

# Rajasthan Drugs & Pharmaceuticals Limited

(A Govt. Of India Enterprise)

Road No.12, VKI Area,Jaipur

**Tender No: RDPL/ISO/2013/01**

**Date:- 18/07/2013**

**Subject: Tender for ISO consultancy services for ISO 9001-2008 (Pharmaceuticals Industry) including training and certification.**

Rajasthan Drugs & Pharmaceuticals Ltd (RDPL) is a Profit making Government of India central public sector enterprise under the administrative control Department of Pharmaceuticals, Ministry of chemicals & fertilizers, Government of India(51%) and co-promoted by Government of Rajasthan (49%) through Rajasthan Industrial & Investment Corporation (RIICO). Company is schedule 'M' Compliant having manufacturing facility of Tablets, Capsules, Liquids, Powder & Ophthalmic. RDPL is a professionally managed, multi-locational company having with its manufacturing unit & regd. office in VKI Area,Jaipur(Rajasthan) with businesses spanning in pharmaceuticals products at national level. Please visit [www.rdpl-india.in](http://www.rdpl-india.in) for more details of RDPL.

RDPL invites sealed Bids (A) **PRE- QUALIFICATION BID & (B) FINANCIAL BID** for providing consultancy, training and implementation to obtain ISO 9001-2008 QMS for Pharmaceutical (Doses form preparation Company). The Bidder should be a reputed firm/company in India and meet the pre-qualification criteria as detailed in Pre-Qualification Bid document. Estimated cost of work is **Rs 1.5 Lakhs(One Lakh Fifty Thousand Only)**. Annexure 'D' & Annexure 'E' are the bids formats. Bidder must submit the bid in prescribed format only.

A complete set of Tender Document may be downloaded from our website [www.rdpl-india.in](http://www.rdpl-india.in), (Current Tender section) .

**1. Scope of Work**

The detailed scope of work is given in **Annexure-A**.

**2. Validity of Offer**

The offer shall remain valid for acceptance for a period of Ninety (90) days from date of submission of the Bid. All prices shall remain firm and valid till the completion of project.

**3. Deliverables, Time Frame & Payment Schedule**

SNO	Deliverables	Time Frame	Payment %
1	Training & Documentation	4 Months	25%
2	Internal Audit, Management Review & Pre Audit Assessment	2 Months	25%
3	Assisting in Certification Audit & Certification & Closure of Non compliance & associated activities.	2 Months	50%

**4. Earnest Money Deposit (EMD)**

The bidder will be required to submit interest-free earnest money of Rs 4000/- (Rupees

Four Thousand only) payable by Demand Draft in favour of “Rajasthan Drugs & Pharmaceuticals Ltd” payable at Jaipur. **EMD fee should be inserted in pre-qualification bid envelop.** Offers not accompanied with earnest Money, are liable to be rejected without assigning any reasons/entertaining any further correspondence. The Earnest money deposited shall be refunded to the unsuccessful bidders without accrual of any interest in due course of time i.e after awarding the contract.

The Earnest money will be converted to security deposit in case of the successful bidder and will remain deposited with Rajasthan Drugs & Pharmaceuticals Ltd, till the completion of work in an interest free form.

**5. Security Deposit**

The successful bidder to whom the contract is awarded shall deposit an Initial Security Deposit by Bank Demand Draft/Bank Guarantee a sum to make up 10% (Total value of work Order) drawn in favor of Rajasthan Drugs & Pharmaceuticals Ltd, payable at Jaipur, after the appropriation of the Earnest Money Deposited by him. The successful bidder shall pay Initial Security Deposit within 10 days after receiving the letter of acceptance for work order. No interest shall be paid on the Security Deposit. The Security Deposit, either in whole or in part thereof, shall be forfeited in the event of the Bidder fails to observe any terms of the Contract / or non-compliance with the conditions of the Contract.

**6. Taxes and Duties**

Taxes and duties as applicable on the date of invoice shall be payable additionally at actual.

**7. Process for Selection of ISO Consultancy services**

The responses received pursuant to this NIT will be evaluated as per the criteria specified in **Annexure ‘B’**.

**8. Other Terms & Conditions**

As per **Annexure ‘C’**

**9. Important Dates:**

Date of Tender:	18/07/2013
Due date of Tender submission	03/08/2013 upto 3.30PM
Date of Opening Pre-Qualification Bids	03/08/2013 at 3.30PM

# Annexure 'A'

## Detailed scope of work

### **Verification of implementation of the system as per standard and Certification to ISO9001:2008 standard.**

The responsibility of the Certification Body, as detailed below:

#### **1) Documentation Development.**

- a. Quality Manual
- b. Quality Policy & Objectives
- c. Quality system and Procedure
- d. Work Instructions
- e. Quality Plans
- f. Development of various formats
- g. Control of Existing Formats
- h. **All Related documents will be prepared by the consultant.**

#### **2) Implementation**

- a. QMS awareness training
- b. Internal Quality Audit
- c. Management and Review Meeting
- d. Analysis of data
- e. Corrective and Preventive Action
- f. Quality Records Verification
- g. Assisting in
  - i. Document audit review
  - ii. Pre- assessment audit (on site)
  - iii. Certification audit.(on site)
  - iv. Surveillance Audits (one site)
- h. Assisting in selection of Certification body during tender process of certification body.

It is proposed to have services of ISO certified consultants who can guide and direct to meet the pre-requisites conditions for ISO certification. This will include study of the existing system, suggestion for changes and preparation of the documents, impart necessary training for the work force and the complete process till obtaining of the certification which shall remain the responsibility of the certified consultants.

## Annexure 'B'

### **(A) PREQUALIFICATION**

- (a) Company/Firm should be a profit making for last three years. Please attach certified balance sheet.
- (b) Company/Firm should have experience of successful implementation and certification of at least three Pharmaceutical Companies & should have consulted 5 govt/psu. Preferably PSU and Doses form preparation Companies. Please attach work orders
- (c) Company/Firm should have a well experienced dedicated team of at least 5 persons. Documents related to Qualification, experience & employment detail must be attached
- (d) Company/Firm should submit complete company profile along with PAN no, TIN NO., company registration certificate no, service tax no. experience certificate, company annual turnover, bank account detail (Self attested documents must be attached)

### **(B) EVALUATION**

Those parties who qualify at the pre- qualification stage will be called for Technical presentation for technical evaluation at our works on designated date and time (which will be informed at a later date)

The ISO committee (having chairman and three members) will give marks to the bidder by considering the Presentation, Methodology, Knowledge relating to subject matter, Profile of Team Members, Time Chart With desired deliverables of work.

Each member including chairman will give marks to the bidder out of 100 marks. All marks will be added and percentage will be calculated. **Top five bidders as per technical evaluation will qualify for Financial Bid Opening.**

After completion of pre-qualification & technical evaluation, financial bids will be opened for those parties who qualified the pre-qualification and technical evaluation.

## Annexure 'C'

### Other Terms & Conditions

- A. Time schedule of completion of work 8 months.
- B. Payment towards the certification process shall be released after completion of scope up-to ISO certification. Cost of 2 yearly surveillance should be quoted separately since payment shall be made after receipt of continuation letters from the agencies concerned.
- C. Quotation should be inclusive of all type of expenditure towards transportation cost, lodging, boarding, software/ hardware, stationary, printing and presentation material etc.
- D. No advance payment shall be applicable.
- E. The tenders shall be complete in all respect in a sealed outer cover, containing two separate sealed envelopes specified as (A) **PRE-QUALIFICATION BID** & (B) **FINANCIAL BID**. The outer sealed cover of the bid should be subscribed as “ TENDER FOR ISO CERTIFICATION” Which should be submitted on or before the last date to

**Factory Manager,  
Rajasthan Drugs & Pharmaceuticals Ltd.  
Road No. 12, VKI Area  
Jaipur, 302013**

- F. The Pre-Qualification Bid will be opened on date & time mentioned in Clause No. 9 **Important** dates in the office of Factory Manager, RDPL.
- G. The successful bidder shall be required to sign a contract agreement, by the competent authority on a non-judicial stamp paper of Rs.100 (Rupees one hundred only) immediately after award of the contract.
- H. The agreement shall be deemed to be an agreement made in jaipur and any dispute or difference relating to the technical, commercial, accounting or otherwise questions etc, if any shall be unless settled amicably , be settled by referring the matter to ICADR(International Centre for Alternative Dispute Resolution) which has been established under the aegis of Ministry of Law & Justice, GOI for arbitration/conciliation mediation in event of dispute, instead of going to court directly.
- I. Jurisdiction of Courts: Any dispute under this agreement shall be decided by courts situated at jaipur only and no other courts shall have jurisdiction to adjudicate upon any dispute under this agreement.

- J. Tenders received after due date & time shall not be entertained.
- K. The Factory Manager, Rajasthan Drugs & Pharmaceuticals Ltd, Jaipur reserves the right to reject/ accept the complete bid at his own discretion at any stage of tender process.
- L. Expenditure on tendering: The bidder shall bear all cost associated with the preparation and submission of his bid(s). RDPL , will in no case, be responsible or liable for any cost(s), regardless of the outcome of the bidding process.
- M. The bidding procedure, terms & conditions of the contract and the services proposed to be purchase are described in the tender documents. The bidder shall examine all the forms, instructions, terms & conditions and specifications in the tender documents. The failure to furnish all information required as per the tender documents or submission of bids not as per the tender document shall be at the bidders' own risk and liable to rejection.
- N. RDPL for any reason, whether at its own initiative may at any time, prior to the last date of submission of bids amend the bid document. All such amendments shall be notified on website/newspaper. These modifications/amendments shall be binding on all concerned.
- O. Subcontracts: The bidder shall not subcontract its obligations under the contract to any other company(s)/firms. All the obligations shall remain with the bidding firm/company and cannot be transferred to any other company/firm or group of companies in any manner.
- P. Delay in performance by the bidder: Services under the contract shall be provided in accordance with the delivery schedule specified in the tender.
- Q. Force Majeure : If at anytime, during the currency of this contract, the performance, in whole or in part, of any obligation(s) by either party under this contract shall be prevented or delayed by reason(s) of war, hostility, act of the public enemy, civil disturbance, sabotage, fire, floods, explosions, epidemics, quarantine restrictions, strikes, lockouts or act of God (Herein after referred to as events) provided notice of happenings of any such event is given by of occurrence thereof, either party shall by reason(s) of such event be entitled to suspend this contract which shall resume as soon as practicable after such event(s) may come to an end or cease to exist. The decision of RDPL as to whether an event justifies invocation of force majeure is agreed by the RDPL , that period shall be excluded from the time frame given for completion of work and date for completion of work shall be extended accordingly. .
- R. Subject Laws & Jurisdictions: The contract shall be governed by Indian Law and the courts will have sole jurisdiction to entertain any dispute(s) or claim(s) arising out to such dispute(s).

# Annexure 'D'

Format

## PRE- QUALIFICATION BID

(to be printed on bidder's company/firm's letter head)

Date:-

To,  
Factory Manager,  
Rajasthan Drugs & Pharmaceuticals Ltd,  
Road No 12, VKI Area,  
Jaipur (Raj) 302013

**Sub: - Submission of Pre-Bid Qualification for ISO consultancy services (pharmaceutical industry) including training & certification assistance against your tender enquiry no. RDPL/ISO/2013/01 dated 18/07/2013.**

Dear Sir,

Pre-qualification bid parameters as mentioned in the tender document are as given below.

### A. Pre-Qualification Parameters

SNO	Parameter	Complies (Yes/No) (Please mention Yes/No)
1	Company/Firm should be a profit making for last three years. Please attach certified balance sheet.	
2	Company/Firm should have experience of successful implementation and certification of at least three Pharmaceutical Companies & should have consulted 5 govt/psu. Preferably PSU and Doses form preparation Companies. Please attach work orders	
3	Company/Firm should have a well experienced dedicated team of at least 5 persons. Documents related to Qualification, experience & employment detail must be attached	
4	Company/Firm should submit complete company profile along with PAN no, TIN NO., company registration certificate no, service tax no. experience certificate, company annual turnover, bank account detail (Self attested documents must be attached)	
5	Company/Firm should have experience of atleast three years in Quality Management consultancy sector with an office in India( Self attested experience cortication , with a list of consultancy provided for certification)	

I/We agree all terms & conditions specified in tender Document No RDPL/ISO/2013/01 dated.....

For M/s .....

**Authorised Signatory with seal**

**Name:**

**Designation:**

**Date:**

# Annexure 'E'

Format

## FINANCIAL BID

(to be printed on bidder's company/firm's letter head)

Date:-

To,  
Factory Manager,  
Rajasthan Drugs & Pharmaceuticals Ltd,  
Road No 12, VKI Area,  
Jaipur (Raj) 302013

**Sub: - Submission of Financial Bid for ISO consultancy services (pharmaceutical industry) including training & certification assistance against your tender enquiry no. RDPL/ISO/2013/01 dated 18/07/2013.**

We are pleased to submit our best Price offer for Tender for ISO consultancy services (pharmaceutical industry) including training & certification assistance against your tender enquiry no. RDPL/ISO/2013/01 dated 18/07/2013.

### **BASIC PRICE(Consultancy Services)**

<b>Sr. No.</b>	<b>Description</b>	<b>Basic Price (Inclusive of all charges except applicable taxes) (Rs)</b>
1	ISO consultancy services (pharmaceutical industry) for implementation of Quality Management System for obtaining ISO 9001:2008 certification including training & documentation (Detail scope of work as per tender document).	

Note: The price offered by the bidder should be inclusive of all charges in INR including travelling, stay, incidentals and out of pocket expenses, excluding applicable statutory taxes.

### **Taxes and Duties**

The following taxes and duties will be applicable:

2.1	Service Tax %	
2.2	Education cess on Service Tax %	
2.3	Higher Education cess on Service Tax %	
2.4	Any other taxes & duties %	

*Cost of 2 yearly surveillance & maintenance Rs.....(Inclusive of all charges excluding applicable taxes)*

We agree to keep the above price valid for acceptance for a period of Ninety (90) days from date of opening of the Price Bid. The Quoted Price shall remain firm and valid till the completion of the project.

(Signature of Authorized Signatory with stamp)Name (in block letters):

Date:

Place: