

INVITATION FOR EXPRESSION OF INTEREST

TO

IMPLEMENT A PROJECT FOR ISO 9001:2008 CERTIFICATION

REC Power Distribution Company Limited (RECPDCL), a wholly owned subsidiary of Rural Electrification Corporation Ltd (REC), a “Navratna CPSE under the Ministry of Power, Govt. of India”, invites Expression of Interest from interested ISO consulting firms and Service Providers for providing consultancy services to RECPDCL for obtaining ISO 9001:2008 certifications.

RECPDCL commences its Business Operation on 31.07.2007. RECPDCL has engaged in providing value added consultancy services in power sector arena covering Distribution, Renewable Energy and Energy Efficiency programs including Govt. of India’s power schemes for power utilities across the country and regulatory assignment with DERC. It includes the Project Management Consultancy (PMC) of RGGVY, NEF schemes, Monitoring, Supervision and Inspection of Rajiv Gandhi Grameen Vidyutikaran Yojana (RGGVY) works and Feeder Renovation Program (FRP), HVDS program, Lender’s Engineers assignment, DPR preparation for R-APDRP part –B, RGGVY & NEF schemes, IT related assignments in Distribution sector, Energy Audit, Evaluation study for HVDS/Distribution network, Cost Data Book preparation, AMR and MRI based billing as per the need of the power utilities, State/Central Electricity Regulatory Commission across the country.

This document provides the scope, Pre-qualification criteria, bidding terms and conditions and suggested response formats and for easy understanding the EoI has been divided into different parts which are integral parts of EoI.

PART I: 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 consulting firm to help this company to obtain ISO 9001:2008 certification.

2. EOI ISSUING AUTHORITY

This Expression of interest (Eoi) is issued by the REC PDCL, intended to shortlist potential bidder. REC PDCL decision with regard to the short-listing of bidders through this Eoi shall be final and REC PDCL reserves the right to reject any or all the bids without assigning any reason.

Project Title	Selection of Service Provider for obtaining ISO 9001:2008 certificate
Project initiator Details	Shri. S.C Garg, DGM (Tech.), RECPDCL 10 th Floor, Devika Tower Nehru Place, New Delhi-110019 011-44128752
Company	REC Power Distribution Company Limited.
Contact Person	Shri. Ajay Kumar Chief Manager(Tech.), RECPDCL 10 th Floor, Devika Tower Nehru Place, New Delhi-110019 011-44128768

Contact Person (Alternate)	Shri. Sunil Bisht A.M. (Tech.), RECPDCL 10 th Floor, Devika Tower Nehru Place, New Delhi-110019 011-44128760
Venue	REC Power Distribution Company Ltd., 1016-1023, 10 th Floor, Devika Tower, Nehru Place, New Delhi-110019.
Website	http://recindia.nic.in/ http://www.recpdcl.in/ and http://eprocure.gov.in/cppp/

3. TENTATIVE CALENDER OF EVENTS

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

S.No.	Milestone	Date and time (dd-mm-yyy;hh:mm)
1.	Release of Expression of Interest (Eoi)	18.06.2013
2.	Bidders Conference	28.06.2013
3.	Last date for submission of written question by bidders	28.06.2013
4.	Response to the Queries (through email)	03.07.2013
5.	Last date & time for Submission of Proposal / Eoi Response	09.07.2013 up to 15:00hrs.
6.	Opening of EOI responses (Technical Bid)	09.07.2013 at 16:00hrs.

7.	Declaration of Short listed Firms (Opening of Financial Bid)	To be informed later
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4. AVAILABILITY OF THE EOI DOCUMENTS

The bidders are expected to examine all instructions, forms, terms, tentative calendar of events, time frame, and terms of reference, Project requirements and other details in the Eol document. Failure to furnish complete information as mentioned in the Eol documents or submission of a proposal not substantially responsive to the Eol documents in every respect will be at the bidder's risk and may result in rejection of the proposal.

5. BIDDER'S CONFERENCE

REC Power Distribution Company Ltd will host a bidder's Conference in Delhi at the address given under Contact Details Section 2 above. The Conference is tentatively scheduled as per the schedule given in Section 3 above. The representatives of the interested organizations (restricted to two persons) may attend the bidder's conference at their own cost. The purpose of the conference is to provide bidders with any clarifications regarding the Eol. It will also provide each bidder with an opportunity to seek clarifications regarding any aspect of the Eol and the project. The venue for the bid conference will be at the address given in Section 2.

6. EOI PROCESSING FEES

A Non-refundable processing fee of ₹ 2000 (Two Thousand Rupees only) in the form of a Demand draft or a Pay Order drawn in favor of **REC Power Distribution Company Ltd, payable at New Delhi**, applying for ISO 9001:2008 Certification, has to be submitted along with the Eol Response. Bids received without or with inadequate Eol Processing fees shall be liable to get rejected.

7. VENUE & DEADLINE FOR SUBMISSION OF PROPOSALS

Proposals, in its complete form in all respects as specified in the EoI, must be submitted to REC Power Distribution Company Ltd at the address specified above in Section 2. REC Power Distribution Company Ltd, in exceptional circumstances and at its discretion, may extend the deadline for submission of proposals by issuing an addendum and shall be made available on the REC Power Distribution Company Ltd website.

PART II: SCOPE OF SERVICES

8. GENERAL BACKGROUND

One of the important mandatory indicators of RECPDCL MoU is obtaining ISO certification. Accordingly, RECPDCL have to start the work of implementing requirements. It is envisaged that RECPDCL will need the services of competent Consulting firm to implement the requirements of ISO 9001:2008. This expression of interest (EoI) has been developed to assist REC Power Distribution Company Ltd to select a competent Consulting firm who may be engaged for providing ISO consultancy services.

9. TERM OF REFERENCE:

The terms of reference for the Consulting firm will include the following:-

- a. To assist the REC PDCL to form the Steering Committee and ISO Project team who will be responsible for implementing ISO requirements.
- b. To determine the scope of ISO implementation under only one activity i.e. **Field Inspection of electrical distribution network i.e. 33/11 KV Sub-stations, DT, HT, LT Lines & Service Connections** and finalize the same through discussion with the Steering Committee. The Consulting firm should define such a scope for which ISO requirements may be implemented within a time period of Three months.
- c. To perform gap analysis of the existing documentation of the department against the requirements of ISO and produce a gap analysis report.
- d. 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.

- e. To develop all mandatory procedures as required in ISO and guide the ISO project team on implementing the same.
- f. To develop customized training course material in soft copy (as well as hard copy) for conduct of all necessary trainings.
- g. 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 for all employees.
- h. To advise the ISO steering committee on change management and the success factors to support effective implementation of ISO.
- i. To conduct Internal Auditors training and guide the Internal Auditor team in conducting required numbers of internal audits.
- j. To assist in evaluation of implemented ISO quality management system through internal audits including closure actions.
- k. To offer close guidance in the preparation and review of final documents prior to certification.
- l. To assist in coordination of required management reviews prior to certification.
- m. To guide the ISO project team to take the necessary corrective actions on identified non-conformities and final review of documents.
- n. To guide the ISO Project team in making an application for certification.
- o. To co-ordinate during final certification of the department and ensure the department is certified by a select certification body.
- p. Any other task to ensure the certification of the department.
- q. Submit weekly MIS report to Top Management of the Department.

10. TIME FRAME

The Time period will be Three months from the date of award of contract. The scope of application will cover such sections/activities consisting of about 07 Permanent employees from REC on secondment basis, 07 AE-FT, 01 AEE and 24 support staff at corporate office, New Delhi., 02 Permanent employees from REC on secondment basis, 08 AE-FT, 01 AEE and about 356 site engineers across different states across the country as per consultancy project assignment. Such number of employees may increase or decrease. Any delay will attract

penalty @0.5% of the contact value per week up to a max. 10% of the contact value. However, penalty shall be applicable only if the delay is attributed to the Consulting firm.

PART III: BIDDING TERMS AND PRE-QUALIFICATION CRITERIA

11. CONDITIONS UNDER WHICH THIS EOI IS ISSUED

i. This Eoi is not an offer and is issued with no commitment, REC Power Distribution Company Ltd reserves the right to withdraw the Eoi and change or vary any part thereof at any stage. REC Power Distribution Company Ltd also reserves the right to disqualify any bidder, should it be so necessary at any stage. Validity of bid should be 120 days from the date of opening of technical bid.

ii. REC Power Distribution Company Ltd reserves the right to withdraw this Eoi, if REC Power Distribution Company Ltd determines that such action is in the best interest of the company.

iii. Timing and sequence of events resulting from this Eoi shall ultimately be determined by REC Power Distribution Company Ltd.

iv. No oral conversations or agreements with any official agent or employee of REC Power Distribution Company Ltd 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 REC Power Distribution Company Ltd shall be superseded by the definitive agreement that results from this Eoi process. Oral communications by REC PDCL to bidders shall not be considered binding on REC PDCL nor shall any written materials provided by any person other than REC PDCL.

v. Neither the bidder nor any of the bidder's representatives shall have any claims whatsoever against REC PDCL 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. The firm should not be black listed by the government or its agencies /Public Sector/State Level Enterprises or by any reputed MNC.
- viii. Each applicant shall submit only one pre-qualification requirements proposal for ISO 9001:2008 certification.
- ix. Consortium/Joint venture bids are not allowed.

12. RIGHTS 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 REC Power Distribution Company Ltd and will not be returned after opening of the prequalification proposal. REC Power Distribution Company Ltd 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. REC Power Distribution Company Ltd 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.

13. 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.

14. EVALUATION OF PROPOSALS

The bidders proposals in the bid document will be evaluated as per the requirements specified in the EoI and adopting the qualification criteria spelt out in this EoI. The Bidders are required to submit all required documentation in support of the Eligibility/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.

The Technical qualified consulting firm shortlisted based on the eligibility criteria shall only be considered for opening of financial bid.

15. LANGUAGE OF PROPOSALS

The proposal and all correspondence and documents shall be written in English.

16. ELIGIBILITY CRITERIA

The Consulting firm who will be engaged should have extensive and proven mix of skill and expertise in the field of ISO certification. Previous experience of similar work is essential. The Consulting firm must meet the following minimum criteria.

ISO certificates	Min. Eligibility Criteria	Document evidence required
ISO 9001:2008	<ol style="list-style-type: none"> 1. Minimum 2 Nos of ISO 9001:2008 certification project executed in Government/PSU sector/ large public limited organizations. Here, Large public limited organizations means having turnover of more than Rs. 100 crore during any of the last three financial year. 2. Consulting firm should have been in operations in India for a period 	<ol style="list-style-type: none"> 1. 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. 2. Copy of firm registration Certificate.

	<p>of at-least 03 years as on last date of EoI submission.</p> <p>3. The team should be of at least 01 team leader and 01 member and shall be qualified lead assessors.</p> <p>4. Consulting firm should submit valid documentary proof of details of service Tax and Income tax registration No. (PAN)</p>	<p>3. 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).</p> <p>4. Copy of certificates.</p>
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Consulting firms may quote for ISO certification based on meeting the eligibility criteria.

17. PREPARATION OF BIDS

It will be imperative on each Bidder to fully inform himself of all local conditions and factors which may have any effect on the execution of the Contract covered under these documents and specifications. RECPDCL shall not entertain any request for clarifications from the Bidders, regarding such conditions. It must be understood and agreed that such factors have properly been investigated and considered while submitting the bids. No claim for financial adjustment to the Contract awarded under these specifications and documents will be entertained by RECPDCL, neither any change in the time schedule of the Contract. Any financial adjustments arising thereof shall be permitted by RECPDCL, which are based on the lack of such clear information or its effect on the cost of the Works to the Bidder. The Bidder shall bear all costs and expenses associated with preparation and submission of its bid including post-bid discussions, technical and other presentations etc. and RECPDCL will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process. Failure to furnish all information required by the Bid document or submission

of a Bid not substantially responsive to the Bid document in every respect will be at the Bidder's risk and may result in the rejection of the bid.

18. PROPOSAL SUBMISSION

Interested consulting firm should submit both technical and financial proposals in two parts as per the time slots mentioned in point 3 of Para I viz. tentative Calendars of Events. The technical and financial proposal must be submitted in two separate sealed envelopes indicating clearly on envelopes as "**TECHNICAL PROPOSAL**" as per Form-I and "**FINANCIAL PROPOSAL**" as per Form-II, Financial Proposal indicating a warning "*DO NOT OPEN WITH THE TECHNICAL 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 Consulting firm for providing consultancy services for obtaining ISO 9001:2008 certification of RECPDCL**".

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 Consulting firm as per **Form-I** of EOI.

FINANCIAL PROPOSAL CONTENTS

- 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 except Service tax to be indicated separately as applicable and all expenses towards application fee & issue of ISO certificate from certification bodies.
- The lump sum quote should be inclusive of all expenses which Consulting firm may incur while executing the assignment including Travel, Boarding & Lodging as required. Reputed ISO certified bodies should be considered for certification.
- Bidder may submit proposal for the above ISO certification based on meeting eligibility criteria as per **Form-II** of EOI.

RECPDCL reserves the right to consider for placement of order for ISO 9001:2008 certification specified above at its discretion.

19. **Payment terms:**

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: 2008 certificate by Certification body.

20. **DATE FOR SUBMISSION OF PROPOSAL**

The last date for submission of proposal is 09.07.2013, 15:00hrs. Submission of Proposals should be addressed to:

Dy. General Manager (Tech.),
RECPDCL, 10th Floor,
Devika Tower, Nehru Place,
New Delhi-110019
011-44128752

S.C Garg
Dy. General Manager (Tech.)

FORM-I
(For ISO 9001: 2008)

Technical Proposal

To,

Dy. General Manager (Tech.),
REC Power Distribution Company Ltd.,
1016-1023, 10th Floor, Devika Tower,
Nehru Place, New Delhi-110019

Sub: Technical proposal to implement project of ISO consultants for providing consultancy services to RECPDCL for obtaining ISO 9001: 2008 certification

Sir,

1. With reference to your Eol No. _____ dated _____ to implement a project of **ISO consultants for providing consultancy services to RECPDCL for obtaining ISO 9001:2008 certification**, I wish to apply to RECPDCL as "Consulting firm" for the ISO 9001:2008 Certification based on meeting the eligibility criteria.
2. Processing fee details: _____
- 3.

Sr. No.	Eligibility Criteria	Yes/No	If yes, details of documents attached
a	Brief description about the consultant		
b	Eligibility criteria		
	1. Minimum 2 Nos of ISO 9001:2008 certification project executed in Government/PSU sector/ large public limited organizations. Here, Large public limited organizations means having turnover of more than Rs. 100 crore during any of the last three financial year. 2. Consulting firm should have been in operations in India for a period of at-least 03 years as on last date of Eol submission. 3. The team should be of at least 01 team leader and 01 member and shall be qualified lead assessors. 4. Consulting firm should submit valid documentary proof of details of service Tax and Income tax registration No. (PAN)		
c	Approach		
d	Methodology		

On Consulting Firm Letter Head

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 EoI 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 EoI found anywhere in my bid, shall stand unconditionally withdrawn, without any cost implication whatsoever to the REC PDCL.

Date:

Place:

Signature.....

Full name.....

Designation.....

Address.....

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

Financial Proposal

To,
 Dy. General Manager (Tech.),
 REC Power Distribution Company Ltd.,
 1016-1023, 10th Floor, Devika Tower,
 Nehru Place, New Delhi-110019

Sub: Financial Proposal to implement a project of ISO consultants for providing consultancy services to RECPDCL for obtaining ISO 9001:2008 certification.

Sir,

1. With reference to your EoI No. _____ dated _____ to implement a project of ISO consultants for providing consultancy services to RECPDCL for obtaining ISO 9001:2008 certification; I wish to apply to RECPDCL as “Consulting firm” for the ISO 9001:2008 Certificate based on meeting the eligibility criteria.
2. Our financial quote is as below:

Sr. No.	Type of ISO certification	Lump sum amount* (except Service tax)	
		Rupees in figure	Rupees in words
1	ISO 9001:2008 Certification		

*Rates should be inclusive of all the expenses, taxes and duties except Service tax to be indicated separately as applicable and all expenses towards application fee & issue of ISO certificate from certification bodies.

Date:

Signature.....

Place:

Full name.....

Address.....

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Stamp.....