



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

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E-Tender

EXPRESSION OF INTEREST (EOI)

RETENDER

**For calling E-Tender for empanelment of consultancy service of Gap analysis,
documents preparation and support, training and establishment of NABL
accredited testing laboratory for IIITMK labs
(Tender Ref No: IIITMK/ 0752/2023 dtd 16.01.2025)**

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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 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 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 application, 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 purchaseoffice@duk.ac.in

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

Tender Reference No.	IIITMK/ 0752 /2023
Tender Notification date	10.03.2025
Mode of Tender Submission	Tender should be submitted online at “ https://etenders.kerala.gov.in ”
Date, Time & Venue for Pre-bid Meeting	Those who have any pre bid queries may email to purchaseoffice@duk.ac.in on or before 17/03/2025 at 03.00 PM
Last Date & time for Submission	24.03.2025 03:00 pm
Opening of Pre-qualification cum Technical bid	25.03.2025 03:30 pm
Place of opening of Bids	Kerala University of Digital Sciences Innovation and Technology, Technocity, Thiruvananthapuram, Kerala
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. tenders@iiitmk.ac.in Website: https://etenders.kerala.gov.in

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 should supply and apply initially for NABL accreditation for 3-5 scopes of testing from available instruments including application fees to be paid to NABL and add more scopes with re-accreditations in near future by a phase manner.
- 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. No additional charges will not

be initiated regarding the same apart from the proposed budget under any circumstances.

- The payment for NABL fees and ILC fees should be paid by the organization mandatorily apart from these payments and the amount will be subject to the nature of organization.

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 **24.03.2025**
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.

5. EXPRESSION OF INTEREST (EOI)

Through this EOI, IITMK is interested in short-listing qualified Consultancy Organizations for providing Gap analysis, documents preparation and support, training and establishment of NABL accredited testing laboratory for IITMK Labs. The selected vendor shall also be responsible for the complete work and ensure 24 X 7 operations.

- IITMK 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 IITMK 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 short-listed ones shall be based on technical and financial criteria. IITMK 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 IITMK website at [http:// https://etenders.kerala.gov.in/](http://https://etenders.kerala.gov.in/) or e-mail for technical details at purchaseoffice@duk.ac.in.

6. SELECTION METHOD

Stage I: Expression of Interest (EOI)

- IITMK 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 IITMK Labs. The institute will short-list only those who fulfill the criteria as per requirement in sections 2 & 3 (Eligibility Criteria & Scope of Work).

- The shortlisted consulting firms through EOI will be called for a detailed presentation with respect to the marketing and branding scopes.
- The finalization of selection will be subject to the approval of the expertise panel.
- The selected consulting firm will be on boarded after accepting all the terms and conditions with a proper signed agreement.

Stage II: Request for Proposal (RFP)

1. IITMK shall circulate a detailed RFP among the shortlisted vendors only.
2. The shortlisted vendors may also carry out the required study of the requirements, at their own cost, based on the RFP.
3. The shortlisted vendors shall submit a detailed Technical and Financial Proposal as per RFP document. The bidding process shall be a two-stage process.
4. The technical proposals submitted by the vendors shall include all details as per RFP shared with them (to be provided later to the shortlisted vendors only) and shall be evaluated by a Technical Evaluation Committee and marks assigned, to a maximum of 70.
5. 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.

8. The terms of payment will be as follows:

1. 30% of the total Amount at the time of signing of agreement.
2. 20% of the total Amount at the time of Training
3. 20% of the total Amount at the time of Final Manual & Processor.
4. 10% of the total Amount after Submitted the Application
5. 10% of the total Amount after NC closure of Final Assessment
6. .10% of the total Amount after NABL Accreditation.

9. PROCEDURE TO BE FOLLOWED

1. EOI document must be submitted online on or before 24.03.2025 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 online on <https://etenders.kerala.gov.in>.

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

It is necessary to click on "Freeze bid" link/ icon to complete the process of bid submission otherwise the bid will not get submitted online and the same shall not be available for viewing/ opening during the bid opening process.

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 IITMK labs

Date:

To

The Director, IITM-K,
IITM-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 establishment of NABL accredited testing laboratory for IITMK 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 establishment of NABL accredited testing laboratory for IITMK 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 IITMK.
2. I/ We have examined in detail and have understood the terms and conditions stipulated in the EOI Document issued by IITMK/.. 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 IITMK/..
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 establishment of NABL accredited testing laboratory 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

Required Documents	Attached / Not Attached
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)	