

**Changeover of Quality Management System Certification Licence from To
IS/ISO 9001-2015**



**NATIONAL SCHEDULED CASTES FINANCE AND DEVELOPMENT
CORPORATION, DELHI**

No.:NSFDC/ISO/9001:2015/

Dated: 26.10.2018

TENDER DOCUMENT

**(For Changeover of Quality Management System Certification Licence from
IS/ISO 9001:2008 To IS/ISO 9001:2015)**

National Scheduled Castes Finance and Development Corporation (NSFDC) invites separate Technical & Financial Bids for Changeover of Quality Management System Certification Licence from IS/ISO 9001:2008 to IS/ISO 9001:2015) from Agencies with at least 3 years experience in the relevant field. The Terms of Reference (TOR) for the assignment is at **Annexure I**. Interested Agencies may apply in the prescribed format (**Annexure II**) **on or before 16.11.2018. (up to 3.00 PM)**. Agency must submit Technical Bid along with all supporting documents and Financial Bid in two separate and sealed envelopes superscribing “**Quotation for Changeover of Quality Management System Certification Licence**”.

2. Place of Submission of Tender: Office of the Deputy General Manager & Management Representative , National Scheduled Castes Finance and Development Corporation, 14th Floor, SCOPE Minar, Core ‘1’ & ‘2’ , North Tower , Laxmi Nagar District Centre, Laxmi Nagar, Delhi-110092.

In case of any clarification, please contact Shri Ratikanta Jena, Management Representative, Phone: 011-22042780.

3. Eligibility Criteria

- i. The Agency should be a registered legal entity with at least 3 years standing. **(Please attach copy of incorporation/registration).**

- ii. The Agency should have completed at least three years of operation in the specified field and carried out ISO 9001 related assignment of at least three Government Agencies/Central Public Sector Enterprises.

(Please attach the list of credentials and clientele alongwith their work orders).

- iii. The Agency should be registered with the Department of GST/other Statutory Bodies, as applicable. The Agency should submit income tax deduction exemption letter, if any.

(Please attach documentary proof alongwith PAN, TAN, GST Numbers).

- iv. The Agency should furnish 3 years Balance Sheet, Audited Statement of Accounts and Income Tax Returns. The annual turnover of the Agency (Tenderer) should be more than Rs.5.00 lakh.

(Please attach documentary proof).

- v. The Agency shall be required to deposit Rs.2,000/- only as Bid Security amount (refundable) along with the Tender Document. The amount may be paid to **NATIONAL SCHEDULED CASTES FINANCE AND DEVELOPMENT CORPORATION** by digital means i.e. NEFT/RTGS. The details of Bank & Branch, Account Number and IFSC Code are given as under:

Name of the Bank & Branch	Syndicate Bank, Laxmi Nagar Branch
Account	91072160000016
IFSC Code	SYNB0009107

The proof of payment made by NEFT/RTGS should be submitted along with Technical Bid.

- vi. The Agency should not have been blacklisted by any Department of Government of India or State Government.

(Please attach an affidavit signed by the authorized legal representative of the Agency).

- vii. Self-attested copies of all relevant certificates and documents supporting the information must be furnished with the application along with an affidavit certifying the authenticity of these documents and facts provided.

4. Selection Process

Step1:Pre-Qualification of Technical Bid:

Open/stapled/improperly sealed/received by fax/tenders received after stipulated date and time shall not be entertained. The Technical Bid of only those Agencies shall be considered that fulfill all the eligibility criteria and provide required supporting documents. **The Agency must submit the details of its Bank, Branch, Account Number and IFSC Code for release of amount through digital mode i.e. NEFT/RTGS.**

Step2: Evaluation of Technical Bid:

The Technical Bid shall be opened on **16.11.2018 at 4:00 PM** by a Committee constituted by NSFDC for the purpose in presence of the representatives of agencies, who are interested to be present during opening of the Bids. The Technical Bids shall be evaluated by the Committee. The Committee at its discretion might visit Agencies' office/work place to check infrastructure/relevant documents as available with the Agency. The Technical Bid will be evaluated as per the eligibility criteria specified in **Annexure -II** of this document.

Step3: Evaluation of Financial Bid:

The Financial Bids of only those Agencies shall be opened that have qualified in the Technical Bid.

5. Terms and Conditions

- i. The Income Tax, if applicable, shall be deducted at source unless exempted by the Income Tax Department.
- ii. The statutory tax/service charge, wherever applicable, shall be paid by NSFDC at applicable rates in addition to the assignment cost.

- iii. A penalty @ 2% per week on the total assignment cost shall be levied in case the completion of assignment is delayed beyond the stipulated date.
- iv. Agencies not conforming to the prescribed requirements shall be rejected and no correspondence in this regard shall be entertained.
- v. All documents attached with the Tender Document shall be signed and stamped by an authorized signatory of the Agency.
- vi. It is presumed that the agencies submitting the tender have read and fully understood all the terms and conditions and instructions contained in the Tender Document. No enquiry, verbal or written, shall be entertained in respect of acceptance/rejection of the Tender till the finalization of the Tender.
- vii. Any Act on the part of the Agency to influence anybody in the Corporation shall be liable for rejection of the Tender.
- viii. The rate(s) quoted shall be Un-conditional.
- ix. The successful bidding Agency shall not transfer the job to any other Agency in any manner.
 - x. The NSFDC reserves the right to cancel the Tender in case the quality of the service is found to be of the unacceptable standard.
 - xi. In case of delayed and unsatisfactory service, NSFDC reserves the right to cancel the work order at any time and any amount released to the Agency shall be refunded to NSFDC.
 - xii. NSFDC reserves the right to postpone/recall/reject the full or part of the Tender without assigning any reasons thereof.
- xiii. NSFDC shall not be responsible either for non-receipt of the quotation or its receipt after the stipulated date and time due to any reasons what so ever.
- xiv. When deemed necessary, NSFDC may seek clarifications on any aspect from the Agencies. However, that would not entitle the Agencies to change or cause any change in the substance of the Tender submitted or price quoted.
- xv. In case of any dispute, the decision of Chairman-cum-Managing Director of NSFDC shall be final and binding.
- xvi. The Delhi Courts shall have the sole and exclusive jurisdiction to decide the issue of any dispute.

CERTIFICATE

I _____, the Chairperson/President/Chief Executive Officer of the Organization hereby certify that the contents of the enclosed documents are true and factually correct.

**(Signature with Organizational Seal of the
Authorized Signatory)**

Name :
Designation :
Telephone Number:
Mobile Number :
E-mail ID :

Place :

Date :

ACCEPTANCE OF TERMS AND CONDITIONS

- i. The income tax, if applicable, shall be deducted at source unless exempted by the Income Tax Department.
- ii. The statutory tax/service charge, wherever applicable, shall be paid by NSFDC at applicable rates in addition to the assignment cost.
- iii. A penalty @ 2% per week on the total assignment cost shall be levied in case the completion of assignment is delayed beyond the stipulated date.
- iv. Agencies not conforming to the prescribed requirements shall be rejected and no correspondence in this regard shall be entertained.
- v. All documents attached with the Tender Document shall be signed and stamped by an authorized signatory of the Agency.
- vi. It is presumed that the Agencies submitting the Tender have read and fully understood all the terms and conditions and instructions contained in the Tender Document. No enquiry, verbal or written, shall be entertained in respect of acceptance/rejection of the Tender till the finalization of the Tender.
- vii. Any Act on the part of tenderer to influence anybody in the Corporation shall be liable for rejection of the tender.
- viii. The rate(s) quoted shall be Un-conditional.
- ix. The successful bidding Agency shall not transfer the job to any other agency in any manner.
- x. The NSFDC reserves the right to cancel the Tender and forfeit the Bid Security amount in case the quality of the service is found to be of the unacceptable standard.
- xi. In case of delayed and unsatisfactory service, NSFDC reserves the right to cancel the work order at any time and any amount released to the agency shall be refunded to NSFDC.
- xii. NSFDC reserves the right to postpone/recall/reject the full or part of the Tender without assigning any reasons thereof.
- xiii. NSFDC shall not be responsible either for non-receipt of the quotation or its receipt after the stipulated date and time due to any reasons what so ever.
- xiv. When deemed necessary, NSFDC may seek clarifications on any aspect from the Agencies. However, that would not entitle the Agencies to change or cause any change in the substance of the Tender submitted or price quoted.
- xv. In case of any dispute, the decision of Chairman-cum-Managing Director of NSFDC shall be final and binding.
- xvi. The Delhi Courts shall have the sole and exclusive jurisdiction to decide the issue of any dispute.

We agree to the above Terms and Conditions in total with all its terms and conditions and sign herewith as token of our agreement.

Signature with Organizational Seal

Place:

Date :

Terms of Reference (ToR)

[for work of changeover for Version IS/ISO 9001:2015]

1. INTRODUCTION

National Scheduled Castes Finance and Development Corporation (NSFDC) is a Central Public Sector Undertaking (CPSE) under Ministry of Social Justice & Empowerment (MoSJ&E), NSFDC is a Section 8 Company under the Companies Act, 2013 [Earlier, Section 25 of the Companies Act, 1956]. The broad objective of NSFDC is financing, facilitating and mobilizing funds for the socio-economic development of persons belonging to the Scheduled Caste communities having annual family income up to Rs.3.00 lakh.

NSFDC functions through Channel Finance System in which the NSFDC loans are routed to the target group through the State/UT Channelizing Agencies (SCAs) nominated by the respective State Governments / Union Territory Administrations or with which NSFDC has signed Memorandum of Agreement (MoA). NSFDC has signed MoA with the other channelizing agencies like 11 Public Sector Banks (PSBs), 1 Cooperative Bank, 37 Regional Rural Banks (RRBs), 3 Non-Banking Financial Company-Micro Finance Institutions and 4 other Institutions. Presently, NSFDC is functioning through 37 SCAs and 56 other Channelizing Agencies. The detailed information about the NSFDC is available on the website of NSFDC (**www.nsfdc.nic.in**).

Since 2007, NSFDC has been a ISO Certified Company. Initially, IS/ISO 9001:2000 Certification was issued by the Bureau of Indian Standard (BIS), New Delhi. After successful completion of all the requirements of Quality Management System, the IS/ISO Certification was upgraded to IS/ISO 9001: 2008 by the BIS in 2010-11. The BIS has been conducting Surveillance Audit/Renewal Audit as per the need and requirement. The present IS/ISO 9001:2008 Quality Management System Certification License of NSFDC is valid up to 14.09.2018. However, after changeover to revise standards IS/ISO 9001:2015 and verification through Surveillance Audit/Special Audit for transition by BIS, the validity period of License will be allowed up to 29.11.2019 and a new Certificate will be issued for the balanced period by BIS.

2. SCOPE WORK

- a) Carrying out changes in the documents (Quality Manual, Procedures, Department-wise ISO Documents etc.) to meet the intent of revised standard of IS/ISO 9001:2015
- b) Conducting in-house awareness training for 10-15 Officers as per revised standard i.e. IS/ISO 9001:2015 & provide valid Internal Auditor Certificate to the participants.
- c) Providing assistance during the Surveillance/Renewal Audit of the changeover system of IS/ISO 9001: 2015 by the Bureau of Indian Standards (BIS), New Delhi.
- d) Conducting an independent assessment to ensure that the system has been effectively implemented.
- e) Other related works/activities, as per the need & requirement of the Quality Manual of revised standard of IS/ISO 9001:2015.

3. DELIVERY PERIOD & LIQUIDATED DAMAGES

In-house training of NSFDC Officers for Internal Quality Auditors on changeover Version of IS/ISO 9001:2015 and revision of all required documents as per revised standard will have to be completed within 30 days from the date of award of assignment.

Liquidated damage @2% per week will be levied in case of delay in completion of assignment. However, liquidated damage can be waived-off by the Competent Authority of NSFDC keeping in view of the merit of the case.

4. TERMS OF PAYMENT

The NSFDC shall release the cost of assignment to the agency through NEFT/RTGS as per the following pattern:

- (i) 50% payment including GST on acceptance of terms and conditions mentioned in the offer letter, submission of NEFT/RTGS details.
- (ii) 40% payment including GST after awareness training and change in documents.
- (iii) 10% payment including GST after successful completion of Surveillance/Renewal Audit of Changeover Licence by BIS, New Delhi.

National Scheduled Castes Finance and Development Corporation (NSFDC)

Technical Bid

Sl. No.	Particulars		
1.	Name of Agency:		
2.	Date of Incorporation:		
3.	Registered Address:		
4.	Address for Correspondence:		
5.	Telephone Number:		
6.	Mobile Number:		
7.	Fax Number:		
8.	Email ID:		
9.	Eligibility Criteria	Documentary Evidence to be enclosed (self-certified)	Page No.
(i)	The Agency should be a registered legal entity with at least 3 years standing.	Copy of Incorporation /Registration Certificate and its Renewal Certificate showing validity.	
(ii)	The Agency should have completed at least three years of operation in the specified field and carried out ISO 9001 related assignment of at least three Government Agencies / Central Public Sector Enterprises.	The list of Clientele along with copies of their work orders.	
(iii)	The Agency should be registered with the Department of GST/other Statutory Bodies, as applicable. The Agency should submit income tax deduction exemption letter, if any.	Copies of GST, PAN, TAN Registration Certificates.	

(iv)	The Agency should furnish 3 years Balance Sheet, Audited Statement of Accounts and Income Tax Returns. The annual turnover of the Agency (Tenderer) should be more than Rs.5.00 lakh.	Copies of Annual Reports/Balance Sheet of 2014-15, 2015-16 & 2016-17.	
(v)	Bid Security amount (refundable) of Rs.2,000/- for the proposed assignment by digital means i.e. NEFT/RTGS	Documentary proof.	
(vi)	The Agency should not have been blacklisted by any Department of Government of India or State Government.	An affidavit signed by the authorized legal representative of the Agency.	
(vii)	Self-attested copies of all relevant certificates and documents supporting the information must be furnished with the application along with an affidavit certifying the authenticity of these documents and facts provided.	An affidavit signed by the authorized legal representative of the Agency.	
(viii)	Bank Account Details of the Agency	Name of the Bank : Name of the Branch : Bank Account Number: IFSC Code:	

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IS/ISO 9001:2008 to IS/ISO 9001:2015**

Prescribed Format for Financial Bid
(To be submitted in separate sealed Envelope)

- (i) Cost of Assignment as per the Terms of Reference: Rs. _____
(ii) GST [____% of (i) above] : Rs. _____

TOTAL : **Rs.** _____

Total cost (in words): Rupees _____
_____ only.

Signature with Organizational Seal

Place:

Date :

