



invites

**EXPRESSION OF INTEREST (EOI)**

**IIITMK/205/4/PUR/2025**

**For empanelment of consultancy service of Gap analysis, documents preparation and support, training and pre compliance for NABL accreditation for IIITMK labs**

**IIITMK- INDIAN INSTITUTE OF INFORMATION TECHNOLOGY  
AND MANAGEMENT - KERALA**

IIITM-K BUILDING, TECHNOPARK CAMPUS, KARIAVATTOM.P. O

THIRUVANANTHAPURAM – 695581, KERALA

TELEPHONE 91-0471- 2700777, 2784100, 2527567

FAX: 91-0471-2527568, E-mail: [procurement@iiitmk.ac.in](mailto:procurement@iiitmk.ac.in)

Website: <https://www.iiitmk.ac.in>

Last Date of Application: 15/02/2026

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## 1. INTRODUCTION, BACKGROUND & OVERVIEW

1. Indian Institute of Information Technology and Management Kerala (IIITM-K) invite request for proposal (RFP) from qualified Consulting Agency of repute and proven track record for preparing empanelment of Consultancy Service for Gap analysis, documents preparation and support, training, **internal audit** and establishment of NABL accredited testing laboratory as per IS/ ISO 17025 2017 for IIITMK Labs.
2. The objective of this expression of interest is the empanelment of an Agency for consultancy service of Gap analysis, documents preparation and support, training , **internal audit** and establishment of NABL accredited testing laboratory for IIITMK labs. Being a premier education institute of national repute, the authorities do not want to compromise with the quality of the services being provided by the agency.

## 2. ELIGIBILITY CRITERIA

1. The Firm should have a registered office in India.
2. The Firm must have a minimum 3 years of experience as service provider in NABL accreditation. At least three copies of similar nature of satisfactory work completion certificate must be enclosed with the technical proposal.
3. In Accordance with “scope of work”, the firm should provide a detailed technical proposal with a timeline indicating the responsibility of the consultant.
4. The firm must provide brief detail about the qualified professional employed by the firm along with complete details of team members who are to be assigned.
5. The quoted proposal shall include all expensive incurred for NABL internal audit, training, costs for any travel, boarding or lodging during the entire process of accreditation and no additional financial implications shall be accepted.
6. The firm or any of its partners/members has not been debarred and or blacklisted by any central government/institution/body, or any state government, or any statutory Authority or a Public Sector Undertaking from participating in any consulting assignment as on the bid due date.
7. For further information, one can contact at Office of IIITMK in person or e- mail at [procurement@iiitmk.ac.in](mailto:procurement@iiitmk.ac.in).

The important Date, Time & Venue of this EOI is mentioned below:

Tender Reference No.	IIITMK/205/4/2025
Tender Notification date	04/02/2025
EMD(Rs.)	Rs.1500.00
Tender Fee(Rs)	Rs.1000.00(Exemption for MSME’s, startups etc)
Mode of Tender Submission	Tender should be submitted offline at “IIITM-K Building, Technopark Campus, Kariavattom.P.O Thiruvananthapuram – 695581, Kerala <a href="https://www.iiitmk.ac.in">https://www.iiitmk.ac.in</a> ”
Date, Time & Venue for Pre-bid Meeting	Those who have any pre bid queries may email to <a href="mailto:procurement@iiitmk.ac.in">procurement@iiitmk.ac.in</a> on or before 13/02/2026 at 03.00 PM
Last Date & time for Submission	15/02/2025
Opening of Pre-qualification cum Technical bid	17/02/2025
Place of opening of Bids	IIITMK, IIITMK building, Technopark Campus, Karyavattom, Trivandrum
Issued By	The Director, IIITM-K, Technopark

Address For Communication	The Director, IIITM-K, IIITM-K Building, Technopark Campus, Kariavattom. P. O Thiruvananthapuram – 695581, Kerala Telephone +91- 471- 2700777, 2784100, 2527567 FAX: +91-471-2527568, email. <a href="mailto:tenders@iiitmk.ac.in">tenders@iiitmk.ac.in</a> Website: <a href="https://etenders.kerala.gov.in">https://etenders.kerala.gov.in</a>
Tender Fee and EMD	DD in favor of IIITMK, Thiruvanthapuram Or Via bank transfer Account No: 67347987460 SBI technopark, Thejeswani IFSC:SBIN0070737

### 3. SCOPE OF WORK

- The Firm should conduct GAP analysis (may include infrastructure change requirement, calibration requirement, document system design requirement, installation requirement or equipment, and any other facilities change requirement) on as preliminary work and identify bottlenecks for the key functional areas.
- The Firm should submit a report to the authority after GAP analysis with the recommendations between the laid down processes and on standard processes accordingly and ensure entire support in implementing the recommendations.
- The Firm should be responsible for Laboratory Quality Management System development and all required proficiency tests.
- The Firm should act as bridge and front runner to get NABL accreditation within a stipulated time.
- The Firm should assist in the preparation of the entire documentation including 4 level Quality Management system document, quality manual, Standard operating procedures for test, Procedures required by Accreditation standard, Laboratory and manual preparation, Primary collection, manual, Quality control procedures. The supporting data will be ensured from the Conformity Assessment Body (CAB) on time.
- The Firm is responsible to deploy sufficient technical, training and support personnel for getting the NABL certification within the stipulated agreed timelines.
- The Firm should conduct an on the job training program for Laboratory employees as per Accreditation requirements and ISO 17025:2017 and awareness training for core team.
- The Firm should conduct ISO 17025-2017 internal auditor training program and conduct internal audit.
- The Firm should support external audit and closure of non-conformities if any during the audit as per ISO 17025:2017.
- The contract will be valid for 1 year from the date of signing the contract. Any further extension will be subject to the discretion of the authority.
- The Consultancy should propose with the budget plan including the cost for implementation, support, onsite visit, on the job training and audits. No additional charges will not be initiated regarding the same apart from the proposed budget under any circumstances.

### 5. TERMS AND CONDITIONS

1. IIITMK. reserves the right to change, modify, add to or alter the process including inclusion of

additional criteria, right to ask for additional information and to ask explanations and clarifications and the right to reject any or all of the proposals submitted in response to the EOI. Nothing in the EOI should be relied on, as a promise or representation as to the future.

2. The courts at Thiruvananthapuram shall have jurisdiction over any dispute regarding this EOI. Proposals must be made directly and must not be through subsidiaries or joint ventures/ consortiums / partnership.
3. Any conditional offers or any alterations/corrections made in the EOI form will not be considered. Similarly, incomplete and unsigned EOI documents are liable to be rejected straight away.
4. The last date of the submission of this EOI is 15/02/2025
5. GST will be paid extra- as applicable.
6. The Bidder shall have to enter into the agreement in the prescribed Performa.
7. The L1 bidder / company will be required to deposit security Deposit @ 5% of the contract sum in the shape of Demand Draft / FDR / Bank Guarantee / Online in favor of Director, IIITMK payable at Thiruvananthapuram. This performance security must be deposited within 14 days of the award of the contract. No interest shall be paid on the performance security. Refund of performance guarantee will be released after successful completion of the works of said contract.
8. Non-receipt of Security Deposit within stipulated time limit will result in automatic cancellation of the order for supply without any intimation.
9. The right to accept or reject without assigning any reasons any or all EOI in part or whole is reserved with the Director, IIITMK, Thiruvananthapuram and his decision(s) in all matters relating to acceptance or rejection of the EOI as a whole or in part will be final and binding to all.
10. Any conditional offers or any alterations/corrections made in the EOI form will not be considered. Similarly, incomplete and unsigned EOI documents are liable to be rejected straightway.
11. The EOI submitted by the bidders will remain valid for a period of 90 days from the date specified for the opening of EOI.
12. The vendor should have a technically qualified and well experienced strong in- house resource base.
13. Time is the essence of the contract and the tenderer/Bidder is required to complete the service within **2 Months** in all respects within the stipulated time to the satisfaction of IIITMK .
14. 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 mischief and misappropriation or any other type of misconduct by such Tenderer / Bidder or by its staff.

15.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.

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 17025-2017 requirements.
- ii. To determine the scope of ISO 17025-2017. The consultant should define such a scope for which ISO 17025-2017 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 17025-2017 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 17025-2017 certification.
- v. To develop all mandatory procedures as required in ISO 17025-2017 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 17025-2017.
- 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 17025-2017 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.
  - xvi. To co-ordinate during final certification of the IITMK and ensure the IITMK 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 17025-2017.
  - 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 IITMK, if it is not mentioned here.

## 5. EXPRESSION OF INTEREST (EOI)

Through this EOI, IIITMK is interested in selecting qualified Consultancy Organizations for providing Gap analysis, documents preparation and support, training and establishment of NABL accredited testing laboratory for IIITMK Labs. The selected vendor shall also be responsible for the complete scope of work.

- IIITMK invites Expression of Interest (EOI) from vendors with experience in successfully executing similar projects. The shortlisted vendors shall be provided with further opportunities for interaction with IIITMK to study and submit a detailed technical and financial proposal for the objectives set forth in this EOI document.
- The selection of the successful vendor among the pre qualified ones shall be based on technical and financial criteria. IIITMK reserves the right to accept or reject any or all the offers at any stage of the process without assigning any reasons thereof and no claim/dispute on this aspect shall be entertained. The vendors may please visit IIITMK website at <https://www.iiitmk.ac.in> or e-mail for technical details at [procurement@iiitmk.ac.in](mailto:procurement@iiitmk.ac.in).

## 6. SELECTION METHOD

- IIITMK invites Expression of Interest (EOI) from experienced Consultancy Organizations with expertise in providing Gap analysis, documents preparation and support, training and establishment of NABL accredited testing laboratory for IIITMK Labs. 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.
- The institute will short-list only those who fulfill the criteria as per requirement in sections 2& 3 (Eligibility Criteria & Scope of Work mentioned).
- The shortlisted consulting firms through EOI will be called for a detailed presentation

with respect to the scope of work

- The finalization of selection will be subject to the approval of the expertise panel where 70% weightage will be given to technical expertise.
- The selected consulting firm will be on boarded after accepting all the terms and conditions with a proper signed agreement.
- The selected vendors may also carry out the required study of the requirements, at their own cost, based on the RFP.
- The vendors shall submit a detailed Technical and Financial Proposal as per RFP document. The bidding process shall be a two bid process. The technical proposals submitted by the vendors shall include all details of execution with plan and timeline as per pre compliance and shall be evaluated by a Technical Evaluation Committee and marks assigned, to a maximum of 70.
- The financial proposals shall be submitted as per RFP format shared with them (to be provided later to the shortlisted vendors only) and shall be evaluated by the Evaluation Committee and marks assigned to a maximum of 30, with the Lowest bidder getting 30 and all other bidders getting marks relative to the Lowest bid. The combined score of technical and financial will be taken into consideration and the vendors shall be ranked as per the combined score and shall be selected for further contract discussion. 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 IITMK 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.
- 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.

- 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.

**8. The terms of payment will be as follows:**

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:

<b>Sl. No</b>	<b>Phase</b>	<b>Billable Fee</b>
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

## **9. PROCEDURE TO BE FOLLOWED**

EOI document must be submitted online on or before 15/02/2026 before 15:00 hrs.

For submission of bids, all interested bidders have to register online as explained above in this document. After registration, bidders shall submit their Technical bid offline via speedpost/courier

For page by page instructions on bid submission process, please visit <https://www.iiitmk.ac.in> and click "Bidders Manual Kit" link on the home page.

**Director**

**8. COVERING LETTER – for empanelment of consultancy service of Gap analysis, documents preparation and support, training and establishment of NABL accredited testing laboratory for IIITMK labs**

Date:

To

The Director, IIITM-K,  
IIITM-K Building, Technopark Campus, Kariavattom. P. O  
Thiruvananthapuram-695581, Kerala

**Dear Sir,**

**Sub: EOI for empanelment of consultancy service of Gap analysis, documents preparation and support, training and pre compliance for NABL accreditation for IIITMK labs**

Please find enclosed (Annexure-1) my/our submission in respect of **empanelment of consultancy service of Gap analysis, documents preparation and support, training and pre compliance for NABL accreditation for IIITMK labs** for the Indian Institute of Information Technology & Management Kerala in response to the *Expression of Interest* (referred to as “EOI”) Document.

I/ We hereby confirm the following:

1. The submission is being made by *(name of the Bidder)* in accordance with the conditions stipulated in the EOI issued by the IIITMK.
2. I/ We have examined in detail and have understood the terms and conditions stipulated in the EOI Document issued by IIITMK/.. I/ We agree and undertake to abide by all these terms and conditions. My/ Our Proposal is consistent with all the requirements of submission as stated in the said EOI Document issued by IIITMK/..
3. I/ We further confirm that we have not offered nor will offer any illegal gratification in cash or in kind to any person or agency in connection with the EOI/ Proposal.
4. I/ We confirm that I/ we have never been jailed or convicted of any criminal or civil offense.
5. I/ We confirm that I/ we have never been blacklisted in or debarred from any empanelment/ tendering process anywhere till date.

For and on behalf of :

Signature :

(Authorized Representative and Signatory along with

seal) Name of Person :

Designation :

**ANNEXURE – I**

**Information about the empanelment of consultancy service of Gap analysis, documents preparation and support, training and pre compliance for NABL accreditation for IITMK labs**

**Overall Communication Address:**

1.	Name of the Supplier with Address	
2.	Permanent Account No. (PAN) of the Firm	
3.	GST No	
4.	Full Address with PIN	
5.	Landline No.	
6.	Mobile No.	
7.	E-mail ID	
8.	Contact Person	

Dated: \_\_\_\_\_

Name & Signature with stamp of the

Place: - \_\_\_\_\_

Authorized Signatory

### CHECK-LIST

<b>Required Documents</b>	<b>Attached / Not Attached</b>
Self-attested copy of GST and Firm Registration.	
Self-attested copy of PAN Card under Income Tax Act.	
Copy of terms & conditions and every page of the tender duly signed and seal of the firm, in token of acceptance of terms and conditions and tender as quoted.	
Name and Addresses of Government Institute/Firm/Organization where same or similar service have been provided	
A certificate to the effect that the firm is neither blacklisted by any government department nor any criminal case registered against the firms or its owner/partners anywhere in India. (Section 8)	

## 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 **empanelment of consultancy service of Gap analysis, documents preparation and support, training and pre compliance for NABL accreditation for IIITMK labs** in accordance with your tender document [Insert Date] and our Technical Proposal.

My/Our attached Financial Proposal is for the amount of  
Rupees

.....and 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		