

ODISHA TOURISM DEVELOPMENT CORPORATION LIMITED
(A Government of Odisha Undertaking)
Lewis Road, Bhubaneswar – 751014.

**Expression of Interest for selection of certification body to
provide necessary auditing services towards ISO-9001:2015**

Sealed Tenders are invited from the certification bodies having National Accreditation Board for Certification Bodies (NABCB) accreditation for selection of certification body to provide necessary auditing services towards ISO 9001:2015 certification for 10 nos. of Hotel Unit of OTDC on turnkey basis. Interested firms may collect the detail terms & conditions from the website: www.panthanivas.com. The last date for submission of offer is on 31.08.2018 up to 2.00 P.M.

**MANAGING DIRECTOR,
O.T.D.C.Ltd.**

ODISHA TOURISM DEVELOPMENT CORPORATION LIMITED

(A unit of Govt.ofOdishaUndertaking)

Lewis Road, Bhubaneswar

Invitation of Expression of Interest for ISO 9001:2015 Certification of OTDC Hotels

Odisha Tourism Development Corporation Limited, a State Public Sector Undertaking operating 20 hotels throughout the State of Odisha. The Corporation intends to get its hotel units ISO 9001:2015. In the 1st phase 10 hotel units namely Panthanivas Bhubaneswar, Puri, Konark, Cuttack, Rourkela, Sambalpur, Chandipur, Talsari, Barkul& Rambha has been identified for such purpose.

OTDC invites Expression of Interest from interested ISO Certification agencies for obtaining ISO 9001:2015 certification for the above 10 hotels operated by OTDC in the 1st phase on turnkey basis. This document provides the scope, eligibility criteria, bidding terms & conditions.

PART-1 : GENERAL TERMS

1. Goal of this Expression of Interest

The objective of this EOI is to solicit proposals from the interested bidders for participation in a bid process for selection of certification body to provide necessary auditing services towards ISO9001:2015 certification from the certification body of National Accreditation Board for Certification Bodies (NABCB) for the above mentioned 10 hotel units on turnkey basis.

2. EOI Issuing Authority

This invitation - Expression of Interest (EOI) is issued by OTDC to potential bidders (Certification Bodies . The detail of EOI issuing authority are as below :

1	Project title	Selection of certification bodies for obtaining ISO 9001:2015 Certification for 10 Hotel units of OTDC
2	Project initiator	Managing Director, OTDC, Lewis Road, Bhubaneswar, Odisha
3	Contact Person	General Manager, OTDC Phone : 0674-2432762
4	Alternate contact person	Sri S. S. Samantaray, DM(TTT)(Mkt.), OTDC, Phone : 0674-2432383
5	Contact detail	Office of the Managing Director, OTDC Panthanivas Old Block, Lewis Road, Bhubaneswar-751014 Email : otdc@panthanivas.com
6	Website	www.panthanivas.com

3. Bid Schedule

Sl.No	Milestone	Date & Time
1	Release of Eoi	10 th August, 2018
2	Pre-bid meet	21 st August 2018
3	Last date of submission of written queries.	24 th August, 2018
4	Response to queries	28 th August, 2018
5	Last date for submission of bid	31 st August, 2018 up to 2.00 PM
6	Opening of bid	31 st August, 2018 at 3.00 P.M
7	Declaration of preferred bidder	Will be informed later

4. Availability of EOI Document

EOI can be downloaded from the website of Odisha Tourism Development Corporation www.panthanivas.com from 10th August, 2018 onwards.

5. Bidders Conference.

A pre-bid meet shall be held in the 1st floor conference hall of Panthanivas, Lewis Road, Bhubaneswar on dtd. 21st August, 2018 at 11.00 a.m. The representative of the interested bidders may attend the pre-bid conference at their own cost. The objective of the pre-bid meet is to provide bidders any clarification relating to EOI.

6. Venue & deadline for submission of proposals

Proposal complete in all respect as specified in the EOI must be submitted to the office of the Managing Director, OTDC, Panthanivas Old Block, Lewis Road, Bhubaneswar on or before 2.00 p.m. dated 31st August, 2018. Proposal submitted late will not be considered.

PART-2 :SCOPE OF SERVICE

7. Scope of Service

- i. The scope of certification is “Providing hospitality services as hotel, food, beverages, tour and transport.
- ii. To conduct necessary audits towards issuance of ISO 9001:2015 Certification for 10 units namely

Sl. NO	Unit Name	Address	Approx Men Power	
			Managerial Staff	Supervisory staff/ Service Staff
1	Bhubaneswar	Lewis Road, Bhubaneswar	5	9/33
2	Puri	Chakratirtha Road, Puri	3	12/32
3	Rourkela	Sector-5, Rourkela	2	3/19
4	Sambalpur	Brooks Hill, Sambalpur	1	3/14
5	Cuttack	Buxi Bazar, Cuttack	2	5/15
6	Konark	Konark, Puri	4	6/21
7	Barkul	Balugaon, Khurda	2	4/36
8	Rambha	Rambha, Ganjam	3	1/13
9	Chandipur	Chandipur, Balassore	3	4/14
10	Chandaneswar	Talasari, Chandaneswar, Balasore	2	2/7

- iii. To conduct necessary two surveillance audits over a period of 3 years.
- iv. To guide the management to take necessary corrective action on identified non-conformities and final review of documents.

- v. To prepare application for certification on behalf of the management.
- vi. Finally to ensure that the identified hotels are certified by a certification body of NABCB
- vii. Any other task not mentioned in the scope of work but are essential in getting ISO 9001:2015 certification.

8. Time Frame

The time period for completing the entire process and obtaining ISO 9001 certification shall be 2 months from the date of award of the contract.

PART-3 :BIDDING TERMS& ELIGIBILITY CRITERIA

- 9. OTDC reserves the right to withdraw this EOI or cancel the entire bidding process at any stage without assigning any reason thereof.
- 10. By submitting a proposal each bidder shall be deemed to acknowledge that it has carefully read all section of this EOI and has fully understood the terms & conditions and limitations.

11. Evaluation of Bid& selection of preferred bidder

The bidders proposals will be evaluated as per the requirements specified in the EOI and adopting the qualification criteria spelt out in this EOI. The bidders are required to submit all required documentation in support of the qualification criteria specified (e.g. accreditation scope, clients certified etc.) as required for evaluation. The technical bid shall be opened first and the agency fulfilling the eligibility criteria and found responsive will be short-listed. The financial bid of the short-listed agencies shall only be opened and the agency quoting the lowest shall be selected as the preferred bidder.

12. Eligibility Criteria

The certification body should have extensive and proven mix of skilled & expertise in the field of ISO 9001:2015 certification. Auditors with experience of similar work are essential. The certification bodies must meet the following eligibility criteria.

- a) The certification bodies should have a minimum 10 years professional experience in ISO 9001:2015 auditing
- b) The auditing team must have a qualified lead assessors
- c) The certification body needs to have NABCB accreditation and shall provide accredited certificate.

13 Documentary evidence to be submitted to support eligibility

- a) NABCB accreditation certificate for scope verification
- b) Organizational profile
- c) List of clients
- d) Incorporation certificate showing certification experience greater than 10 years

14 Proposal Submission

Interested certification bodies should submit both technical and financial proposal in two parts namely:

- a. Technical
- b. Financial

The technical and financial proposal must be submitted in two separate sealed envelopes 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 Certification bodies for providing consultancy services for obtaining ISO 9001:2015 certification of OTDC Hotels”.

Technical proposal shall include :

- a. EMD (refundable) of Rs.10,000/- in shape of D.D. drawn in favour of Managing Director, OTDC, Bhubaneswar.
- b. NABCB accreditation certificate for scope verification
- c. Organizational profile
- d. List of clients
- e. Incorporation certificate showing certification experience greater than 10 years

Financial proposal content:

a. The fees shall clearly show the cost of certification, in Indian Rupees of all ten units together indication

- I. Cost until certification audit
- II. Cost for 1st year surveillance audit
- III. Cost for 2nd year surveillance audit

The above cost shall include all travel expenses of auditors. GST shall be extra as applicable.

b. The lodging & boarding in OTDC Panthanivases shall be provided by OTDC free of cost to the audit team during the period of assignment.

c. The financial proposal shall be submitted as per the format given in the **Annexure-I.**

15 Terms of Payment

60% of the payment will be released only after certification is complete in all respect and on receipt of certificates for the 1st year, 20% each will be released on receipt of renewal certificate in year 2 & 3.

16 Date for submission of proposal

The last date for submission of proposal is 2.00 p.m. dated 31st August, 2018.

17 Date of opening of Proposal

The proposal submitted to us shall be opened on 31st August, 2018 at 3.00 P.M.

Venue :- OTDC Head Office Conference hall of Panthanivas Bhubaneswar.

**MANAGING DIRECTOR
O.T.D.C.LTD**

FINANCIAL PROPOSAL

(On the Letterhead of the Agency)

Sub: ISO 9001 Certification of Hotels of OTDC.

Having gone through the EOI document and having fully understood the scope of work for the assignment as set out in these documents; we are pleased to quote total amount for a period of 3 years, excluding the GST as applicable, for obtaining ISO 9001 certification on turnkey basis for 10 Hotel units of OTDC mentioned in EOI.

In Figure	
In Words	

The above figure is 3 years fees for the entire assignments that includes all expenses exclusive of all applicable GST Lodging & boarding in Panthanivas shall be provided by OTDC during the assignment without any cost.

Any cutting / overwriting in the Bid documents must be authenticated by the authorized signatory of the applicant Unit.

Yours faithfully

(Signature of the applicant)

(Name)

Date _____

Place _____