

PANJAB UNVIERSITY, CHANDIGARH.

TENDER NOTICE

Sealed tenders are invited in three part bid system from the eligible firms for following work:

Name of work	Time Limit	Cost of Form
Consultancy for implementation of Quality Management System	Nine Months	Rs.500/-

CONDITIONS:

1. Any firm consider itself to be eligible may obtain tender document on payment of prescribed fee from the office of undersigned. The detailed information is available on University website: www.puchd.ac.in
 2. The bidders should have a minimum of three years experience in ISO certification (in service sector) and must have undertaken an ISO consultancy project during that period.
 3. No tender shall be accepted without the Earnest Money Deposit of Rs.10000/- to be deposited in the shape of FDR favour of Registrar, P.U., Chandigarh
- (i) The last date/time for sale of tender document **04.01.11, 11.00 a.m.**
- (ii) Date and time for pre bid meeting to dispel the doubts, if any or clarification of the scope term and condition of the tender **05.01.11, 11.00 a.m.**
- (iii) The last date/time for receipt of bids **06.01.11, 11.00 a.m.**
- (iv) The last date/time of opening of technical bids **06.01.11, 02.00 p.m.**
- (v) The last date/time of opening of price bids **06.01.11, 04.00 p.m.**

If any of the above date falls on public holiday, the date shall be substituted by the next working day.

Finance & Development Officer

**PANJAB UNIVERSITY
CHANDIGARH**

**TENDER DOCUMENT FOR THE CONSULTANCY
FOR IMPLEMENTATION OF
QUALITY MANAGEMENT SYSTEM**

**BASED ON
ISO 9001-2008**

**TO BE IMPLEMENTED IN
PANJAB UNIVERSITY**

PUBLISHED 2010

Website: www.puchd.ac.in

Introduction of the Panjab University

Panjab University, incorporated under the Panjab University Act 1947 for the purpose of imparting education, and furthering the advancement of learning and prosecution of original research. In pursuance of achieving its objective, the University has a twin campus situated at Sector 14 and Sector 25, Chandigarh, and regional centers at Ludhiana, Hoshiarpur, Muktsar and Kouni. The University is also an examining and regulating body of the colleges affiliated to it. The main activities of the University include conducting classroom teaching, research, conduct of examination and overall administration.

1. SCOPE OF WORK

The consulting firm shall implement Quality Management System in line with ISO 9001-2008 for all the activities related to teaching and non-teaching departments of University, which shall include an overview study of the organization and management, conducting series of training and providing consultancy related to ISO 9001-2008, and hand-in-hand service till the grant of Certification.

2. WORKS TO BE CONCLUDED BY THE CONSULTANT

The consultant prepares and submits to the Panjab University the necessary documents required for the implementation of ISO 9001-2008, which shall include the following:

- 2.1 Quality Policy, Objectives and targets
- 2.2 Quality Manual
- 2.3 Other documents essential for implementation of Quality Management System (QMS) as per ISO 9001-2008 guidelines like Quality Plan, Procedures, SOPs and other core documents, essential for operation of different departments as per the scope, and
- 2.4 Work instructions for carrying out various activities
- 2.5 Forms and Record Format consistent with the above documents
- 2.6 Guidelines for the Organization to establish Objectives, Targets and Action Plan
- 2.7 Communication with the organization, provide feedback and propose improvements as and when required
- 2.8 Guidance to the organization in formalizing other processes for certification
- 2.9 Confirmation of completeness of preparation and arrangements for certification

3. TRAINING

The consultant identifies and conducts the following training during the implementation of ISO 9001-2008:

- Awareness and requirements for all levels of staff including top management on ISO 9001-2008
- Training on documentation requirements and record keeping
- Training on Good Teaching/Office Practices
- Training on Quality Audit

- Any other relevant training necessary for the implementation of ISO 9001-2008.

4. THE CONSULTING FIRM SHALL

- Provide detailed plan of action for implementing ISO 9001-2008, which shall specify the activities to be conducted
- Complete the implementation works within 6 to 9 months, provided the University management fulfils the gap identified and pointed out by the Consultant.

5. ESTABLISHMENT OF PROCESSES FOR MONITORING AND MEASUREMENT OF EFFECTIVENESS OF ISO 9001-2008

Monitoring and Measurement of QMS (Quality Management System) has to be confirmed by establishing processes for:

- Internal Quality Audits
- Customer's related processes
- Verification of fulfillment of Objectives and targets and their Action Plan
- Other relevant mandatory requirement(s) of ISO 9001-2008

6. Guide and assist the University in engaging the independent auditor for final award of the ISO certification and provide necessary support till the certificate is granted.

CONDITIONS OF THE TENDER

(Instructions to Bidders)

1. Tender must be complete as required.
2. Submitted tender document should be in the original copy purchased from Panjab University (PU). Bidder or their authorized agents/representatives can submit the tender either directly or by post within the specified dates of the tender notice. The delay caused by postal service will not be considered.
3. Tender must accompany Earnest Money Deposit (EMD) of Rs.10,000/- in the shape of Demand Draft in favour of the Registrar, Panjab University, payable at Chandigarh.
4. Manner of Submission of Tender :
 - (a) Tender complete in all respect as per tender document's requirement must be submitted under three part bid system i.e. Part-I EMD, Part-II Technical Bid & Part-III Price Bid and each to be sealed in different envelopes, with specific mention on the cover. All these sealed envelopes should further be sealed in one envelope and addressed to Finance & Development Officer, Panjab University, Chandigarh.
 - (b) All supporting documents should be duly signed and stamped by authorized person of the bidding company/firm.
 - (c) The price bid shall be opened only if the tender found eligible on the basis of technical bid.
 - (d) The envelope should be marked :
"TENDER FOR CONSULTANCY FOR IMPLEMENTATION OF QUALITY MANGEMENT SYSTEM BASED ON ISO 9001-2008"
 - (a) The back cover of the envelope should bear the name and address of the bidder.
 - (b) The bidder must fill-up the tender forms sold by the PU. If the space provided in the tender forms is not sufficient to fill-up the information, the bidder can use their own additional paper sheets, duly signed and stamped.
5. The tender submitted will not be entertained, and thus, will be subject to rejection, if the tender is:
 - (a) not in the form issued by the PU Authority or
 - (b) not properly sealed or

- (c) not duly signed and stamped by the bidder or
- (d) not submitted within stipulated time or
- (e) without the requisite EMD

6. The bidders must be registered in the Income Tax Office of Government of India and should have valid PAN. They should also submit the duly renewed copies of their registration certificate along with the tender.

7. Validity of Tender :

- (a) The tender, including the price quoted therein, should be valid for a period of at least 60 days from the date of opening of tender.
- (b) In exceptional circumstance(s), the PU may solicit the bidder's consent for an extension of the **validity** of the tender.

8. Bid Price

The bidder should quote on the basis of Net Price, inclusive of all the expenses (e.g. travelling, lodging, boarding, etc.). However, the levies/taxes may be shown separately.

9. Payment

The payment shall be made on the basis of completion of various stages of the work, as follows:

1. 15% of the total contract amount shall be paid after submission and acceptance of Gap Analysis Report.
2. 20% of the contract amount shall be paid after the preparation of various procedures, forms and conduct of awareness training.
3. 20% of the contract amount shall be paid after the completion of internal audit, training and conduct of the internal audit.
4. 20% of the contract amount shall be paid after the initial assessment by certification body.
5. The remaining 25% shall be paid on the receipt of the Certificate.

The certificate regarding completion of each phase shall be furnished by the officer-in-charge appointed by University for monitoring this project.

10. Signing the Contract

The successful bidder shall have to sign the Contract within 7 (seven) days from the date of receipt of letter of acceptance issued by the Panjab University.

11. The successful bidder has to complete the implementation job within nine months from the date of assignment of work. The period can be extended only on the grounds where some action on part of the University is delayed.
12. Liquidated damages:
In case of delay in completion of work, the service provider shall be liable to pay the liquidated damage to the University at the rate of 01% of the value of work for each full week, subject to the maximum of 20% of the consultant value.
13. PU's Right:
Panjab University reserves the right to accept or reject any of tender without assigning any reason(s).
14. Refund of EMD
The EMD shall be refunded to the **unsuccessful** bidders within 15 days from the date of award of work to a successful bidder. However, the EMD of successful bidder shall be treated as Security deposit, and shall be released along with the final payment after the award of the Certificate.
15. Any dispute arising in respect to the contract shall be settled in accordance with the prevailing laws of India.
16. In case of any dispute regarding interpretation of the clauses, the decision of the Vice-Chancellor shall be final and binding.

BID FORM

The total price that the Bidder offers for the implementation of ISO 9001-2008

The Bidder quoted amount in total		
Jobs	In Figures	In Words
Consultancy for implementation of Quality Management System		
Taxes, if any		
TOTAL		

.....
Signature of the Bidder

Name

Designation

Address

Seal