



BALMERLAWRIE & CO. LTD.

CONTAINER FREIGHT STATION

[No.32, Sattangadu Village, Manali, Chennai-600068

Phone No 25941813 /25942557, Fax No. 25941863

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TENDER NO: BLC/CFS/ISO 9001:2015/26

Dt.23.01.2018

Tender Document for

**Providing Consultancy and Certification Work to
Acquire ISO 9001:2015 accreditation**

DUE DATE & TIME: [06/02/2018 at 14:00 Hrs]

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NOTICE INVITING TENDER

M/s. BALMER LAWRIE & CO.LTD., invites sealed offers from reputed & experienced agencies for providing consultancy and certification work of acquiring ISO 9001:2015 for our Container Freight Station, Manali, Chennai 68.

The Single bid tender document may be downloaded from our website www.balmerlawrie.com or obtained from our office at the address given above during the normal office hours.

Only those vendors who are registered with our Company would be considered for issuance of tender form directly/ acceptance of the tender. The parties, who are not registered with us, are requested to get the registration done by collecting requisite vendor registration form from our office prior to submission of tender. Once the registration process is completed, the said vendor would be able to submit their bid.

Tender in a sealed envelope super-scribing TENDER NO.BLC/CFS/ISO 9001:2015/26 Dt.23.01.2018 "Tender for providing consultancy and certification work for ISO 9001:2015 " shall be dropped in our tender box or to be sent by courier/ Speed Post to the given address before 14.00 hrs of 06.02.18 with covering envelope addressed to:

THE CHIEF MANAGER
BALMER LAWRIE & CO.LTD
CONTAINER FREIGHT STATION
MANALI, CHENNAI 600 068

S.No	Description	Details
1	Name of Work	Providing Consultancy and Certification Work Acquire ISO 9001:2015 accreditation
2	Tender No	BLC/CFS/ISO:9001:2015/26 Dt.23.01.2018
3	Validity Of Offer	30 days from the date of opening of the price bid
4	Contract Period	Three years from the date of renewal certificate
5	EMD	Rs.3000/-
6	Submission of Tender :	
	a. Starts on	23.01.2018
	b. Closes on	06.02.2018 at 14.00 Hrs
7	Opening of Tenders	06.02.2018

1. VERIFICATION OF DOCUMENTS

- Tenderers or their authorized representative will be required to come to our office positively as intimated along with all original documents, scanned copies of which have been submitted with the tender towards ascertaining their qualification.
- Failure on part of the tenderer to report on specified date and time for proper verification may result in rejection of the tender submitted by them without further communication.

BalmerLawrie & Co. Ltd. Container Freight Station, [Chennai]

Tender No : BLC/CFS/ISO 9001:2015/26

- c. Tenderer should be in a position to produce all the original documents and/or any other information on dates as intimated or as and when required by Balmer Lawrie.
- d. Incomplete Tenders are liable for rejection without any further communication to the tenderer and decision of Balmer Lawrie in this respect will be final.
- e. Any party submitting the false or forged documents may be Black Listed, EMD could be forfeited, work could be cancelled, criminal prosecution or any other action as deemed fit may be initiated.
- f. Balmer Lawrie reserves the right to reject any or all tenders without assigning any reasons whatsoever.

SPECIAL INSTRUCTIONS TO THE BIDDER

Tenderers are advised to download Notice Inviting Tender along with other tender documents from Balmer Lawrie website www.balmerlawrie.com or the same can be obtained from our office at the address given above during the normal office hours. Interested parties have to submit an interest free EMD of Rs.**[3000/- (Rupees Three thousand only)]** by Demand Draft/Pay Order at our above address. The DD/PO for Tender Fee and EMD should be drawn in favour of BALMER LAWRIE & CO LTD on any Scheduled Bank, payable at **[Chennai]**. Offer submitted without EMD will be rejected. However, submission of EMD would be exempted for Public sector Enterprises and Small Scale Units registered with National Small Industries Corporation (NSIC) & Micro, Small and Medium Enterprises (MSME) on submission, of valid copy of registration certificate. The physical original instruments/drafts should reach our above address prior to due date and time. The physical original instruments/drafts should reach our above address prior to due date and time.

Special Note

- Bids can only be submitted before the last date and time of submission as per the date and time mentioned in the tender document. Resubmission (if required) of bid should be completed within the stipulated date and time.
- Bidders are advised in their own interest to ensure that bids to be submitted well before the closing date and time of bid.
- Balmer Lawrie does not take any responsibility in case bidder fails to submit within specified time of tender submission.
- Balmer Lawrie will not be responsible for any delay under any circumstances for non-receipt of Tenders/ submission of filled in tender documents by due date & time.
- Bidders are requested to provide correct "e-Mail address" and "Mobile No." for receiving updates related to tender from time to time.
- The bidder has to keep track of any changes by viewing the Addendum/Corrigendum issued by the Tender Inviting Authority on time-to-time basis in BL website. The Company calling for tenders shall not be responsible for any claims/problems arising out of this.

1. Filling of Tender Documents

- 3.1 The tenderers are requested to carefully study all the terms and conditions mentioned in the tender document before quoting their rates.
- 3.2 The tender must be strictly in accordance with the terms and conditions and specifications laid out in the tender.
- 3.3 Any terms and conditions given by the tenderer in their offers will not be binding on Balmer Lawrie.
- 3.4 The sole proprietor or authorised representative shall sign all documents that needs to be submitted. When the person signing the documents is not the sole proprietor / authorised

representative of the company, the Power of Attorney authorizing such person to act and sign on behalf of the company must be produced on for verification by Balmer Lawrie.

SCOPE OF WORK

Work covered in this tender document shall generally be as detailed herein below. However, the agency shall be responsible to complete the work in all respects and in doing so provide all facilities which may not be covered explicitly herein below but nevertheless are required to complete the work envisaged with the exception of only such items as have been specifically excluded from vendor's scope.

The successful tenderer shall have to undertake the following work:

Detailed Scope of work:

Providing consultancy and certification work for certification of ISO 9001:2015 for our Container Freight Station, Manali, Chennai 68 covering the following

- i. Assessment of Existing system for adequacy to ISO 9001:2015 requirements, guide to appoint the Management Representative, the core group and personnel related to these, training for total awareness and undertaking of the system, its documentation, statistical techniques, quality procedures etc by systematic training and supply of necessary training material, finalizing the draft Quality Policy and Quality Objectives and to make a systematic training programmer and a details, plan for Completion of the work. Formulation of the scope of certification with the exclusions [if any] and final Quality Policy and Quality Objectives.
- ii. Evaluation and guidance in development in quality manual, system documents, quality procedures and assist in completion of documentation required for certification to ISO 9001:2015. This will involve one to one interaction with the executives related to the activities under Quality Management System for counseling and completion of their documentation keeping in consideration the linkage with ISO 9001:2015 standards. Identify the work instruction needed for various processes of the unit and guide in development of the work instructions thus identified. Identify the Quality Plans for various activities in the unit and guide and assist in completion of quality plans suitable for certification to ISO 9001:2015
- iii. Issue of Quality Manual and Quality Procedures. Work Instructions and Quality Plans, Implementation of Quality System Documents and their Control.
- iv. Assistance and guidance in the use of suitable statistical techniques/tools to be used in the unit. Conduct Internal Auditor Training Course for our personnel and provide the Training Material.
- v. Guide in conducting Internal Audit, Closing Non Conformities arising in Internal Audit, Guide to take the corrective and preventive action. Guide in conducting Management Review Meeting. Also assist in the closing of Non Conformities [if any] raised during the Certification Audit and Surveillance Audits.
- vi. Assisting in appointment of Accreditation Agency and ISO Certification from them.
- vii. Consultation and assistance during Surveillance Audit at the end of 2nd and 3rd year.

The fee will be inclusive of fees / charges payable to the Certifying Agency.

GENERAL TERMS AND CONDITIONS

1. Pre-qualification Criteria for Techno-Commercial Bid

- 1) Payment of EMD Rs.3000/- (MSMED / NSIC bidders are exempted from payment of EMD subject to submission of valid certificate)
- 2) Bidder should have carried out ISO 9001:2015 accreditation work for two clients during the last three years ending 31st March 2017 (proof to be attached)
- 3) Should have minimum turnover of Rs.50,000/- per year during the last 3 years ending 31st March 17. (Proof to be attached).
- 4) The Bidder must have GST Registration (Proof to be attached)
- 5) Should not have been blacklisted by any PSU / Govt. Department (a self-certification is required and should be attached)

2. Submission Of Bids

The Single Bid tender documents may be downloaded from our website www.balmerlawrie.com or obtained from our office at the address given above During the normal office hours. The rates are to be filled only as per given format.

3. Tender Opening

Bid will be opened as per due date mentioned in the Tender.

4. Acceptance of offers

- 4.1 Balmer Lawrie reserves the right to accept any tender in whole or in part or reject any tender or all tenders or place order for any quantity, less than or more than the tendered quantity, without assigning any reason thereof.
- 4.2 Bids of any tenderer may be rejected if a conflict of interest is detected between the bidders and Balmer Lawrie at any stage.
- 4.3 Balmer Lawrie would like to place order for all the items of work as mentioned in the Price bid to a single contractor. The overall L1 status will be determined by looking at the total value quoted by the bidder.
- 4.4 Balmer Lawrie is not bound to accept the lowest rate for any tender. Balmer Lawrie also reserves its right to allow Public Enterprises (Central / State) price / purchase / contract / service preference as admissible under the existing Government policy. The decision of Balmer Lawrie in this connection will be final.
- 4.5 Incomplete tenders, conditional tenders, tenders received late or tender not conforming to the terms and conditions mentioned in the Tender documents or not accompanied by the requisite Earnest Money Deposit (unless exempted under the terms of this Tender) will be rejected.

5. Negotiations

5.1 Balmer Lawrie reserves the right to negotiate with the Tenderer. Tenderer will have to attend the concerned office of Balmer Lawrie for negotiations/clarifications required from them, in respect of their quotations, without any commitment on the part of Balmer Lawrie.

5.2 In case of negotiation, the Tenderer should send the confirmation of outcome of such negotiation in writing so as to reach the concerned office of Balmer Lawrie within 3 days from the date of negotiation/ the time stipulated whichever is earlier. If the Tenderer fails to comply with this requirement Balmer Lawrie reserves its right to ignore their quotation at its discretion with the attendant remedies available to them.

6. Price Variation

6.1 The price should be firm and irrevocable and not subject to any change whatsoever even due to Increase in cost of materials, components and labour cost till the validity of the contract period.

6.2 The quoted rates shall be valid for a period of minimum 60 days from the date of opening the price Bid.

Notification of Award

Prior to the expiration of the period of Bid validity, BL will place purchase order or letter of indent on the successful bidder(s).

7. Completion period :

Two months from the date of awarding the contract

8. Validity of contract

The contract is valid for three years w.e.f. 28.02.18 for providing consultancy & certification services for acquiring ISO 9001:2015 accreditation and Surveillance Audit.

9. Payment Terms

- a) 20% payment would be made after completion of initial or Pre-audit by Certification Body
- b) 20% payment after completion of Certification audit by the Certifying body
- c) 40% payment on receipt of certificate of 1st surveillance audit in 2019
- d) 20% payment after completion of 2nd surveillance audit in 2020.

9. Plant Visit / Contact Person

The bidders are advised to visit the site to understand the tender requirement in detail. For any clarification / Queries you may please contact R. Raghupathi, Chief Manager(CFS) or V. Bhavani Shankar, Senior Manager (Commercial) Balmer Lawrie & Co. Ltd., CFS, Chennai, Phone 044-25940643.

10. Sub-letting of Work

No part of the contract or any share or interest therein shall in any manner or degree be transferred, assigned or sublet by the contractor directly or indirectly to any person, firm or corporation without the consent in writing from Balmer Lawrie. In the event of contractor contravening the conditions, Balmer Lawrie shall be entitled to get the work done from other firm at the 'Risk & Cost' of the contract.

11. Indemnity

The Contractor will be required to indemnify and keep indemnified the Company against all losses and claims for injury and damage to any person or any property whatsoever which may arise out of or in consequence of the work and against all claims, demands proceedings damages, cost charges and expenses whatsoever while carrying out the work inside the CFS. The company may forward the bidder any such claim demand or complaint made by any other person against the company. In such event, the contractor shall solely be liable for the disposal of the said complaint. The contractor will be required to Indemnify and absolve the Company of all responsibilities related to employment condition of their employees and should adequately safeguard Company against any possible IR problems including those related to employment.

12. Force Majeure Conditions

Completion of work is subject to force majeure conditions as under: If at any time during the continuance of this contract, the performance in whole or part by either party of any obligation under this contract shall be prevented or delayed by reasons of any war, hostility, acts of public enemy, civil commotion sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes, lock outs or acts of God (hereinafter referred as "events") provided notice of the happening of any such events is given by either party to the other within twenty one days from the date of occurrence thereof, neither party shall by reasons of such event, be entitled to terminate this contract nor shall either party have any claim for damages against the other in respect of such non-performance or delay in performance. Completion of work under the contract shall be resumed as soon as practicable.

13. Arbitration

Any dispute or difference arising under this Contract shall be referred for adjudication at Kolkata to a Sole Arbitrator to be appointed by the Chairman & Managing Director, Balmer Lawrie & Co. Ltd. and the provisions of Arbitration and Conciliation Act, 1996 including any statutory modifications or enactment thereof shall apply to the Arbitration proceedings. The fees of the Arbitrator, if any, shall be shared equally by both the parties.

DECLARATION

Having examined the tender documents, we have understood the terms & conditions indicated in the Tender No : BLC/CFS/ISO 9001:2015/26 and hereby confirm our acceptance of the same.

Place : Signature of Tenderer

Date : Name & Address

Telephone Nos.

Office:

ANNEXURE – A

PARTICULARS OF THE TENDERER'S ORGANISATION

S. No	Description	Tenderers Details
1	Name of the Tenderer	
2	Address of the Registered Office	
3	Address of the branch / office quoting against the Tender	
4	Year of commencement of business	
5	Whether Sole Trader/ Partnership / Private Limited Co., or Public Limited Co. /LPP	
6	Registration No. (Under companies Act)	
7	Whether copy of Incorporation /Registration certificate from ROC(Registrar of company) uploaded	
8	Income Tax PAN no.	
9	Whether copy of PAN enclosed / uploaded	
10	Whether copy of latest Income Tax Return uploaded	
11	GST Registration. No.	
12	Whether copy of GST Registration certificate Uploaded	
13	Name of the Banker	
14	Whether registered under MSMED Act	
15	In case registered under MSMED provide registration number and copy of registration certificate.	
16	MSMED bidder must state whether they belong to SC/ST category	

Sub: Providing Consultancy and Certification Work to acquire ISO 9001:2015 accreditation

Rate Schedule

SI No	Description	
	Towards fees for providing consultancy & certification work for acquiring ISO 9001:2015 accreditation and Surveillance Audit as given in the tender and detailed below:	
a)	Certification services (For 3 Years)	Rate
	i) Registration Fee	
	ii) Pre-assessment & Final Certification Fee	
	III) Fees for 1st Surveillance Audit in 2019	
	iv) Fees for 2nd Surveillance Audit in 2020	
b)	Consultancy Services	
	i) Assistance in preparation for 1 st Surveillance Audit during 2019	
	ii) Assistance in preparation for 2 nd Surveillance Audit during 2020	
	Net amount	
	Add: CGST @ 9%	
	SGST @ 9%	
	Gross Amount	

Seal of the Company:

Signature:

Date:

Name of the Company