



**Centre for Development of Imaging Technology (C-DIT)
Thiruvananthapuram**

TENDER DOCUMENT

(No.C-DIT/P&M/18/T081 Dated 08-01-2018)

**For engagement of Accredited Certification Body/ Registrar
for ISO 9001:2015 Certification of QMS being maintained by C-DIT**

Centre for Development of Imaging Technology (C-DIT) is a scientific institution under Government of Kerala engaged in providing ICT services to various Government departments/organisations. Major services offered by C-DIT include Software development, Printing and production of Holographic security labels and other security documents, Document Digitisation/preservation, Video production, Multimedia/Web content development, etc. In order to improve the Quality Management System of the organisation and to enhance public satisfaction, C-DIT has drawn plans for implementation and certification against ISO 9001:2015 Standard for its mandate services.

C-DIT invites sealed tenders from Internationally recognized Certification Bodies/Registrars, duly accredited by QCI - NABCB, UKAS, ANAB or other Accreditation Bodies, coming under International Accreditation Forum (IAF), for performing Certification Audit and providing the ISO 9001: 2015 Certification, separately, to

- i) Select departments of C-DIT and
- ii) the **“Straight Forward”** Project of Government of Kerala.

(Separate Certification Audits need be carried out for both the above assignments as both are separate Independent Entities)

Bidders are requested to thoroughly go through the Terms of Reference (TOR) given below, before submitting the Proposal. The Proposal, complete in all respects, shall be submitted to the following address by Post/ Courier/ Speed Post/ By Hand. Email submission of Proposals not permitted.

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GENERAL INFORMATION

1. Objective: The objective of this Tender is to solicit Bids from Accredited Certification Bodies / Registrars for participation in a Bid process for engagement of an Accredited Certification Body for ISO 9001:2015 Certification of the QMS being maintained by C-DIT and for the 'Straight forward" Project of Govt of Kerala, separately.

2. Tender issuing authority: This notice is issued by CDIT. Decision of C-DIT with regard to the selection of bidders shall be final and C-DIT reserves the right to reject any or all the bids without assigning any reason.

a	Title	Engagement of an Accredited Certification Body for ISO 9001:2015 Certification of C-DIT
b	Contact Details	Registrar Centre for Development of Imaging Technology(C-DIT) Chitranjali Hills Thiruvallom P.O., Thiruvananthapuram – 695 027
c	Tel/email	0471-2380910/2380912 Fax:0471-2380681 headofficecdit@gmail.com
d	Website	www.cdit.org

3. Tentative calendar of events: The following table enlists important dates and timelines for completion of bidding activities:

Sl. No	Milestone	Date and time
1.	Release of Tender Notice	08.01.2018
2.	Pre-bid conference	15.01.2018 (11 AM)
3.	Last date for submission of Bids	22.01.2018 (3 PM)
4.	Opening of Technical Bids	23.01.2018 (11 AM)
5.	Declaration of short listed Certification Bodies & Opening of Financial Bids	To be announced

4. Availability of Bid Documents: Bid document can be downloaded from the website www.cdit.org. The bidders are expected to examine all the instructions, terms, project requirements, etc in detail. Bids not substantially responsive in every respect will be at the Bidder's risk and may result in rejection of the Bid.

5. Processing fees: A non-refundable processing fee for Rs. 1,000 (One Thousand Rupees only) in the form of a Demand Draft drawn in favour of Registrar, C-DIT payable at Trivandrum, has to be submitted along with the bid. Bids received without or with inadequate processing fees shall be liable to get rejected.

6. EMD: The bidder shall furnish EMD of Rs.10,000/- (Ten thousand Rupees only) in the form of Demand Draft in favour of “Registrar, C-DIT” payable at Thiruvananthapuram. The EMD of unsuccessful bidders will be released after awarding of contract.

7. Pre-bid conference: C-DIT will host a Pre-bid Conference in Trivandrum. The Conference is tentatively scheduled as per the schedule given in paragraph 3 above. The Representatives of the interested Certification Bodies may attend the Pre-bid Conference at their own cost. The purpose of the Conference is to provide Bidders with C-DIT requirements and any clarifications regarding the work. It will also provide each Bidder with an opportunity to seek clarifications regarding any aspect of the work. The Venue for the Pre-bid conference will be at the address given in paragraph 2.

8. Venue and deadline for submission of bids: Bids, in its complete form in all respects as specified in this document, must be submitted to the address specified above in Paragraph 2. C-DIT, in exceptional circumstances and at its discretion, may extend the deadline for submission of bids by issuing an addendum to be made available on C-DIT website.

TERMS OF REFERENCE (TOR)

9. Scope of Work

- Pre Assessment Audit and Certification Audit (Stage 1 & 2) of the QMS (Separately)
- Review of the QMS Documentation based on requirements of ISO 9001:2015 Standard as part of Stage 1 – Initial Audit
- Award ISO Certification against ISO 9001:2015 Standard
- Surveillance Audits after 1st and 2nd year of Initial certification

10. Scope of Certification

The Scope of the current assignment covers two separate certifications.

10.1 Certification audit for ISO 9001:2015 Quality Management System for the activities of following four divisions of C-DIT.

- i) Design, architecture, development and testing of software;
- ii) Implementation of digitization projects;
- iii) Design, production, printing and supply of holographic security products and
- iv) Related support departments (like Marketing/HR/Purchase/Stores/Maintenance)

10.2. Certification audit for ISO 9001:2015 Quality Management System for the activities of "Straight Forward" project of Government of Kerala

10.3 **Process flow chart** of C-DIT is attached as **Annexure-III**

10.4 **Organisational chart**: Department wise organisational chart of C-DIT is attached as **Annexure-IV**

10.5 **Process Flow chart** of Straight Forward Project is attached as **Annexure-V**

10.6 **Organisational chart** of "Straight Forward" project is attached as **Annexure-VI**

11. Exclusions: Nil

12. Auditee Locations & Manpower

12.1 For C-DIT

Sl. No	Location Address	Manpower
1	C-DIT Head Office Chitranjali Hills, Thiruvallom P.O Thiruvananthapuram - 695 027	75
2	C-DIT City Office Behind SMSM Institute, Statue, Thiruvananthapuram-695001	75
		Total 150

12.2 For Straight Forward Project

Sl. No	Location Address	Manpower
1	Government Secretariat Statue Thiruvananthapuram - 695001	75

13. Time frame: The contract will be for 3 years i.e, Pre Assessment Audit, 1st year initial certificate and 2 surveillance audits starting after 1 year of the initial certificate for 2nd and 3rd year.

The time period for completion of audit and ISO 9001:2015 certification under the scope shall be maximum 3 months from the date of placing the work order to the successful bidder.

ELIGIBILITY CRITERIA

14. The certification body must meet the following minimum eligibility criteria –

- (I) Should hold valid Accreditation by QCI – NABCB /UKAS / ANAB or other Accreditation Bodies, coming under International Accreditation Forum (IAF) as Certification Body/ Registrar for ISO 9001:2015 Standard
- (II) The Certification Body should be authorized to issue ISO 9001:2015 Certification for the Scope of the Functions /Processes carried out as in Annexure-III &V
- (III) Copies of Accreditation Certificate issued by Accreditation Bodies and authorization for Codes applicable to C-DIT Scope of the Functions /Processes should be enclosed with the bid
- (IV) Should have assessed and certified Organizations against the requirements of ISO 9001:2015 Standard to at least three (3) Central/State Government Organisations / PSUs preferably working in the areas of IT / Imaging / Scientific Research & Development. *(The Certification Body shall furnish valid documentary proof in this regard. A list of Government Organizations / PSUs, for which it has carried out ISO 9001:2015 certification in the last 2 years, the scope of certification, the contact details of the officials of those Organizations should be provided)*
- (V) The Certification Body should be operating in India with full fledged registered office and should have a minimum average annual Turnover of Rs. Ten Million for the last two years from ISO Certification Services in India
- (VI) Bids of Certification Bodies who do not meet the above eligibility criteria/do not enclose documentary evidences as above will not be considered and will be rejected.

TERMS AND CONDITIONS

15. General

- (i) This tender notice is not an offer and is issued with no commitment. C-DIT reserves the right to withdraw the bid, change or vary any part thereof at any stage. C-DIT also

reserves the right to disqualify any bidder, should it be so necessary at any stage and select one or more certifying bodies for the two separate certification assignments.

- (ii) C-DIT reserves the right to withdraw this bid if C-DIT determines that such action is in the best interest of C-DIT/Government.
- (iii) Timing and sequence of events resulting from this bid shall ultimately be determined by C-DIT.
- (iv) No oral conversations or agreements with any official, agent, or employee of C-DIT shall affect or modify any terms of this bid and any alleged oral agreement or arrangement made by a bidder with any department, agency, official or employee of C-DIT shall be superseded by the definitive agreement that results from this bid process. Oral communications by C-DIT to bidders shall not be considered binding on C-DIT, nor shall any written materials provided by any person other than C-DIT.
- (v) Neither the bidder nor any of the bidder's representatives shall have any claims whatsoever against C-DIT or any of their respective officials, agents, or employees arising out of, or relating to this bid or these procedures (other than those arising under a definitive service agreement with the bidder in accordance with the terms thereof).
- (vi) Applicants who are found to canvass, influence or attempt to influence in any manner shall be disqualified from the process at any stage.
- (vii) One applicant shall submit only one bid.
- (viii) **Rights to the content of the bid:** For all the bids received before the last date and time of bid submission, the bids and accompanying documentation of the bid will become the property of C-DIT and will not be returned after opening of the bids. C-DIT is not restricted in its rights to use or disclose any or all of the information contained in the bid and can do so without compensation to the bidders. C-DIT shall not be bound by any language in the bid indicating the confidentiality of the bid or any other restriction on its use or disclosure.
- (ix) **Acknowledgement of understanding of terms:** By submitting a bid, each bidder shall be deemed to acknowledge that it has carefully read all the paragraphs of this bid document, including all forms, schedules and annexure hereto, and has fully informed itself as to all existing conditions and limitations.

- (x) **Language of Bids:** The bid and all correspondence and documents shall be written in English.
- (xi) The Certification Body may visit the work site at their own cost to ascertain the nature /scope of the work to have full knowledge of the said work. No extra charges consequent on misunderstanding shall be allowed.
- (xii) In case if the certification body fails to commence the work within the specified period or fails to provide satisfactory services, C-DIT reserves its right to cancel the contract & the EMD is liable to be forfeited.

16. Bid submission: Qualified certification bodies should submit the bids in two separate sealed covers as Technical Bid and Financial Bid. The third cover containing above two sealed envelopes shall be superscribed as “ Tender for engagement of Accredited Certification Body / Registrar for ISO 9001:2015 Certification of QMS for C-DIT”

16.1 Technical Bid: The cover containing technical bid shall include the following;

- (a) Fee as per Para 5 above
- (b) EMD as per Para 6 above
- (c) Documents as in Para 14 above
- (d) Profile of the organisation with contact details
- (e) Approach and Methodology
- (f) Activity Schedule and Deliverables

(A checklist is attached as **Annexure-I**. All the pages of the technical proposal shall be serially numbered and the page number column in the checklist shall be filled properly for easy traceability)

16.2 Financial Bid: The cover containing financial bid (In Indian Rupees) should be submitted in the format attached as Annexure-II and should indicate the lump sum quote, inclusive of all taxes and all expenses which the certification body may incur while executing the assignment including Travel, Local Conveyance and Accommodation as required.

17. Evaluation of bids

- a) The bids will be evaluated based on the technical bid and documentary evidence submitted by the bidder with respect to eligibility criteria and terms and reference.
- b) The technically qualified bids only will be shortlisted for evaluation of financial bid.

18. Payment terms

- a) For Initial Certification: 100% of the certification audit part on completion of Certification Audit and delivery of ISO 9001:2015 certificate
- b) For Yearly Surveillance Audits: Proportionate amount of the surveillance audit part on successful completion of each surveillance audit, at the end of year 1 and year 2

19. Last date: The last date for submission of bids is **22.01.2018**.

Bids should be addressed to:

**The Registrar
Centre for Development of Imaging Technology(C-DIT)
Chitranjali Hills
Thiruvallom P.O
Thiruvananthapuram – 695 027
Phone: 0471-2380910, 230912**

Annexure-I

Checklist of Documents which the bidders must submit along with the Technical bid

(This checklist should be filled, signed and included in the cover containing the Technical Bid)

Sl. No.	Items	Yes	No	Page No
1	Whether processing fee as in Para 5 enclosed			
2	Whether EMD for Rs.10,000/- as in Para 6 enclosed			
3	Copies of accreditation certificate issued by QCI – NABCB /UKAS / ANAB or other Accreditation Bodies, coming under International Accreditation Forum (IAF) and authorization for Codes applicable to C-DIT Scope of the Functions /Processes, as in Para 14(iii) enclosed			
4	Copies of Work orders and Completion Certificates of minimum three ISO 9001:2015 Certification Audits undertaken as in Para 14 (iv) enclosed			
5	Whether proof attached to show the functioning of full fledged regd office in India			
6	Copy of audited statement for the last two years showing minimum annual turnover of Rs. Ten Million for the last two years from ISO certification services enclosed			
7	Profile of the Certification Body with list of Clients enclosed			
8	Name & Contact details of authorised person enclosed			
9	Brief Resume and applicable Industry Codes of Lead Auditors enclosed			
10	Approach and methodology enclosed			
11	Activity schedule and deliverables enclosed			
12	Whether the financial proposal in the format specified in Annexure-II has been enclosed in a separate sealed envelope as in Para 16.2			
13	Whether the bid is submitted in accordance with the double envelop system specified in Para 16			
14	Whether all the pages of Technical bid, Financial bid and other documents are signed by the bidder or his duly authorised representative			
15	Whether all the pages of the technical bid have been serially numbered and the page number column in this checklist is filled properly for easy traceability			

Seal, Name & Signature

Annexure-II

Format for submission of Financial Bid *(in separate sealed cover)*

Rates shall be submitted separately for (A) and (B) as below since both are independent certification assignments.

Sl. No	Activities	Charges in INR					
		(A) For C-DIT			(B) For "Straight Forward"		
		Amount	Taxes including GST	Total	Amount	Taxes including GST	Total
1	Pre-Assessment Audit						
2	Certification Stage 1 Audit / Documentation Review						
3	Certification Audit / Stage 2 Audit						
4	Application Fee, If any						
5	Registration Fee, if any						
6	Surveillance Audit-1 (After 1 year of initial certification)						
7	Surveillance Audit-2 (After 1 year of first Surveillance Audit)						
8	Any other charges and Remarks, if any (Please specify)						
	Total						

Total in words

(A) For C-DIT

(B) For Straight Forward

(The total rates offered should be inclusive of all taxes /incidental charges/specialist's fee, etc.
No Boarding, Lodging or travelling charges will be borne by C-DIT)

Seal, Name & Signature

Annexure-III

Details of divisions going for ISO 9001 QMS implementation in the first phase

1. Informatics Division

The Informatics Division carries out software development and related activities for various Government departments and organisations.

The division got skilled manpower in Visual Studio Dot Net Technologies, Open Source Technologies such as PHP using Code Igniter Framework and database technologies such as MSSQL Server, & MYSQL

The Informatics division has two full fledged software design/ development labs and one independent testing lab at the main campus of C-DIT equipped with state of the art facilities including high end Computers, Laptop Computers, Servers, UPS, Multifunction Duplex Printers, Scanner, Leased Line Internet Connection, etc.

The division functions with six departments which carry out specific assignments.

1.1 Design and Architecture Department

Design and Architecture department carries out the assessment of business requirements by client interactions and develop the model and framework of the solution. Besides this, the department Prepare the Software Requirement Specification and Software Design Document containing the database design, process flow charts, architectural diagrams, user interface screens, etc.

1.2 Software Development Department

The responsibilities of Software department include;

- Development of the solution that fully complies with the documented information using the best practices.

- Anomaly/bug fixation according to the testing report.

- Demonstration of the application software developed before the clients.

- Hosting of the application software in the server or space provided.

1.3 Application Testing and Integration Department

The responsibilities of this department include;

- Preparation of test cases and test data

- Functionality testing, security testing, integration testing, code review & website testing.

- Preparation of anomaly reports, test report.

- Preparation of user manual.

1.4 Product development Department

The department has been conceived for Customization of application software into a product form so that they can be marketed among similar clients.

1.5 Implementation Department

The department undertakes the training component to the users of the application software and provide support for the successful implementation.

1.6. Internal Automation Department

The department undertakes internal automation activities of C-DIT

Manpower

Presently 60 staff members are engaged in the Informatics Division.

2. Digitisation Department

Digitisation Department under Communication group undertakes the Co-ordination and implementation of digitization projects for various departments/agencies. The activities of the department are;

- Development of Digital Collections of Materials (Digital Library) pertaining to a particular department/institution with focus on the Cultural Institutions and on heritage data of Kerala.
- Provide technical support for digitisation and preservation to those private/public institutions/departments that are unable to wholly or partially do it themselves.
- Coordinate collaborative digitisation and digital data preservation initiatives among departments and other organisations that are keen to collaborate and provide digitisation support to others. Impart training and customization in Open source Digital Library Systems such as D-Space.

The department has full fledged digitalisation facilities equipped with state of the art equipments including Desktop Computers, Laptop Computers, Servers, UPS, Multifunction Duplex Printers, flat bed scanners and high speed Bookeye scanners which can scan A2/A3/A4 sized documents at very high speed. A high end mobile digitization unit also is available to carry out the work which requires digitization to be done inside the client premises itself.

Manpower

Presently there are 15 staff members in the department excluding project staff assigned for specific projects time to time.

3. Optical Image Processing Division

OIP division is handling the in-house commercial hologram production facility built as per international standards. The division focuses on various security related projects such as security holography, security printing, security registration and networking systems. With its in-house R&D and production facilities, OIP division produces approximately 600 million security holograms per annum for KSBC, Motor Vehicles Departments (MVD), Universities and other public and private sector organizations across the country to prevent counterfeiting and forgery. CDIT has been producing reliable and fault free holographic labels for the last 15 years and is in the process of upgrading to best-in-class technology.

The division has a full fledged holographic security products design and production facility comprising of Hologram Embossing Machines, Gum Coating Machine, Microslitting Machine, Hologram Application Machines, Label Printing Machines, Document Numbering Machine, Inspection Machines, Core Cutting Machine, Die Cutting Machine, Hot Stamping Machines, Air Compressor, Shredding Machines, He. Cd. Laser (R&D), He. Ne. Laser (R&D), Ar. Ion. Laser (R&D), Coating Machine (Mirror), etc.

The division focuses on;

- Delivery of products using most modern technology
- Automated system for the creation of security labels to ensure maximum security of the process of creation
- Verification of embedded features
- All the machineries are installed in secure environments with strict monitoring
- Secure access to the design and production facility with round the clock video surveillance
- Ensuring secrecy and uniformity of the labels supplied

The division functions with two departments which carry out specific assignments

3.1 Printing and Production department

The department carries out the Research and design of holograms and other optical image processing products

3.2 Design & Research department

This department handles the Printing and hologram labels, certificates and other security products

Manpower

Presently there are around 50 staff members in the division including the temporary staff engaged exclusively for printing & support.

Major projects

- Hologram embedded Security Tax label
- High Security Hologram Production
- High Security Holographic Documents
- High Security Computer stationary
- High Security Vinyl/PET film printed labels

C-DIT is the one and only public sector security hologram production facility of the country, and is recognized as the Total Solution Provider in Security holography and Security Printing for the State of Kerala. Presently C-DIT is a member of the High level steering committee constituted by Reserve Bank of India for the indigenization of security features for Indian currency notes.

4. Management Services division

Planning, Marketing, HR, System Study, Technical and Financial vetting of projects proposals, Coordination with clients, Payment follow-up, Project monitoring systems, Internal auditing of divisions/departments , Publication of journals and related jobs
General Administration, Establishment, Service Matters, Legal affairs, Recruitment, Transfers, Employee benefits, Staff welfare, Training and Development planning for employees, Transportation and Vehicle logs, Security services, Purchase of goods and services, Tendering and evaluation, Payment advice, Stock taking and custody of stores, Disposal of goods, etc.

There are nearly 15 staff members working under this division

5. Engineering Services Division

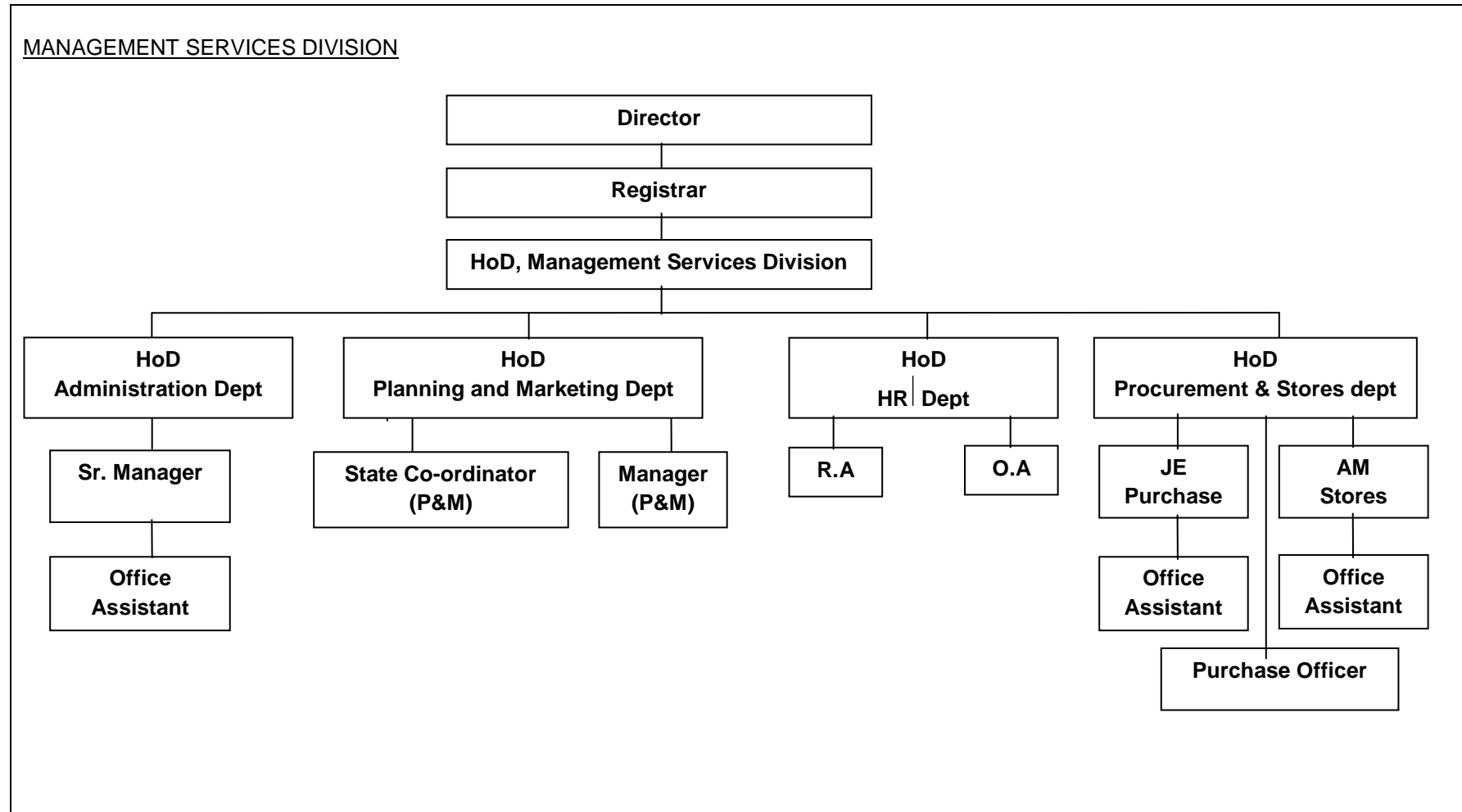
Supervision of Engineering works including Civil and Electrical maintenance, Construction for C-DIT and for projects and all related jobs; System Administration, Technical Support, Networking, Hardware maintenance and other engineering services.

There are nearly 10 staff members working under this division

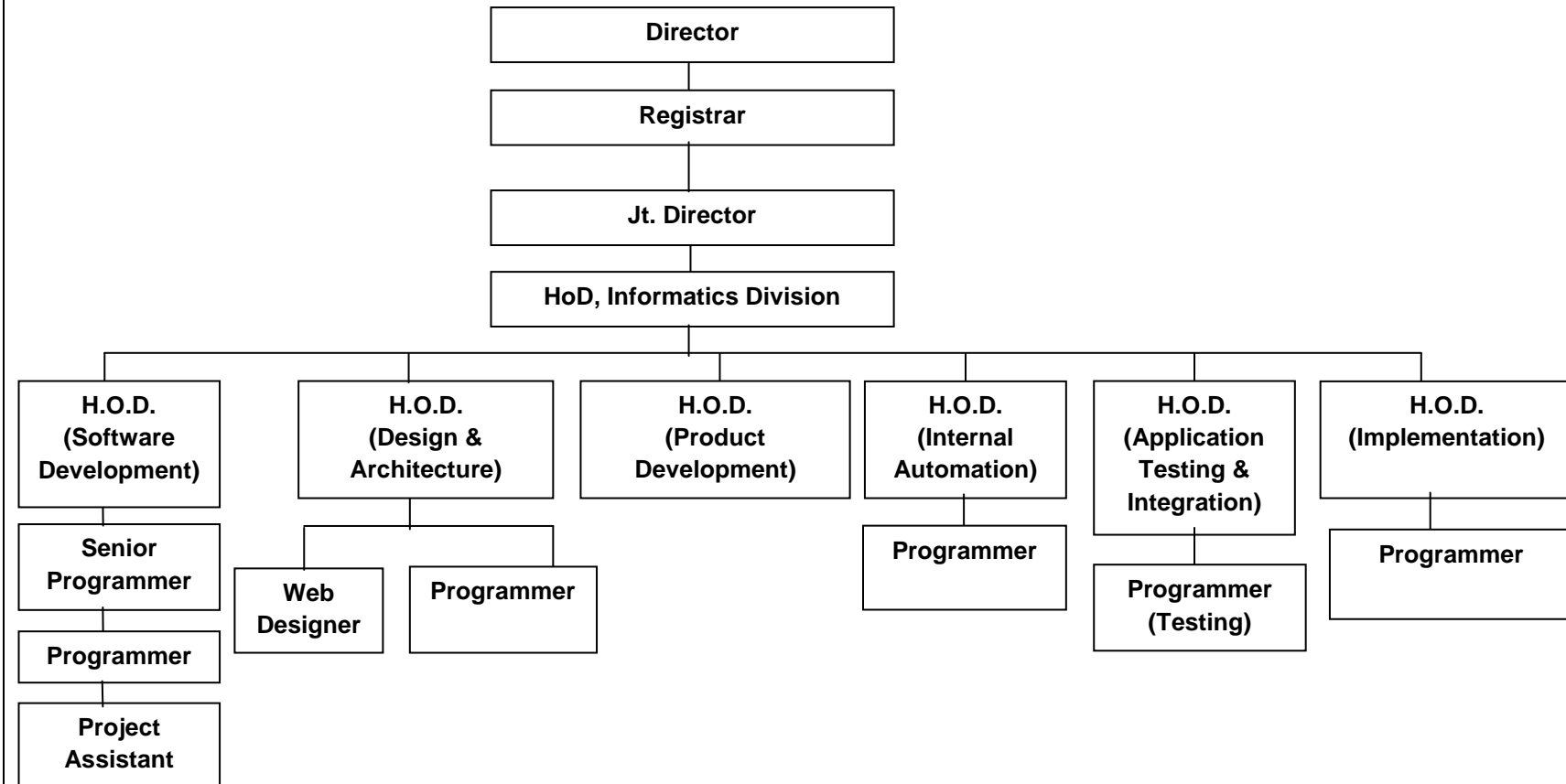
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Annexure-IV

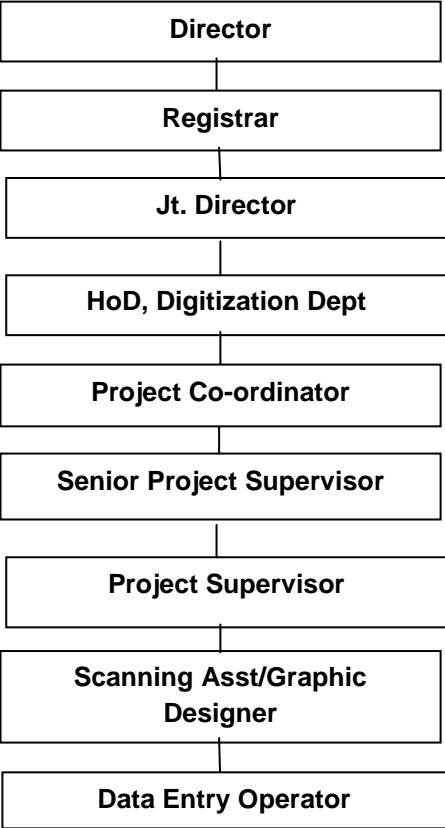
Department wise organisational chart



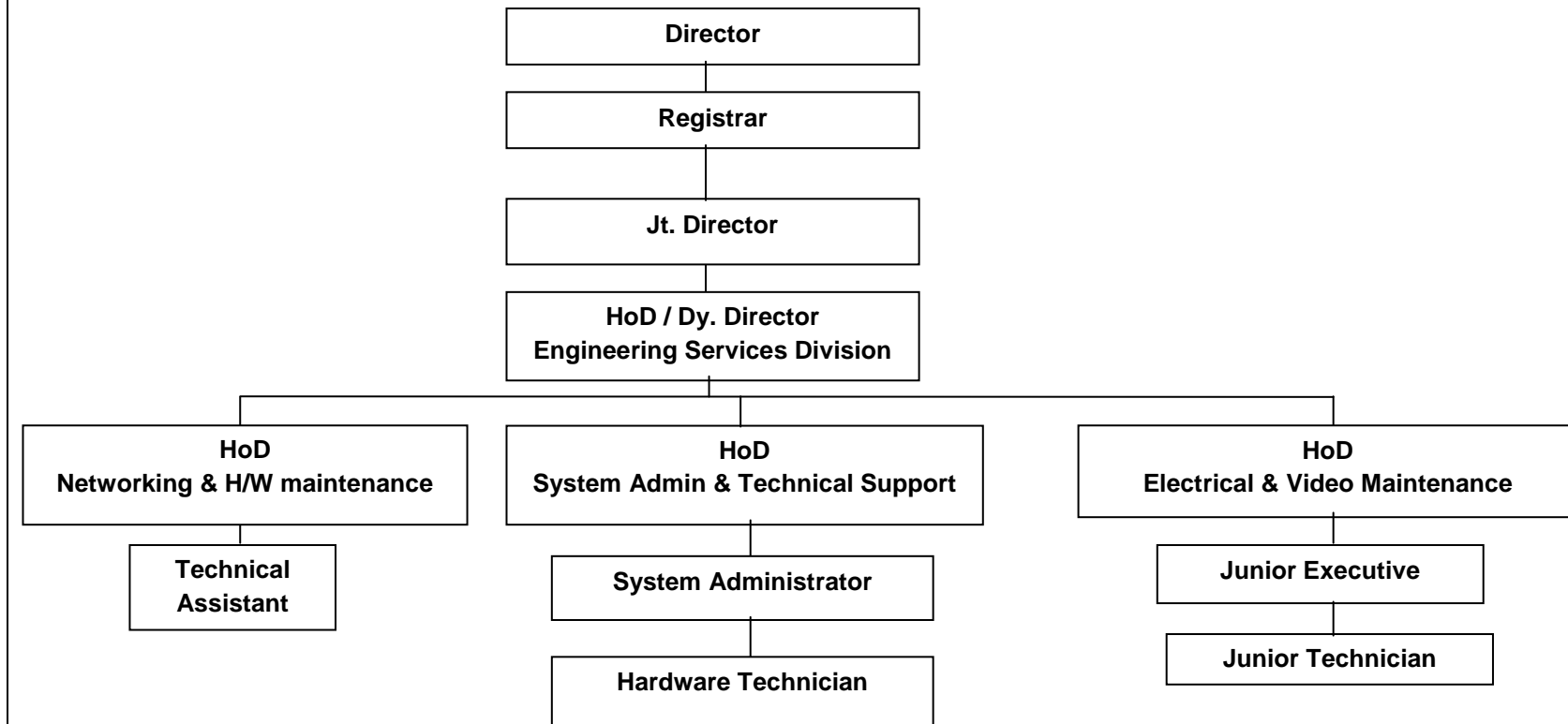
INFORMATICS DIVISION



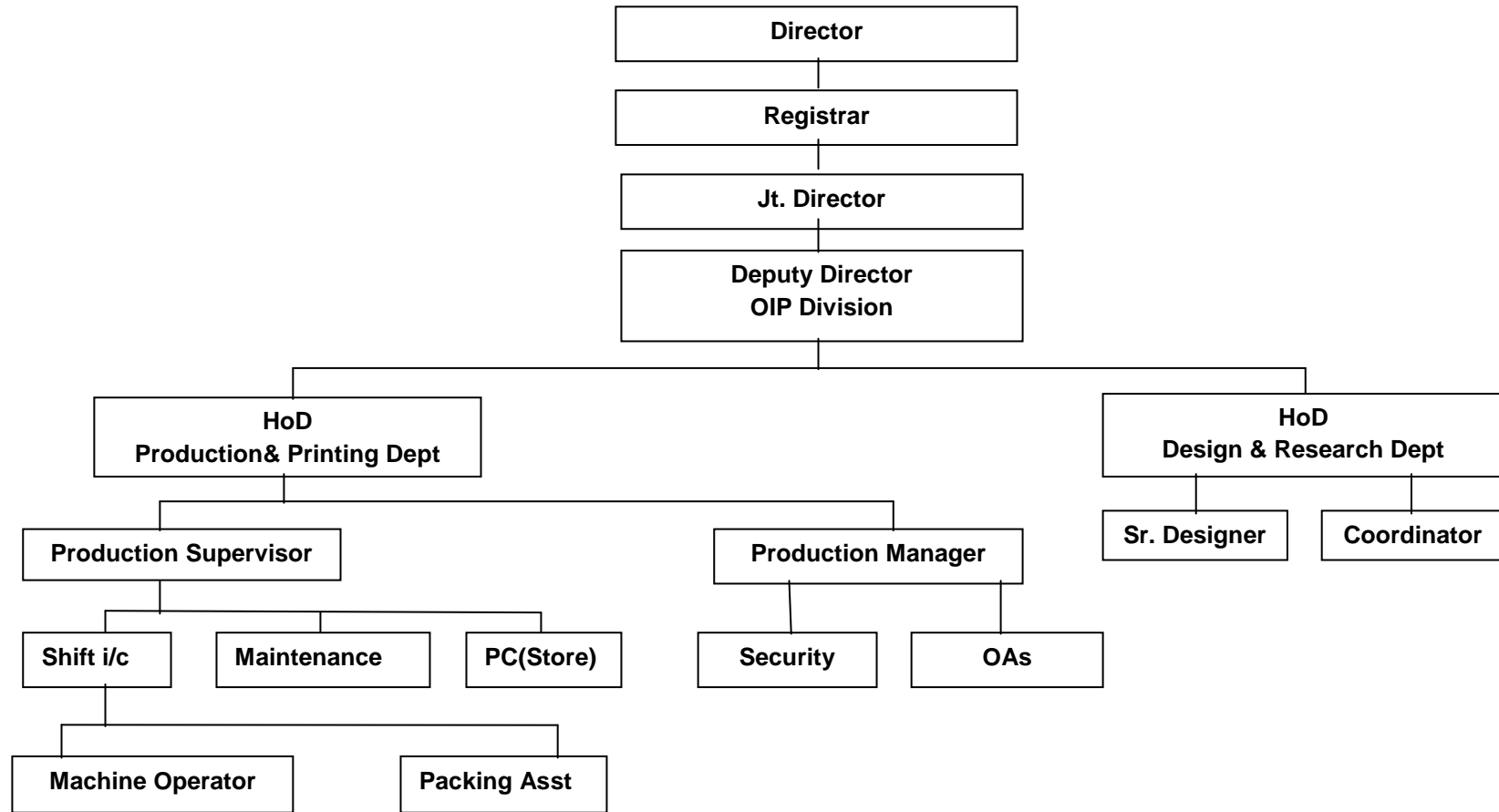
DIGITIZATION DEPARTMENT



ENGINEERING SERVICES DIVISION



OPTICAL IMAGE PROCESSING DIVISION



Annexure – V

Process flow at Straight Forward Project

Chief Minister's Online Public Grievance Redressal

There are two agencies for addressing the public grievance in the state. First one is Chief Minister's Public Grievance Redressal Cell (CMPGRC) which directly deals with all general petitions received in CMO. Second one is the Chief Minister's Distress Relief Fund (CMDRF) which provides financial assistance to people affected by major natural calamities like flood, drought, fire etc. It also provides financial assistance to the individuals for treatment of major diseases like Cancer, Cardiac surgery, Kidney transplantation, Brain Tumor, Liver and Multi Organ failure etc.

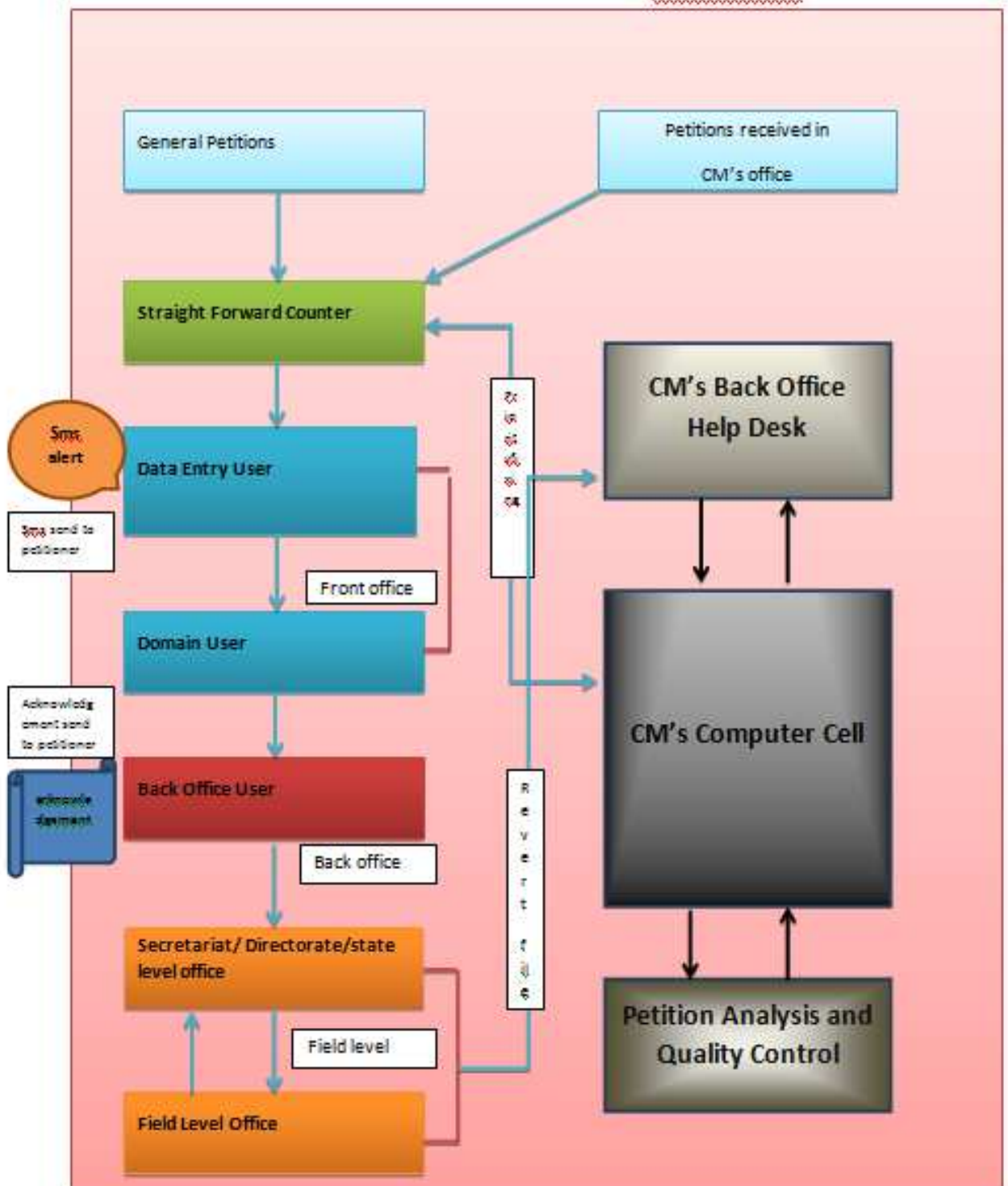
CMGRC and CMDRF jointly address the public grievances which need special attention and speedy processing by different government department and agencies.

Classification of Petitions Received in Chief Minister's Office:

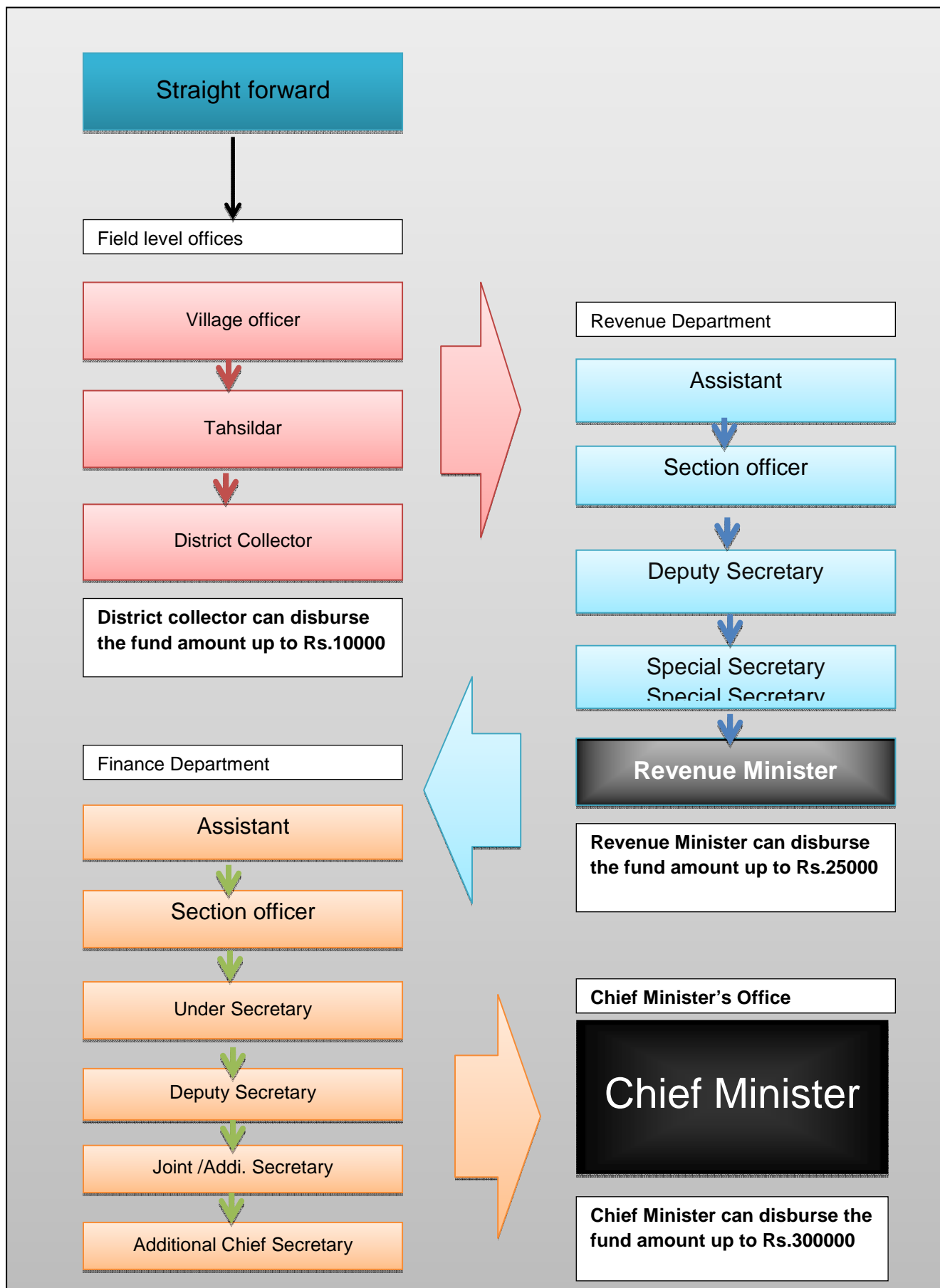
There are two kind of petitions received in CMO. 1) General Petitions 2) Distress Relief Petitions

Distress relief petitions are those petitions which need immediate financial assistance to suffering people due to above mentioned calamities. General petitions are all those petitions which do not come under the distress relief petitions.

File flow in Chief Minister Grievance Redressal Cell

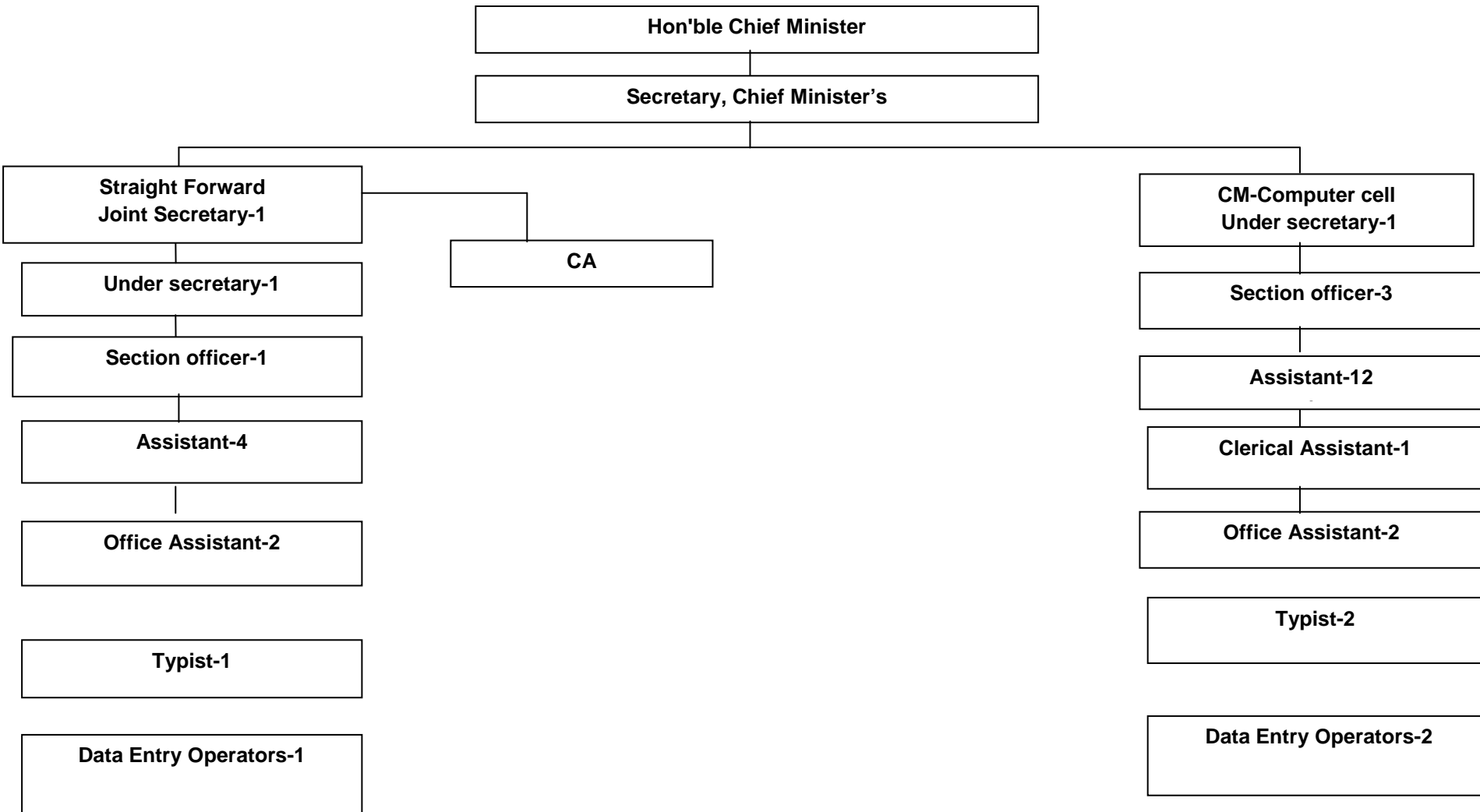


File flow in Chief Minister Distress Relief Fund

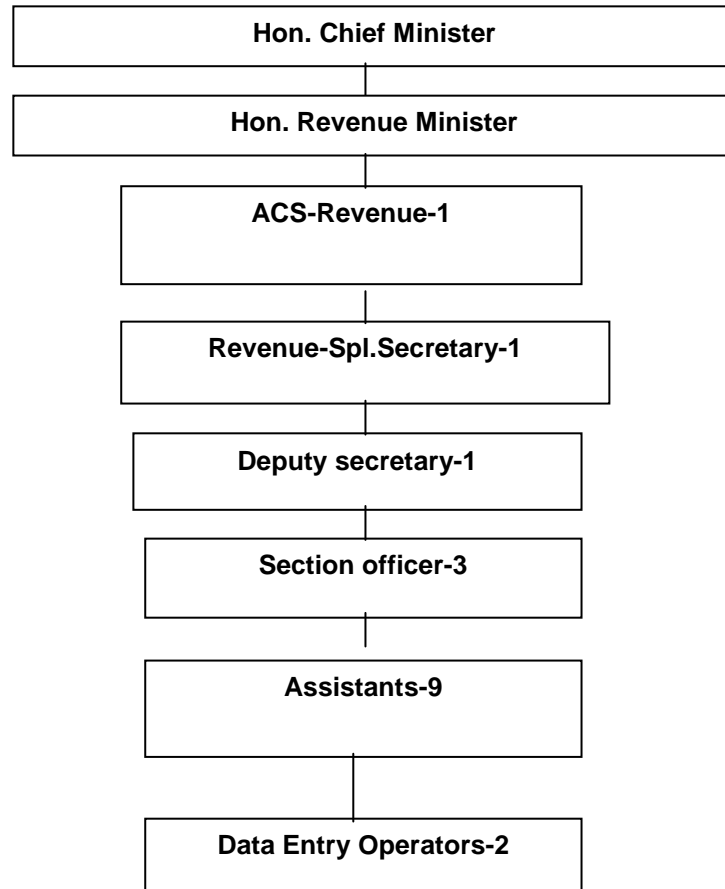


Annexure-VI
Organisational chart –Straight Forward project

Chief Minister's Public Grievance Redressal Mechanism-Management Team



Distress Relief Fund Mechanism-Management Team



Chief Minister's Public Grievance Redressal Mechanism and Distress Relief Fund Project- Implementation Team

