

	<p>Uttar GUJARAT VIJ COMPANY LIMITED CIN – U40102GJ2003SGC042906 (An ISO 9001:2008 Certified Company)</p>	
<p>Regd. & Corporate Office: Visnagar Road, MEHSANA – 384 00 (North Gujarat)</p>		
<p>Telephone: (02762) 222080-81 Fax: (02762) 223574</p>		
<p>Website: www.ugvcl.com e-mail: corporate@ugvcl.com</p>		

Tender Notice No: UGVCL/ ISO 9001:2015/Consultancy/2018/04

Purchase Requisition No. 347361

Sub: Tender for Consultancy Service to Undertake Transition from ISO 9001:2008 to ISO 9001:2015 Certification in UGVCL, Discom, Gujarat.

CE(OP), UGVCL invites Tender for Consultancy Service to Undertake Transition from ISO 9001:2008 to ISO 9001:2015 Certification in UGVCL, Discom, Gujarat. Tender Papers may be down loaded from web site www.ugvcl.com (For view & down load). Tender fee may be paid along with submission of tender in EMD cover. "All the relevant documents of tender to be submitted physically will be received only by Registered Post A.D. or Speed Post addressed to The Chief Engineer (OP), UTTAR GUJARAT VIJ COMPANY LTD., Regd. & Corporate Office, Visnagar Road, Mehsana - 384001. **"NO COURIERSERVICEORHAND DELIVERY"** will be allowed.

BRIEF DETAILS REGARDING TENDER IS AS UNDER:

Tender No.	UGVCL/ ISO 9001:2015/ Consultancy/2018/04
Tender Fees Payable (Non-Refundable)	Rs. 500.00 + Rs.90.00 (@18% GST)= Rs.590.00
Estimated Cost of the tender	Rs 169000.00
Earnest Money Deposit Amount (1% of the Estimated cost.)	Rs. 2,000.00
Last Date of submission of physical tender and other relevant documents by Regd./Speed Post at Corporate Office, Mehsana.	12.12.2018 up to 14.00 Hrs
Scheduled date of physical opening of tender (EMD Cover, Tech documents etc)	13.12.2018 at 14.00 Hrs
Tentative Date of Opening of Price Bids of tech. qualified bidders.	24.12.2018 at 12.00 Hrs (Tentative If Possible)

TENDER FEE:

Signature of Tenderer:		Company's Round seal
Date:	Place:	

Tender fee (Non-refundable) as notified in the tender notice should invariably be paid by way of Demand Draft, otherwise offer will be ignored out rightly. Indian Postal Orders (IPOs) & Cheques are not acceptable. Demand Draft should be in the name of the “Uttar Gujarat Vij Company Ltd.” Payable at Mehsana. The envelope shall be addressed to the Chief Engineer (OP) of UGVCL. UGVCL shall not be responsible for the transit loss or misplacement.

Tender fee demand draft must be kept in the cover of Tender fee/EMD along with technical bid sealed cover No exemption from payment of tender fees and no price preference shall be given to any bidder.

EARNEST MONEY DEPOSIT (E.M.D.):

E.M.D. at the rate of 1% of the value of the items offered is payable by Demand draft in favor of the Uttar Gujarat Vij Company Ltd drawn on any scheduled / nationalized banks in Mehsana. Cheques are not acceptable.

DD for payment of tender fee & EMD must be placed in the cover super scribing “Tender fee & EMD” along with requisite documents as mentioned in condition. (EMD and Tender Fee cover should be kept as separate enclosure & should be submitted with Technical Bid.)

The physical tender document is to be submitted in two parts in **single copy** namely Technical bid & Commercial bid including all enclosures of the tender documents **super scribing the respective covers** accordingly along with the tender number. DD for payment of tender fee& EMD Demand Draft must be placed in the cover super scribing “Tender fee & EMD” of **Tender No. UGVCL/ISO 9001:2015/Consultancy/2018/04** along with requisite documents as mentioned in the condition.

All the covers are to be put into one main tender cover and posted by RPAD/ Speed post to UGVCL; otherwise the offer is liable to be rejected out rightly without assigning any reason.

Cheques are not acceptable. Corporate Guarantees not allowed.

[1] Tender fee & EMD cover:

DD for payment of tender fee & EMD must be placed in the cover super scribing “**Tender fee & EMD**” of Tender No. **UGVCL/ISO 9001:2015/Consultancy/2018/04** along with requisite documents as mentioned in the EMD condition. (EMD and Tender Fee cover should be kept as separate enclosure & should be submitted with Technical Bid.)

[2] Technical Bid Cover: Stamped / signed copy of this Tender inquiry, terms and conditions, any literature, other document, if bidder required to submit must be placed in the cover super scribing “**Technical Bid of Tender No. UGVCL/ISO 9001:2015/Consultancy/2018/04** ”.

Technical Bid should contain in sealed cover:

- The Bidders are required to submit all required documentation in support of the Eligibility/Qualification Criteria specified (e.g., detailed project citations and completion

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- certificates, client, contact information for verification, profiles of project resources and all others).
2. Experience certificate for providing consultancy service in ISO certification of any large scale company with a copy of the certificate.
 3. Office Address of the Office in Gujarat.
 4. List of 5 employees/auditors stationed in Gujarat. Names, Address of the office they are attached to and copy of certificate of lead Auditor in ISO 9001:2015.
 5. Documents in support of Turnover criteria (Refer Qualifying Criteria No.1/5 of Note to Schedule-A)
 6. Duly signed & stamped Schedule –A, Schedule – B, Schedule – C, Schedule – D&E, Annexure- I, II, III & IV.

[3] Price Bid Cover: The Price Bid must be submitted strictly as per Schedule – “B” and shall be kept in this cover and to be sealed and to mention on the cover as **“Price bid of Tender No.UGVCL/ISO 9001:2015/Consultancy/2018/04 ”**. The time and date of opening of the Price Bid is tentative & any change shall be put up on website. The “TECHNICAL” and “PRICE” Bids shall contain adequate cross-reference wherever necessary to ensure clear and proper co-relation of the two bids without ambiguities whatsoever.

All above cover should be placed in a single cover super scribing **“Tender for Consultancy Service to Undertake Transition from ISO 9001:2008 to ISO 9001:2015 Certification in UGVCL, Discom, Gujarat and Tender No. UGVCL/ISO 9001:2015/Consultancy/2018/04 ”**.

First the Tender fee & EMD cover will be opened & only if the documents towards payment of Tender fee & EMD are found in order as per tender requirements specified above, then only the technical bid will be opened which may please be noted. The price bid of the bidder who technically qualified will be opened.

Any technical questions, information and clarifications that may be required pertaining to this enquiry should be referred to the Chief Engineer(OP), UGVCL, Regd. & Corporate Office, Visnagar Road, Mehsana - 384001.

UGVCL reserves the right to reject any OR all tenders without assigning any reasons thereof.

For and on Behalf of UGVCL
Chief Engineer (OP), UGVCL

Signature of Tenderer:		Company’s Round seal
Date:	Place:	

TECHNICAL SPECIFICATION

INTRODUCTION:

UTTAR GUJARAT VIJ COMPANY LIMITED is one of the pioneer Power Distribution Utilities in India in the Electricity Industry. Incorporated under the Companies Act, 1956 in Sept-2003 as a result of unbundling of erstwhile Gujarat Electricity Board pursuant to Power Sector Reforms initiated by the Central and State Governments, the Company became commercially operational since April-2005. The Company is a wholly-owned subsidiary of Gujarat Urja Vikas Nigam Limited (A Govt. of Gujarat Undertaking).

The Main Object to be pursued in terms of the Memorandum of Association of the Company is: To undertake the electricity sub-transmission distribution and retail supply in the State of Gujarat or outside the State and for this purpose to plan, acquire, establish, construct, erect, lay, operate, run, manage, maintain, enlarge, alter, renovate, modernize, work and use a power system network in all its aspects and also to carry on the business of purchasing, selling, importing, exporting, wheeling, trading of electrical energy, including formulation of tariff, billing and collection thereof and then to study, investigate, collect information and data, review operations, plan, research, design and prepare project reports, diagnose operational difficulties and weaknesses and advise on the remedial measures to improve and modernize existing sub transmission and supply lines and sub-stations.

With a Vision to be World Class Electricity Utility striving for social and economic development of the assigned region with a mission of 'Consumer Satisfaction through Service Excellence', the Company operates through the network spread over 49,950 Sq. Kms. covering six full districts in northern region of Gujarat and three part districts in western and central areas.

The Company serves more than 35 Lac consumers of various categories, such as residential, commercial, industrial, agricultural and others, through 139 Sub Division Offices and 21 Division Offices throughout its operational area divided into 04 Circles. The business affairs are managed/taken care of by Corporate Office, presently headquartered at Mehsana. The operations are managed by more than 8775 employees.

Engaged in the business of distribution of electricity in the northern parts of the State of Gujarat. UGVCL distributes and supplies power to various categories of consumers through a network of approximately 5500 feeders with 99266 Ckms. of HT Lines, 71910 Ckms. of LT Lines and 457 Sub Stations with 2,56,621 number of step-down transformers for feeding power to consumer-end.

UGVCL has been the winner of National Awards, a Gold Shield and a Bronze Shield; India Power Awards for four consecutive years, IEEMA Power Award-2008 in the Category: Excellence in Rural Electrification, ICWAI Awards and various other awards of national repute.

UGVCL is a pioneer company for Special Design Transformers, accredited with ISO 9001:2008 Standard for 'Management and Enhancement of Electricity Distribution Operations', and the

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Company's Hi-Tech Meter Testing Laboratory is accredited with National Accreditation Board for Testing and Calibration Laboratories, the first among State DISCOMs.

UGVCL implemented Quality Management System since beginning of its operations and got its QMS, ISO 9001 certified in the year 2008. Since then UGVCL has completed three cycles of ISO 9001 certification. In the third cycle of QMS certification UGVCL is ISO 9001:2008 certified up to 22nd December, 2017 and as ISO 9001 has gone under major revision 2015, UGVCL is intending to migrate to ISO 9001:2015 in the 4th Cycle of certification of QMS. UGVCL has its own team of Internal Auditors, trained to audit the QMS in conformity with ISO 9001:2015. UGVCL has a single certificate for all locations (Corporate Office, Circle Offices, Division Offices, Sub Division Offices, EMC Office and ALDC Office).

The company presently intends to invite Tender for Consultancy Service to Undertake Transition from ISO 9001:2008 to ISO 9001:2015 Certification in UGVCL, Discom, Gujarat for the scope, "Electricity supply service in Northern Gujarat region on desirable, feasible and viable terms and conditions, meeting applicable statutory and regulatory requirements". Single Certificate for all the 167 locations (1 No of Corporate Office, 1 No EMC Office, 1 No ALDC Office, 4 Nos of Circle Offices, 21 Nos of Division Offices and 139 Nos of Sub Division Offices).

It may be noted that the term of the contract period shall be initially for a period of (3) three month only (i.e. Up to completion of first certification audit in ISO 9001:2015 and the same can be extended for a further period of 3 months on satisfactory completion / performance of work at the discretion of UGVCL without any additional cost to UGVCL.

1) Qualifying Requirement of the Bidder:

- The Consulting Agency shall have provide service in minimum 2 nos. of ISO 9001:2015 certification project implementation in Government/PSU sector/ large public limited organizations in India. Here, large public limited organizations means having turnover of more than Rs.100 Crore during any of the last three financial years. Copy of work completion certificates along-with Contract/work orders indicating the details of assignment, client and value of assignment, date and year of award and completion.
- The Consulting Agency shall have provide service in minimum 5nos. of ISO certification project implementation in Government/PSU sector/ large public limited organizations in India.
- Consulting firm should have been in operations in India for a period of at least 03 years as on last date of bid submission. Copy of firm registration Certificate.
- The team should be of at least 01 team leader and 02 member and shall be qualified lead assessors.

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- Detailed resume of the team leader and team members indicating the details of qualifications and professional experience. Certificate of lead assessor course undergone by the team leader and team member(s).
- Consulting firm should submit valid documentary proof of details of GST (Goods and Service Tax) and Income tax registration no. (PAN). Copy of registration certificates.
- The agency should have an office in Gujarat, the address of the same has to be provided.
- The bidder should not be black-listed/ceased by any company or subsidiary company of GUVNL or any PSU. Undertaking to this effect is required to be attached with the Technical Bid as per **Annexure-II** of tender.
- The offer of the Bidders not satisfying any of the above criteria are likely to be rejected. The Bidder should possess the entire qualifying requirement mentioned above. The Bidder shall not be allowed to form consortium to meet the qualifying requirement.
- Apart from above condition, bidder has to fulfill all the conditions mentioned in **Schedule – D&E** and at any page of tender.

2) **SCOPE OF WORK:**

The Scope of work will include following:

1. General Background

One of the important mandatory indicators of UGVCL is Quality Management System (QMS). Accordingly, UGVCL has work to implement requirements and at present certified with ISO 9001:2008 certification. It is envisaged that UGVCL will required consulting services of competent Consulting firm to transit from ISO 9001:2008 to ISO 9001:2015 certification and implement the requirements of ISO 9001:2015. This Tender Document has been developed to assist UGVCL to select a competent Consulting firm who may be engaged for providing ISO consultancy services, getting the required groundwork done for obtaining the certification and compliance of any other parameter required for the ISO certification in new version ISO 9001:2015.

2. Term of Reference:

The terms of reference for the Consulting firm will include but not limited to, the following: -

- a. To assist the UGVCL to form the Monitoring Committee and ISO Project team who will be responsible for implementing ISO 9001:2015 requirements.
- b. To determine the scope of ISO 9001:2015 implementation in all activities of UGVCL
- c. The SE (RE), UGVCL Corporate office will be the coordinator for the above scope of work.

The Consulting firm should define such a scope for which ISO 9001:2015 requirements may be implemented within a time period of Three months.

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- d. To perform gap analysis of the existing documentation of the department against the requirements of ISO 9001:2015 and produce a gap analysis report.
- e. To plan together with the ISO project team of the department on the ways to address the gaps in order to develop the necessary documentation for ISO certification.
- f. To develop all mandatory procedures as required in ISO and guide the ISO project team on implementing the same.
- g. To develop customized training course material in soft copy (as well as hard copy) for conduct of all necessary trainings.
- h. To conduct required trainings that will include (i) top/senior management briefing; (ii) planning, documentation and implementation workshop for ISO project team and, (iii) awareness program.
- i. To advise the ISO monitoring committee on change management and the success factors to support effective implementation of ISO.
- j. To conduct Internal Auditors training and guide the Internal Auditor team in conducting required numbers of internal audits.
- k. To assist in evaluation of implemented ISO quality management system through internal audits including closure actions.
- l. To offer close guidance in the preparation and review of final documents prior to certification.
- m. To assist in coordination of required management reviews prior to certification.
- n. To guide the ISO project team to take the necessary corrective actions on identified non-conformities and final review of documents.
- o. To guide the ISO Project team in making an application for certification.
- p. To co-ordinate during final certification of the company and do all the necessary acts to get the company certified by a certification body.
- q. Any other task to ensure the certification.

3. Time Frame

The Time period will be Three months from the date of award of contract.

3) **TERMS AND CONDITION:**

The tenderers should thoroughly read all the following clauses before submitting their tender. The original copy of the Tender documents including Schedule – A, Schedule – B, Schedule – C, Schedule – D, Schedule – E, Annexure-I, II, III, &IV duly signed, stamped with company’s seal must be submitted along with the bid.

i) PRICE EVALUATION:

No price preference shall be given on any account. All tenders will be evaluated on firm price end cost basis i.e. including all taxes, unless otherwise mentioned in the tender documents. The tenderers however will have to give the detailed break-up of the end cost. If UGVCL feels that there is lack of serious competition or any other reasons, UGVCL may negotiate with the L-1 bidder or re-invite the tender. UGVCL’s decision shall be final and binding on all the tenderers.

Signature of Tenderer:		Company’s Round seal
Date:	Place:	

ii) **IMPORTANT :-**

The technical bid should be submitted along with separate EMD + tender fees cover in the respective envelopes and super-scribed accordingly (Duly sealed) so as to reach this office not later than **16:00 hrs** on due Date as specified in the tender notice through RPAD/Speed post only. **Tenders sent through courier / submitted in person / by e-mail etc. shall not be accepted and are liable to be rejected out rightly.**

Please note, that any bid, technical bid and Telegraphic or short offers / bids received after the due date and time will not be accepted and the offer will be ignored out rightly. **NO LATE TENDER / DELAYED TENDER SHALL BE CONSIDERED.**

4) VALIDITY OF THE OFFERS:

The offer will have to be kept valid for a period of 120 days from the date of opening of technical bids. In case finalization of the tender is likely to be delayed, the tenderer will be asked to extend the same without change in the prices or any terms and condition of the offer. If any change is made during the original or extended validity period, the offer will be liable for outright rejection without entering in to further correspondence in this regard and no reference will also be made.

5) MANPOWER :

- i) All manpower deployed by the bidder should be suitably qualified and trained for the job intended to be performed by them.
- ii) The deputed manpower should be extremely polite with consumers and should be able to address consumer grievances about bills issued.

6) PRICES:

Prices quoted shall be FIRM. However, any statutory increase or decrease in the taxes and duties subsequent to suppliers offer if it takes place within the original contractual delivery date will be to UGVCL's account subject to the claim being supported by documentary evidence. However, if any decrease takes place after the contractual delivery date, the advantage will have to be passed on to UGVCL.

The total price / fees for the works shall be as per the **Schedule –B.**

- The rate quoted should be inclusive of travel, Lodging and boarding expenses for services detailed in technical scope.
- The price for entire scope of services under this contract is on firm price basis only.
- UGVCL will not bear any additional expenditure, whatsoever on this account except Change in tax. Taxes shall be payable as applicable.
- If work is found unsatisfactory during the currency of the contract, the agency shall promptly mobilize additional personnel for ensuring proper progress and timely completion of the work and under the contract at no extra cost to UGVCL.

Signature of Tenderer:		Company's Round seal
Date:	Place:	

7) SECURITY DEPOSIT:

- (a) Within 15 days of receipt of **LOI/LOA** from the UGVCL, the successful bidder, to whom the work is awarded, shall be required to furnish a security deposit for an amount equal to 5% (Five percent) of the total contract price towards successful performance of the contract in accordance with the terms and conditions specified therein. The amount will be paid in DD payable at Mehsana or bank guarantee. The bank guarantee shall be valid up to 45 days after the completion of the entire contract work. The work order will be issued only after receipt of performance Guarantee (SD).
- (b) The performance guarantee will be returned to the bidder without any interest after 45 days of the completion of contract period.
- (c) Bank Guarantee issued by following banks will be accepted as Security Deposit. Bank Guarantees shall be valid up to 45 days after the completion of the entire contract work.

Bank Guarantees issued by following banks will be accepted as Performance Guarantee (PG) for execution period.

1. All Nationalized Banks including the Public Sector Bank - IDBI bank Ltd.
2. Private sector banks - Axis Bank; ICICI bank and HDFC bank

BG issued by Banks other than above will not be accepted.

Note: Above given list of banks will be altered as per GR No issued by Finance Dept., GOG for year 2017-2018.

8) PAYMENT TERMS:

Payment Schedule is as below:

20% Payment	After completion of Awareness Program, briefing, workshop & documentations.
20% Payment	After completion of conduct of all scheduled training.
20% Payment	After completion of Internal Audit.
40% Payment	After issue of ISO 9001: 2015 certificates by Certification body.

The invoices in quadruplicate in the name of Uttar Gujarat Vij Company Limited duly signed by concern senior officer is submitted to SE (DSM), UGVCL for verification & certification who will submit the bill to the Dy. CAO (Bills), Account section, R&C Office, UGVCL on satisfactory completion of related activity. Dy. CAO (Bills) after receiving bills will arrange the payment through RTGS/NEFT. All payments for the aforesaid assignment shall be made to the agency in Indian Rupees after 30 days from receipt of the Invoice.

The payment shall be made for the actual work done only. TDS will be deducted as per applicable rate.

9) PENALTY:

Signature of Tenderer:		Company's Round seal
Date:	Place:	

- a. Any delay will attract penalty @0.5% of the contact value per week up to a max. 10% of the contact value.
- b. For calculating the delayed portion, date of actual completion of work shall considered.

10) POST TENDER CORRESPONDENCE/ENQUIRIES:

Any correspondence or enquiry subsequent to opening of technical and commercial bids is not desirable. If the same is indulged into, it will be considered for disqualifying the tender. The tenderer will be required to abstain from pursuing / canvassing the matter, directly or indirectly with any officer of UGVCL, as otherwise the same would also amount to disqualification of the tender.

11) CONTRACT PERIOD:

The term shall be initially be for a period of (3) three months and can be extended for further period of another 3 months on satisfactory completion / performance of work at the sole discretion of UGVCL. However, UGVCL also reserves the right to cancel the contract by giving one month notice.

12) COMPLIANCE OF LAW:

The successful bidder will certify that he has complied with provision of industrial & labour Laws including PF Act; ESI Act etc. as may be applicable and submit the relevant documents while submitting monthly bills to the sub-division. The special terms and conditions as per Schedule ‘D’ and General terms and conditions of contract as per Schedule ‘E’ needs to be complied by the agency.

13) FORCE MAJEURE:

Due consideration will be given for waiver/ levy of penalty only for the reasons absolutely beyond suppliers control (e.g. Force Majeure conditions as laid down in the DGS &D, clause reproduced hereunder) for which documentary evidence will have to be provided.

The request for extension in delivery giving reasons and supporting documents shall have to be made within one month on completion of the supply only.

The request made after one month on completion of the supply shall not be entertained and rejected out rightly without any correspondence.

No request for waiver/levy of penalty will be entertained /reviewed during execution of order.

“If, at any time during the continuance of this contract, the performance in whole or in part by either party of any obligation under this contract shall be prevented or delayed by reason of any war, hostility, act of the public enemy, civil commotion, sabotage fires, floods, explosion, epidemics, quarantine restrictions, strikes lockouts or acts of God (hereinafter referred to as event)”, then provided notice of the happening of any such event is given by either party to the other within twenty one days from the date of occurrence there of neither party shall by reason of such event be entitled to terminate this contract nor shall either party shall have any

Signature of Tenderer:		Company’s Round seal
Date:	Place:	

claim for damages against the other in respect of such non-performance of delay in performance, and deliveries under the contract shall be resumed as soon as practicable after such event has come to end or ceased to exist, and the decision of the Managing Director as to whether the deliveries have been so resumed or not shall be final and conclusive.

Provided further that if the performance in whole or part of any obligation under this contract is prevented or delayed by reasons of any such event for a period exceeding 60 days, either party may at its option terminate the contract provided also that if the contract is terminated under this clause, the Purchaser shall be at liberty to take over from the Contractor at a price to be fixed by the Managing Director of the UGVCL, which shall be final, all unused undamaged and acceptable materials brought out components, and stores in course of manufacture in the possession of the Contractor at the time of such termination or such portion thereof as the Purchaser may be deem fit excepting such materials, brought out component and stores as the contractor may with concurrence of the Purchaser elect to retain”.

14) EVENT OF DEFAULT & CONSEQUENCES :

- (a)** If the bidder is not executing the works in accordance with the contract or is neglecting to perform his obligations, there under, as seriously, to affect the program for carrying out of the works, the Engineer-In-Charge may give notice to the bidder requiring him to make good such failure or neglect.
- (b)** If the bidder :
 - (i)** Has failed to comply within a reasonable time.
 - (ii)** Assigns the contractor subcontracts the whole of the works without the Engineer-In-Charge’s written consent, or
 - (iii)** Becomes bankrupt insolvent, has a receiving order made against him or compounds with his creditors, or carries on business under a receiver, trustee or manager for the benefit of his creditors or goes into liquidation.
- (c)** The employer shall, as soon as possible after such termination, certify the Value of the works and all sum then due to bidder as at the date of termination.
- (d)** The Engineer-in-Charge shall not be liable to make any further payment to the bidder until the works have been completed. When the works are so completed, the employer shall be entitled to recover from the bidder extra cost, if any, of completing the work allowing for any sum due to the bidder. If there is no such extra cost, the Engineer-In-Charge shall pay any balance due to the bidder.
- (e)** The bidder’s liabilities shall immediately cease when the employer expels him from the site without prejudice to any liabilities there under that may have already accrued.
- (f)** If the bidder is not able to complete the work order / part of the work order for any reason and the work order is forced to be closed prematurely by the Engineer-in-charge, the bidder shall be put in to “No deal with UGVCL” for period of minimum two years from the date of order of no deal.

Signature of Tenderer:		Company’s Round seal
Date:	Place:	

15) SETTLEMENT OF DISPUTES:

- (a) Any disputes or differences arising out of or in connection with the contract shall, to the extent possible, settled amicably between the parties.
- (b) If any dispute or difference of any kind whatsoever shall arise between the UGVCL and the bidder during the performance of the works whether during the progress for the work or after its completion or whether before or after the termination, abandonment or breach of the contract, it shall, in the first place, be referred to and settled by the empowered officer to be appointed by the UGVCL, who within a period of Thirty (30) days after being requested by either party to do so, shall give written notice of his decision to the UGVCL and the bidder.
- (c) Unless as here in after provided, such decision in respect of any matter so referred shall be final and binding upon the parties until the completion of the works and shall forthwith be given effect to by the bidder who shall proceed with the works with all due diligence, whether he or the Engineer-In-charge required arbitration as hereinafter provided or not.
- (d) If after the Empowered officer has given written notice of his decision to the parties, and no claim to arbitration has been communicated to him by either party within thirty (30) days from the receipt of such notice, the said decision shall become final and binding on the parties.
- (e) In the event of the Empowered officer failing to notify his decision as a foresaid within thirty (30) days after being requested aforesaid, or in the event of either the owner or the bidder being dissatisfied with any such decision, or within thirty (30) days after the expiry of the first mentioned period of Thirty (30) days, as the case may be, either party may require that the matter in dispute be referred to arbitration as hereinafter provided.
- (f) **JURISDICTION:** All above conditions are subject to Mehsana jurisdiction.

16) INSURANCE:

The bidder shall insure against liability to third parties for any death or personal injury and loss of or damage to any physical property including the property of the UGVCL other than the works arising out of the performance of the contract and occurring before the issue of the last defect liability certificate. Such insurance shall be taken before the bidder begins any work on the site. UGVCL is not at all responsible for any type of claim of the bidder or by his employees etc.

17) ARBITRATION

All matters, question, disputes, differences and / or claims arising out of and / or concerning and / or in connection and / or in consequences or relating to this contract whether or not obligation of either of both parties under this contract be subsisting at the time of such dispute and whether or not this contract has been terminated or purported to be terminated or completed, shall be referred to the Arbitrator nominated by the Managing Director of the Company which will be binding on the agency. The award of the arbitrator shall be final.

Signature of Tenderer:		Company's Round seal
Date:	Place:	

18) AGREEMENT:

As per company's rule an agreement on stamp paper of appropriate value is to be done in the prescribed form as per **ANNEXURE-I** within 15 days from the receipt of the LOA/LOI. The conditions, specifications, price-schedule and contract work booklet are to be signed by the bidder. The agreement will be done at concerned circle offices.

Encl: 1. Schedule A:

2. Schedule B: Financial Proposal
3. Schedule C: Technical Proposal
4. Schedule D: Special Terms and Condition
5. Schedule E: General Condition of Contract
6. Annexure: I, II, III, IV & V

Chief Engineer (OP)
UGVCL, Corporate office,
Mehsana

Signature of Tenderer:		Company's Round seal
Date:	Place:	

SCHEDULE – ‘A’

1	Tender no.	UGVCL/ISO 9001:2015/Consultancy/2018/
2	Description of Item	As per Schedule -B
3	Tender Quantity	As per Schedule -B
4	Estimated Cost	Rs. 1,69,000.00
5	Cost of Tender Document (Non- Refundable)	Rs. 500.00 + Rs.90.00 (@18% GST)= Rs.590.00
6	Earnest Money Deposit	1% of the estimated cost (i.e. Rs.2,000.00)
7	Last Date of submission of physical tender and other relevant documents by Regd./Speed Post at Corporate Office, Mehsana.	12.12.2018 up to 14.00 Hrs
8	Scheduled date of physical opening of tender (EMD Cover, Tech documents etc)	13.12.2018 at 14.00 Hrs
9	Tentative Date of Opening of Price Bids of tech. qualified bidders.	24.12.2018 at 12.00 Hrs (Tentative If Possible)
Details of Tender Fee/Earnest Money Deposit paid by the Tenderer:		
1	Demand Draft No. _____ dated _____ On _____ Bank for Tender Fee Rs. 590.00	
2	Demand Draft No. _____ dated _____ Drawn on _____ Bank for EMD of Rs. 2,000.00	

Signature of Tenderer:		Company's Round seal
Date:	Place:	

SCHEDULE – 'B'

**FINANCIAL PROPOSAL
(PRICE-BID)**

For Consultancy Service to Undertake Transition from ISO 9001:2008 to ISO 9001:2015 Certification in UGVCL.

To,
The Chief Engineer (Operation),
Uttar Gujarat Vij Company Limited,
Regd. And Corporate Office, Visnagar Road,
Mehsana – 384001, Gujarat.

Sub: Financial proposal for selection of Consultant for Consultancy Service to Undertake Transition from ISO 9001:2008 to ISO 9001:2015 Certification in UGVCL.

Sir,

1. With reference to your Tender Document No.dated for providing Consultancy Service to Undertake Transition from ISO 9001:2008 to ISO 9001:2015 Certification in UGVCL based on meeting the eligibility criteria.
2. Our financial quote is as below:

Sr. No.	Type of Service	Unit	Qty	Rate (INR)	Amount excluding GST (INR)	% GST Applicable	GST Amount (INR)	Amount Including GST (INR)
1	Developed the Necessary Documentation for ISO 9001:2015 Certification (like Quality Manual, Procedure etc.)	Set	1					
2	Awareness and Internal Audit Training Session for ISO 9001:2015	Nos.	4					
3	Perform Internal Audit for Selected Location	Days	5					
4	To Co-ordinate during Certification Audit and do all the necessary acts to get the certified by a certification body	Set	1					
Final Amount Including GST (INR)								
Final Amount in Words:								

Signature of Tenderer:		Company's Round seal
Date:	Place:	

REMARKS:

- 1) I/We agree to provide service as noted above at the rates here in tendered by me/us subjected to the condition of tender and provide the service as per tender inquiry which I/We have carefully read and which I/We thoroughly understood and to which I/We agree.
- 2) I/We here by agree to keep this offer open for 120 days after the date of opening of technical bids of the tender and shall be bound by Communication of acceptance dispatch within the prescribed time.
- 3) Above Rates should be inclusive of all the expenses and any other expenses shall not be reimbursed

PLACE:

DATE:

SIGNATURE OF TENDERER & ROUND SEAL

Chief Engineer (Op)

UGVCL, Corporate Office, Mehsana

Signature of Tenderer:		Company's Round seal
Date:	Place:	

Schedule – “C”

(On Consulting Firm Letter Head)

TECHNICAL PROPOSAL

To,
The Chief Engineer (Operation),
Uttar Gujarat Vij Company Limited,
Regd. And Corporate Office, Visnagar Road,
Mehsana – 384001, Gujarat.

Sub: Technical proposal for selection of Consultant for Consultancy Service to Undertake Transition from ISO 9001:2008 to ISO 9001:2015 Certification in UGVCL.

Sir,

1. With reference to your Tender Document No.dated for providing Consultancy Service to Undertake Transition from ISO 9001:2008 to ISO 9001:2015 Certification in UGVCL based on meeting the eligibility criteria.

Sr. No.	Eligibility Criteria	Yes/No	If yes, details of documents attached
a.	Brief description about the consultant		
b.	Eligibility Criteria		
	1. The Consulting Agency shall have provide service in minimum 2 nos. of ISO 9001:2015 certification project implementation in Government/PSU sector/ large public limited organizations in India. Here, large public limited organizations means having turnover of more thanRs.100 Crore during any of the last three financial years. 2. The Consulting Agency shall have provide service in minimum 5nos. of ISO certification project implementation in Government/PSU sector/ large public limited organizations in India. 3. Consulting firm should have been in operations in India for a period of atleast 03 years as on last date of bid submission. 4. The team should be of at least 01 team leader and 02 members and shall be qualified lead assessors. 5. Consulting firm should submit valid documentary proof of details		

Signature of Tenderer:		Company's Round seal
Date:	Place:	

	<p>of GST (Goods and Service Tax) and Income tax registration no. (PAN). Copy of registration certificates.</p> <p>6. The agency should have an office in Gujarat, the address of the same has to be provided.</p> <p>7. The bidder should not be black-listed/ceased by any company or subsidiary company of GUVNL or any PSU. Undertaking to this effect is required to be attached with the Technical Bid as per Annexure-III of tender.</p>		
c.	Approach		
d.	Methodology		
e.	Work Plan and Schedule		
f.	Team Size		
g.	Detailed Resume of the Team leader and Team members of the consultant (with copies of certificates to support qualifications)		

Further, I hereby certify that:

I have read the provisions of the all clauses and confirm that notwithstanding anything stated elsewhere to the contrary, the stipulation of all clauses of Tender Document are acceptable to me and I have not taken any deviation to any clause.

4. I further confirm that any deviation to any clause of Tender Document found anywhere in my bid, shall stand unconditionally withdrawn, without any cost implication whatsoever to the UGVCL.

PLACE:

DATE:

SIGNATURE OF TENDERER & ROUND SEAL

Note: In absence of above declaration/certification, the Tender Document response is liable to be rejected and shall not be taken into account for evaluation.

Signature of Tenderer:		Company's Round seal
Date:	Place:	

SCHEDULE – ‘D’

SPECIAL TERMS AND CONDITIONS:

APPOINTMENT ORDER:-

The Agency shall provide the personnel meeting with the Company requirement as shown herein and the Agency will have to furnish a copy of appointment order issued, by them to the individual as and when deployed for the assignment of the Company.

The Contractor should certify the Character and criminal records, if any, of all personnel at the time of engaging within one month.

1. All the persons engaged by Contractor shall be on the Contractor's Payroll and the Contractor shall have to disburse wages through Banks to the personnel engaged as per prevailing rates applicable to various categories. The Contractor should also indicate the names along with the wages paid to them and submit one copy of the payment sheet and Xerox Copy of the Register as proof for record.
2. The Company shall be at liberty to deny the entry to the Contractor's person / persons in the premises of the Company if there is complaint against person / persons for whatever reason including non-integrity, misconduct, non-committing, misbehavior displayed, and in that case, such type of person / persons should be withdrawn immediately from Company's assignment on written request from the Authorized Officer of the Company.
3. The Company shall not be liable to pay any charges other than agreed upon in this Contract. Weekly off reliever or substitute or overtime or any kind of financial burden will not be paid by the Company whatsoever it may be. All such payments as per statutory provisions of the Act should be borne by the Contractor, if the Contractor engages any personnel for more than eight hours on any day, no any escalation will be paid by the Company.
4. The Contractor shall deploy his staff as per requirement, which may vary from time to time.
5. All other general terms and conditions of the Company's General Terms & Condition of contracts shall be applicable to this contract also.
6. The Contractor should provide copies of appointment order of personnel engaged for the said work before starting the contract activity.
7. The Agency shall provide full information, to the Company of the personnel to be deployed, which shall include:-
 - i. Self-attested photo copy of PAN Card / any other Photo identity card issued by Government authority;
 - ii. Full name
 - iii. Details of his native place with proof of address;
 - iv. Bank **Account** Number; &

Signature of Tenderer:		Company's Round seal
Date:	Place:	

v. Education Qualification.

8. (a) The contractor shall be responsible for proper behavior of the persons employed by him and exercise control over them. He shall also be bound to prohibit and prevent his employees for taking any direct or indirect interest and/or support, assistance, maintaining or helping any person or persons engaged in any anti-social activities, demonstrations, riots, agitations, which may in any way be detrimental or prejudicial to the interests of the Company community, proprietors or occupiers in the neighborhood. In such events the Contractor not jeopardize the interest of the Company in any manner and the Company shall be indemnified by the Contractor against any consequential claims, actions, suits, proceedings, loses or damages on any grounds whatsoever. The Contractor shall be solely responsible and liable by his personnel, which may lead to any proceedings in the Court of Law against the Company or claim for payment of damages / loss of property of any citizen.
- (b) All persons of the Contractor entering in the work premises shall be properly and neatly dressed while working in the Company premises, including work site.
9. Any failure on the part of the Company at any time of enforcement of strict observance of the performance of any of the terms and conditions of this Contract, exercise of any rights mentioned in the contract, shall not constitute a waiver of such terms and conditions of rights and shall not affect or deprive the Company of exercising the same at any later date.
10. The Contractor employing more than ten workmen on any day of the preceding six months at contract labour shall be required to obtain requisite License at his cost from the appropriate Licensing Officer before undertaking contract work. The Contractor shall be solely liable and responsible for short compliance with the requirements under the Contract Labour (Regulation and Abolition Act) 1970 and Rules therein.
11. The Company shall not be liable in any respect for damages or compensation for any injury or for any occupational disease particular to the employment to any person engaged throughout the contract and the Contractor shall keep the Company indemnified thereof by obtaining insurance of personnel.
12. In case of any default in respect of work in accordance with the requirements specified by the Officer in charge, the Company will have the right to complete the required work from other sources at the risk and the cost of the Contractor or terminate the contract and forfeit the Security Deposit etc. The Contractor shall be liable to the Company for all consequential losses / damages additional expenses etc. incurred by the Company on account of breach of contract
13. The agency will not be allowed to sub-let the work / contract to any other agency or firms.
14. For any reasons whatsoever and of which the Company shall be sole judge, the Company may terminate this contract by giving the Notice of ONE MONTH and the Contractor and his personal shall vacate the site / work place on the expiry of such period. In the event of such termination of contract, the Contractor shall be paid, for all the work executed up to the period of termination, including refund of Security Deposit, subject to deduction of any dues penalties, other recoveries etc. within a period of two months at the direction of the officer in-charge

Signature of Tenderer:		Company's Round seal
Date:	Place:	

15. Contractor shall exclusively be liable for non-compliance of any Acts, Laws, Rules and Regulations having over engagement of workers directly or indirectly or execution of work and Contractor hereby undertakes to indemnify the Company against all actions, suits, proceedings, claims, losses, damages etc. which may arise under Payment of Wages Act, Workmen's Compensation Act, Fatal Accident Act, Employees Provident Fund Act, Family Pension Scheme, Deposit Linked Insurance Scheme, or any other Act or statute herein not specifically mentioned, but having direct or indirect application for the persons engaged in this contract.
16. During the period of contract, Contractor himself or his authorized representative shall be required to remain present at site, so that he can be contacted in case of emergency.
17. Contract has to produce attested copies of the following documents in the name of the Agency issued by the Competent Authority.
- i) Registration Number.
 - ii) Provident Fund Code Number.
 - iii) Income Tax Number
 - iv) Professional Tax Number.
18. Contractors should possess PF Code Number in the name of the Agency. Contractor who does not possess PF Code will not be considered for acceptance of Tender.
All other general Terms and Conditions of the Company, Agreement shall be applicable to this Contract also. During the tenure of the order, the Company may impose terms and conditions for safety of the Company's asset and men power.

Signature of Tenderer:		Company's Round seal
Date:	Place:	

SCHEDULE – ‘E’

GENERAL CONDITION OF CONTRACT

1. Wages to be paid through banks to the employees deployed by the Contractor:

- A.** The Contractors shall pay minimum rates fixed under the norms. The wages shall be paid by him before the expiry of 7th day of the last day of the month in respect of which the wages are payable (i.e. wages of a month have to be paid by him in the first week of the next month). The payment shall be disbursed to the Personnel through Banks.
- B.** The Contractor shall give his telephone number and address to the Company so that in case of labour trouble etc. the Contractor can be contacted. The Contractor shall arrange to have his office and the Contractor shall keep himself present throughout the work hours.

2. Labour Laws:

- A.** Person below the age of 18 years shall not be employed for the work.
- B.** Contractor shall maintain a valid labour license under the Contractor labour (Regulation and Abolition) Act for the employing necessary manpower to be required by him in the absence of such license the Contractor shall be liable to terminated without assigning any reasons thereof.
- C.** The Contractor shall, at his own expense, comply with all Labour Laws and keep the Company indemnified in respect thereof, Some of the major liability-es under various Labour and Industrial Laws which the Contractor shall comply with are as under:-
 1. Payment of contributing of way of Employers contribution towards Provident Fund, Family Pension Scheme, Deposit Linked Insurance Scheme, Administrative Charges etc, at the rates made applicable from time to time by the Government of Gujarat / Government of India or other Statutory Authorities.
 2. Payment of deposit in respect of each contract labour at the applicable rate with the office of Commissioner of Labour as per Contract Labour (Regulation and Abolition) Act.
 3. License as prescribed under the Contract Labour (Regulation and Abolition) Act and Rules framed there under depending upon the number of workman employed by the Contractor, License is compulsory if ten or more labours engaged due date.
 4. Identity Cards as prescribed under the Factories Act / shops & Establishment Act (as the case may be) with photo affixed there to the same for identification.
 5. Payment of retrenchment compensation, notice pay and other liabilities as per Industrial Disputes Act. Any payment to the Contractor's employees arising out of any claim or disputes under the Industrial Disputes Act. 1947 or any other Labour Laws,
 6. Payment of compensation in case of accidental injury.
 - 7. Deposit Linked Insurance Scheme:**
The Contractor shall have to deposit ½ % of the wages in respect of who is a member of the Provident Fund as the contribution to the Deposit Linked insurance Scheme with Regional Provident Fund Commissioner, Ahmedabad.
 - 8. Administrative Charges:**
Administrative Charges for maintaining Provident Fund Account shall be deposited by the Contractor with Regional Provident Fund Commissioner, Ahmedabad at the rates applicable.

Signature of Tenderer:		Company's Round seal
Date:	Place:	

9. Workmen's Compensation Fund and Employer's Liability Insurance:

The Contractor shall cover all his employees under Workmen's Compensation Fund and under the liability Insurance.

10. The Contractor shall employ adequate number of experienced staff for daily supervision and for maintenance of various registers and records required under the law and contract. No payment for supervision shall be admissible.

11. Contractor to indemnify the Company:-

The Contractor shall indemnify and keep indemnified the Company, every member, officer and employees of the Company, also Officer in charge and his staff against action proceeding claims, demands, costs and expenses whatsoever arising, out of or in connection with the matters referred in above clauses and elsewhere and against all actions claims, demands, cost and expenses which may be made against the Company by any workmen / employees of the Contractor or any sub-contractor and / or Contractor from any liability any wise any workman employees of the Contractor or sub-contractor under any Laws, Rules or Regulation having the force of law including but not limited to claims against the Owner Workmen Compensation Act 1923.

The Employees' Provident Fund Act, 1952 and or the Contract Labour (Abolition and Regulation) Act, 1970 the Company shall not be liable for in respect of or in consequence of any accident or injury to workman of other person in the employment of the Contractor or his sub-contractor and the Contractor shall identify workman in the Company against all such damage and compensation and against all claims, demands, proceeding costs, charges and expenses whatsoever in respect thereof or in relation there to.

12. Workman's Compensation & Employer's Liability Insurance:

Insurance shall be affected for all the Contractor's employees engaged in the performance of these Contractors. If any of the work is subjected, the Contractor shall require the sub-Contractor to provide workman's compensation and Employers Liability insurance for the letter's employees are covered under this Scheme.

If any Agency found having involved in any kind of malpractices such as under payment to its employees, irregularity in computation of duty hours, less deduction of Provident Fund & default in other statutory compliances or in maintaining required manpower as per Contract or failure in employing Leave Reserve supervisor, the Company will have the right to terminate the contract of such Agency immediately without giving any notice.

3. The Company will be entitled to deduct directly from the bills, to be paid to the Contractor any sum payable by the contractor and which sum the Company is required to pay as a principal employer on account of Contractor's default in respect of all liabilities referred to in above clauses.

4. Contractors default in respect of all liabilities referred to in above clauses.

Nothing in the contract document stated shall anyway constitutes any workman / employees of the Contractor or any sub-contractor as or to be workman employees of the owner or place obligatory liability in respect of any such workman / employee upon the Company.

Signature of Tenderer:		Company's Round seal
Date:	Place:	