

**DEPARTMENT OF INDUSTRIAL TRAINING  
KERALA STATE**

l2/17341/17

Directorate of Training  
Labour Complex, Vikas Bhavan  
Thiruvananthapuram- 33  
Dated: 31/08/17

**TENDER NOTICE**

Sub: Tenders from ISO Certification consultancy agencies for implementation of ISO 29993:2017 for Government Industrial Training Institutes (ITI) for Women Kozhikode who are already attained ISO 9001-2008

Sealed competitive tenders are invited by the Director of Training from ISO Certification consultancy agencies/consultants for providing the ISO Certification (ISO 29993:2017) for Government industrial Training institute (ITI) for Women Kozhikode who are already attained ISO 9001-2008.

**Scope of work:**

1. Conduct gap analysis and submit gap analysis report.
2. Preparation of Risk assessment report and risk treatment plan (identify, assess and manage risk)
3. General Awareness Training to all staff of the Industrial Training Institute.
4. Training to Internal Auditors on Internal Auditing.
5. Conduct and document learning needs analysis (needs of interested parties & Learning content & process)
6. Provide technical assistance for designing of learning services ( aims and scope of learning services, means of supporting and monitoring the transfer of learning, curriculum planning etc.) as per standard requirement.
7. Provide technical assistance for determining provision of learning services (information and orientation , ensuring availability and accessibility of learning resources & learning environment the delivery etc)

8. Document evaluation system.
9. Analyze and document competencies related to the delivery of learning services.
10. Preparation of business plan, procedures, standard operating procedures, work instructions, process maps, other related document etc.
11. Technical assistance for preparation of system documentation for financial management and communication management (internal/external) system.
12. Conducting one round internal audit and Management review.
13. Corrective and Preventive actions.
14. Document audit review
15. Pre-assessment audit (onsite)
16. Certification audit (onsite) support
17. To provide for issue of ISO 29993 certification
18. Surveillance audit support (Post certification).
  - a) Surveillance Audit - I (S1)
  - b) Surveillance Audit - II (S2)
  - c) Surveillance Audit - III (S3)

Consultant should spend at least 30 man-days in institute for initial certification and 6 man days for each surveillance audits. Time schedule of completion of work is 60 days.

Final payment towards the process shall be released after completion of process up to ISO Certification. Cost of 3 yearly surveillances should be quoted separately since payment shall be made after receipt of continuation letters from the agency concerned.

Sealed tender should be in lump sum basic price and separate duties/taxes. Tender should be inclusive of all kinds of expenditure towards all fees, transportation cost, software/hardware, stationery, printing and presentation material etc.

No advance payments shall be applicable.

Agencies should submit complete company profile along with PAN No., company registration certificate/No., service tax No., experience certificate, list of successful completion of similar works with certificates from such educational/training institutions, copies of agreements etc., company annual turnover, team size, bank account details. Agencies may

give other relevant information.

The tenders should be complete in all respects in a sealed cover and super scribed as "Tender for Consultancy for ISO Certification (ISO 29993;2017)" which should be submitted on or before the last date **12/10/2017, 3.00 PM** in the Directorate of Training, Labour Complex, Vikas Bhavan (PO), Thiruvananthapuram – 33 along with an earnest money deposit of **Rs.3,500/- (Rupees Three Thousand Five hundred only)** as demand draft in favour of the Director of Training. Please note that tenders not accompanied with requisite earnest money will be rejected out rightly without assigning any reasons/entertaining any correspondence. The earnest money of the unsuccessful tenderers except second and third lowest, will be refunded without accrual of any interest, in due course of time. i.e. after awarding the contract, will be released immediately after opening the tender.

The sealed tenders will be opened on **12/10/2017** at the Directorate of Training at **4.00 PM** in presence of tenderers or their representatives who wish to be present. In case **12/10/2017** is declared holiday, the tenders will be opened on the next working day at the said time and venue.


The successful tenderers shall be required to sign the contract agreement with the competent authority on a non-judicial stamp paper of **Rs.500/- (Rupees Five Hundred only)** immediately after award of contract.

Tenders received after due date and time shall not be entertained.

Any other information in this regard can be obtained from the office of the under signed during office hours.

**Cost of Tender form: 1000 /- + GST (12%)** (Tender forms can be purchased from the office of the under signed during office hours)

The Director of Training, Directorate of Training, Labour Complex, P.M.G: Vikas Bhavan, P.O Thiruvananthapuram – 33 reserves the right to reject/accept the tenders at its own discretion.



P.K Madhavan  
Additional Director of Training  
For Director of Training.

### **Terms and Conditions**

(To be returned along with tender duly signed by the authorized signatory,  
otherwise tender shall not be accepted)

1. To facilitate training involving motivating and developing our employees for enhancing their performance.
2. To conduct sensitization workshop/training programme of staff of each institutes in a phased manner.
3. To prepare documents of different levels namely quality management system manual, quality management procedure manual and specific quality procedure and works instructions manual for office in general and each divisions in particular.
4. To help to identify and finalize the name of certifying agency (external audit party) for the grant of certificate of approval for award of ISO 29993:2017 with the approval of the competent authority.
5. To help to get the external audit done by the certifying agency and to review the norm conformities pointed out by the external audit within a week's time span.
6. To help to obtain certificate of approval for ISO 29993-2017 from the certifying agency within 60 days of entering with contract.
7. Consultant will help in preparation operational manuals and such other documents in this regard as required under the system for obtaining the certificate.
8. Consultant will provide course material to all participants trained by them.
9. Consultant will assist the Office authority in obtaining ISO certificate through an inspecting agency for which the cost will be borne by the competent authority separately.
10. TDS will be deducted at source at the time of release of each instalment /payment.
11. The contract amount as per this schedule shall only be paid in favour of the quoting firm only.
12. The entire operation for preparing the institute must be done within a maximum period of 60 days or earlier.
13. The firm shall deposit an earnest money amounting to Rs.3,500/- (Rupees Three Thousand Five hundred only) as demand draft along with tender and attach original receipt along with tender not accompanied with requisite

earnest money will be rejected outright without assigning any reasons/entertaining any correspondence. The earnest money of the unsuccessful tender will be refunded without accrual of any interest, in due course of time as specified earlier.

14. The Director of Training, Directorate of Training, Labour Complex.. P.M.G. Vikas Bhavan,P.O. Thiruvananthapuram - 33, reserves the right to accept or reject any tender without assigning any reason thereof.
15. Competent authority reserves the right to terminate the services of consultancy at any time without assigning any reason thereof.

Accepted the above conditions.

(Signature with seal of tenderer)

**LIST OF DOCUMENTS TO BE ENCLOSED ALONG WITH TENDER UNDER SEALED  
COVER**

1. Earnest money deposit receipt Rs.3,500/- (Rupees Three Thousand Five hundred only)
2. Certificate of registration.
3. Certificate of PAN/Service Tax No.
4. Certificate of experience/performance in the field, if any.
5. List of education/training institutes where the work done.
6. Terms and conditions.

(Signature with seal of the tenderer)