

(PRICE RS. 250/-)

INSTITUTE OF WOOD SCIENCE AND TECHNOLOGY  
(INDIAN COUNCIL OF FORESTRY RESEARCH AND EDUCATION)  
BANGALORE – 560 003

TENDER DOCUMENT FOR HIRING A CONSULTANT FOR OBTAINING **ISO  
9001:2000** CERTIFICATION FOR INSTITUTE OF WOOD SCIENCE &  
TECHNOLOGY

LAST DATE AND TIME OF SUBMISSION OF TENDER: 31-10-2008 upto 15:00 hrs

DATE AND TIME OF OPENING OF THE TENDER: 31-10-2008 at 16.00 hrs

To

Sub: ISO 9001:2000 Certification for Institute of Wood Science and Technology, Bangalore.

Sir/Madam,

The Institute of Wood Science and Technology (IWST) Bangalore is one of the eight research institute of Indian Council of Forestry Research & Education (an autonomous body of the Ministry of Environment and Forests, Govt. of India). It has the mandate to organize, direct and manage research and education in the field of forestry and wood science. Institute of Wood Science and Technology was established in 1988.

It is proposed to get IWST certified under ISO 9001:2000 certification. In this connection, we are looking for consultant to accomplish the following jobs for IWST.

- (a) To carry out gap analysis if any, to find out gap in present working system of IWST conformance with ISO 9001:2000 requirements.
- (b) Awareness training for Senior Management officials as required for ISO 9001:2000.
- (c) Certification training for select core group as per the requirement of ISO 9001:2000
- (d) Preparation of documentation required for ISO 9001:2000.
- (e) Training and internal auditors (10-15 Nos. or as required) to meet the requirement under ISO 9001:2000.
- (f) Assistance in implementation of system as per Quality Manual Prepared by the Consultant, corrective action, management review, internal audit etc.
- (g) Getting the system audited by external auditors.
- (h) Assistance in taking corrective measures in respect of non-conformity if any found during external audit.
- (i) Helping IWST on short comings/ findings of Certification body at the time of certification audit and also liaise in getting ISO Certification.

The terms and conditions for the appointment of Consultant can be obtained from IWST or down loaded from website ([www.icfre.org](http://www.icfre.org)). The interested consultants needing any other information for making the offer can contact the undersigned on any working day on telephone No 080-22190100 and 080-22190200, email [dir\\_iwst@icfre.org](mailto:dir_iwst@icfre.org). The offers should reach the undersigned latest by **October 31, 2008, 15:00 hrs**. The offers will be opened at 16:00 hrs on the same day in the presence of the consultants or their authorized representatives.

Please note that no TA/DA will be paid by ICFRE/IWST for making visit by prospective consultants to enable them to study the organization before making the offer for the consultancy or for attending the opening of offer / attending discussions / negotiations before finalizations of consultancy. The offers received late beyond the schedule date and time will not be accepted, in any situation.

Yours faithfully

(S. C. Joshi)  
Director, IWST

Enclosures :

1. Brouchure of IWST
2. Terms and conditions for Appointment of Consultant for the purpose of getting ISO 9001:2000 in respect of Institute of Wood Science and Technology, Bangalore (Annexure –I)
3. Conditions for preparations of proposal for consultancy for ISO 9001:2000 certification of IWST (A nnexure-II)
4. TOR for consultant for ISO 9001:2000 Certification required for Institute of Wood Science and Technology, Bangalore (Annexure III)
5. Summary of contract estimates (Annexure-IV)
6. Supplementary information for the consultant (Annexure-V)

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**Terms and conditions for Appointment of Consultant for the purpose of getting ISO 9001:2000 in respect of Institute of Wood Science and Technology, Bangalore**

**1. Qualifying Criteria**

- (a) Consultant shall provide a list of companies/ organizations certified for ISO 9001:2000 under their/ his / her consultancy with following break up:-
- (i) Research Organizations/ Institutes (Govt./ Semi Govt.)
  - (ii) Government Organizations
  - (iii) Public Sector Undertaking
  - (iv) Economic Times 1000 Companies
- (b) The Consultant should provide the information on Nos. of years of experience in giving consultancy / helping Organizations (Govt./ Semi Govt./ PSU) in obtaining ISO Certification.

**2. Additional Criteria**

- a) Consultant shall provide the list of individuals along with their signed CV and recent photographs, who will be undertaking this job. The CV must include number of years of experience of doing consultancy work for ISO Certification. The list once approved will not be changed.
- b) The rates quoted by Consultant must be inclusive of travel and boarding/ lodging. The consultant can be provided accommodation at IWST in their Rest House/ Hostel as per the fixed norms and rates, if needed. IWST Rest House/ Hostel accommodation rates are very nominal.
- c) The Consultant shall clearly indicate in the offer the requirement by number for assistance to be hired by him/ her and space required from IWST in preparing the documentation during the Consultancy. IWST shall attach one Technical Assistant with the Consultant for day to day clarifications. One Desk Top Computer with Printer shall be provided if needed by the Consultant.

**3. Payment Terms**

- (a) 25% of the Consultancy amount will be released after the completion of documentation work which includes:-
- (i) Quality Policy.
  - (ii) Quality (apex) Manual.
  - (iii) Quality (deptt/ division) Manual.
  - (iv) Quality Procedures.
  - (v) Process flow charts.
  - (vi) Monitoring and Effectiveness Criteria.

- (vii) Quality Objectives.
  - (viii) Quality Plan and Process Control.
  - (ix) Organization Chart.
- (b) 25% of the Consultancy amount will be released after the completion of following trainings:-
- (i) Awareness Training on ISO 9001:2000
  - (ii) Training on Policy, Process and Objectives
  - (iii) Process/ Operational Controls.
  - (iv) Internal Auditors Training (10-15 Nos. or as required as per ISO)
  - (v) Corrective and preventive Actions.
- (c) 25% of the Consultancy amount will be released after:-
- (i) Management Review.
  - (ii) Internal Audit.
  - (iii) Pre-certification/ Shadow Audit – which is to be carried out by at least two auditors for 3 days who have not been involved in the training/ preparation of documentation.
- (d) 25% of the Consultancy amount will be released after the grant of ISO 9001:2000 Certification to IWST.
4. Income Tax and Service Tax will be deducted from the payments released to the consultant at prevailing rates as per applicable rules.
5. The Consultant shall give the time frame for completing the job with breakup for different activities involved. The maximum time allowed is six months for grant of ISO Certification to IWST. However, in exceptional circumstances one extension of 15 days (maximum twice) may be granted by the Director, IWST on written request of the consultant after giving full justification.
6. Director, IWST has the right to reject any/ all offers without assigning any reason.
7. Successful Consultant will have to deposit 15% of the Consultancy amount as security deposit in the form of Bank Draft/ FDR which will stand forfeited in case of breach of Contract. The security deposit will be released after completion of job in full satisfaction of IWST.
8. Documentation prepared will be the confidential property of IWST and Consultant will not use the same for any other purpose and will not pass on the information to any other organization.
9. The selected Consultant will have to execute an agreement with IWST on Rs. 100/- Bond Paper to be produced by Consultant.
10. All legal matters will fall under the territorial jurisdiction of Bangalore Courts.
11. Any dispute, differences or question which may arise between Consultant and IWST will

be referred to arbitrator. The Director General, ICFRE will be the sole arbitrator.

12. Payment will be released to the consultant after the review of their work by the Committee formed for the purpose.
13. Tender document, if down loaded from IWST web site, the offers must be enclosed with a Demand Draft/ Bankers Cheque of Rs. 250/- (Rs. 250/- cost of tender document) in favour of the Director, Institute of Wood Science and Technology, payable at Bangalore.
14. The Broucher of IWST is provided along with the tender documents to help Consultant in making their offer.
15. Conditions for preparation of proposal of Consultancy are enclosed as Annexure – II.

**CONDITIONS FOR PREPARATIONS OF PROPOSAL FOR CONSULTANCY FOR  
ISO 9001:2000 CERTIFICATION OF IWST**

The proposal must consist of two separate scaled envelopes as follows:-

1. The first envelop must enclose the following documents and should be marked as "QUALIFYING DOCUMENTS"

Qualifying Criteria (documents to be enclosed)

- (a) Consultant shall provide a list of companies /organizations certified for ISO 9001:2000 under their/ his or her consultancy with following break up:-

- (i) Research Organizations/ Institutes (Govt./ Semi Govt.)
- (ii) Government Organizations.
- (iii) Public Sector Undertaking
- (iv) Economic Times 1000 Companies

- (b) The Consultant should provide the information on Nos. of years of experience in giving consultancy/ helping Organization (Govt./ Semi Govt./ PSU) in obtaining ISO Certification.

- (c) Any other information pertaining to ISO Certification.

2. The second envelop must enclose the Financial Proposal and must be marked in bold letters as "FINANCIAL PROPOSAL"

**Submission of Proposal**

The Qualifying Proposal and Financial Proposal should be scaled in two separate envelopes and then scaled in a counter envelop shall be submitted. The proposal should be clearly distinguished by writing on the cover "Qualifying Proposal" and "Financial Proposal" the outer envelop must clearly mention "NOT TO OPEN EXCEPT IN PRESENCE OF EVALUATION COMMITTEE" AND "TENDER FOR ISO 9001:2000 CONSULTANCY"

**Proposal Evaluation**

- (a) Two stage procedure will be adopted in evaluating the proposals.
  - (i) Checking of the qualifying documents. This will be the first envelop which shall be checked, and disqualification amongst these documents will lead to the rejection of the proposal in toto
  - (ii) A financial evaluation consultancy will be ranked using a combined qualifying financial score as indicated below:

**Qualifying Proposal**

The evaluation committee appointed by the client will carry out evaluation applying the evaluation criteria based on number of organizations assisted in getting ISO certification as well as nos. of years of experience in the field.

### **Financial Proposal**

The Evaluation Committee will determine if financial proposal are complete and without computational errors. The lowest financial proposal ( $F_m$ ) will be given a financial score ( $S_f$ ) of 100 points. The financial score of other proposals will be computed as follows  $S_f = 100 * F_m/F$  (where  $F$  is the amount of financial proposal)

Proposal will finally be ranked according to their Combined score ( $C_w$ ) for Qualifying ( $S_q$ ) and Financial ( $S_f$ ) scores using the formula  $C_w = S_q * Q\% + S_f * F\%$

The weightage ( $Q\%$ ) given to Qualifying Proposal is 60%

The weightage ( $F\%$ ) given to Financial Proposal is 40%

## ANNEXURE-III

### **TOR FOR CONSULTANT FOR ISO 9001:2000 CERTIFICATION REQUIRED FOR INSTITUTE OF WOOD SCIENCE AND TECHNOLOGY (IWST), BANGALORE.**

#### **GENERAL:**

The job of the Consultant is challenging and suitable person with wide knowledge and contacts in ISO Certification is desired for preparing documentations and pre-requisites desired for obtaining ISO 9001:2000 Certification for Institute of Wood Science and Technology, Bangalore.

#### **OBJECTIVES:**

To get ISO 9001:2000 Certification for IWST.

#### **SPECIFIC TASKS:**

1. To prepare documentation required for ISO Certification.
2. To carryout gap analysis if any, to find out gap in present working system of IWST in conformance with ISO 9001:2000 requirements.
3. Awareness training to Senior Management.
4. Certification training to select core group of IWST
5. Training of Internal Auditors (10-15 Nos. or as required as per ISO 9001:2000).
6. Assistance in implementation of system as per Quality Manual prepared, corrective action, management review etc.
7. Getting system audited by external auditors.
8. Assistance in taking corrective measures in respect of non-conformity if any, found during external auditing.
9. Helping IWST in getting ISO 9001:2000 Certification.

#### **SERVICES, FACILITIES TO BE PROVIDED BY IWST.**

The Consultant will carry out the jobs assigned to him. IWST will authorize access to the information desired for the preparation of documentation required for ISO Certification. Suitable officials will be nominated by IWST to help the Consultant in this regard.

#### **FINAL OUTPUT OF THE WORK TO BE DERIVED FROM THE CONSULTANT**

1. Documentation required for getting ISO Certification.
2. ISO 9001:2000 Certification for IWST.

#### **COMPOSITION OF REVIEW COMMITTEE:**

- |  |          |
|--|----------|
| 1. Sri. S.C. Joshi, Director, IWST                 | Chairman |
| 2. Sri. S.C. Gairola, Group Co-ordinator (R), IWST | Member   |
| 3. Dr. K. Ramakantha, Conservator of Forests, IWST | Member   |
| 4. Dr. K. K. Pandey, Scientist F                   | Member   |
| 5. Dr. Ajay Karmarkar, Scientist E                 | Member   |

6. Sri. P.K. Doval, Controller, IWST

Member

RENUMERATION : (To be prepared based on the offers received)

**SCHEDULE FOR COMPLETION OF TASK:**

The maximum time limit of six months for grant of ISO certification to IWST is considered reasonable. Keeping 2 months for the time taken by the Accredited Certification Agency for grant of ISO 9001:2000 Certification, Consultant must complete his entire work within 4 months of placement of order for Consultancy. However in exceptional circumstances an extension of 15 days (maximum two times) may be granted by Director, IWST on written request of the Consultant after giving full justification.

The Consultant would draw a detailed plan of action in consultation with the authorized nominees of IWST on the task mentioned above. Each task shall be completed as per schedule. Monthly progress report of work will be submitted by the Consultant to the Director, IWST by 10<sup>th</sup> of the following month.

**SUMMARY OF CONTRACT ESTIMATES**

(To be prepared after receipt of offers)

**GENERAL CONDITIONS OF CONTRACT**

**Section 1. Definitions**

(a) In these conditions and in the contract, unless it is repugnant to the context:

“Client” means Institute of Wood Science and Technology, Bangalore.

“Consultant” means the firm or the person referred to as “the Consultant” in the Memorandum of Agreement.

“Memorandum of Agreement” means the Agreement executed between the Client and the Consultant on a hundred Rupee Non-Judicial stamp paper in which these conditions have been incorporated by reference.

“Contract” means the Memorandum of Agreement together with these conditions and all other schedules and documents, if any, annexed to the Memorandum of Agreement or incorporated therein and intended to form part of the contractual relationship between the parties.

“Services” means the duties of the Consultant designated as “The Services” in the Memorandum of Agreement.

“Terms of Reference” means the Schedule of duties referred to as “the terms of Reference” in the Memorandum of Agreement.

“Assignment” means the Assignment so named in the Memorandum of Agreement.

“Terms of Engagement” means the period referred to as “the Term of Engagement” in the Memorandum of Agreement.

(b) Where the context so permits, words importing the singular only shall be deemed to include the plural and vice versa, and words referring the masculine shall be deemed to include the feminine and vice versa.

(c) Heading shall not modify or affect the meaning of these Conditions.

**Section 2: Remuneration/ Payments**

The Client shall pay to the Consultant remuneration in respect of the Services at the rate in Indian Rupees as specified in the Memorandum of Agreement on the basis of the Agreed offer of the Consultant in performing the Services.

- (a) (As per the accepted offer of the Consultant)
- (b) Except as otherwise agreed between the Client and the Consultant, no remuneration shall be paid in respect of work performed other than during the Term of the Engagement.
- (c) Except as may otherwise agreed, total payment for remuneration under this Contract shall not exceed the amount as specified in Schedule B hereto.

### **Section 3: Other Expenses**

In addition to the remuneration specified in Section 2, the Client shall not pay to or reimburse the Consultant any of the allowances, costs and expenses.

### **Section 4: Payment of Remuneration, Costs and Expenses**

- (a) 25% of the Consultancy amount will be released after the completion of documentation work which includes:-

- (i) Quality Policy.
- (ii) Quality (apex) Manual.
- (iii) Quality (deptt/ division) Manual.
- (iv) Quality Procedures.
- (v) Process flow charts.
- (vi) Monitoring and Effectiveness Criteria
- (vii) Quality Objectives.
- (viii) Quality Plan and Process Control.
- (ix) Organization Chart.

- (b) 25% of the Consultancy amount will be released after the completion of following trainings:-

- (i) Awareness Training on ISO 9001:2000
- (ii) Training on Policy, Process and Objectives
- (iii) Process/ Operational Controls
- (iv) Internal Auditors Training (10-15 Nos. or as required as per ISO)
- (v) Corrective and Preventive Actions.

- (c) 25% of the Consultancy amount will be released after:-

- (i) Management Review
- (ii) Internal Audit
- (iii) Pre-certification/ Shadow Audit which is to be carried out by at least two auditors for 3 days who have not been involved in the training/ preparation of documentation.

- (d) 25% of the Consultancy amount will be released after the grant of ISO 9001:2000

Certification to IWST.

Payment shall be made in Indian Rupees.

## **Section 5: Facilities Exemptions and Immunities.**

### Services, Facilities and Equipment

- (1) The Client shall have no responsibility for making available suitable residential accommodation to the Consultant and his dependants for the purpose of, the services. Rest House/ Hostel accommodation can be made available as per IWST rates, if needed. IWST Rest House/ Hostel accommodation rates are very nominal.
- (2) The Client shall have no responsibility for making available local transport to the Consultant for the purpose of the Services.
- (3) The Consultant shall clearly indicate in the offer the requirement by number for assistance to be hired by him/ her and space required from IWST in preparing the documentation during the Consultancy. IWST shall attach one Technical Assistant with the Consultant for day to day clarifications. **One** Desk Top Computer with Printer shall be provided if needed by the Consultant.

## **Section 6: General Covenants**

The Consultant covenants and agrees that

- (a) During the Term of Engagement/he/ she shall devote the whole of his/ her time and attention to the performance of the Service and shall at all times act with due diligence and efficiency and in accordance with the Term of Reference. The Consultant shall make or assist in making all such documents, reports and recommendations as may be contemplated by the Terms of Reference or as may be reasonably required by the Client within the general scope of the assignment and shall at times cooperate with the Client, its employees and agents in the interests of the assignment. After the termination of the engagement the Consultant shall continue to cooperate with the Client to such reasonable extent as may be necessary to clarify or explain any documents, reports or recommendations made by him/ her.
- (b) At the times, the consultant shall act, with appropriate propriety and discretion and in particular shall refrain from making any public statement concerning the assignment or the Services without the prior approval of the Client.
- (c) Except with the written consent of the Client, he / she shall not divulge to any person nor use for own purposes, any information relating to the Services, the assignment or the Client, including information in respect of rates of remuneration and conditions of employment.
- (e) The Consultant shall have no authority to commit the Client in any way whatsoever, and shall make this clear as circumstances warrant.

- (f) The Consultant shall report immediately to the Client any accident or injury and any damage to the property of the Client or to the property of person of any third parties occurring in or arising out of the performance of the Services, any act/ matter or thing which within his/ her knowledge may have caused such accident or injury. He/ She shall also report immediately to the Client any circumstances or events which might reasonably be expected to hinder or prejudice the performance of the Services, including circumstances and events relating to his transportation and accommodation.
- (g) All reports, notes, drawings, specifications, statistics, plants and other documents and data compiled or made by the Consultant while performing the Services shall be the property of the Client and upon termination of the engagements be disposed of as the client shall direct. The Consultant is not allowed to retain copies of such documents.
- (h) The Consultant shall make his own Insurance and client will not be liable for payment of any damage or compensation of any nature.

**Section 7: Entire Agreement and Non waiver**

This contract contains the entire agreement between the parties and supersedes all prior arrangements or agreements or agreements whether written or oral, expressed or implied. The waiver or relaxation whether partly or wholly or any of the terms or conditions of the contract shall be valid only if in writing and signed by the authorized representative of the Client and by the consultant and shall apply only to particular occasion and shall not be continuing and further shall not constitute a waiver or relaxation of any other term or condition.

**Section 8: Notice and Requests**

Any notice or request required or permitted to be given or made under this contract shall be in writing in the English language. Such notice or request shall be deemed to be duly given or made when it shall have been delivered by hand, mail or cable to the party to which it is required to be given or made at such party's address specified below:

For the Client

Consultant

(S. C. Joshi)  
 Director  
 IWST, P.O. Malleswaram,  
 18<sup>th</sup> Cross,  
 Bangalore – 560 003.

Address:

Dated:

Witness:

Witness:

## ANNEXURE – V

### SUPPLEMENTARY INFORMATION FOR THE CONSULTANT

#### Consent

1. Consent should be sent with the following information:

- (i) Terms of Reference (TOR)
- (ii) The Consultant's comment, if any, on the data, services and facilities to be provided by the IWST indicated in the Terms of Reference (TOR)

2. The Consultants should not that Contract for this Consultancy will be with IWST. Payment to the Consultant will be made in accordance with an agreed payment schedule in Indian Rupees as long as the work proceeds as planned and invoices with relevant supporting documents are submitted for approval on a timely basis.

#### 3. Review of Reports

A review committee (to be restricted to five members) consisting of following officers of the Department will review all reports of Consultants (inception, progress, intermediate and draft final) and suggest any modifications/ changes considered necessary within 15 days of receipt.

3. Composition of Review Committee as following to review/ Monitor/ Co-ordinate the Consultants works:-

- |  |          |
|--|----------|
| 1. Sri. S.C. Joshi, Director, IWST                 | Chairman |
| 2. Sri. S.C. Gairola, Group Co-ordinator (R), IWST | Member   |
| 3. Dr. K. Ramakantha, Conservator of Forests, IWST | Member   |
| 4. Dr. K. K. Pandey, Scientist F                   | Member   |
| 5. Dr. Ajay Karmarkar, Scientist E                 | Member   |
| 6. Sri. P.K. Doval, Controller, IWST               | Member   |