



Meteorological Centre
Palace Road
Bengaluru

TENDER NOTICE

**For providing Consultancy for ISO 9001:2015 at Meteorological
Centre, Bengaluru**

SECTION –I

1. Meteorological Centre, Palace Road, Bengaluru, (referred to hereinafter as MC BNG), a sub office of India Meteorological Department, under MoES, Government of India. The main mandate of this office is to observe the weather parameters and issue of weather forecast, for the entire state of Karnataka, as detailed hereunder.

1.1 Main functions of Meteorological Centre, Bengaluru

It is the nodal agency for all weather related activities in the state of Karnataka. Its functions include:

- ❖ 8 synoptic surface observations at 3 hourly interval starting from 00 UTC and 4 upper air observations (00, 06, 12 & 18 hrs UTC), out of which two are taken using hydrogen filled balloon GPS sonde with meteorological sensors and two with balloon and flag combination and transmitting the data of the same through IMD's communication Network.
- ❖ Issuing forecasts of various meteorological phenomena like rain, temperature changes etc for the public, farmers etc for a period of five days.
- ❖ Issuing warnings for hazardous weather phenomena like cyclones, heavy rains, strong winds etc, to fishermen community through State authorities of Karnataka and to community project officials.
- ❖ Providing weather related information through media and website for the benefit of tourists.
- ❖ Scrutiny and archival of various meteorological data from different meteorological observatories & raingauge stations in the state and use such data over a number of past years for answering various weather related enquiries from different users for research and planning purposes, issuing weather reports of any place of the state for the purpose of Insurance Claim settlement by affected parties, are undertaken by the climatology division of this office.
- ❖ Measurement of solar & terrestrial radiation, Ultraviolet radiation, are made by this office
- ❖ Maintaining **27** automatic weather stations in Karnataka, and also **47** automatic rain gauge stations in Karnataka.
- ❖ Periodical inspection of **11 departmental** observatories and **21** Part Time Observatories and about **310 DRMS** rain gauge stations all over the state.

- ❖ Periodic Inspection of Raingauge stations under Hydrology Project of the State to ascertain the exposure condition and issue correction notice, if any found during the inspection.
- ❖ Regularly issuing Agromet Advisory Bulletins, bilingual, twice a week for the benefit of farming community in the state by Agromet Advisory Unit of this office.
- ❖ Necessary Meteorological services for air navigation, towards the safety of aircraft operation in the state, is provided by Airport Meteorological Office, KIAL Airport, Bangalore.
- ❖ Conducting research studies in meteorology and allied disciplines.

for Director-in-charge

SECTION-II

INVITATION FOR THE BIDS

Sub: Inviting Tenders for engagement of consultants for providing consultancy services to ISO 9001:2015 in the Meteorological Centre, Palace Road, Bengaluru.

1. Meteorological Centre, Palace Road, Bangalore, needs to engage consultancy in respect of QMS to wards achieving ISO 9001:2015 Certification. The official website of the office is www.imdbangalore.gov.in.
2. The bids duly filled in all respect enclosing necessary documents may be addressed to, **The Director-in-charge, Palace Road, Bengaluru-1** so as to reach on or before 22.08.2018/12:00 hrs.
3. The Technical bids will be opened on the same date at **15:30 hrs i.e. 22.08.2018** at MC BNG in the presence of bidders who may wish to be present, either by themselves or through their authorized representatives.
4. Tenders should be accompanied by the bid Security for an amount ₹ 2,000/= (Rupees Two Thousand Only) submitted in the form of Demand Draft in favour of "Assistant Meteorologist (Cash and Accounts), Chennai" payable at Chennai.
5. The Security deposit of the technically unqualified tenders will be returned immediately, either by registered post, or speed post, or will be handed over to the representative of the firm.
6. Firms registered under MSME are exempted from paying Security Deposit.

Last date for receipt of tender: 22.08.2018 upto 12:00 hrs

Date of opening of Technical Bid: 22.08.2018 at 15:30 hrs

Date of opening of Financial Bid: The opening date of price bid shall be intimated to the bidders whose offers have technically qualified.

IMPORTANT INFORMATION RELATED TO TENDER

| | | |
|----|----------------------------------|---|
| 1 | Purpose of RFP | Engagement of consultants for providing consultancy services to ISO 9001:2015 in the Meteorological Centre, Palace Road, Bengaluru. |
| 2 | Date Of issue | 08.08.2018 |
| 3 | Date of Pre-bid Meeting | 14.08.2018 at 11:00 AM |
| 4 | Last Date for Submission | 22.08.2018 1200PM |
| 5 | Bid Validity | 120 days |
| 6 | Address for Submission | The Director-in-charge, Meteorological Centre, Palace Road, Bengaluru-1 |
| 7 | Date of Opening of Technical bid | 22.08.2018 at 15:30 hrs |
| 8 | Date of Opening of Financial bid | To be notified at a later date after the Technical evaluation is completed. Shortlisted Service Provider shall be notified in writing or through e-mail. |
| 9 | Period of Contract | 60 days (to be reckoned from the date of award of the contract) |
| 10 | Contact for any queries | mc.bng@imd.gov.in |

SECTION-III

INSTRUCTIONS TO BIDDERS

1. Scope of Services: The Scope of Services:

Proposal is invited for comprehensive consultancy service for obtaining ISO 9001:2015 Certification for various services of Meteorological Centre, Bangalore, and Airport Meteorological Office, Bangalore.

The scope of Consultancy to be covered up, is as per the following points.

- (i) Procedures for provision of meteorological data and products information, various forecasts and warnings;
- (ii) Delivery of Meteorological data and products information, various forecasts and warnings;
- (iii) Meteorological data processing;
- (iv) Human Resources (training and professional competence);
- (v) Documents and record control;
- (vi) Management Responsibility;
- (vii) Customer handling/ service;
- (viii) Intra-Departmental Communication.

2. List of Deliverables

The consultant is to assist MC BNG for keeping ready all items as per required norms of ISO 9001:2015 certification by performing the following works:

- I. **Training of the Departmental Officials:** The core team identified by the Organization and the staff in the MC BNG are to be given a comprehensive training to give proper awareness about the Quality Management System and assist in its overall acceptance and adoption. The eight principles of Quality Management, such as, Leadership, Process approach, Involvement of people, System approach to management, Customer focus, Factual approach to decision-making, Internal Audit and Continual improvement, Mutually beneficial supplier relationship and their practical application in the workplace should be covered in the training. Internal auditor training is also required at the final stages.

- II. **Conduct of Gap analysis:** Review the Organization's current performance and identify shortcomings and develop Quality Management System (QMS) by identifying and describing the processes that will ensure the Organization's proper functioning.
- III. **Planning and documentation** for ISO compliant Quality Manual, Standard Operating Procedures, Forms and Formats: Documentation/ flow charts are to be developed for:
- Streamlining the procedures for provision of meteorological services.
 - Internal audit processes, Pre-assessment audit for preparedness for ISO 9001:2015 certification.
 - Preventive and Corrective action.
 - Calibration of instruments & correction_documents (are also to be prepared) for Master List of calibrated instruments, Management review meeting agenda and report, evaluation of the effectiveness of the QMS, Master list of records and standards, and operational logs are also to be prepared.
 - Development and maintenance of a comprehensive quality records system for the QMS documentation and other documents.
 - Document and record control process.
 - Management Responsibility Process.
 - Customer process.
 - Data and Archiving Process; and maintenance of Metadata records Communication.
- IV. **Implementing the QMS:** Establish documents and work instructions that need to be included in the QMS including procedures for document control.
- V. Conducting mock audit / mock assessment and reviewing the progress periodically.
- VI. Perform periodic gap analysis / audits and take appropriate action wherever necessary to improve the processes and to assess the organization's readiness for audit till certification.
- VII. **Preparatory activities for obtaining certificate:** The above works are to be carried out meticulously by the consultant in coordination with MC BNG as per following steps:
- a. Submission of application on prescribed Performa along with necessary documents and fees to a statutory body authorized for issuing the quality systems certification (ISO).
 - b. Submission of quality manual and related documents to the certifying body, whenever asked for.

- c. Taking corrective actions on non-conformities as observed by the certifying assessment team and getting them verified and accepted by the certifying authority.
- d. Consultant will assist in implementation of systems/procedures required for ISO certification.
- e. MC BNG will appoint independent Certification Body and consultant will provide all documents as per requirement of Certification Body, consultant will be responsible for removing all shortcomings pointed out by the Certification Body, if the Certification Body charges any amount for re-audit, that will be borne by the consultant. The consultancy work will be treated completed after receipt of the ISO certificate for Meteorological Centre, Bangalore.

3. Eligibility Criteria:

- a. Bidder or his authorized person should be a certified lead Auditor from the appropriate Govt. regulatory body for required standard of ISO. Proof to be submitted in technical bid envelope 'A'.
- b. Should have successfully completed at least three works during last three financial years (current year inclusive) of which at least two should be of QMS consultation job of any Govt. organisations/PSU, proof to be submitted in technical bid envelope 'A'.
- c. Should enclose self-certified copy of PAN card and GST Registration certificate to be submitted in technical bid envelope 'A'
- d. Satisfactory Performance Certificate from any two government organization/ PSUs to be submitted in technical bid envelope 'A'.
- e. Letter of Unconditional acceptance of MC BNG, Terms & Conditions Proforma as enclosed in Annexure-II to be submitted in technical bid envelope 'A'.
- f. should have their own Bank Account;
- g. should be registered with Income Tax and Service Tax departments;

h. The agency or any of its partners /directors etc should not have been black listed/ debarred by any of the government agencies or department or should not have been found guilty of commission of acts of moral turpitude or convicted for any economic offence by any court or any authority.

4. Mode of quotation Submission:

Quotation should be submitted in two envelope system, two separate sealed envelopes (Envelope A and Envelope B). Envelope A will contain technical bid and envelope B will contain Price Bid and both these Envelope A and Envelope B should be in a single master sealed cover.

The sealed quotation should be sent by post or in person or any other suitable means so as to reach this office before the due date and time of submission of quotation.

Envelope A: TECHNICAL BID shall contain following documents as per eligibility criteria.

- i) Proof of bidder or his authorized person should be a certified lead Auditor from the appropriate Govt. regulatory body for required standard of ISO.
- ii) Proof of bidder have successfully completed at least three works during last three financial years (current year inclusive) of which at least two should be of QMS consultation job of any Govt. organisations/PSU.
- iii) Self-certified copy of PAN card of the firm/owner of firm and GST Registration certificate (if applicable)
- iv) Self-certified copies of Satisfactory Performance Certificate from any two government organization/ PSUs.
- v) Letter of Unconditional acceptance of MC BNG Terms & Conditions as enclosed in Annexure-II on firm's letter head.
- vi) MC BNG, Tender document duly signed in all pages.
- vii) Letter indicating the capacity and authority of individual signing the Quotation.
- viii) Letter indicating whether previously worked for India Meteorological Department.

b. Envelope B: PRICE BID should be written on top right-side corner and Price bid to be completely filled as per **Annexure-I**.

- i. Price Bid must be in the format as per **Annexure- I** (At no other place price offer shall be written / given).
- ii. Both envelope A & B shall be placed in separate master envelope and shall be super scribed as quotation for **"Engagement of consultant agency for ISO standard**

9001:2015", so as to reach the address mentioned above not later than **22.08.2018 at 1500 Hrs.**

iii. Technical Bid of all the potential bidders be opened first and financial bids of only those bidders who will meet the eligibility criteria, will be opened. Tenders which are not technically qualified will be rejected and the Financial Bid will not be opened.

5. Time Essence of the Contract:

The date and time of completion for the above work as stipulated in this order and accepted by the company with or without modification, if any, and so incorporated in the order shall be deemed to be the essence of the contract. The contractor shall so organize his resources and perform his work to complete it not later than the date agreed to.

6. Liquidated Damages for delay in Completion:

If the contractor fails to complete the work within the time fixed under the contract, the contractor shall pay to the purchaser without prejudice to any other rights or remedy as may be available to MC BNG an agreed compensation amount calculated 0.5 % of the basic price of incomplete work of subject to a maximum of 10% of contract value. In case aforesaid delay exceeds two month from the scheduled date of completion of work, MC BNG shall have the right to terminate the contract at the risk and cost of the contractor.

7. Payment Terms

Payment shall be released as per under mentioned schedule after deducting penalty amount, if any and TDS etc. Firms must have valid Service Tax registration etc. The bidder will have to bear all Income Tax liability.

- a) On completion of Internal Audit : 40% of the total bid value.
- b) On submission of application for ISO certificate : 10% of the total bid value.
- c) After receipt of ISO Certificate from certification agency: 50% of the total bid value.

(All applicable deductions/penalties due if any as per tender conditions will be adjusted from this payment.)

8. Force Majeure Clause:

Force Majeure is herein defined as any clause which is beyond the control of the contractor or MC BNG as the case may be which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the contract, such as

(i) Natural phenomena including but not limited to floods, drought, earthquakes and epidemics.

(ii) Acts of any Govt. including but not limited to war declared or undeclared, mutiny and quarantines embargoes.

Provided either party shall within fifteen day from the occurrence of such a cause notify the other in writing of such cause.

The contractor or MC BNG shall not be liable for delays in performing his obligations resulting from any force majeure clauses as referred to and / or defined above. The date of completion will, subject to herein provided, be extended by a reasonable time.

for Director-in-charge

ANNEXURE-I(On company letter Head)

PRICE BID

RFP NO . /ISO 9001:2015 DATED 08.08.2018

NAME OF THE WORK: Engagement of Consultant agency for QMS ISO9001:2015 at Meteorological Centre, Bengaluru.

SCHEDULE OF RATES

| Sl No. | Name of the work | Amount (₹) | GST | Total amount (₹) | Total Amount in figures |
|--------|---|------------|-----|------------------|-------------------------|
| 1 | Providing Consultancy services to ISO 9001:2015 at Meteorological Centre, Palace Road, Bangalore. | | | | |

Validity of offer: 120 days

N.B:

1. Payment will be made by MC Bangalore on satisfactory completion of work as per para 7 of this document.
2. No boarding, lodging and travelling expenses will be borne by MC BNG.
3. The time period for completion of work will be reckoned from the date of issue of work order.

Seal

Authorised Signature of the firm with

ANNEXURE-II (On company letter Head)

TO

The Director-in-charge,
Meteorological Centre,
Palace Road, Bangalore.

Sub: Unconditional acceptance letter of terms and conditions of RFP No:

Sir

I/We do hereby declare that to the best of My/Our knowledge have studied and understood the scope of the work, terms and conditions of the RFP and mode of submission of the completed quotation, for the work , Engagement of Consultancy services for ISO 9001:2015 at Meteorological Centre, Palace road, Bangalore and unconditionally accept the NIQ terms and conditions.

I/We also understand that:

- a. In case the documents submitted by my/our firm along with the quotation are found inadequate false/incorrect, the contract is liable to be rejected without assigning any reasons.
- b. The Meteorological Centre, Bangalore, does not bind itself to accept the lowest quotation and reserve the right of accepting the whole or any part of the quotation and the agency shall be bound to provide the service at the rate quoted.
- c. The Meteorological Centre, Bangalore, reserves the right to reject the conditional offer without any reason thereto.
- d. I/we are not black listed/debarred by any Government of India/PSU/or any other GOI undertaking.

Signatory

Date
seal

Place:

Authorised

Stamp and