implementation

**2. LIMITED TENDER ENQUIRY ISSUING AUTHORITY**

This Limited tender enquiry is issued by the Directorate of Medicinal and Aromatic Plants Research, (ICAR), Boriavi, Anand.

1. Project Title	Selection of Service Provider for obtaining ISO 9001:2008 certificate
2. Project Initiator Details	ACTION PLAN TO IMPLEMENT ISO 9001:2008 CERTIFICATIONS DOCUMENT OF THE DIRECTORATE.
3. Department	Directorate of Medicinal and Aromatic Plants Research, (Indian Council of Agricultural Research), Boriavi, Anand (Gujarat).
4. Contact Person	Dr. Satyabrata Maiti, Director Directorate of Medicinal and Aromatic Plants Research, Indian Council of Agricultural Research (ICAR, Government of India) Boriavi, Anand-387 310 (Gujarat) India Phone No:02692-271602, Fax No: 02692-271601

5.	Contact Person (Alternate)	Shri Vijay Kumar Administrative Officer Directorate of Medicinal and Aromatic Plants Research, Indian Council of Agricultural Research (ICAR, Government of India) Boriavi, Anand-387 310 (Gujarat) India Phone No: 02692-271600, Fax No: 02692-271601
6.	Contact Details	Directorate of Medicinal and Aromatic Plants Research, Indian Council of Agricultural Research (ICAR, Government of India) Boriavi, Anand-387 310 (Gujarat) India Phone No: 02692-271600, Fax No: 02692-271601 Email: <a href="mailto:ao.dmapr@gmail.com">ao.dmapr@gmail.com</a>
6.	Website	<a href="http://www.dmapr.org.in">www.dmapr.org.in</a>

### 3. TENTATIVE CALENDER OF EVENTS

The following table enlists important milestones and timelines for completion of bidding activities:

S. No.	Milestone	Date and time (dd-mm-yyy;hh:mm)
1.	Release of Limited tender enquiry	<b>24/09/2013</b>
2.	Last date for Submission of Proposal/ TENDER	<b>15/10/2013</b>
3.	Opening of Tender	<b>17/10/2013</b>
4.	Award of work order	<b>By e-mail/ letter</b>

### 4. AVAILABILITY OF THE TENDER DOCUMENTS

Tender can also be downloaded from the Directorate of Medicinal and Aromatic Plants Research website. The bidders are expected to examine all the instructions, forms, terms, project requirement and other details in the tender document. Failure to furnish complete information as mentioned in the tender documents or submission of a proposal not substantially responsive to the tender documents in every respect will be at the bidder's risk and may result in rejection of the bid.

### 5. EARNEST MONEY DEPOSIT [E.M.D.]

A refundable processing EMD for ₹ 5000/- (Five Thousand Rupees only) in the form of a Demand draft or a Pay Order drawn in favour of **ICAR Unit, DMAPR**, payable at **Anand** has to be submitted along with the tender. Other mode of EMD will not be accepted. Bids received without EMD shall be liable to get rejected.

### 6. VENUE & DEADLINE FOR SUBMISSION OF PROPOSALS

Proposal(s), in its complete form in all respect as specified in the tender, must be submitted to The Director, Directorate of Medicinal and Aromatic Plants Research, (Indian Council of Agricultural Research) at the address specified above in Section 2. Directorate of Medicinal and Aromatic Plants Research, in exceptional circumstances and at its discretion may extend the deadline for submission of proposal(s) by issuing an addendum to be made available on the Directorate of Medicinal and Aromatic Plants Research website, in which case all rights and obligations of Directorate of Medicinal and Aromatic Plants Research and the bidders previously subject to the original deadline will thereafter be subject to the deadline as extended



## **PART II: SCOPE OF SERVICES**

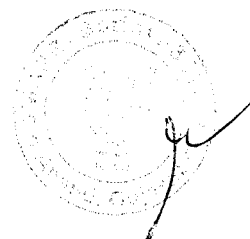
### **7. GENERAL BACKGROUND**

Under the Performance Monitoring and Evaluation System (PMES) for Government Departments, each Government Department is required to prepare a Results Framework Document (RFD). An RFD provides a summary of the most important results that a department/ministry expects to achieve during a financial year. Under RFD, there is a set of mandatory indicators that are common to all departments for preparing RFDs. One such important mandatory indicator is obtaining ISO 9001:2008 certification. Accordingly, government departments have to start the work of implementing ISO 9001:2008 requirements. It is envisaged that government departments will need the services of competent consultants to implement the requirements of ISO 9001:2008.

### **8. TERMS OF REFERENCES:**

The terms of references for the consultant will include the following

- a. To assist the Directorate to form the Steering Committee and ISO Project team who will be responsible for implementing ISO 9001:2008 requirements
- b. To determine the scope of ISO 9001:2008 implementation under the first phase, and finalize the same through discussion with the Steering Committee. The consultant should define such a scope for which ISO 9001:2008 requirements may be implemented within a time period of four months.
- c. To perform gap analysis of the existing documentation of the department against the requirements of ISO 9001:2008 and produce a gap analysis report.
- d. To plan together with the ISO project team of the Directorate on the ways to address the gaps in order to develop the necessary documentation for ISO 9001:2008 certification
- e. To develop all mandatory procedures as required in ISO 9001:2008 and guide the ISO project team on implementing the same.
- f. To develop customized training course material in soft copy (as well as hard copy) for conducting of all necessary trainings.
- g. To conduct required trainings that will include (i) top/senior management briefing; (ii) planning, documentation and implementation workshop for ISO project team and, (iii) awareness programme for all employees
- h. To advise the ISO steering committee on change management and the success factors to support effective implementation of ISO 9001:2008.
- i. To conduct Internal Auditors training and guide the Internal Auditor team in conducting required numbers of internal audits.



- j. To assist in evaluation of implemented ISO 9001:2008 quality management system through internal audits including closure actions.
- k. To offer close guidance in the preparation and review of final documents prior to certification.
- l. To assist in coordination of required management reviews prior to certification.
- m. To guide the ISO project team to take the necessary corrective actions on identified non-conformities and final review of documents.
- n. To guide the ISO Project team in making an application for certification.
- o. To co-ordinate during final certification of the Directorate and ensure that the Directorate is certified by a select certification body.
- p. Any other task to ensure the certification of the Directorate.
- q. Submit weekly MIS report to the Director, Directorate of Medicinal and Aromatic Plants Research, Boriavi, Anand.

#### **9. TIME FRAME:**

The ISO 9001:2008 will be implemented in phases. The time period for the first phase will be 4 months from the date of award of contract.

### **PART III: BIDDING TERMS AND PRE-QUALIFICATION CRITERIA**

#### **10. CONDITIONS UNDER WHICH THIS TENDER IS ISSUED**

- i. This TENDER is not an offer and is issued with no commitment, the Director, Directorate of Medicinal and Aromatic Plants Research reserves the right to withdraw the TENDER and change or vary any part thereof at any stage. The Director, Directorate of Medicinal and Aromatic Plants Research also reserve the right to disqualify any bidder, should it be so necessary at any stage.
- ii. The Director, Directorate of Medicinal and Aromatic Plants Research reserves the right to withdraw this TENDER if Directorate of Medicinal and Aromatic Plants Research determine that such action is in the best interest of the ICAR/DMAPR.
- iii. Timing and sequence of events resulting from this TENDER shall ultimately be determined by Directorate of Medicinal and Aromatic Plants Research.



- iv. No oral conversations or agreements with any official, agent, or employee of Directorate of Medicinal and Aromatic Plants Research shall affect or modify any terms of this TENDER and any alleged oral agreement or arrangement made by a bidder with any department, agency; official or employee of Directorate of Medicinal and Aromatic Plants Research shall be superseded by the definitive agreement that results from this TENDER process. Oral communications by Directorate of Medicinal and Aromatic Plants Research to bidders shall not be considered binding on Directorate of Medicinal and Aromatic Plants Research, nor shall any written materials provided by any person other than Directorate of Medicinal and Aromatic Plants Research
- v. Neither the bidder nor any of the bidder's representative shall have any claim whatsoever against Directorate of Medicinal and Aromatic Plants Research or any of their respective officials, agents, or employees arising out of, or relating to this TENDER or these procedures (other than those arising under a definitive service agreement with the bidder in accordance with the terms thereof).
- vi. Applicants who are found to canvass, influence or attempt to influence in any manner the qualification or selection process, including without limitation, by offering bribes or other illegal gratification, shall be disqualified from the process at any stage.
- vii. Each applicant shall submit only one proposal.

## **11. RIGHTS TO THE CONTENT OF THE PROPOSAL**


For all the bids received before the last date and time of bid submission, the proposals and accompanying documentation of the bid will become the property of Directorate of Medicinal and Aromatic Plants Research and will not be returned after opening of the proposal. Directorate of Medicinal and Aromatic Plants Research is not restricted in its rights to use or disclose any or all of the information contained in the proposal and can do so without compensation to the bidders. Directorate of Medicinal and Aromatic Plants Research shall not be bound by any language in the proposal indicating the confidentiality of the proposal or any other restriction on its use or disclosure.

## **12. ACKNOWLEDGEMENT OF UNDERSTANDING OF TERMS**

By submitting a proposal, each bidder shall be deemed to acknowledge that it has carefully read all sections of this TENDER, including all forms, schedules and annexure hereto, and has fully informed itself as to all existing conditions and limitations.

## **13. EVALUATION OF PROPOSALS**

The bidders' proposals in the bid document will be evaluated as per the requirements specified in the TENDER and adopting the qualification criteria spelt out in this TENDER. The Bidders are required to submit all required documentation in support of the qualification criteria specified (e.g., detailed project citations and completion certificates, client, contact information for verification, profiles of project resources and all others) as required for evaluation.



#### **14. LANGUAGE OF PROPOSALS**

The proposal and all correspondence and documents shall be written in English.

#### **15. ELIGIBILITY CRITERIA**

The consultant who will be engaged should have extensive and proven mix of skill and expertise in the field of ISO 9001:2008 certification. Previous experience of similar work is essential. The consultant must meet the following minimum criteria

- a) It is desirable that Consultant should have executed minimum five (5) ISO 9000 projects in the government/PSU sector/ large public limited organizations.
- b) Consultant should have a minimum of 10 years of professional experience in ISO 9000 consulting
- c) The team members of the Consultant should be qualified lead assessors.

The consulting organizations can also be allowed to bid as a consortium for this project. However in such a situation consultants in individual partner organizations need to have an active role. In such case evidence towards existence and rationale for consortium needs to be furnished.

#### **16. 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) Detailed resume of the team leader and team members indicating the details of qualifications and professional experience.
- c) Certificate of lead assessor course undergone by the team leader and team member(s).
- d) Completion certificates of previous projects undertaken (Desirable). In case the organization is not able to submit completion certificates, submission of complete contact details (Telephone no, address, organization name) of the contact person where the work has been done is mandatory.

#### **17. PROPOSAL SUBMISSION**

Interested consultant should submit both technical and financial proposals in two parts namely.

- a. Technical
- b. Financial



The technical and financial proposal must be submitted in two separate sealed envelopes indicating clearly on envelopes as “**TECHNICAL PROPOSAL**” and “**FINANCIAL PROPOSAL**”. Financial Proposal indicate a warning “**DO NOT OPEN WITH THE TECHNICAL PROPOSAL**” The envelopes containing the Technical and Financial proposals shall be placed into an outer envelope and sealed. This outer envelope shall bear the title of the assignment “*Engagement of Consultant providing consultancy services for obtaining ISO 9001:2008 certifications of Government Departments*”.

#### **i. 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
- 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, approx. 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 / large public limited organizations obtain ISO 9001:2008 may be specifically mentioned.
- c. Approach
- d. Methodology
- e. Work plan and schedule
- f. Team Size
- g. Detailed Resume of the Team leader and team members of the consultant ( with copies of certificates to support qualifications)

#### **ii. FINANCIAL PROPOSAL CONTENT**

- I.** Financial proposal (In Indian Rupees) should be in the form of a lump sum amount inclusive of all taxes for the entire Scope of Services.
- II.** The lump sum quote should be inclusive of all expenses which consultant may incur while executing the assignment including Travel, Boarding & Lodging as required.





## 18. THE EVALUATION OF PROPOSAL

The technical proposal will be evaluated as per the following criteria.

S. No.	Description	Break up of marks
1	<b>Past Experience in work of similar nature (Govt./PSU/Large public limited organizations)</b>	50 Marks
1.1	Past experience of similar nature in terms of no. of assignments (Facilitation in ISO Implementation projects) I. Number of assignments: Less than 5 <b>(20 Marks)</b> II. Number of assignments: Less than 10 <b>(30 Marks)</b> III. Number of assignments: between 10 and 20 <b>(40 Marks)</b> IV. Number of assignments: 20 & above <b>(50 Marks)</b> Marks will be awarded based on work order of assignments of similar nature, enclosed along with the Technical proposal	
2	<b>Skills &amp; Competencies (Proficiency of the firm)</b>	40 Marks
2.1	Professional Experience I. Between 10 and 15 yrs <b>(10Marks)</b> II. Above 15 years <b>(20 Marks)</b>	
2.2	Team leader qualification I. Graduation and qualified lead assessor <b>(10 Marks)</b> II. Post-graduation/Engineering qualification and qualified lead assessor <b>(20 Marks)</b>	
3	<b>Team Size</b>	10Marks
3.1	Team size including team leader Up to 4 <b>(5 Marks)</b> More than 4 <b>(10 Marks)</b>	
<b>Total</b>		<b>100 Marks</b>

- a. Evaluations will be based on documentary evidence submitted by the applicant with respect to evaluation/selection criteria.
- b. Management committee may call for the presentation to have a better understanding at the time of technical evaluation of the proposal regarding approach, methodology, work plan and schedule of the technical proposal.
- c. The technically qualified consultants will be ranked based upon their marks.
- d. The financial proposals of consultants getting 70% marks in the evaluation of technical proposal only will be opened and the final selection will be made based upon the lowest cost quoted in financial proposal.
- e. The consultant can bid for any number of projects with Departments but accept award of projects for a maximum five Government organizations under this scheme. Once five projects have been accepted by the consulting organization, it cannot bid for more.

## 19. DATE FOR SUBMISSION OF PROPOSAL

The last date for submission of proposal is **15.10.2013**. Submission of proposals should be addressed to: The Director, Directorate of Medicinal and Aromatic Plants Research, (ICAR) Boriavi, Anand-387 310 (Gujarat), India



## Proforma for Financial Bid

- a) For second year, total fee (including all charges) ----- for surveillance audit & maintenance.
- b) For third year, total fee (including all charges) ----- for surveillance audit & maintenance.

**Signature & Name of personnel authorized by  
Organization / Consultancy Firm.....**

