



Indian Institute of Information Technology & Management Kerala

(A Government of Kerala Undertaking)

Technopark Campus, Kazhakoottam

Thiruvananthapuram, Kerala - 695581

Contact: 04712700777

<https://iiitmkn.ac.in/>

REQUEST FOR PROPOSAL (RFP)

**SELECTION OF EXTERNAL AUDITOR FOR THE IMPLEMENTATION OF ISO
9001:2015-BASED CERTIFICATION FOR IIITM-K**

Tender ID: IIITMK/04/EOI/ISO/2025-2026(Retender)

Selection of external auditor for the implementation of ISO 9001:2015-based Certification

Key Events	Timelines for completion	
Mode of bid submission	Offline	
Type of proposal required	Quality Cost Based Selection	
Date of issue of Tender	10.06.2025	
Pre-Bid Meeting Date	12.06.2025	
Bid Submission end date	27.06.2025, 5:00 PM	
Technical bid opening date	30.06.2025, 11:00 AM	
Tender Processing fee	₹500 (Incl. GST)	
EMD	₹2,000(Exemption for MSME & Startups)	
Evaluation of the proposals	Detailed in the RFP document	
Contact Person – IIITMK for Procurement Queries	Mr. Vineeth Jacob Maman Program Manager Purchase Cell No: 9496468406	
Contact person - IIITMK for Administrative Queries	Mrs. Shabana N D Chief Admin Officer-IIITMK	Mr. Rajeev kumar C N Admin Officer-IIITMK
Address where queries/ correspondence concerning this RFP is to be sent	Indian	

Note:

1. The tender document is the property of IIITMK and is not transferable.
2. If a holiday is declared on the dates mentioned above, the bids shall be received/ opened on the next working day.
3. No queries will be entertained after the date and time mentioned in this schedule.
4. This bid document contains **28** Pages.

Selection of external auditor for the implementation of ISO 9001:2015-based Certification

5. The above dates of events may be changed at the discretion of IIITMK without assigning any reasons thereto.

1. NOTICE INVITING REQUEST FOR PROPOSAL.

The Indian Institute of Information Technology & Management Kerala (hereinafter referred to as IIITMK) invites responses (“Proposals”) to this Request for Proposals (“RFP”) for the Selection of external auditor for the implementation of ISO 9001:2015-based Certification for IIITMK.

1.1 More details on the scope of works, terms and conditions are specified in Section 3.

1.2 Details/Documents provided for the submission of Proposal

- a. Section 1 – Invitation for Bids
- b. Section 2 – Instructions to Bidders
- c. Section 3 – Terms and conditions
- d. Section 4 – Selection Process
- e. Section 5 – Bidding forms (Technical and Financial)

1.3 Both bids should be submitted offline to IIITMK Kerala Office located at IIITMK, Technopark Campus, Karyavattom, Kazhakootam, Trivandrum and the bid document should reach the said office on or before **27.06.2025, 5:00 PM.**

1.4 In order to obtain first-hand information on the assignment and the project context, it is desirable that a representative of the prospective bidder shall attend the pre-bid meeting scheduled at IIITMK office.

1.5 Submission of Proposals:

- 1.5.1 Proposals must be direct, concise, and complete. IIITMK will evaluate the bidder's proposal based on its clarity and the directness of its response to the requirements of the project as outlined in this RFP.
- 1.5.2 Bidders shall furnish the required information on their technical and financial proposals in the enclosed formats only. In case of any deviations in format, the tender will be liable for rejection.
- 1.5.3 Each proposal should be submitted in two parts, viz Technical Proposal and Financial Proposal as specified in this RFP.
- 1.5.4 Both technical and financial bids shall be submitted offline and in accordance to the instructions given in this tender document. Technical bid should be submitted in the format given. The financial bid offering the rates should be submitted in the financial

Selection of external auditor for the implementation of ISO 9001:2015-based Certification

cover which should be a separate cover. The financial bids submitted in any other format will be treated as non-responsive and not be considered for evaluation.

1.5.5 The Financial Proposal should contain the financial details in the specified format Appendix III.

1.5.6 Pre-Bid Meeting:

IIITMK will hold an online pre-bid meeting on **12.06.2025** and interested parties may submit a mail request for participating in the meeting to pm2.makervillage@iiitmk.ac.in on or before **12.06.2025, 10:00 AM** with the subject line 'Pre-bid Meeting – Selection of external auditor for the implementation of ISO 9001:2015-based Certification for IIITMK'. Link to attend the meeting will be shared only to those parties who contacts IIITMK as per above details. Requests received without the specified subject line shall not be considered. Requests submitted in any other mode other than that specified herein will not be considered for response.

- a) At any time prior to the last date for receipt of bids, IIITMK may, for any reason, whether at its own initiative or in response to a clarification requested by a participating entity, modify the RFP Document by issuing a corrigendum.
- b) The Corrigendum(s) and clarifications to the queries from all bidders will be published on www.iiitmk.ac.in.
- c) Any such corrigendum(s) shall be deemed to be incorporated into this RFP.
- d) In order to provide reasonable time to the participating entities for taking the corrigendum(s) into account, IIITMK may, at its discretion, extend the last date for the receipt of Proposals.

1.6 Opening and evaluation of Proposal.

1.6.1 Opening of Proposal: Technical proposals will be opened at IIITMK, Technopark Campus, Karyavattom, Kazhakoottam, Trivandrum, by Admin Officer, IIITMK or his authorized representative or by a committee constituted for this purpose, on **30.06.2025, 11:00 AM**

1.6.2 The financial bid will not be opened until technical evaluation has been completed, results approved, and notified to all qualified bidders eligible for bid opening.

Selection of external auditor for the implementation of ISO 9001:2015-based Certification

- 1.6.3 IIITMK will follow the Quality Cost Based Selection (QCBS) process. One agency will be selected based on technical and financial evaluation and an agreement (enclosed with RFP) will be signed between the selected firm and IIITMK for the purpose listed.
- 1.6.4 However, IIITMK holds the right to revoke the ongoing contract with the selected professional agency and call for new proposals in case of unsatisfactory performance of the selected professional agency or due to any other administrative reasons at any point of time during the contract period.

**Director Indian Institute of Information
Technology & Management Kerala
(IIITMK)**

2. INSTRUCTION TO BIDDERS.

2.1 Definitions

- a) **IIITMK** means Indian Institute of Information Technology and Management Kerala, a Section 8 Company of Government of Kerala, represented by Director of Indian Institute of Information Technology and Management Kerala.
- b) **Technical Committee** is a sub Committee constituted by Director, Indian Institute of Information Technology and Management Kerala to decide on the technical aspects of the proposal and to evaluate the same.
- c) **Finance Committee** is a sub Committee constituted by Director, Indian Institute of Information Technology and Management Kerala to decide on the financial aspects of the proposal and to evaluate the same.
- d) **Tender Inviting Authority** is the Director of Indian Institute of Information Technology and Management Kerala who on behalf of IIITMK Kerala calls and finalizes tenders.
- e) **Blacklisting/debarring** – The event occurring by the operation of the conditions under which the Bidder will be prevented for a period of 1 to 5 years from participating in the future tenders of Tender Inviting Authority or any other State Government/Central Government/PSUs.

2.2 General Provisions:

The bid document can be downloaded from the website www.iiitmk.ac.in.

2.3 Corrupt and Fraudulent Practices

IIITMK requires compliance with its policy in regard to corrupt and fraudulent/prohibited practices as set forth in this proposal. In further pursuance of this policy, the selected agency shall permit IIITMK Kerala or its representatives to inspect the accounts, records, and other documents relating to the submission of the Proposal and execution of the contract, in case of award, and to have the records inspected by IIITMK . Conflict of Interest.

2.4 Conflict of Interest

- 2.4.1 The agency is required to provide professional, objective, and impartial services, at all times holding IIITMK's interest's paramount, strictly avoiding conflicts with other assignments or its own corporate interests, and acting without any consideration

Selection of external auditor for the implementation of ISO 9001:2015-based Certification

for future work. The agency has an obligation to disclose to IIITMK any situation of actual or potential conflict that impacts its capacity to serve the best interest of IIITMK. Failure to disclose such situations may lead to the disqualification of the agency or the termination of its Contract and/or sanctions by the Government.

2.4.2 Without limitation on the generality of the foregoing, and unless stated otherwise in this RFP, the agency shall not be hired under the circumstances set forth below: -

2.4.2.1 Relationship with the IIITMK staff: An agency (including its subsidiaries/partners) that has a close business or family relationship with a professional staff of the IIITMK who are directly or indirectly involved in any part of (i) the preparation of the Terms of Reference for the assignment, (ii) the selection process for the Contract, or (iii) the supervision of the Contract, may not be awarded a Contract, unless the conflict stemming from this relationship has been resolved in a manner acceptable to IIITMK throughout the selection process and the execution of the Contract.

2.4.2.2 Any other types of conflicting relationships as indicated in the tender document.

2.4.2.3 All information supplied by the entities submitting the proposals will be treated as contractually binding on the entities, on successful award of the assignment by IIITMK on the basis of this RFP.

2.4.2.4 No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of IIITMK . IIITMK reserves the right to cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of IIITMK.

2.4.2.5 This RFP supersedes and replaces any previous public documentation and/or communications, and participating entities shall place no reliance on such communications.

2.5 In preparing the Proposal, agency is expected to examine the tender document in close detail. Material deficiencies in providing the information requested in the tender document may result in rejection of the Proposal.

2.6 The agency shall bear all costs associated with the preparation and submission of proposal, and IIITMK shall not be responsible or liable for those costs, regardless of the conduct

Selection of external auditor for the implementation of ISO 9001:2015-based Certification

or outcome of the selection process. IIITMK is not bound to accept any proposal, and reserves the right to annul the selection process at any time prior to Contract award, without thereby incurring any liability to the agency.

- 2.7 The Proposal, as well as all correspondence and documents relating to the Proposal exchanged between the Agency and IIITMK, shall be written in English only. All documents produced as annexures in any Language, other than English, should be accompanied by certified translated copy in English.
- 2.8 **Shortfall:** IIITMK has the full discretion to call for shortfalls for insufficient supporting documents or as and when further documents are required. The eligibility criteria mentioned in those documents must be satisfied before the bid publication date.
- 2.9 Confidentiality: From the time the Proposals are opened to the time the Contract is awarded, the Agency should not contact any of the officials of IIITMK on any matter related to its Technical and/or Financial Proposal. Information relating to the evaluation of Proposals and award recommendations shall not be disclosed to the Agency who submitted the Proposals or to any other party not officially concerned with the process, until the publication of the Contract award information.
- 2.10 The Bidder shall not subcontract or outsource the whole or a part of the Services unless otherwise agreed by IIITMK, failing which penalty will be imposed.
- 2.11 Participating entities are not allowed to enter in Consortium, JV, or Sub-agency arrangements with other shortlisted entities.
- 2.12 Any attempt by the agency or anyone on behalf of the Agency to influence improperly IIITMK in the evaluation of the Proposals or Contract award decisions may result in rejection of its proposal, and may be subject to the application of prevailing Government sanctions procedures.
- 2.13 Notwithstanding the above provisions, from the time of the Proposals' opening to the time of Contract award publication, if a Agency intends to contact IIITMK on any matter related to the selection process, it should do so only in writing.
- 2.14 The proposals should be submitted in 2 separate covers in hardcopy to IIITMK office in accordance with the instructions given in the RFP.

Selection of external auditor for the implementation of ISO 9001:2015-based Certification

- 2.15 Bidders shall furnish the required information on their technical and financial proposals in the enclosed formats only. Any deviations in format or if the proper information are not provided properly, the tender will be liable for rejection. Tender Evaluation committee may seek clarification, if required, while evaluating the proposal.
- 2.16 The technical bid opening date, time and the address are as stated in the tender site and tender document. The Financial Proposal will be opened after the technical evaluation is completed and the results intimated to all successful bidders and upon approval from concerned authorities.
- 2.17 Technical bid will be opened by Admin Officer or representative of IITMK, or authorized personnel on the day mentioned in this tender document on **30.06.2025, 11:00 AM**. IITMK Kerala reserves the right to withdraw this tender, if IITMK Kerala determines that such action is in the best interest of the company. IITMK Kerala undertakes that all the information shared by the applicant will be held in strict confidence and will not be made public unless directed by law.
- 2.18 The applicant submitting their tender would be responsible for all its expenses, costs and risks incurred towards preparation and submission of their bid, IITMK Kerala shall, in no case, be responsible or liable for any such costs whatsoever, regardless of the outcome of the process.
- 2.19 **Validity of Terms of the Bid:** Each bid shall indicate that it is a 'firm and irrevocable offer' and shall remain valid for a period of **120 days** from the last date of submission of the Bid. Non-adherence to this requirement may be a ground for declaring the Bid as non-responsive. IITMK Kerala may solicit the applicants consent to an extension of tender validity (but without the modification of the tender conditions).
- 2.20 **Arbitration and Jurisdiction:** If any disagreement or dispute arising between IITMK Kerala and agency in connection with the work order, both parties will make every effort to resolve it amicably, by direct negotiation. If they failed to resolve, IITMK Kerala will refer such issues to an arbitrator, appointed and the award of the arbitrator, as the case may be will be final and binding on both the parties. Proceedings shall unless otherwise agreed by the Parties, be held in Thiruvananthapuram, Kerala.
- 2.21 **Applicable law:** The work order shall be governed by the laws and procedures established by the Government of Kerala, within the framework of applicable legislation and enactment made from time to time concerning such commercial dealings. Any default in the terms and conditions of the document by the Agency will lead to the rejection of the work order.

2.22 Amendment of Tender Document: At any time prior to the deadline for submission of the tender, IITMK Kerala may for any reason, modify the tender document. The amendment document shall be made applicable on the IITMK Kerala website and will be notified through the website www.IITMKkerala.gov.in and such amendments shall be binding on all the bidders.

2.23 Disqualification

IITMK may at its sole discretion and at any time during the evaluation of tender, disqualify any applicant, if the applicant;

2.22.1 Submitted the tender after the response deadline;

2.22.2 Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements;

2.22.3 Exhibited a record of poor performance such as abandoning works, not properly completing the contractual obligations, inordinately delaying completion or financial failures etc. in any of the projects in the preceding three years;

2.22.4 Submitted a tender that is not accompanied by required documentation or is non – responsive

2.22.5 Failed to provide clarification related thereto, when sought;

2.22.6 Was declared ineligible/blacklisted by State/UT/Central Government;

2.22.7 Tried to influence the evaluation process either directly or indirectly

2.24 Information relating to the examination, clarification, comparison and evaluation of the proposal submitted shall not be disclosed to any of the responding applicants or their representatives or to any other persons not officially concerned with such process until the evaluation process is complete. Undue use by any applicant of confidential information related to the process may result in rejection of its proposal.

2.25 Disclaimer

2.24.1 The information submitted in response to this tender may be subject to the public release (as per RTI norms). Applicants responding to this invitation assume the risk of public disclosure.

2.24.2 This is not to be considered as a commitment by IITMK Kerala to contract for services. Please be advised that IITMK Kerala will not pay for any information provided as a result of this invitation and will not recognize or reimburse any cost associated with any tender submission.

Selection of external auditor for the implementation of ISO 9001:2015-based Certification

- 2.24.3 This tender does not entail any commitment on the part of Government, either financial or otherwise.
- 2.24.4 IIITMK Kerala reserves the right to accept or reject any or all tender without incurring any obligation to inform the effected applicant/s of the reasons.
- 2.24.5 Submission of tender documents does not create any obligation on the part of IIITMK Kerala in terms of providing business or in any other area.
- 2.26 Performance Security Deposit: The successful bidder has to remit 3% of the total value of work order (rounded to the nearest rupee) as performance security deposit, in terms of Bank Guarantee having validity for a period of 60 days beyond the date of completion of all contractual obligations of the agency. The bank guarantee/deposit will be refunded to the successful bidder after completion of the contract period after deducting penalties if any.
- 2.27 Tender Fee and EMD payment for the Tenders**
- Bidders while participating in tender published in www.iiitm.ac.in should pay applicable Tender Fee and EMD and should ensure the following:
- 2.26.1 Payment through DD is only allowed. The DD should be drawn in favor of **“Indian Institute of Information Technology and Management Kerala”** Payable at Trivandrum from any nationalized bank.
- 2.28 Earnest Money Deposit (EMD):**
- In order to ensure a maximum number of competitive tenders, an amount of **₹2000/-** has been fixed as Earnest Money Deposit (EMD).
- 2.27.1 Government Institutions/Public Sector Undertakings/MSME registered within the State are exempted from remittance of EMD subject to submission of valid documents.
- 2.27.2 None of the bidders other than those specified above are exempted from the remittance of EMD, in any case.
- 2.27.3 EMD of the unsuccessful bidder will be discharged/ returned.
- 2.27.4 The successful bidder's EMD will be discharged upon the bidder signing the contract and furnishing the performance security.
- 2.27.5 No interest will be paid for the EMD submitted.

The EMD will be forfeited, if a tenderer;

Selection of external auditor for the implementation of ISO 9001:2015-based Certification

2.27.6 Misrepresents facts or submitting fabricated/forged/tampered/altered/manipulated documents during verification of the tender process.

2.27.7 Withdraws its bid after the opening of bid;

2.27.8 A successful bidder, fails to sign the contract after issuance of Letter of Intent;

2.27.9 Fails to furnish performance security after issuance of Letter of Intent.

The bids will not be considered for further processing if bidders fail to comply with the clauses above.

2.29 Preparation, Authentication and Submission of Proposal

2.28.1 The participating entities shall submit their responses as per the formats given in this RFP.

2.28.2 The prices shall be indicated in the Financial Proposal only.

2.28.3 All the pages of both technical and financial proposals shall be serially numbered and should be initialed by the Authorized Signatory.

2.28.4 The Proposals shall be developed in English language only. If any supporting documents submitted are in any language other than English, true and verbatim translation of the same in English language is to be submitted along with the proposal, duly attested by the Authorized Signatory. For purposes of interpretation of the documents, the English translation shall govern.

2.28.5 Any deficiency in the documentation may result in the rejection of the Proposal.

2.28.6 Proposals submitted through any other means shall not be considered. Proposals that are not submitted through the e-tender portal of Government of Kerala will not be considered for any reason whatsoever. No correspondence will be entertained on this matter.

2.28.7 The participating entity shall be responsible for all costs incurred in connection with participation in the RFP process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/ discussions/ presentations, preparation of proposal, in providing any additional information required by IIITMK Kerala to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the procurement process. IIITMK Kerala will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the procurement process.

2.28.8 IIITMK Kerala reserves the right to modify and amend any of the above stipulated condition/criterion depending upon project priorities vis-à-vis urgent commitment.

2.29 The successful bidder should sign the contract agreement in stamp paper of value 0.1% of the total contract value (value of stamp paper to be borne by the successful bidder) within 10 days from the date of intimation. The Draft Agreement content is attached as an Annexure A to this RFP.

2.30 IIITMK – Corrupt and Fraudulent Practices

IIITMK Kerala follows policy of Government of Kerala for anti-corruption and fraudulent practices to maintain sound procurement principles of open competition, economy and efficiency, transparency, and fairness. IIITMK requires the Bidder to observe the following Government manuals (amended from time-to-time) during the selection process and in execution of such contracts.

- The Kerala Financial Code (KFC), 2008 (7th Edition, 1st Edition was in 1963),
- The Stores Purchase Manual (SPM), 2013.

3. SECTION 3. TERMS AND CONDITIONS

- 3.1 The Technical Bid will be opened on **30.06.2024, 11:00 AM** at IIITMK, Technopark Campus, Karyavattom, Kazhakootam, Trivandrum, Kerala – 695585 in the presence of those tenderer(s)/bidder (s) who wish to be present. No separate communication will be sent in this regard. In the event of the due date being a closed holiday or declared Holiday for State Government offices, the due date for the opening of the bids will be the following working day at the appointed date, time, and venue.
- 3.2 IIITMK shall have the right to assess the competencies and capabilities of the Tenderer/Bidder by going through the credentials given in the Technical/Financial bid and on the basis of such credentials, IIITMK may reject the candidature of the Tenderer/bidder without assigning any reason. In such case(s) the financial bid shall not be opened for that particular Tenderer/bidder. The Financial bid of only those parties who qualify in the technical scrutiny shall be opened.
- 3.3 Non-acceptance of any of the terms and conditions as stated in the tender and non-submission of the stipulated Earnest Money Deposit (EMD) shall render the Tender invalid. Only tenderer(s) bidder(s) whose Technical / Infrastructure particulars as stated in the tender are determined to be in consonance with Institute's requirements shall be considered further in the Tender Evaluation Process.
- 3.4 The contact details and email addresses of the Head of Organization and SPOC with respect to the tender should be provided in the matrix.
- 3.5 In case the Bidder fails to execute the work as per the tender, or fails to deliver the satisfactory service or fails to execute the Service Level Agreement (SLA), IIITMK shall have the right to invoke the said Bank Guarantee and shall also forfeit the entire security deposit. No interest will be payable by IIITMK on the security deposit, so held. The CMD of IIITMK reserves the right to accept or reject any or all tenders including the lowest tender/s, without assigning any reason at its sole discretion and the decision of the CMD shall be final and binding on all concerned.
- 3.6 IIITMK does not bind itself to accept the lowest or any tender or to assign any reason thereof and also reserves the right of accepting the tender in whole or in part. The part acceptance of the tender will not violate the terms and conditions of the contract and the tenderer/bidder will execute the work at the specified rates without any extra charges or compensation within the stipulated period.

- 3.7 The whole service included in the Tender shall be facilitated by the Tenderer/Bidder and the Tenderer/Bidder shall not directly or indirectly transfer assign or sublet the contract or any part thereof or interest therein without the written consent of IIITMK Kerala.
- 3.8 All costs, charges, and expenses that may be incurred by the Tenderer/Bidder in connection with the preparation of his/her tender shall be borne by the bidder and IIITMK Kerala will not accept any liability whatsoever in this regard.
- 3.9 Time is the essence of the contract and the tenderer/Bidder is required to complete the service within **4 Months** in all respects within the stipulated time to the satisfaction of IIITMK .
- 3.10 It shall be clearly understood that the rates quoted in the tender will be for complete cost of the items, as per instructions to Tenderers / Bidders, conditions of Contract and specifications and also for all such works as are necessary for the proper completion of the contract, although specific mention thereof may not have been made in the specifications or tender documents. The rates shall be firm and shall not be subject to cost escalation. The tenderers / bidders shall quote rates inclusive of all statutory levies, taxes, charges, surcharges, GST, & other taxes. No component of cost/tax shall be paid by IIITMK Kerala unless the same is included specifically in the price bid.
- 3.11 Termination of the Contract
- The Contract in whole or part can be terminated before the issue of supply order at the option of the IIITMK , if the IIITMK for any reason whatsoever does not require the whole or part of the items thereof as specified in the tender to be supplied out and in the said event the IIITMK Kerala shall give notice of the fact with reason to the Tenderer / Bidder, who shall have no claim to any payment or compensation whatsoever on account of any profit or advantage, which would have derived from the supply of the items in full, but which he did not derive in consequences the whole supply of the items not having been carried out, neither shall he have any claim on compensation / damage for the loss suffered by him by reason of termination of contract by the IIITMK Kerala and of any alterations having been made by the IIITMK Kerala in the original specification or the designs and instruction which shall involve any curtailment of the items contemplated.
- 3.12 The IIITMK without prejudice to any other remedy, reserves the right to terminate the Tender / Contract in whole or in part and also to blacklist a Tenderer / Bidder for a suitable period in case he fails to honour his bid / contract without sufficient grounds or found guilty for breach of condition of the tender / contract, negligence, carelessness, inefficiency, fraud,

Selection of external auditor for the implementation of ISO 9001:2015-based Certification

mischief and misappropriation or any other type of misconduct by such Tenderer / Bidder or by its staff.

3.13 No claim for interest shall be entertained by IIITMK with respect to any money or balances, which may be in its hands owing to a dispute between itself and the Tenderer/bidder.

3.14 IIITMK reserves the right to accept or reject any or all the tenders/bids without assigning any reason.

3.15 Tenders received after the stipulated date and time shall not be admitted. IIITMK shall not be liable for any unforeseen delay.

3.16 Eligibility / Pre-Requisites of the Bidders

3.16.1 All the documents submitted by the bidder in tenders should carry the signature of the authorized signatory and stamp of the organization.

3.16.2 All the documents submitted by the bidder in tenders should carry the signature of the authorized signatory and stamp of the organization.

3.16.3 It is mandatory for the bidders to furnish documentary proof linked to each of the scoring criteria. Information provided without sufficient documentary evidence shall NOT be considered during the evaluation. It is the bidder's responsibility to submit comprehensive documentary evidence to prove, without doubt, the information submitted.

3.17 Prequalification Criteria

The invitation to bid is open to all bidders who qualify the Prequalification Criteria as given below.

Sl No	Prequalification Criteria	Documents to be submitted
1	The tenderer/bidder should be a registered company under Companies Act, 1956 or or LLP	Copy of certificate of Incorporation issued by Registrar of Companies/ Registration certificate or agency.
2	The bidder should not be currently blacklisted by any Central/ State Govt. dept. /Public Sector Unit.	Self-declaration to be submitted in stamp paper of Rs.200 and duly attested by notary public as given in Annexure 1

Selection of external auditor for the implementation of ISO 9001:2015-based Certification

3	The agency must have a valid PAN Number and GST registration	Copy of GST registration and Copy of PAN
4	The agency should have an Annual Turn Over of minimum 10 lakhs in the last 3 financial years.	Copy of Turnover Certificate during the any of the three (3) consecutive financial years (FY 2019 - 2023)

3.18 Technical Evaluation Criteria

The Technical Proposals shall be evaluated using the evaluation matrix provided in the table below:

Sl No.	Technical Evaluation Criterion	Supporting Documents to be Submitted
1	The agency should have executed a minimum of Three work with regard to ISO external audit within the past five (5) years, from the date of this tender, in similar ISO certification projects including upgradation projects in Government organizations / Autonomous institutions / Public Sector Undertakings or other reputed organizations, of which at least one work should be for implementation of ISO 9001:2015-based Certification	Work Orders/Contract/Completion Certificate and the firm should submit details of the projects/works undertaken of similar nature indicating the name of the organization/project, year, Type of ISO, etc

3.19 Commencement of Work: Immediately on award of Work.

3.20 Scope of Work

The scope of work of the authorized agency shall include the following: -

Institution intends to start the work of implementing ISO 9001:2015 requirements. It is envisaged that institution will need the services of competent consultants to implement the requirements of ISO 9001:2015. This tender has been developed to assist IITMK to select a competent consultant who may be engaged for providing ISO 9001:2015 consultancy

Selection of external auditor for the implementation of ISO 9001:2015-based Certification services.

The terms of reference for the consultant will include the following

- i. Submit weekly report to Management of the IIITMK. To assist the IIITMK formed Steering Committee and ISO Project team who will be responsible for implementing ISO 9001:2015 requirements.
- ii. To determine the scope of ISO 9001:2015. The consultant should define such a scope for which ISO 9001:2015 requirements may be implemented as time period will be decided.
- iii. To perform gap analysis of the existing documentation of the IIITMK against the requirements of ISO 9001:2015 and produce a gap analysis report.
- iv. To plan together with the team ISO project team of the IIITMK on the ways to address the gaps in order to develop the necessary documentation for ISO 9001:2015 certification.
- v. To develop all mandatory procedures as required in ISO 9001:2015 and guide the ISO project team on implementing the same.
- vi. To develop customized training course material in soft copy (as well as hard copy) for conduct of all necessary trainings.
- vii. To conduct required trainings that will include (i) top/senior management briefing; (ii) planning, documentation and implementation workshop for ISO project team and awareness programme for all employees.
- viii. Preparation of SOP as per standard required for ISO for each department within the organization in consultation with the department Heads.
- ix. To advise the ISO steering committee on change management and the success factors to support effective implementation of ISO 9001:2015.
- x. To conduct Internal Auditors training and guide the Internal Auditor team in conducting required numbers of internal audits.
- xi. To assist in evaluation of implemented ISO 9001:2015 quality management system through internal audits including closure actions.
- xii. To offer close guidance in the preparation and review of final documents prior to certification.
- xiii. To assist in coordination of required management reviews prior to certification.
- xiv. To guide the ISO project team to take the necessary corrective actions on identified non-conformities and final review of documents.
- xv. To guide the ISO Project team in making an application for certification.

Selection of external auditor for the implementation of ISO 9001:2015-based Certification

- xvi. To co-ordinate during final certification of the IIITMK and ensure the IIITMK is certified by a select certification body.
- xvii. Internal audit shall also be conducted by the selected agency/consultant.
- xviii. Conducting overview training to all relevant personnels on ISO 9001:2015.
- xix. Conducting mock audit as part of training.
- xx. Assisting and advising on non conformities raised by certification body towards certification.

Any other task to ensure the certification of the IIITMK, if it is not mentioned here.

3.21 Payment Terms:

No advance payment will be made in any case and TDS will be deducted as per rules.

Payment will be made in the following schedule:

Sl. No	Phase	Billable Fee
1	Submission of Gap analysis and SOP Reports	25% of the quoted value
2	Training awareness and Implementation Support	25% of quoted value
3	Internal audit and pre -certification audit	40% of quoted value
4	Certification Support	10% of quoted value or upon submission of BG equivalent to balance amount

Transportation & accommodation expenses: Travel/Lodging expenses shall be incorporated in the quoted amount and no additional amount will be provided in lieu with scope of work mentioned.

SELECTION PROCESS

3.22 Responsiveness of Bid.

The Bids submitted by Bidders shall be initially scrutinized to establish “Responsiveness”.

A Bid may be deemed “Non-responsive” if it does not satisfy any of the conditions mentioned below, but not limited to;

- a. It is not received within the time and date specified.
- b. It does not include sufficient information for evaluation and
- c. It is not in the formats specified or incomplete in any respect.

Selection of external auditor for the implementation of ISO 9001:2015-based Certification

- d. It is not satisfying prequalification criteria.
- e. Conditional bids will be rejected.

3.23 Evaluation.

- 3.23.1 A two-stage evaluation procedure will be adopted for evaluating the proposals for the selection of the agency. The financial bids shall be opened only after completing the evaluation of the technical proposal. IIITMK will follow the **Quality Cost Based Selection (QCBS) process**. Only one bidder will be selected.
- 3.23.2 The Evaluation shall be strictly based on the information and supporting documents provided by the applicants in the tender. It is the responsibility of applicants to provide all supporting documents necessary to fulfil the mandatory eligibility criteria.
- 3.23.3 IIITMK's evaluation committee shall evaluate the Technical Proposal on the basis of their responsiveness to the Scope of Work, Terms, and Conditions, applying the evaluation criteria and sub-criteria along with the compliance to the technical specifications of the items. A proposal shall be rejected at this stage if it does not comply with important aspects of the tender. After the evaluation is completed, those agencies that have been technically qualified shall be considered for financials. The Financial Proposals shall be opened by the Admin Officer or his authorized representative. These Financial Proposals shall be then opened, and the prices recorded.
- 3.23.4 Initially the bidder's responses will be reviewed for compliance with the terms and conditions mentioned across different sections of this RFP document. The bidders who fail to comply with any of the terms and conditions mentioned may be termed as non-responsive and will not be evaluated further. For those bidders who have qualified the terms

Selection of external auditor for the implementation of ISO 9001:2015-based Certification

and conditions and prequalification criteria, the technical evaluation will be conducted followed by the price-bid evaluation. The bidders who qualify for the minimum technical requirement will be considered for the price-bid evaluation. The price proposals will remain sealed until the technical evaluation is complete.

- 3.23.5 The bidder is deemed to have included all prices in the Financial Proposal, so neither arithmetical corrections nor price adjustments shall be made. The total price, including taxes, specified in the Financial Proposal shall be considered as the offered price. The Bidder shall quote rates inclusive of all statutory levies, taxes, charges, surcharges, GST and other taxes etc. The prices shall be FIRM throughout the period of contract. No component of cost / tax shall be paid by the IIITMK Kerala unless the same is included specifically in the Bid. Any alteration in the rates etc., will not be allowed on any ground, such as mistake, misunderstanding etc., after the Bid has been submitted. The Bidder shall quote rate only in Indian Rupees
- 3.23.6 The financial bids are to be uploaded in the Financial Proposal form.
- 3.23.7 Evaluation of Price Bid: The total cost including all applicable taxes as quoted by the bidders will be compared. The bids will be awarded a financial score (FBS). The bid with lowest total cost (L1 bid) will be awarded 100% FBS (considered as base value). Then the other bids will be awarded FBS inversely proportional to their bid value. Thus, the L1 bid will have the greatest FBS and the H1 (highest bid) will have least FBS.
- 3.23.8 Overall Evaluation of Bid: The overall evaluation of bids shall be done using QCBS model. The Score (FS) shall be calculated based on the formula; $FS = [TBS \times 70\% + FBS \times 30\%]$. The Contract shall be offered to the vendor whose bid achieves maximum FS.
- 3.23.9 It is cautioned that any agency which discloses its rates in the technical bid will be summarily rejected.

4. PROPOSAL SUBMISSION

Interested consultant/agency should submit both technical and financial proposals in two separate envelopes in two parts namely.

- a. Technical
- b. Financial

The technical and financial proposal must be submitted in two separate sealed envelopes

Selection of external auditor for the implementation of ISO 9001:2015-based Certification

indicating clearly on envelopes as "TECHNICAL PROPOSAL" and "FINANCIAL PROPOSAL". Financial proposal to indicate 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 Consultant for providing consultancy services for obtaining ISO 9001:2008 certification of IITMK".

5. BID FORMS

Appendix I (Part A): Cover Letter

(To be submitted in letterhead of the applicant)

<Location, Date>

To,
Director,
IIITMK, Technopark Campus, Karyavattom,
Kazhakootam, Trivandrum

Sub: Selection of external auditor for the implementation of ISO 21001:2018-based Certification
for IIITMK Kerala

Dear Sir/Madam,

We, the undersigned, offer to undertake the responsibility for the external audit for the implementation of ISO 9001:2015-based Certification for IIITMK Kerala, with your Request for Proposal<Insert Tender ID>..... dated<insert date>..... and our Proposal.

We are hereby submitting our Proposal, which includes this Technical proposal and a separate financial proposal.

We hereby declare that all the information and statements made in this Technical proposal are true and accept that any misinterpretation contained in it may lead to our disqualification.

We agree to abide by all the terms and conditions of the RFP document. We would hold the terms of our proposal valid for not less than 120 days from the date of bid opening, as stipulated in the RFP document.

We understand you are not bound to accept any Proposal you receive.

Yours Sincerely

Authorized Signature (in full & initials)

Name & Title of Signatory:

Address:

Appendix I (Part B): Details of Applicant

i. Particulars of applicant:

- a. Name:
- b. Constitution:
- c. Year and Country of incorporation:
- d. Address of the corporate headquarters and its branch office(s):
- e. Date of establishment/registration/incorporation and/ or commencement of business:

ii. Brief description of the applicant including details of its main lines of business, current activities, background of promoters and management structure etc.

iii. Details of individual(s) who will be the authorized signatory:

- a. Name:
- b. Designation and Address:
- c. Telephone Number:
- d. E-Mail Address:
- e. Fax number

iv. Details of individual(s) who will serve as the point of contact/ communication for IIITMK:

- a. Name:
- b. Designation and Address:
- c. Telephone Number:
- d. E-Mail Address:
- e. Fax number

Note: The applicant shall be required to attach Copy of its registration/incorporation documents in support of its constitution.

Signature of authorized signatory:

Name and Title of Signatory:

Name of Firm:

Address:

Appendix II: Project Experience

Details of Relevant Projects (minimum 10 clients) undertaken with regard to Experience in ISO Certification

Sl .No.	Name of the Certification	Name of the Client	Location	A Brief of the activities undertaken

Signature of authorized signatory:

Name and Title of Signatory:

Name of Firm:

Address:

Note:

- *At least one work should be for implementation of ISO 9001:2015-based Certification.*
- *List only previous similar assignments successfully completed. Please refer to the Evaluation matrix for providing relevant details. Documentary evidence should be furnished to support the information provided*
- *List only those assignments for which the participating entity was legally contracted by the Client as a company. Assignments completed by the participating entity's individual experts working privately or through other firms cannot be claimed as the relevant experience of the participating entity, or that of the participating entity's partners or sub-agencies, but can be claimed by the experts in their CVs.*
- *Appropriate documentary evidence (Work Orders, Completion Certificates, and/or any other equivalent evidence) need to be provided in support of the above experience.*

Appendix III: Financial Proposal Submission Form(in your letter head)

{Location, Date}

To: Director,
IIITMK, Technopark Campus, Karyavattom,
Kazhakootam, Trivandrum

Dear Sir,

I/We, the undersigned, offer external audit for the implementation of ISO 9001:2015-based Certification for IIITMK Kerala in accordance with your tender document [Insert Date] and our Technical Proposal.

My/Our attached Financial Proposal is for the amount of Rupeesand the per piece price of each item as in the below format{Insert amount(s) in words and figures},

Taken for evaluation.

Sl.No	Description	Total Amount (Excl. GST in INR)	Total Amount (Incl. GST in INR)
1	Lumpsum amount for the activities mentioned under scope of work		

Selection of external auditor for the implementation of ISO 9001:2015-based Certification

My/Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal, i.e. before the date indicated in the Tender.

This bid should be “firm and irrevocable offer “and should be valid 120 days from date of opening of the bid.

I/We understand you are not bound to accept any Proposal you receive.

Yours sincerely,

Authorized Signature {In full and initials}:

Name and Title of Signatory: _____

In the capacity of:

Address:

Office seal

Appendix IV: Undertaking by the Bidder
(to be Submitted in Rs 200 stamp paper)

<Location, Date>

To,
Director,
IIITMK, Technopark Campus, Karyavattom,
Kazhakootam, Trivandrum

Sub: Selection of external auditor for the implementation of ISO 9001:2015-based Certification
for IIITMK Kerala

Dear Sir/Madam,

We, the undersigned, offer to undertake that we have read the **Request for Proposal** for Selection of external auditor for the implementation of ISO 9001:2015-based Certification for IIITMK and have understood the scope of service. We also assure that we accept the terms and conditions of the RFP and the proposed solution and the response do not contain any deviation from the RFP terms.

We also undertake that there is no conflict of interest as specified in Clause 2.4 of Tender document.

We understand that if found conditional or deviating from any of the RFP terms, our proposal is liable to be rejected without any further clarifications.

Yours sincerely,

Signature of authorized signatory:
Name and Title of Signatory:
Name of Firm:
Address:

Appendix V: Non Blacklisting

(On company letter-head)

To

Director, Indian Institute of Information Technology and Management Kerala, Technopark Campus,
Karyavattom, Kazhakootam, Trivandrum

Sir/Madam,

In response to the RFP with Tender ID<Insert Tender ID>.....dated
.....<Insert Date>..... for<Tender Title>..... I/We hereby
declare that our company <name of the firm/company> is having an unblemished record and is
not declared ineligible or not blacklisted for corrupt and fraudulent practices, either indefinitely or
for a particular period of time by any state/Central Government/PSU/Autonomous body on the
date of submission of this EoI.

It is to undertake that “No Litigation/Litigation Enquiry is pending for our firm.....<name
of the firm/company>..... in any court of law” with regard to any of our past
works/services.

If this declaration is found to be incorrect, then without prejudice to any other action that may be
taken, the Earnest Money Deposit submitted may be forfeited in full and the application, if any, to
the extent accepted may be cancelled.

Thanking You

Name of the Applicant Authorized Signatory

Seal of the Organization

6. COMPLIANCE CHECKLIST FOR BIDDERS

Sl No	Documents	Page Number	
		From	To
	Document to be enclosed with technical cover		
1	Certificate of Registration / Incorporation		
2	GST Registration		
3	PAN Card		
4	Copy of Electricity Bill/Telephone Bill/other valid Documents		
5	Copy of the last three year's audited financial statements with turnover details duly certified by Chartered Accountant for any of the three (3) consecutive financial years (FY 2019 - 2023)		
6	Contract Copy or Work Order or Experience Certificate		
7	Clientele list		
	Templates		
1	<i>Appendix I (Part A): Cover Letter</i>		
2	<i>Appendix I (Part B): Details of Applicant</i>		
3	<i>Appendix II: Project Experience</i>		
4	<i>Appendix IV: Undertaking by the Bidder</i>		
5	<i>Appendix V: Non-Blacklisting Certificate</i>		
	Document to be enclosed with financial cover		
2	Appendix III: Financial Proposal Submission Form		