Government of India
India Meteorological Department
Meteorological Centre
Thiruvananthapuram
Kerala-695033

RFP Document for Hiring Consultancy Services for
Obtaining ISO 9001: 2015 Certification for
Meteorological Centre
Thiruvananthapuram

(Technical specification and allied terms of reference)
1 History

The India Meteorological Department (IMD) was established in 1875 and is the nodal agency under the Ministry of Earth Sciences (MoES), Govt. of India, for the weather related services in the country. From a modest beginning in 1875, IMD has progressively expanded its infrastructure for taking meteorological observations, communications, forecasting and weather services. It has achieved a parallel scientific growth in R&D.

IMD has continuously ventured into new areas of application and service, and steadily built upon its infrastructure in its history of more than 140 years. It has simultaneously nurtured the growth of meteorology and atmospheric science in India. Today, meteorology in India is poised at the threshold of an exciting future.

The office at Thiruvananthapuram is one of the 20 Meteorological Centres situated at various state capitals of the country. Meteorological Centre, Thiruvananthapuram was started as “The Trivandrum Observatory”, by the Maharaja Swathi Thirunal of Travancore in 1836. During 1837 under the supervision of Mr. John Caldecott, the then Commercial Agent of Travancore Government at Aleppey, it was designed for both astronomical and meteorological work. It is one of the oldest observatories of its kind in India. Later in 1852, Mr. John Allan Brown, F.R.S started to take magnetic observations to study terrestrial magnetism. Meteorological Observatory took its origin in 1853 from this observatory. This observatory was divided into 2 sections viz. Meteorological & Astronomical in 1927. In the same year, Meteorological Section was recognized by Govt. of India as a Class I Meteorological Observatory and started sending the eye observations of the meteorological elements to IMD Pune telegraphically for weather forecasting. Pilot Balloon ascent for measurement of wind speed and direction of upper air was started in 1928. Meteorological Section was taken over by Govt. of India in 1951. Radiosonde observations were started in 1956. This office started issuing weather forecast since 1963 and upgraded to Meteorological Centre in 1973.

At present Meteorological Centre, Thiruvananthapuram caters to the meteorological requirements of Kerala State and Lakshadweep Islands by supervising and coordinating the weather services in the State with a staff strength of 53 which includes 25 officers for various units.
2 Introduction

India Meteorological Department (IMD) is the National Meteorological Service provider of the country and the principal government agency in all matters relating to meteorology, Satellite Meteorology, Agricultural Meteorology, Civil Aviation Meteorology, Cyclone watch, Marine Meteorology, Hydrometeorology, Seismology Meteorological Instrumentation and Telecommunication, Climatology, Training in all meteorological fields, Positional Astronomy, Forecasting at national & regional levels in these fields and allied subjects.

The Director General of Meteorology is the Head of the India Meteorological Department, with headquarters at New Delhi. For the smooth functioning of the department 6 operational units each headed by a Deputy Director General (DDG) and work round the clock, namely National Satellite Meteorology Centre (NSMC), Information System Services Division (ISSD), National Weather Forecasting Centre (NWFC), Environment Monitoring & Research Centre (EMRC), Hydrometeorology and National Centre for Seismology (NCS), Agro-meteorological Service Cell (ASC) at HQ New Delhi. The administrative divisions like Organization, Administration, Store and CPU separately headed by Deputy Director General are also located at HQ New Delhi.

India Meteorological Department caters to the needs of Aviation Services through a network of 4 Meteorological Watch Offices (MWOs – Chennai, Delhi, Kolkata and Mumbai), 18 Aerodrome Meteorological Offices (including four MWOs) and 53 Aeronautical Meteorological Stations (AMS). Central Aviation Meteorological Division (CAMD) at New Delhi is the nodal office designated for the provision of meteorological services to aviation in the country. It plans and executes the administrative and technical matters pertaining to the aviation meteorological services

India Meteorological Department caters to the needs of upper air observational requirement through a network of RADARS and upper air observatories (RS/RW), governed through technical supervision of Upper Air Instruments Division, a dedicated division under Director General of Meteorology.

IMD has its research and development unit at Pune headed by Additional Director General of Meteorology (Research). Weather forecasting and climatology, Training, Agrometeorology and Surface Instruments (SI) each headed by respective Deputy Director General, also comes under the ADGM®’s Office.
For the convenience of administrative and technical control, there are 6 Regional Meteorological Centers, each under a Deputy Director General with headquarters at Mumbai, Chennai, New Delhi, Calcutta, Nagpur and Guwahati. Under the administrative control of Deputy Director General, there are different types of operational units such as Meteorological Centers (MCs) at state capitals, Forecasting Offices, Agrometeorological Advisory Service Centre, Flood Meteorological Offices (FMOs), Area Cyclone Warning Centers and Cyclone Warning Centers (CWCs).

Positional Astronomical Centre (PAC) Kolkata, Civil Aviation Training Centre (CATC) Bamrauli and Central Seismological Observatory, Shillong come directly under the control of DGM.

Meteorological Centre, Thiruvananthapuram caters to the meteorological services of Kerala state and Lakshadweep Islands and comes under the administrative control of Regional Meteorological Centre, Chennai.

3 Main Functions of the Department

✓ To take meteorological observations and to provide current and forecast meteorological information for optimum operation of weather-sensitive activities like agriculture, irrigation, shipping, aviation, offshore oil explorations, etc.
✓ To warn against severe weather phenomena like tropical cyclones, norwesters, dust storms, heavy rains and snow, cold and heat waves, etc., which cause destruction of life and property.
✓ To provide meteorological statistics required for agriculture, water resource management, industries, oil exploration and other nation-building activities.
✓ To conduct and promote research in meteorology and allied disciplines.
✓ To detect and locate earthquakes and to evaluate seismicity in different parts of the country for development projects.

3.1 Main functions of Meteorological Centre, Thiruvananthapuram

It is the nodal agency for all weather related activities in the state of Kerala. Its functions include:
✓ 8 synoptic surface observations at 3 hourly interval starting from 00 UTC and 4 upper air observations (00, 06, 12 & 18 hrs UTC), out of which two are taken using hydrogen filled balloon bound radiosonde/ GPS sonde with meteorological sensors and two with balloon and flag combination and transmitting the data of the same through IMD’s Virtual Private Network to
HQ at Chennai and New Delhi.

- Issuing forecasts of various meteorological phenomena like rain, cyclones, temperature changes etc for the public, farmers etc for a period of five days.
- Issuing warnings for hazardous weather phenomena like cyclones, heavy rains, strong winds etc, to fishermen community through State authorities of Kerala and to State Disaster Management Authority & to community project officials.
- Providing weather related information through media and website for the benefit of tourists.
- Scrutiny and archival of various meteorological data from different meteorological observatories & raingauge stations in the state and use such data over a number of past years for answering various weather related enquiries from different users for research and planning purposes, issuing weather reports of any places of the state for the purpose of Insurance Claim settlement by affected parties, are undertaken by the climatology division of this office.
- Continuous monitoring of surface ozone.
- Monitoring of earthquake using state of the art instruments.
- Measurement of solar & terrestrial radiation, Ultraviolet radiation, Aerosol optical parameters and Black carbon mass concentration are also made by this office.
- Maintaining 15 automatic weather stations in Kerala, one in Lakshadweep Islands and also 30 automatic raingauge stations in Kerala.
- Periodical inspection of 16 observatories and about 59 raingauge stations all over the state and Lakshadweep Islands. Among these, 10 Surface observatories are maintained by IMD, whereas the Part-time observatories and raingauge stations are located in the premises of State Government Offices, Railways and other organizations.
- Periodic Inspection of Raingauge stations under Hydrology Project of the State to ascertain the exposure condition and issue correction notice, if any found during the inspection.
- Regularly issuing Agromet Advisory Bulletins twice a week for the benefit of the farming community in the state by Agromet Advisory Unit of this office.
- Necessary Meteorological services for air navigation, towards the safety of aircraft operation in the state, is provided by Airport Meteorological Office - the Aviation section of this office.
✔ Conducting research studies in meteorology and allied disciplines.

4 Scope for Proposal

Proposal is invited for comprehensive consultancy service for obtaining ISO 9001:2015 Certification for various services of Meteorological Centre, Thiruvananthapuram, and Airport Meteorological Office, Thiruvananthapuram, Kerala.

The scope of Consultancy to be covered up, is as per the following points.

(i) Procedures for provision of meteorological data and products information, various forecasts and warnings;
(ii) Delivery of Meteorological data and products information, various forecasts and warnings;
(iii) Meteorological data processing;
(iv) Human Resources (training and professional competence);
(v) Documents and record control;
(vi) Management Responsibility;
(vii) Customer handling/ service;
(viii) Intra-Departmental Communication.

5 List of Deliverables

The consultant is to assist IMD for keeping ready all items as per required norms of ISO 9001:2015 certification by performing the following works:

I. Training of the Departmental Officials: The core team identified by the Organization and the staff in the IMD are to be given a comprehensive training to give proper awareness about the Quality Management System and assist in its overall acceptance and adoption. The eight principles of Quality Management, such as, Leadership, Process approach, Involvement of people, System approach to management, Customer focus, Factual approach to decision-making, Internal Audit and Continual improvement, Mutually beneficial supplier relationship and their practical application in the workplace should be covered in the training. Internal auditor training is also required at the final stages.

II. Conduct of Gap analysis: Review the Organization’s current performance
and identify shortcomings and develop Quality Management System (QMS) by identifying and describing the processes that will ensure the Organization’s proper functioning.

III. Planning and documentation for ISO compliant Quality Manual, Standard Operating Procedures, Forms and Formats: Documentation/flow charts are to be developed for:

- Streamlining the procedures for provision of meteorological services.
- Preventive and Corrective action.
- Calibration of instruments & correction documents (are also to be prepared) for Master List of calibrated instruments, Management review meeting agenda and report, evaluation of the effectiveness of the QMS, Master list of records and standards, and operational logs are also to be prepared.
- Development and maintenance of a comprehensive quality records system for the QMS documentation and other documents.
- Document and record control process.
- Customer process.
- Data and Archiving Process; and maintenance of Metadata records

IV. Implementing the QMS: Establish documents and work instructions that need to be included in the QMS including procedures for document control.

V. Conducting mock audit / mock assessment and reviewing the progress periodically.

VI. Perform periodic gap analysis / audits and take appropriate action wherever necessary to improve the processes and to assess the organization’s readiness for audit till certification.

VII. Preparatory activities for obtaining certificate: The above works are to be carried out meticulously by the consultant in coordination with IMD as per following steps:

a. Submission of application on prescribed Performa along with necessary documents and fees to a statutory body authorized for issuing the quality systems certification (ISO).

b. Submission of quality manual and related documents to the certifying
body, whenever asked for.
c. Taking corrective actions on non-conformities as observed by the certifying assessment team and getting them verified and accepted by the certifying authority.
d. Consultant will assist in implementation of systems/procedures required for ISO certification.
e. IMD will appoint independent Certification Body and consultant will provide all documents as per requirement of Certification Body, consultant will be responsible for removing all shortcomings pointed out by the Certification Body, if the Certification Body charges any amount for re-audit, that will be borne by the consultant. The consultancy work will be treated completed after receipt of the ISO certificate for Meteorological Centre, Thiruvananthapuram, Kerala.

6 Scope of Work

Bids are invited for ISO certification by Meteorological Centre, India Meteorological Department(IMD), Thiruvananthapuram, Kerala.

Terms and Conditions

a) The bidder will submit the rate as per Enclosures I & II.
b) The tender is not transferable.
c) This office will not be under any obligation to accept the lowest quotation. The office will have the right to accept or reject any quotation without assigning any reason whatsoever.
d) The detailed time frame of each process must be provided with the bid so as to complete the work within 04 months from date of contract/agreement. The bidder will solely be responsible to complete all the work required for pre-certification within four months from date of contract/agreement of work order failing which a penalty will be levied for each fortnight or part thereof @ 05% of bid amount quoted. Delay on the part of Certification Body will not be taken into consideration for penalty.
e) The consultant is solely responsible for complete preparation of documents/records etc as per requirement for certification body. Fee if any, levied / charged by certification agency for repetitive audit will be borne by the consultant however initial charges of Certification Body will be borne by IMD.
f) Recurring expenditure on the part of IMD if any, may also be quoted with breakup regarding any services to be provided by the consultant.
g) The evaluation of price bids will be made on the basis of ultimate cost for all processes.
h) This office has the right to alter the requirement for consultancy. Payment will be made on pro-rata basis of works.
i) Tenderers shall quote the bid in Indian currency only.
j) If there is a discrepancy between the unit price and total price THE UNIT PRICE shall prevail/be deemed as correct.
k) All applicable taxes must be mentioned against each item. In case not mentioned, it is treated as price quoted are inclusive of all taxes.
l) Consultant, who bids for consultancy is not entitled to submit the bid for certification

7 Mode of Submission

Tendering process will be through two bid system. Technical Bids must be submitted in sealed covers as per Enclosure I and must be written clearly on the face of envelope “Technical Bids”. Similar process must be followed for Financial Bids as per enclosure II. Both these envelopes must be put in single envelope, sealed and written on the face “Bids for Engagement of Consultant for ISO Certification” and addressed to The Director, Meteorological Centre, Observatory Hills, Thiruvananthapuram, Kerala - 695033.

Last date of submission is 15/12/2016 by 1700 hrs IST at O/o. Meteorological Centre, Observatory Hills, Thiruvananthapuram, Kerala-695033.

8 Enclosures

All enclosures mentioned in Performa (Enclosure I) of the bids must be attached with the bids. Bids incomplete in any respect or not attached with all required documents may be rejected outright.

9 Payment Terms

Payment shall be released as per under mentioned schedule after deducting penalty amount, if any and TDS etc. Firms must have valid Service Tax registration etc. The bidder will have to bear all Income Tax liability.

a) On completion of Internal Audit : 40% of the total bid value.
b) On submission of application for ISO certificate: 10% of the total bid value.
c) After receipt of ISO Certificate from certification agency: 50% of the total bid value.

(All applicable deductions/penalties due if any as per tender conditions will be adjusted from this payment.)

10 Qualification Criteria

a) All documents mentioned in the Performa for submission of bids are mandatory; failing which bids may be rejected without assigning any reason.

b) As the work under this project involves technical guidance, the bidder should have professional expertise in consultancy for obtaining ISO 9001 certification in technical/scientific field of Government Departments, Govt. undertakings or autonomous bodies.

c) Bidder must submit the documentary evidence of completion of five works (along with work order or contract) for ISO certification consultancy in technical/scientific field of Government Departments, Govt. undertakings or autonomous bodies.

d) The annual turnover for last three years must be more than 10 lakhs for ISO consultancy.

e) Bidder must be Indian citizen and must have registered/corporate office at any of the station where consultancy is to be provided.

f) Reference and contact person addresses of a minimum of three organizations for which the bidder has completed the consultancy services in obtaining ISO certification must be quoted.

g) The profile of the consultancy firm indicating the projects handled, number of qualified staff available to handle these projects, turn-over, contact details including email ID & phone/ mobile nos. etc are to be furnished. The firm must have minimum five qualified manpower competent enough to handle the work for which bids have been submitted.

h) The bidder will submit Compliance Statement of all terms & conditions of Request For Proposal Document, duly stamped and signed by the authorized signatory of the firm.

Sd/-
Director
**Performa for Technical-Bid for Hiring Consultancy Services for Obtaining ISO 9001: 2015 Certification for IMD, Thiruvananthapuram, Kerala.**

1. Name Of the Firm : 
2. Address of the Firm : 

3. Contact Phone Nos. : 
4. Email ID : 
5. TIN No. of the Firm : 
6. PAN No. : 
7. Licenses /Registrations to carry out such consultancy (Enclosed) : Yes/No

8. Copy of valid accreditation certificate issued by the body of accreditation : Yes/No
9. Profile of the Firm (Enclosed) : Yes/No
10. Name & Address of the M.D./ Owner of firm/Co. : 

11. ID Proof(Enclosed) : Yes/No
12. Details of Tie-up ,if any : Yes/No
13. Letter indicating the capacity of signing authority signing the Bids documents : Yes/No
14. Manpower (with designation) on payroll ( proof enclosed) : Yes/No
15. Income Tax Return of latest 3 F.Y. (Enclosed) : Yes/No
16. Proof of financial Soundness (Latest 02 years Annul Reports duly audited by C.A) : Yes/No
17. Price Bid Form (Price/charges columns to be kept blank) : Yes/No
18. Past exp. of similar work (Enclosed) : Yes/No
19. Copies of latest 05 work orders/agreement (Enclosed)- : Yes/No
20. Letter of unconditional acceptance of IMDs Terms & Conditions : Yes/No
21. Performance Reports of latest 05 completed similar works in Govt. of India/ PSUs (Enclosed) : Yes/No
22. Reference and contact persons & addresses of latest five organizations for which the bidder has completed the similar consultancy services for obtaining ISO certificate: Yes/No

23. Name & Address of the Banker:

24. Whether previously worked for IMD, if yes, give details:

25. Whether you were ever blacklisted by any user / office, give details:

I hereby undertake that all information and documents submitted by me are true and authentic to the best of my knowledge and belief. I am aware that if any information / document found incorrect /tampered at any stage, my contract may be terminated immediately and I will be solely responsible for the loss occurred on that account.

Name, Seal & Signature of Auth. Signatory

Dated:
Enclosure-II

Performa for Price-Bid for Hiring Consultancy Services for Obtaining ISO 9001: 2015 Certification for IMD, Thiruvananthapuram, Kerala.

1. Tender No. : 
   
3. Name of Firm / Co. : 
4. Address of the Firm / Co. : 

5. Phone Number. : 
6. Mobile Number : 
7. E-Mail Address : 
8. Break-up of the bid Amount is as under

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Total Price (\')

Amount in Words : 

I hereby undertake that,

i. All types of expenses to be incurred in this work have been taken into consideration and there will be no other financial liability on the client.
ii. I am aware that penalty will be levied for delay in completion in work.
iii. Price quoted is escalation free.
iv. Price quoted is valid for six months from the date of opening of financial bids.
v. I have read all the terms & conditions of the RFP. I agree to all of them and will remain abide by them. I will be abide to provide the service at the above mentioned rates at the station of works during the complete tenure of contract for complete or enhanced works. I will not withdraw my bid if I have been awarded the work contract for complete work or part thereof.

Signature of Bidder : 
Name : 
Business Address : 

Seal of the Bidder : 

Place: 
Date: 