



OFFICE OF THE REGISTRAR
DIBRUGARH UNIVERSITY
DIBRUGARH

No. DU/RG/B-01.07/2020/3914

Date: 01. 07.2020

EXPRESS OF INTEREST (EoI)

Dibrugarh University (D.U.) invites Expression of Interest (EoI) from ISO certified consultants and Service Providers for providing consultancy services for implementation, support and obtaining ISO 9001:2015 Certification (Quality Management Standards) & ISO 50001:2018 Certificate (Energy Management System) for Dibrugarh University.

This document provides the scope, pre-qualification criteria, bidding terms and conditions and suggested response formats.

GENERAL TERMS

1. Goals of this Expression of Interest (EoI)

The objective of this EoI is to solicit proposals from the interested bidders for participation in a bid process for selection of consultants for providing implementation support to obtain ISO certifications for Dibrugarh University.

2. EoI Issuing Authority

This Expression of Interest (EoI) is intended by Dibrugarh University to shortlist potential bidders. The decision of the authority of Dibrugarh University with regard to the short listing of bidders through this EoI shall be final and the University reserves the right to reject any or all the bids without assigning any reason thereof.

a)	Project Title	Selection of Service Provider for implementation & support to obtain ISO 9001:2015 Certification (Quality Management Standards) & ISO 50001:2018 Certificate (Energy Management System- EnMS)
b)	Organization with full address	Dibrugarh University, Rajabheta, Dibrugarh, Assam-786004
c)	Contact Person	Prof. Kalyan Bhuyan, Director, Internal Quality Assessment Cell (IQAC), Dibrugarh University, Dibrugarh. Ph no.:- 99544-80064
d)	Contact Person (Alternate)	Prof. D.K. Chakraborty, Deptt. of Economics, Dibrugarh University, Dibrugarh, Ph:- 9435847397
e)	Website	https://www.dibru.ac.in/

3. Tentative Calendar of events

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

SI No.	Milestone	Date & Time
a)	Release of Expression of Interest (EoI)	w.e.f 3 rd July to 17 th July 2020
b)	Last date for Submission of EoI Response	20 th July 2020
c)	Opening of EoI Responses (Technical bid)	
d)	Opening of EoI Responses Financial bid)	

4. Availability of the EoI documents

EoI document can be downloaded from the website www.dibru.ac.in. The bidders are expected to examine all instructions, forms, terms, project requirements and other details in the EoI document. Failure to furnish complete information as mentioned in the EoI documents or submission of a proposal not substantially responsive to the EoI documents in every respect will be at the bidder's risk and may result in rejection of the proposal. Interested firm(s) may submit Technical Bid and Financial Bid for either ISO 9001:2015 Certification or ISO 50001:2018 Certification or both in the provided Annexures.

5. EoI processing fees

A non-refundable processing fee of Rs. 500/- (Rupees five hundred only) separately for each bid in the form of a Demand Draft or a Pay Order drawn in favor of '**Registrar, Dibrugarh University, Dibrugarh**' payable at Dibrugarh has to be submitted along with the EoI (in the envelope containing Technical Bid). Bids received without or with inadequate EoI Processing Fees shall be liable to be rejected.

6. Venue & Deadline for Submission of Proposals

Proposals, in its complete form in all respects as specified in the EoI, must be submitted to The Registrar, Dibrugarh University, Rajabhetta, Dibrugarh, Assam – 786004 on or before 20.07.2020 up to 12:00 noon.

Scope of Services

7. Terms of Reference:

The terms of reference for the consultant will include the following:-

(i) To determine the scope of ISO implementation for obtaining the abovementioned certification under the first phase, and finalize the same through discussion with the designated Committee. The consultant should define such a scope for which ISO Certification requirements may be implemented within a time period of 05 (five) months.

- (ii) To perform gap analysis of the existing documentation of organization against the requirements of the abovementioned ISO certifications and produce a gap analysis report.
- (iii) To plan together with the ISO project team of organization on the ways to address the gaps in order to develop the necessary documentation for the abovementioned ISO certification.
- (iv) To conduct all necessary trainings relating to implementation of abovementioned ISO certifications.
- (v) To conduct required trainings that will include (i) Top / Senior Management briefing; (Planning, Documentation and Implementation workshop for ISO Project Team, and, (ii) awareness program for all employees.
- (vi) To advise the ISO Project Team on change management and the success factors to support effective implementation of the abovementioned ISO certifications.
- (vii) To conduct Internal Auditors Training and guide the internal auditor team in conducting required number of internal audits.
- (viii) To assist in evaluation of implemented ISO 9001:2015 Certification (Quality Management Standards) & ISO 50001:2018 Certificate (Energy Management System- EnMS) through internal audits including closure actions.
- (ix) To offer close guidance in the preparation and review of final documents prior to certification.
- (x) To assist in coordination of required management reviews prior to certification.
- (xi) To guide the ISO Project Team to take the necessary corrective actions on identified non-conformities and final review of documents.
- (xii) To guide the ISO Project Team in making an application for certifications.
- (xiii) To coordinate during final certification and ensure that certification is made by the selected certification body.

8. Time frame

The time period for the implementation of requirement of the abovementioned ISO certifications will be 5 (five) months from the date of award of the contract.

Pre – Qualifications Criteria

9. Conditions under which EoI is issued

- (i) This EoI is not an offer and is issued with no commitment. Dibrugarh University reserves the right to withdraw the EoI and change or vary any part thereof at any stage without prior notification. Dibrugarh University also reserves the right to disqualify any bidder, should it be so necessary at any stage.

(ii) Dibrugarh University reserves the right to withdraw this EoI if the authority of this University determines that such action is in the best interest of the Institution.

(iii) Timing and sequence of events resulting from this EoI shall ultimately be determined by Dibrugarh University.

(iv) No oral conversations or agreements with any official, agent, or employee of organisation shall affect or modify any terms of this EoI and any alleged oral agreement or arrangement made by a bidder with any Department, agency, official or employee of Dibrugarh University shall be superseded by the definitive agreement that results from this EoI process. Oral communications by University to bidders shall not be considered binding on Institution, nor shall any written materials provided by any person other than the Registrar of this University.

(v) The bidder nor any of the bidder's representatives shall have any claims whatsoever against Dibrugarh University or any of their respective officials, agents, or employees arising out of, or relating to this EoI 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 pre-qualification requirements proposal.

10. Right 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 pre-qualification proposal will become the property of Dibrugarh University and will not be returned after opening of the pre-qualification proposals. Dibrugarh University 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. Dibrugarh University 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.

11. 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 EoI, including all forms, schedules and annexure hereto, and, has fully informed itself as to all existing conditions and limitations.

12. Evaluation of proposals

The bidders' proposals in the bid document will be evaluated as per the requirements specified in the EoI. 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.

13. Eligibility Criteria

The consultant who will be engaged should have extensive and proven skill and expertise in the field of ISO 9001:2015 Certification (Quality Management Standards) and/or ISO 50001:2018 Certification (Energy Management System). 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 04 (four) ISO 9001 and/or ISO 50001 projects in the Government / PSU Sector.
- b) Consultant should have a minimum of 05 (five) years of professional experience in the field of ISO Certification consultation services.
- c) At least one of the team members of the consultant will be qualified lead Auditor and QCI approved consultant.
- d) Priority for ISO Certified Consultant organisation.
- e) Preference shall be given to the consultant, having its corporate office in Assam and having experience in consultation work with local bodies.

14. Documentary evidence to be submitted to support eligibility

- a) Name, address and phone number of client value of assignment, and year of award.
- b) Detailed resume of the team leader and team members indicating the details of qualifications and professional experience.
- c) Certificates of lead auditor course undergone by the team leader.
- d) Documents listed in the eligibility criteria.

15. Termination for Insolvency

Dibrugarh University may at any time terminate the contract by a written notice of 01 (one) month to the bidder, if the bidder becomes bankrupt or otherwise insolvent, provided that such termination shall not prejudice or affect any right or action or remedy which had accrued or might accrue.

16. Force Majuere

If at any time, during the currency of this contract, the performance, in whole or in part, of any obligation(s) by either party under this contract shall be prevented or delayed by reason(s) of war, hostility, acts of the public enemy, civil disturbance, sabotage, fire, floods, explosions, epidemics, quarantine restrictions, strikes, lockouts or act of God (Herein after referred to as events) provided notice of happenings of any such event is given by occurrence thereof, either party shall by reason(s) of such event be entitled to suspend this contract which shall resume as soon as practicable after such event(s) may come to an end or cease to exist. The decision of the authority of Dibrugarh University as to whether an event justifies invocation of force majeure shall be final and conclusive. The period for which invocation of Force Majuere is agreed by the Registrar, D.U., that period shall be excluded from the time frame given for completion of work and date for completion of work shall be extended accordingly.

17. Delay In Performance By The Bidder

Services under the contract shall be provided in accordance with the delivery schedule specified in the work order. If at any time during performance of the contract, the consultancy firm/certification body should encounter conditions impeding timely delivery of the services, the consultancy firm/certification body shall promptly notify the authority of Dibrugarh University in writing of the full facts about the delay, its likely duration and cause(s). If delay in consultancy firm/certification body performance occurs due to any genuine reasons, a request for extension of time should be submitted by the consultancy service provider to Dibrugarh University. As soon as practicable after the receipt of the supplier's notice, the decision to extend the period for performance of the contract will be taken by Dibrugarh University after mutual discussion with the consultancy firm/certification body.

18. Proposal Submission

Interested certification consultancy firms 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”.

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 for providing consultancy services for obtaining ISO 9001:2015 certification & ISO 50001:2018 of Dibrugarh University”.

a) 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
- c) Approach.
- d) Methodology.
- e) Work plan and schedule.
- f) Team size.
- g) Processing fee of Rs. 500/- deposited
- h) GST & PAN Card photo copy
- i) Audited statement for last 03 (three) years.
- h) Detailed Resume of the Team Leader and Team Members of the consultant

(With copies of certificates to support their qualifications).

b) Financial Proposal Content

- 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.
- The lump sum quote should be inclusive of all expenses which the consultant

may incur while executing the assignment.

- Financial Proposal should be quoted in the prescribed form provided below as **ANNEXURE-V & VI**

19. Payment Terms

The payment shall be released after successful completion of the services. No advance payment will be made for the same.

Registrar
Dibrugarh University
Rajabheta, Dibrugarh,
Assam-786004

TECHNICAL PROPOSAL - STANDARD FORMS

- **ANNEXURE-I** Technical Proposal & Submission Form for ISO 9001:2015
- **ANNEXURE-II** Technical Proposal & Submission Form for ISO 50001:2018
- **ANNEXURE-III** Brief Description of Experience of bidder
- **ANNEXURE-IV** Curriculum Vitae (CV) for Proposed Professional Staff

FINANCIAL PROPOSAL – STANDARD FORM

- **ANNEXURE-V** Financial Proposal & Submission Form for ISO 9001:2015
- **ANNEXURE-VI** Financial Proposal & Submission Form for ISO 50001:2018

ANNEXURE-I

TECHNICAL PROPOSAL & SUBMISSION FORM

- (i) Subject: Expression of Interest (EoI) for providing consultancy services for implementation, support and obtaining of ISO 9001: 2015 Certification to Dibrugarh University.
- (ii) Name and Full Address of the firm submitting the tender :
- (iii) Address to: The Registrar, Dibrugarh University, Dibrugarh-786004
- (iv) We agree to abide by all the terms & conditions mentioned in the EoI :
- (v) We have enclosed all the following documents with our Bid:
- a) Brief description about the consultant :
 - b) Consultants' Experience :
 - c) Approach. :
 - d) Methodology. :
 - e) Work plan and schedule. :
 - f) Team size. :
 - g) Processing fee of Rs. 500/- deposited :
 - h) GST & PAN Card photo copy :
 - i) Audited statement for last 03 (three) years.:
 - h) Detailed Resume of the Team Leader and Team Members of the consultant
(With copies of certificates to support their qualifications).

ANNEXURE-II

TECHNICAL PROPOSAL & SUBMISSION FORM

- (i) Subject: Expression of Interest (EoI) for providing consultancy services for implementation, support and obtaining of ISO 50001:2018 Certification to Dibrugarh University.
- (ii) Name and Full Address of the firm submitting the tender :
- (iii) Address to: The Registrar, Dibrugarh University, Dibrugarh-786004
- (iv) We agree to abide by all the terms & conditions mentioned in the EoI :
- (v) We have enclosed all the following documents with our Bid:
- a) Brief description about the consultant :
 - b) Consultants' Experience :
 - c) Approach. :
 - d) Methodology. :
 - e) Work plan and schedule. :
 - f) Team size. :
 - g) Processing fee of Rs. 500/- deposited :
 - h) GST & PAN Card photo copy :
 - i) Audited statement for last 03 (three) years.:
 - h) Detailed Resume of the Team Leader and Team Members of the consultant (With copies of certificates to support their qualifications).

ANNEXURE-III

BRIEF DESCRIPTION OF THE EXPERIENCE OF THE BIDDER

Brief Description of the experience of Bidder

Sl. No	Name of assignment (Brief Scope)	Name of Project	Name of client	Date of commencement	Date of issuance of ISO Certificate	Remarks
1.						
2.						
3.						
4.						
5.						
6.						
7.						
8.						
9.						
10.						

ANNEXURE-IV

CURRICULUM VITAE (CV) FOR PROPOSED PROFESSIONAL STAFF

(CVs of only 01 (one) team leader and 02 (two) member who shall be working for the proposed assignments shall be given

1. Proposed Position :
2. Name of Firm [Insert name of firm proposing the staff] :
3. Name of Staff [Insert full name] :
4. Date of Birth :
5. Nationality :
6. Educational qualification :
7. Languages known :
8. Employment Record [Starting with present position] :
From [Year]: To [Year] :
Employer :
Positions held :
9. Detailed Tasks Assigned :
10. Work Undertaken that Best Illustrates Capability to Handle the Tasks Assigned 15
[Among the assignments in which the staff has been involved, indicate the following information for those assignments that best illustrate staff capability to handle the tasks

- Name of assignment or project :
- Year :
- Location :
- Client :
- Main project features :
- Positions held :
- Activities performed :

10. Certification :

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience. I understand that any wilful misstatement described or intentionally disclosure of information herein may lead to my disqualification or dismissal, if engaged.

Date:

Place:

[Signature of staff member]

Full name of authorized representative:

Signature of authorized representative of Employer: _____

Full Name: _____

Address: _____

FINANCIAL BID

Sl. No.	ACTIVITY	RATE (inclusive of GST)	REMARKS
1.	Survey and assessment of the existing system		
2.	Training on ISO 9001:2015 Certification (QMS)		
3.	Design and preparation of documentation		
4.	Implementation of Quality Management System (QMS)		
5.	Compliance related to Management Representative function related activities		
6.	ISO 9001:2015 Certification fee (QMS, Application, Registration and assessment for Certification etc.)		
7.	Surveillance Audit 1 st Year (QMS Surveillance Audit)		
8.	Surveillance Audit 2 nd year (QMS Surveillance Audit)		
TOTAL			

I/We confirm the rates quoted above are valid up toand further agree to provide the mentioned service as per the rates mentioned above in Indian Rupees.

Date:

Place

[Signature of staff member]

Full name of authorized representative:

Signature of authorized representative of Employer: _____

Full Name: _____

Address: _____

FINANCIAL BID

Sl. No.	ACTIVITY	RATE (inclusive of GST)	REMARKS
1.	Survey and assessment of the existing system		
2.	Training on ISO 50001:2018 Certification {Energy Management System (EnMS)}		
3.	Design and preparation of documentation		
4.	Implementation of Energy Management System, Application, Registration and assessment for Certification etc		
5.	Compliance related to Energy Management Representative function related activities		
6.	ISO 50001:2018 Certification fee (Energy Management System, Application, Registration and assessment for Certification etc.)		
7.	Surveillance Audit 1 st Year (EnMS Surveillance Audit)		
8.	Surveillance Audit 2 nd year (EnMS Surveillance Audit)		
TOTAL			

I/We confirm the rates quoted above are valid up toand further agree to provide the mentioned service as per the rates mentioned above in Indian Rupees.

Date:

Place

[Signature of staff member]

Full name of authorized representative:

Signature of authorized representative of Employer: _____

Full Name: _____

Address: _____