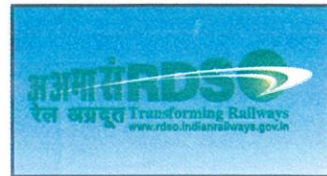




भारत सरकार - रेल मंत्रालय
अनुसंधान अभिकल्प और मानक संगठन
लखनऊ - 226 011
EPBX (0522) 2451200
Fax (0522) 2458500

Government of India-Ministry of Railways
Research Designs & Standards Organisation
Lucknow - 226 011
DID (0522) 2450115
DID (0522) 2465310, 2465312



Quotation Notice

File No. : MR/ISO/9001/CT-9001:2015

Date: 04.09.2024

Quotation Notice No. : RDSO/MR/ISO/9001/ CT-9001:2015 /2024/Re-Certification

Name of Work: "Re-Certification & subsequent 02 Surveillance Audits of ISO 9001:2015 QMS for 03 years in RDSO".

Last date & time of accepting Quotation: 17/09/2024 up to 15:00 hrs.

Date & time of opening Quotation : 17/09/2024 after 15:30 hrs.

1.0 Introduction

Research, Designs & Standards Organisation (RDSO) is a wing of Ministry of Railways, Govt. of India and is situated at Manak Nagar, Lucknow-226011(U.P). It consist **25** directorates & **11** out station units. The head of RDSO is Director General who is assisted by Special DG's, ADG and other vertical Heads. The organisation structure is divided in seven verticals (Administration, Rolling Stock, Infrastructure, Traction & Power Supply, Signaling & Telecommunication, Resource & Testing and Traffic & Psycho-tech), dealing with different aspects of R&D, Designs, Standardisation, testing, Vendor Development etc. of Railway Technologies. The each vertical is headed with Principal Executive Directors. The detail of verticals is given in para 4.0. Presently RDSO is an ISO 9001 Certified Organisation since 8th July 1999 and present ISO 9001:2015 certificate is **valid up to 18 October 2024**.

RDSO having also Integrated Management system (IMS) {ISO 14001:2015 (Environment Management System), ISO 45001:2018 (Occupational Health & Safety Management) & ISO 50001:2018 (Energy Management System)} Certification is valid up to 31.01.2026.

ISO Cell of RDSO, Manak Nagar, Lucknow invites sealed quotation for executing the above subjected work. The Quotation must be enclosed **in a sealed envelope super scribed as mentioned below:-**

"Do not open before due Date & Time"

**"Quotation for Re-Certification & subsequent 02 Surveillance Audits
of ISO 9001:2015QMS for 03 years in RDSO"**

The Quotation should be sent to following address-

**"Director (Research Civil & MR), ISO Cell,
Room No. 131, Anushandhan Bhawan,
RDSO, Manak Nagar, Lucknow - 226011 (U.P.)"**

The Quotation may be sent through Registered/Speed Post/Courier or by hand and should be received to above addressee latest by 15:00 hrs. on 17/09/2024(Tuesday).

Quotations will be **opened on 17/09/2024(Tuesday) at 15:30 hrs** in the office of Director Research (Civil) & Management Representative, Room No. 18, Anushandhan Bhawan, RDSO, Manak Nagar, Lucknow – 226011 (U.P.) in presence of firm's representative who may like to participate in opening of Quotation. In case of any holiday on the date of opening of quotations, the same shall be opened on the next working day at same time and place.

The firm will be required to carry out Re-Certification Audit as per QMS (ISO9001:2015) for issue of certificate well before the validity of ISO certificate i.e **18 October 2024**. The dates of Re-Certification Audit will be decided on mutually agreed dates. This will be followed by Surveillance Audits for continuity of certificate on yearly basis of RDSO for next 3 years. Interested firms are required to quote rate with showing all the applicable taxes for complete the work (as well as in figures) in the formats as per **Annexure-I**.

2.0 Scope of work:

The firm is required to assess all requirements of ISO 9001:2015 applicable to Quality Management System established by Research, Design, Development and Standardization of Railway Equipment & their sub Systems, Vendor Development, Inspections and Technical Consultancy to Railways & others and Support Services to all Directorates of RDSO located at Lucknow (U.P) as well as all its site offices located at New Delhi, Kolkata ,Mumbai, Bangalore, Jaipur ,Hyderabad, Bhopal & Gwalior (Number of directorates /field units may increase or decrease) for implementation of ISO 9001:2015 Standard.

The successful Tenderer will be required to carry out the work as per scope of the work, which is as follows-

1.	Re-Certification Audit-
(i)	Re-Certification Audit of RDSO as per requirements for ISO9001:2015 QMS & issue valid Certificate for 03 years.
(ii)	The Certificate for Quality Management System shall be provided in 06 Sets.
2.	First Surveillance Audits-
(i)	Periodic Annual Surveillance Audits for I st year.
(ii)	Issue of continuation letter/Renew Certificate after each successful Surveillance Audit.
3.	Second Surveillance Audits-
(i)	Periodic Annual Surveillance Audits for II nd year.
(ii)	Issue of continuation letter/Renew Certificate after each successful Surveillance Audit.

3.0 Manpower details of RDSO as on 01 Feburary- 2024:

Manpower	No. of Employees(approx.)
Group A officers	157
Group B officers	114
Group C- supervisor+ ministerial	1656
Group D- support staff	597
Total Manpower	2524

4.0 Details of Verticals, Directorates of RDSO Lucknow & Out station Site offices of RDSO:

4.1 Directorates located at Head Office RDSO, Lucknow

(To be covered in Re-certification Audit & two Surveillance Audits on yearly basis)

Audit Scope	Vericals (07Nos.)	Directorates located at Head Office RDSO, Lucknow
Re-Certification Audit & two Surveillance Audits on yearly basis (ISO9001:2015QMS Standards)	1. Administration	1. Administration (including Electrical Maintenance) 2. Finance & Accounts 3. Works (including Civil Maintenance) 4. Personnel (PCPO) 5. Stores
	2. Infrastructure	6. Geotech. Engineering 7. Track Design 8. Bridge & Structure 9. Track Machine & Monitoring
	3. Rolling Stock	10. Carriage 11. Wagon 12. Motive Power
	4. Traction & Power Supply	13. Power supply & EMU 14. Traction Installation 15. Electrical Directorate Rolling Stock (RS) 16. Energy Management
	5. Signaling & Telecommunication	17. Signal 18. Telecom (including Telecom Maintenance)
	6. Resource & Testing	19. Urban Transport 20. Research 21. Engine Development 22. Testing 23. Metallurgical & Chemical 24. Management Representative(MR) ISO Cell
	7. Traffic & Psychology	25. Traffic & Psycho Tech.

4.2 Details of out Station Site offices of RDSO

Audit Scope	Out station Site offices of RDSO
Re-Certification Audit & two Surveillance Audits on yearly basis	1. Quality Assurance Electrical, Bhopal 2. Quality Assurance S & T, Jaipur 3. Quality Assurance Mechanical, Hyderabad 4. Quality Assurance S & T, Kolkata 5. Quality Assurance Mechanical, Kolkata 6. Quality Assurance S & T, Mumbai 7. Quality Assurance S & T, New Delhi 8. Quality Assurance Mechanical, Mumbai 9. Quality Assurance Mechanical, New 10. Quality Assurance Mechanical, Secunderabad 11. CAMTECH, Gwalior, M.P

5.0 Eligibility Criteria of selecting certifying body/firm:

- The certifying body/firm who is participating in the bid shall be accredited from International /National body in ISO 9001:2015 Standards.
- The certifying body/firm should have experience of certification work of ISO 9001:2015QMS, Standards in Railway PU's/Zonal Railways/Central/State Government Departments /Public Sector Units.

6.0 Interested firms are required to quote rate with showing all the applicable taxes for the work (in words as well as in figures) in the format as per **Annexure-I**.

7.0 Bill Terms for Payment:

The Total payment will be made in **three parts** (The following payment terms will be followed.)

S.N.	Payment term	Detail of work	% Payment of Total Amount quoted by tenderer (inclusive GST)
1.	First	Re-Certification Audit- (i) Re-Certification Audit of RDSO as per requirements for ISO9001:2015 QMS & issue valid Certificate for 03 years. (ii) The Certificate for Quality Management System shall be provided in 06 Sets.	40%
2.	Second	Annual Surveillance Audits- (i) Periodic Annual Surveillance Audits for 1 st year. (ii) Issue of continuation letter for QMS certificates/ Renew Certificate after each successful Surveillance Audits.	30%
3.	Third	Annual Surveillance Audits- (i) Periodic Annual Surveillance Audits for II nd year. (ii) Issue of continuation letter for QMS certificates/ Renew Certificate after each successful Surveillance Audits.	30%

8.0 Terms & Conditions:

- All information in the Quotation must be in Hindi or English. Information in any other language must be accompanied by its authenticated translation in English.
- The Quotation shall be addressed to "Director Research Civil & Management, ISO Cell Representative, Room No. 131, Anusandhan Bhawan (Admin Building), R.D.S.O. Manak Nagar, Lucknow-226011(U.P).
- Quotation received **after 15:00 hrs on 17/09/2024(Tuesday)** shall be rejected. The Quotations will be opened at 15.30 hrs. on the same day in the presence of firms authorized representatives, who may like to be present. In case, due to any reason if the office is closed on the date on opening of Tender, these will be opened at the same time on the next working day and all the clauses will hold good.
- The Quotation shall be either typed or neatly in indelible ink and corrections, if any, should be attested by the individual signing the Quotation.

- 8.5 Any individual(s) signing the Quotation or other documents connected therewith should specify whether he is signing:-
- As sole proprietor of the concern or as Attorney of the sale proprietor;
 - As partner or partners of the firm; and
 - As a Director, Manager or Secretary in the case of Limited Company Rule authorized by a resolution passed by the Board of Directors or in pursuance of the authority conferred by Memorandum of Association. In the case of a firm not registered under the Indian Partnership Act, all the partners or the Attorney duly authorized by all of them should sign the Tender and all other connected documents.
 - Requisite power of Attorney or such other documents empowering the individual or individuals to sign should be furnished to R.D.S.O. for verification, if required.
 - The R.D.S.O. will not be bound by any power of Attorney granted by the Quotationer or by changes in composition of the firm made subsequent to the execution of the contract, if any. However, it may recognize such power of attorney and changes after obtaining proper legal advice, the cost of which will be chargeable to the firm.
- 8.6. The firm shall state in the Quotation his postal address, fully and clearly. Any communication sent in time to the Quotation by post at his said address shall be deemed to have reached in time. Important documents will be sent to the above said address by Registered Post/Speed Post or by a courier service of repute having reliable services.
- 8.7. Telegraphic or **e-mail Quotation/bids will not be accepted under any circumstances.**
- 8.8. R.D.S.O. will not be responsible for the loss of Quotation documents/delay in postal transit.
- 8.9. **The firm must sign with Stamp each page of the Quotation document and should submit all of them, failing which the Quotation will liable to be rejected.**
- 8.10 Inter se ranking shall be established on the basis of Total Cost of work as quoted by the firms.
- 8.11 **Travel, Boarding/ Lodging, conveyance and other miscellaneous expenses will be borne by the Quotationer/ Bidder.**
- 8.12 The Quotation containing erasures and alterations of Quotation document will not be considered. Corrections made by firm in their entries must be attested by them. No correction should be made to the typed script of the Quotation from issued by the RDSO.
- 8.13 If a firm wishes to submit any condition of his own, he must do so in a covering letter with the Quotation. It should, however, be noted that the RDSO Administration reserves the right not to consider such conditional Quotations.
- 8.14 If the firm deliberately gives wrong information in the Quotation or creates circumstances for acceptance of his Tender, the RDSO administration reserves the right to reject such Quotation at any stage.
- 8.15 The firm shall keep his offer open for acceptance for a minimum period of 120 days from the date of opening of the Quotation.
- 8.16 GST registration Number and GST registration Xerox copy of the Firm.

- 8.17** The firm should submit their PAN/TAN and bank account details separately.
- 8.18** All taxes legally livable shall be borne by the Quotationer. Nothing extra will be paid.
- 8.19** Acceptance of the Quotation/Bid will be communicated by a formal letter of acceptance of Quotation/Bid.
- 8.20** The successful firm shall be required to execute one or more agreements as necessary with the President of India acting through Director General/ Management Representative, R.D.S.O as the case may be for carrying out the work as per agreed condition.
- 8.21** The intending firms are advised to study the Indian Railways Standard General Condition of Contract (GSC July 2020) as corrected from time to time and make themselves conversant with their contents, as these shall govern the contract and shall form an integral part thereof, and except where these are repugnant to the terms and conditions brought out in these conditions.

9.0 Special conditions:

The certifying body/firm should have certified/ registered Lead auditor in ISO 9001:2015 from recognized International/National body. The certifying body should have experience of certification work of ISO 9001:2015QMS, Standards in Railway PU's /Zonal Railways /Central /State Government Departments /Public Sector Units.

10.0 Mode of payment:

- 10.1** Payment shall be made as per Payment Schedule & Milestones given as above.
- 10.2** Payment shall be made on the basis of satisfactory performance of Quotationer /bidder.
- 10.3** The payment to the Quotationer/ Bidder shall be made through ECS/NEFT System only.
- 10.4** The Quotationer /bidder shall provide following details for the payment:
- Bank's name
 - Type of A/c (Saving Bank/ Current A/c / Cash/ Credit A/c)
 - A/c No. along with proof i.e. blank cancelled cheque.
 - MICR/IFSC Code
 - GST details
- 10.5** The Quotationer/bidder shall submit the bills in duplicate & addressed to Director Research Civil & MR . RDSO reserves the right to make deductions from the contractor's bill regarding any penalty, delay, taxes, recovery, conservancy or any other levies as per rules of Railway GCC.

11.0 Time Period:

The contract period is for 03 years from the issue date of Letter of Acceptance (LOA), it may increase or decrease depends on certificate issued by Certification Body.

12.0 Performance Guarantee:

- 12.1** The procedure for obtaining performance guarantee is outlined below:-

The successful bidder shall have to submit a performance Guarantee (PG) within 21 (Twenty one) days from the date of issue of letter of Acceptance (LOA). Extension of time for submission of PG beyond 21(Twenty one) days and up to 60 days from the date of issue of LOA may be given by the Authority who is competent to sign the contract agreement. However, a penal interest of 12% per annum shall be charged for the delay beyond 21(Twenty one) days i.e. from 22nd day after the date of issue of LOA. Further, if the 60th day happens to be declared holiday in the concerned office of the Railway, Submission of PG can be accepted on the next working day.

12.2 The successful bidder shall submit the **Performance Guarantee (PG)** in any one of the following forms, amounting to **5% of the contract value**:

- (i) A deposit of cash.
- (ii) Irrevocable Bank Guarantee.
- (iii) Government Securities including State Loan Bonds at 5% below the market value.
- (iv) Deposit receipts, Pay Orders, Demand Drafts and Guarantee bonds. These forms of Performance Guarantee could be either of the State Bank of India or of any of Nationalized Banks.
- (v) Guarantee Bonds executed or Deposits Receipts tendered by all scheduled Banks.
- (vi) Deposit in the Post office saving Bank.
- (vii) Deposit in National Saving Certificates.
- (viii) Twelve years national Defence Certificate.
- (ix) Ten years Defence Deposits.
- (x) National Defence Bonds and.
- (xi) Unit Trust Certificates at 5% below market value or at the face value whichever is less. **Also, FDR in favour of "Executive Director, Finance, RDSO, Lucknow"** may be accepted.

12.3 The Performance Guarantee (PG) shall be released after the physical completion of the Work based on the "completion certificate" issued by the competent authority stating that the contractor has completed the work in all respects satisfactory.

12.4 Whenever the contract is rescinded, the Performance Guarantee already submitted for the contract shall be encashed in addition to forfeiture of Security Deposit available with Railway.

12.5 The contract being determined or rescinded under provision the GCC the performance guarantee shall be forfeited in full and shall be absolutely at the disposal of the president of India.

12.6 Under section 194.c of the income tax act 1961, deduction of the income tax will be made from the sum paid for carrying out the work under this contract.

12.7 The Quotation, when submitted, shall not constitute an agreement and the firm shall have no cause of action or claim against the R.D.S.O for rejection of his offer. R.D.S.O shall always be at liberty to reject or accept the offer at their own discretion and any such action will not be called into question and the firm shall have no claim in that regard against the R.D.S.O.

12.8 In case of any dispute that may arise concerning the subject work of the Quotation, the decision of Executive Director, Research shall be the final and binding upon the contractor upon whom work order is placed.

13.0 Acceptance of Quotation (s):

Successful Quotationer /bidder shall be informed regarding acceptance of their offer through LOA.



14.0 Essentials documents duly verified by the firm /Certification body are required to submitted by the tenderer along with their offer-

14.1 Provide the copy of Certification body/ firm's Accreditation certificate from International /National body in ISO 9001:2015 Standards in their name.

****Quotations shall be entertained only from the firm /Certification body that are having valid Accreditation certificate from International/National body in ISO 9001:2015 Standards in their name**.**

14.2 The firm /Certification body must submit the list of major firms certified by them for ISO 9001:2015QMS Standards.

14.3 The firm must submit the list of full time & part time Auditors working with them for certification of ISO 9001:2015QMS Standards.

14.4 Copies of work orders of ISO 9001:2015QMS certification work issued by Railway PU's/Zonal Railways/Central/State Government Departments /Public Sector Units in the name of firm /Certification body.

14.5 Copies of successfully work completion certificates issued by Railway PU's/Zonal Railways/Central/State Government Departments /Public Sector Units in the name of Certification body/ firm.

14.6 The firm /Certification body shall provide following details for the payment:

- Bank's name
- Type of A/c (Saving Bank/ Current A/c / Cash/ Credit A/c)
- A/c No. along with proof i.e. blank cancelled Cheque .
- MICR/IFSC Code
- GST details

15.0 Confidentiality:

The firm (in such capacity, the receiving Firm) acknowledges and agrees to maintain the confidential information (as hereafter define) provided by RDSO (in such capacity the disclosing firm). The receiving firm shall not disclose or disseminate the disclosing party's confidential information to any person other than those employees, agents, contractors, sub-contractors and licensees of the receiving firm, or its affiliates, who have a need to know it in order to assist the Receiving Firm in performing its obligations, or to permit the Receiving Firm to exercise its rights under the Contract.



(Rajesh Kumar)

Director Research Civil & MR

RDSO,Lucknow-226011

Phone No. 0522-2465742

.....
(Authorised Signature of firm duly ink signed with stamp)

Date.....

Name (In Block Letters).....

Address of the Firm in

Full.....

Annexure-I
QUOTATION RATE SHEET
(To be filed by the Quotationer)

Description of work: "Re-Certification & subsequent 02 Surveillance Audits of ISO 9001:2015 QMS for 03 years in RDSO".

Quotationer is required to quote rate including all the applicable taxes for completion the work (in words as well as in figures) in the format given below-

Description of work	Charges in Rs.	GST/ applicable taxes	Total Charges in Rs. (Inclusive GST)
1. Re-Certification Audit- (i) Re-Certification Audit of RDSO as per requirements for ISO9001:2015 QMS & issue valid Certificate for 03 years. (ii) The Certificate for Quality Management System shall be provided in 06 Sets. 2. First Annual Surveillance Audits- (i) Periodic Annual Surveillance Audits for 1 st year. (ii) Issue of continuation letter for QMS certificates/Renew Certificate after each successful Surveillance Audits. 3. Second Annual Surveillance Audits- (i) Periodic Annual Surveillance Audits for 2 nd year. (ii) Issue of continuation letter for QMS certificates/Renew Certificate after each successful Surveillance Audits.			
Total Charges in Rs. (Inclusive GST) in words :			

Declaration by the Quotationer:

This is to certify that I/We before quoting the rate have read and fully understood all the term and condition contain therein and undertake myself/ ourselves to abide by them.

Note:

1. No other charges would be payable by client. The firm /Certification is required to consider the no. of employees ,Re-certification audit duration & each surveillance audit duration as per IAF mandatory documentfor audit durations.
2. The Quotation/ rates should indicate clearly all applicable taxes.
3. There would be no increase in rate during the contact period except as per provision under the special term and conditions.
4. All Charges shall be in Indian Rupees both in words and figure. Any discrepancy found among them, rate quoted in the words will be prevailed.

(Authorised Signature of firm duly ink signed with stamp)

Date.....

Name (In Block Letters).....

Address of the Firm in Full.....



Annexure-II

Bid Security Declaration

I/We, M/s(Name of bidder).....am/are aware that I/We have been exempted from submission of Bid Security /Earnest Deposit in lieu of this bid Security Declaration. I/We understand and accept that if I/We withdraw my/our bid within bid validity period or if awarded the tender and on being called upon to submit the Performance Guarantee/Performance Security fail to submit the same within the stipulated time period mentioned in tender documents or on being called upon to sign the contract agreement fail to sign the same within stipulated period mentioned in tender documents, I/We i.e., **the bidder shall be banned from submission of bids in any Works/Service Tender issued by Indian Railways for a period of 12 months from the date of such banning done on e-platform IREPS.**

Authorised signature of firm with Seal

Date



Essentials documents duly verified by the firm /Certification body are required to submitted by the tenderer along with their offer-

1. Provide the copy of Certification body/ firm's Accreditation certificate from International /National body in ISO 9001:2015 Standards in their name.

****Quotations shall be entertained only from the firm /Certification body that are having valid Accreditation certificate from International/National body in ISO 9001:2015 Standards in their name**.**

2. The firm /Certification body must submit the list of major firms certified by them for ISO 9001:2015QMS Standards.
3. The firm must submit the list of full time & part time Auditors working with them for certification of ISO 9001:2015QMS Standards.
4. Copies of work orders of ISO 9001:2015QMS certification work issued by Railway PU's/Zonal Railways/Central/State Government Departments /Public Sector Units in the name of firm /Certification body.
5. Copies of successfully work completion certificates issued by Railway PU's/Zonal Railways/Central/State Government Departments /Public Sector Units in the name of Certification body/ firm.
6. The firm /Certification body shall provide following details for the payment:
 - Bank's name
 - Type of A/c (Saving Bank/ Current A/c / Cash/ Credit A/c)
 - A/c No. along with proof i.e. blank cancelled Cheque .
 - MICR/IFSC Code
 - GST details

END OF DOCUMENT

