



भारतीय विमानपत्तन प्राधिकरण
Airports Authority of India
नेताजी सुभाष चन्द्र बोस अन्तराष्ट्रिय हवाई अड्डा, कोलकाता
Netaji Subhash Chandra Bose International Airport, Kolkata

DATE: 17/04/2018

NOTICE INVITING QUOTATION

Sealed quotations are invited by Airport Director, Airports Authority of India, Netaji Subhash Chandra Bose International Airport, Kolkata, from accredited bodies /Senior consultant for "Comprehensive consultancy service for obtaining ISO (ISO 9001:2015) certification for Kolkata Airport". The complete set of Quotation document can be downloaded from the website of Airports Authority of India website www.aai.aero and submitted to the above office by the due date.

QUOTATION NO. AAC/CPMS/ISO/1/1

Name of Work: **Comprehensive consultancy service for obtaining ISO (ISO 9001:2015) certification for Kolkata Airport**

LAST DATE OF SUBMISSION OF QUOTATION:

Last date for the submission of Quotation Document is 1500 Hrs of 30/04/2018.

Envelope 1 shall be opened on 01/05/2018 at 1100 Hrs.

Date of opening of Envelope 2 will be intimated later on.

Quotation for the present work should be submitted in two separate sealed covers as below:

-

1. **Envelope. 1** should be marked as "Envelope. 1- Technical Bid" which contains the documents mentioned in Para 3.1 of Annexure I, duly signed on each page.

2. **Envelope. 2** should be marked as "Envelope. 2 - Price Bid" which contain Price / commercial Bid as per Annexure III (Cutting or Overwriting, if any, should be signed and stamped by the person signing the bid.)

3. **Master Envelope:** - These two sealed covers (Envelope. 1 & Envelope. 2) should be put in sealed master envelope and super-scribed "**QUOTATION DOCUMENTS: Comprehensive consultancy service for obtaining ISO (ISO 9001:2015) certification for Kolkata Airport**" and Addressed to: -

The Airport Director,
Airports Authority of India,
N.S.C.B.I. Airport,
Kolkata, 700052.

AM (CP&MS),
NSCBI Airport, Kolkata
FOR AIRPORT DIRECTOR
AIRPORTS AUTHORITY OF INDIA,



भारतीय विमानपत्तन प्राधिकरण

Airports Authority of India

नेताजी सुभाष चन्द्र बोस अन्तराष्ट्रिय हवाई अड्डा, कोलकाता

Netaji Subhash Chandra Bose International Airport, Kolkata

NSCB INTERNATIONAL AIRPORT

Annexure-I

NIQ Terms & Conditions

Subject: "QUOTATION FOR COMPREHENSIVE CONSULTANCY SERVICE FOR OBTAINING ISO (ISO 9001:2015) CERTIFICATION FOR KOLKATA AIRPORT"

1. Airports Authority of India, invites quotation from firms / individuals (as per Para 2.1, 2.2,2.3,2.4 & 2.5) having experience for conducting "COMPREHENSIVE CONSULTANCY SERVICE FOR OBTAINING ISO (ISO 9001:2015) CERTIFICATION FOR KOLKATA AIRPORT" as per the details of activities covered in this "Annexure I" of the QUOTATION document.

2. ELIGIBILITY CRITERIA FOR PARTIES.

2.1 The accredited bodies/ Consultants: should at least be a Consultant grade (Senior Consultants may also apply) registered with Quality Council of India under NBQP. The Consultant can be an individual Consultant Grade or else if it is a firm, at least one of the person should be of at least a Consultant Grade (Senior Consultants may also apply). Also Firms / persons shall enclose the documentary Proof for the same.

2.2 Should possess consultation experience spanning over three years during last five years i.e. 2013 to 2017 and should have given consultancy for Govt. Organisations / PSUs/ any other reputed companies, at least in any one of the standards QMS. Documentary proof is to be enclosed.

2.3 Should possess experience in doing documentation work of QMS for any one government organizations / PSUs / any other reputed companies. Documentary proof may be enclosed.

2.4 Proof of having successfully completed (Phase / Part completion of the scope of work in a contract shall not be considered, however pre-determined phasing of the work will be accepted) consultancy services for any of QMS standards three works, each of **Rs. 2,25,380** or two works, each of **Rs. 2,81,725** or one work of **Rs. 4,50,760** in single contract in Government organization or PSUs in India or abroad during last three years ending on 31.12.2017. Client certificate for proof of experience should show clearly the nature of work done, the value of work, date of start, date of completion as per agreement, actual date of completion and satisfactory completion of work.

2.5. Should have annualized average financial turnover of **Rs.1,69,035** against works executed during last three years ending 31st March 2017. As a proof, copy of Abridged Balance Sheet along with profit and Loss Account Statement of the firm should be submitted along with the application. Firms showing continuous losses during the last three years in the balance sheet shall be summarily rejected.

All the documents mentioned at 2.1, 2.2,2.3,2.4 and 2.5, must be submitted otherwise the offer will be liable for rejection.

3. MODE OF SUBMISSION: -



भारतीय विमानपत्तन प्राधिकरण

Airports Authority of India

नेताजी सुभाष चन्द्र बोस अन्तराष्ट्रिय हवाई अड्डा, कोलकाता

Netaji Subhash Chandra Bose International Airport, Kolkata

Quotation for the present work shall be submitted in two separate sealed covers as below: -

3.1 Envelope. 1 shall be marked as “Envelope. 1” which contains:

Documentary proof of eligibility as given 2.1,2.2,2.3,2.4 and 2.5;

Self attested copy of Permanent Account number (PAN).

Self-attested copy of GST certificate for the Firm/Individual may be enclosed.

Original Quotation Document (Annexure – I) duly filled and signed in each page.

The unconditional acceptance letter, given in Annexure II on the company's/own letterhead duly signed and stamped by the authorised signatory.

List of relatives employed in AAI, If any.

Letter indicating the capacity and authority of individual signing the Quotation.

Other un wanted documents / irrelevant information should not be sent with the quotation.

3.2 Envelope - 2 shall be marked as “Envelope. 2 - Price Bid” which shall contain:

Price Bid as per Annexure III (Cutting or Overwriting, if any, should be signed and stamped by the person signing the bid.)

3.3 These two sealed covers shall then be put in separate single cover, shall be sealed and super-scribed “QUOTATION DOCUMENTS: COMPREHENSIVE CONSULTANCY SERVICE FOR OBTAINING ISO (ISO 9001:2015) CERTIFICATION FOR KOLKATA AIRPORT” and address to

*The Airport Director,
Airports Authority of India,
N.S.C.B.I. Airport,
Kolkata, 700052.*

3.4 At the stipulated time of opening of Quotation, “Envelope. 1” shall be opened first. If it is not found with required documents, shall stand rejected and “Envelope 2” of such firms/Individual shall not be opened.

4. RIGHT TO ACCEPT OR REJECT THE QUOTATION

4.1 The right to accept the Quotation in full or in part/parts will rest with AAI. However, AAI does not bind itself to accept the lowest Quotation and reserves to it-self the authority to reject any or all the quotation received without assigning any reason whatsoever.

4.2 Quotation not accompanied with prescribed information or is incomplete in any respect, and/or not meeting prescribed conditions, shall be considered non-responsive and is liable to be rejected.

4.3 The AAI, reserves the right to accept or reject any bid or a part of the bid or to annul the bidding process and reject all bids, at any time prior to award of contract without assigning any reason whatsoever and without thereby incurring any liability to the affected bidder or bidders on the grounds for the AAI's action.

4.4 The documentation submitted by the bidder should not be returned unless the bidder explicitly states this request at the time of submission of the Quotation. AAI also reserves the right at its sole



भारतीय विमानपत्तन प्राधिकरण

Airports Authority of India

नेताजी सुभाष चन्द्र बोस अन्तराष्ट्रिय हवाई अड्डा, कोलकाता

Netaji Subhash Chandra Bose International Airport, Kolkata

discretion not to award any order under the Quotation called. AAI shall not pay any costs incurred in the preparation and submission of any Quotation.

4.5 If the bidder gives wrong information in his Quotation, AAI reserves the right to reject such Quotation at any stage or to cancel the contract, if awarded.

4.6 A bidder has a relation or relations employed in AAI in the capacity of an officer, the authority inviting Quotation, shall be informed. In the event of failure to inform and in a situation where it is established that the relation or relations employed in AAI has / have tried to influence the Quotation proceedings then AAI at its sole discretion may reject the Quotation or cancel the contract.

4.7 The requirements indicated in this NIQ are the minimum and bids of the firms not complying with these minimum requirements or having deviations equivalents to the minimum requirements shall be rejected. However, higher than the minimum requirements shall be technically acceptable without any additional financial implication.

4.8 Any correspondence after the opening of the bids, from the bidder, regarding the bid unless specifically sought by AAI shall not be considered.

5. **VALIDITY OF OFFER**

The Quotation shall be valid for 90 days (Ninety Days) from the date of opening

GENERAL CONDITIONS OF CONTRACT

1. **Force Majeure Clause:** Force Majeure is herein defined as any clause which is beyond the control of the consultant or AAI as the case may be which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the contract, such as

- i) Natural phenomena including but not limited to floods, drought, earthquakes and epidemics.
- ii) Acts of any Government including but not limited to war declared or undeclared, mutiny and quarantines embargoes. Provided either party shall within fifteen days from the occurrence of such a cause notify the other in writing of such cause. The agency or AAI shall not be liable for delays in performing his obligations resulting from any force majeure clauses as referred to and / or defined above. The date of completion will, subject to herein provided, be extended by a reasonable time.

2. **Termination of Contract at AAI's Initiative:**

a) The AAI reserve the right to terminate the contract either in part or in full due to the reasons other than specified herein. The AAI shall in such an event give 30 days' notice in writing to the agency of the decisions to do so.

b) The agency upon receipt of such notice shall discontinue the work on the date and to the extent specified in the notice, make all reasonable efforts to obtain cancellation of all orders and contractors to the extent they are related to the work terminated and terms satisfactory to the AAI, stop all further acquired under the contract by the AAI.



भारतीय विमानपत्तन प्राधिकरण

Airports Authority of India

नेताजी सुभाष चन्द्र बोस अन्तराष्ट्रिय हवाई अड्डा, कोलकाता

Netaji Subhash Chandra Bose International Airport, Kolkata

c) In the event of such termination, the agency shall be paid compensation equitable and reasonable dictated by the circumstances prevalent at the time of termination.

3. Dispute Resolution, Arbitration and Laws: Except where otherwise provided for in the contract all questions and disputes relating to the meaning of the specification, designs, drawings and instructions here-in before mentioned and as to the quality of workmanship or materials used on the work or as to any other question, claim, right, matter or thing whatsoever in any way arising out of or relating to the contract, designs, drawings, specifications, estimates, instructions, orders or these conditions or otherwise concerning the works or the execution or failure to execute the same whether arising during the progress of the work or after the cancellation, termination, completion or abandonment thereof shall be dealt with as mentioned hereinafter:

(i) Through Dispute Resolution Committee: If a dispute of any kind, whatsoever, arises between AAI and Consultant in connection with or arising out of the consultant or the execution of the work or after their completion and whether before or after the repudiation or termination of the contract, including any disagreement by either party with any action, opinion, instruction, determination, certificate or valuation of the skills/qualification; the matter in dispute shall in the 1st place, be referred to the Dispute Resolution Committee (DRC) appointed by the APD (Kolkata Airport) /Member (Ops)/Chairman, AAI. DRC thus, constituted may act as

“Conciliator” and will be guided by principles of “conciliation” as included in part III of Arbitration and Conciliation Act 1996. DRC should take into consideration, rights and obligations of parties, usage to trade concern and circumstances surrounding the dispute(s), including any previous business practices between parties. Efforts of DRC should be to come to an amicable settlement of outstanding disputes. If parties agree, a written settlement will be drawn out and signed by the settlement Agreement and furnish a copy to each party. DRC will give its’ report within 45 days of its constitution.

(ii) Adjudication through Arbitration: - Except where the decision has become final, binding and conclusive in terms of Sub Para (i) above, disputes or differences shall be referred for adjudication through arbitration by a sole arbitrator appointed by the Member (Ops)/Chairman, AAI. There will be no objection if the arbitrator so appointed is an employee of AAI and that he had to deal with the matters to which the contract relates and that in the course of his duties as such he had expressed view on all or any of the matters in dispute or difference. The arbitrator to whom the matter is originally referred being transferred or vacating his office or being unable to act for any reasons, The Chairman, Airports Authority of India at the time of such transfer, vacation of office or inability to act, shall appoint another person to act as arbitrator in accordance with the terms of the contract, such person shall be entitled to proceed with the reference from, the stage at which it was left by the predecessor. It is also in terms of this contract that no person other than a person appointed by the Chairman Airports Authority of India as aforesaid should act as arbitrator and if for any reasons, that is not possible, the matter is not to be referred to arbitration in all cases where the amount of the claim in dispute is Rs. 50,000 (Rupees Fifty thousand only) and above, the arbitrator shall give reasons for the award.

Subject as aforesaid the provision of the “Arbitration and Conciliation Act 1996” or any statutory modification or re-enhancement thereof and the rules made there under and proceeding under this clause. In case of dispute, provisions as mention in Bureau of Public Enterprises letter No Bre/GI- 001/16/MAN2(100-75-BPE)(GM-I) dated 01.01.1976 and its amendment from time to time shall apply for the time being in force shall apply to the arbitration proceeding under this clause. It is a term of the contract that the party invoking arbitration under this clause together with the amount or amounts claimed in respect of each such dispute.



भारतीय विमानपत्तन प्राधिकरण

Airports Authority of India

नेताजी सुभाष चन्द्र बोस अन्तराष्ट्रिय हवाई अड्डा, कोलकाता

Netaji Subhash Chandra Bose International Airport, Kolkata

The arbitrator (s) may from time to time with consent of the parties enlarge the time, for making and publishing the award.

The work under the contract shall, if reasonably possible continue during the arbitration proceedings and no payment due or payable to the contractor shall be withheld on account of such proceedings. The arbitrator shall be deemed to have entered on the reference on the date he issued notice to both the parties fixing the date of the first hearing. The arbitrator shall give a separate award in respect to each dispute or difference referred to him. The venue of arbitrator shall be such place as may be fixed by the arbitrator is his sole discretion. The award of the arbitrator shall be final, conclusive and binding on all parties to his contract.

4. Laws Governing the Contract: This contract shall be governed by the Indian Laws for the time being in force subject to jurisdiction of Kolkata.

5. Applicable for item Rate Quotation Any quotationer, who propose any alteration in the work specified in the said form of invitation to quotation, or in the time allowed for carrying out the work, or which contain any other conditions of any sort, including conditional rebates, will be summarily rejected

The officer inviting quotations shall have the right of rejecting all or any of the quotations and will not be bound to accept the lowest or any other quotation.

On acceptance of the quotation, the name of the accredited representative(s) of the contractor who would be responsible for taking instructions from the Accepting Authority or his authorized representative shall be communicated in writing to the Accepting Authority or his authorized representative

Goods and Services Tax on material in respect of this contract shall be payable by the Contractor and Airports Authority of India will not entertain any claim whatsoever in respect of the same.

6. The contractor shall give a list of AAI employees related to him.

7. Clause Deleted.

8.1 The contractor shall comply with the provisions of the Apprentices Act 1961, and the rules and orders issued there under from time to time. If he fails to do so, his failure will be a breach of the contract and Accepting Authority or his authorized representative may in his discretion, without prejudice to any other right or remedy available in law, cancel the contract. The contractor shall also be liable for any pecuniary liability arising on account of any violation by him of the provisions of the said Act.



भारतीय विमानपत्तन प्राधिकरण

Airports Authority of India

नेताजी सुभाष चन्द्र बोस अन्तराष्ट्रिय हवाई अड्डा, कोलकाता

Netaji Subhash Chandra Bose International Airport, Kolkata

The contractor shall furnish, free of cost one certified copy of the contract documents except standard specifications, Schedule of Rates and such other printed and published documents, together with all drawings as may be forming part of the quotation papers. None of these documents shall be used for any purpose other than that of this contract.

8.2 Sufficiency of Quotation

The Contractor shall be deemed to have satisfied himself before quotationing as to the correctness and sufficiency of his quotation for the works and of the rates and prices quoted in the Schedule of Quantities, which rates and prices shall, except as otherwise provided, cover all his obligations under the Contract and all matters and things necessary for the proper completion and maintenance of the works.

In the case of discrepancy between the NIQ & Instructions to Quotationer, Schedule of Quantities, Special Conditions of Contract, General Condition of Contract etc., the following order of preference shall be observed:

- (i) Notice Inviting Quotation
- (ii) Notice Inviting Quotation and Instructions
- (iii) Schedule of Quantities.
- (iv) Special Condition of Contract
- (v) General Condition of Contract

If there are varying or conflicting provisions made in any one document forming part of the contract, the Accepting Authority shall be the deciding authority with regard to the intention of the document and his decision shall be final and binding on the contractor.

8.3 Any error in description, quantity or rate in Schedule of Quantities or any omission there from shall not vitiate the Contract or release the Contractor from the execution of the whole or any part of the works comprised therein according to drawings and specifications or from any of his obligations under the contract.

8.3.1 Any discrepancy in unit / Quantity in quotation document and e-portal price component, the unit / quantity mentioned in the E- portal prevails.

9. Signing of contract

The successful quotationer / contractor, on acceptance of his quotation by the Accepting Authority, shall, within 15 days from the stipulated date of start of the work, sign the contract consisting of:

- (i) The notice inviting quotation, all the documents including drawings, if any, forming the quotation as issued at the time of invitation of quotation and acceptance thereof together with any correspondence leading thereto.
- (ii) No payment for the work done will be made unless contract in form of agreement is signed by the contractor and submission of Goods and Services Tax registration number.

10. **Compensation for Delay** If the contractor fails to maintain the required progress in terms of clause 3 of Notice Inviting Quotation and Instructions to Quotationer and Schedule of Quantities or to complete the Work on or before the contract or extended date of completion, he shall, without prejudice to any other right or remedy available under the law to the AAI on account of such breach,



भारतीय विमानपत्तन प्राधिकरण

Airports Authority of India

नेताजी सुभाष चन्द्र बोस अन्तराष्ट्रिय हवाई अड्डा, कोलकाता

Netaji Subhash Chandra Bose International Airport, Kolkata

pay as agreed compensation the amount calculated at the rates stipulated below as the Accepting Authority or his authorized representative may decide on the amount of quotated value of the work for every completed day/month (as applicable) that the progress remains below as mentioned in Clause 3 of Notice Inviting Quotation and Instructions to Quotationer and Schedule of Quantities that the work remains incomplete.

This will also apply to items or group of items for which a separate period of completion has been specified. For works costing up to Rs.10.00 lakh:

(i) Compensation 1.0% (one percent) of contract value per week of delay.

For all other works 0.5% (half percent) of contract value per week of delay.

Provided always that the total amount of compensation for delay to be paid under this condition shall not exceed 10% of the Contract Value of work or of the Contract Value of the item or group of items of work for which a separate period of completion is originally given.

The amount of compensation may be adjusted or set-off against any sum payable to the Contractor under this or any other contract with AAI. In case, the contractor does not achieve a particular milestone mentioned in clause 3 of Notice Inviting Quotation and Instructions to Quotationer and Schedule of Quantities the amount shown against that milestone shall be withheld, to be adjusted against the compensation levied at the final grant of Extension of Time. With-holding of this amount on failure to achieve a milestone, shall be automatic without any notice to the contractor. However, if the contractor catches up with the progress of work on the subsequent milestone(s), the withheld amount shall be released. In case the contractor fails to make up for the delay in subsequent milestone(s), amount mentioned against each milestone missed subsequently also shall be withheld. However, no interest, whatsoever, shall be payable on such withheld amount.

SPECIAL CONDITIONS OF CONTRACT

1. General

These special conditions of contract shall be read in conjunction with General Conditions of contract. If there is any provision in the Special conditions of contract which are at variance with the provisions of General Conditions of contract of AAI, the provisions in those special conditions shall take precedence.

2. Prices

2.1 The rates quoted shall be inclusive of all taxes, duties, levies, transportation to work site at Kolkata Airport etc.

2.2 AAI does not give any concessional forms / certificates / permits towards any taxes, duties & other levies like sales tax, customs duty, road taxes / permits, etc.

2.3 Quoted prices shall be firm throughout the contract period

2.4 No accommodation will be provided to the Consultant/Contractor for stay at Kolkata Airport by AAI during Certification Period or during training period. The Consultant/Contractor has to arrange their own accommodation at their own cost. AAI will not make any payment on this account.



भारतीय विमानपत्तन प्राधिकरण

Airports Authority of India

नेताजी सुभाष चन्द्र बोस अन्तराष्ट्रिय हवाई अड्डा, कोलकाता

Netaji Subhash Chandra Bose International Airport, Kolkata

3. The contractor should obtain the entry passes from the competent authority for himself/herself & his/her staff and all other people & vehicle associated with the work as per the prevailing BCAS/AAI security procedures wherever applicable. The number of hours working in the area might be restricted or stopped temporarily due to operational or site requirement as per instruction of competent airport official and contractor will not have any claim for extra payment on this account. Violation of the Security Regulations at Airports shall make the contractor liable to debarment in addition to other legal proceedings. The cost for issue of pass from the concerned office shall be borne by the Consultant and AAI will not make any extra payment on this account.

4. The contract agreement shall be executed on a non-judicial stamp paper of value of Rs.100/- and the cost of the stamp paper shall be borne by the contractor.

5. Rejection of the bid : The quotationer should quote for all items of the schedule. The offer is liable to be rejected if not quoted for all the items. If at any stage, any information / documents submitted by the applicant is found to be false, the agency shall be liable for debarment from quotationing in AAI, apart from any other appropriate / legal action.

6. Cancellation of contract: AAI reserves the right to cancel the contract at any time by given 30 days' notice due to unsatisfactory performance by the contractor. In such case AAI reserves the right to take action under the various clauses of this quotation.

7. Payment: All the payment shall be made to the agency on production of Original Invoice for the work executed.

The payment terms are as below.

a) 1st Year:

- i. 60% of Training/Awareness programme payment shall be released after successful completion of same. Balance 40% of payment shall be released after receiving ISO certificate from the certifying agency.
- ii. For Documentation and Manual preparation, 60% of payment shall be released after approval of manual/documents by competent authority. Balance 40% of payment shall be released after receiving ISO certificate from the certifying agency.
- iii. For all type of Audits, 100% of Payment shall be released after receiving QMS certificate from the certifying agency.
- iv. For other works all the payment shall be released after receiving QMS certificate from the certifying agency.

b) 2nd Year:

i. 60% of Training/Awareness programme payment shall be released after successful completion of same. Balance 40% of payment shall be released after receiving QMS renewal certificate from the certifying agency for the 2nd year.

ii. For all type of Audits, 100% of Payment shall be released after receiving QMS renewal certificate from the certifying agency for the 2nd year.

iii. For other works all the payment shall be released after receiving QMS renewal certificate from the certifying agency for the 2nd year.



भारतीय विमानपत्तन प्राधिकरण

Airports Authority of India

नेताजी सुभाष चन्द्र बोस अन्तराष्ट्रिय हवाई अड्डा, कोलकाता

Netaji Subhash Chandra Bose International Airport, Kolkata

c) 3rd Year:

- i. 60% of Training/Awareness programme payment shall be released after successful completion of same. Balance 40% of payment shall be released after obtaining QMS renewal certificate from the certifying agency for the 3rd year.
- ii. For all type of Audits, 100% of Payment shall be released after receiving QMS renewal certificate from the certifying agency for the 3rd year.
- iii. For other works all the payment shall be released after receiving QMS renewal certificate from the certifying agency for the 3rd year.

8. Deviation in Quantities & Extra work:

- a) If there is deviation in quantities of the work as stipulated in BOQ, the proportional payment shall be made for the executed work quantities only.
- b) If any work executed by the agency on instruction of accepting authority or his authorized representative which is not covered in this contract shall be paid at mutually agreed rates between Consultant & AAI. c) The items mentioned in SOQ under Sub-head 1: 1st year and Sub-head 2: 2nd year & 3rd year are tentative only and item of one Sub-head can be executed in another subhead and payment of so executed work shall be paid after completion of the corresponding subhead periods as mentioned in terms of payments.

9. SCOPE OF WORK

The scope of work explained below is indicative only, any task though not specifically mentioned but required for meeting ISO Certification (ISO 9001: 2015) shall be deemed to be included in scope of work. Following are the detailed scope of work.

A. TRAINING AND AWARENESS.

1. Consultant after deliberation with APD and all HODs will assist in identification and appointment of the following.

- a) Nodal MR – Responsible for co-ordination with APD, MR, Consultant, Certifying bodies and any other officials/ agency for implementation of QMS.
- b) MR – Responsible for co-ordination with all the employees of his department plus co-ordination with APD, Nodal MR, HODs of Department/ Section/ Sub Section attach to him for implementation of QMS. Minimum level of officer for appointment of MR shall be DGM/JGM/GM level.
- c) Internal Auditors- Identification and appointment of 25 (\pm 20%) Internal Auditors after deliberation with APD/NMR/MR/HODs.
- d) Appointment of other official- Identification and appointment of any other officers in consultation with APD/NMR/MR/HODs for successful implementation of QMS.
- e) Consultant will assist NMR/MR and Airport Director in identifying the target population to be sensitised for awareness program.



भारतीय विमानपत्तन प्राधिकरण

Airports Authority of India

नेताजी सुभाष चन्द्र बोस अन्तराष्ट्रिय हवाई अड्डा, कोलकाता

Netaji Subhash Chandra Bose International Airport, Kolkata

f) Training program for nominated NMR/MR/Dy. MR/HODs for implementation of QMS. Total Number trainees will be 25 ± 20%.

2. Organise 3days training program for nominated Internal Auditors of 15 (± 20%). Internal Auditors certificate shall be provided to the successful trainees. The Internal Auditors shall be identified in such a manner that failure rate shall not be more than 20%. If the failure rate of nominated Internal Auditors is more than 20%, a penalty in the form of 50 % of the payment for training of Internal Auditors will be deducted from Consultant payment.

3. The class room sitting arrangement and infrastructure like projector, stationary etc. and refreshment/lunch for trainees and faculty will be provided by AAI. One set of Standards/Manuals or any other documents required for training to be provided by Consultant to AAI well in advance to prepare the same for trainees.

B. PREPARATION OF MANUALS & DOCUMENTATIONS.

1. Formulation of new Quality Management System (QMS) policy as per requirement of ISO 9001:2015 standard after through discussion with all HODs, MR & Airport Director.

2. Preparation of Apex Manual for Kolkata Airport and Departmental Quality Management System Manual for each department. This Manual shall be prepared in consultation with HODs of individual department, MR, NMR, Airport Director and officials of the department. The department HOD or his representative will provide all the data and information. Preparing manual will be responsibility of Consultant. Manual so prepared to be approved by NMR/MR.

3. On clearance/approval of the submitted Manual/documents at Sl. No. 2 above by AAI, one set of hard copy and soft copy each of final Manuals/Documents for QMS Certification shall be prepared by the consultant submitted to AAI by incorporating the changes if any in the Manuals.

4. Modifications/Correction in Departmental/Apex Manual after Internal Audits, Pre Assessment Audits, Final Audits and Surveillance Audit will be the responsibility of Consultant after deliberation with respective HODs/MR and NMR. No separate payment will be paid for modifications/corrections of Manuals.

C. INTERNAL AUDIT/PRE ASSESSMENT/FINAL AUDIT & MANAGEMENT REVIEW MEETING

I. For 1st Year

1. After completion of Sensitisation / Training/ Preparation of manuals, Consultant has to organize two Internal Audits followed by Management Review Meeting in coordination with NMR/MR. Fixing date and time for Internal Audit and Management Review Meeting shall be the responsibility of Consultant. After Management Review Meeting, the Consultant has to prepare Management Review Meeting Minutes in consultation with Nodal Management Representative.

2. Organize pre-assessment Audit and Final Audit which includes 1st stage audit and second stage audit in consultation with Certifying body, Airport Director, NMR and MR. Certifying agency shall be finalized by AAI.



भारतीय विमानपत्तन प्राधिकरण

Airports Authority of India

नेताजी सुभाष चन्द्र बोस अन्तराष्ट्रिय हवाई अड्डा, कोलकाता

Netaji Subhash Chandra Bose International Airport, Kolkata

3. Consultant shall assist all HODs in clearing NC rose during Certifying Body Audit and shall review and suggest modification/corrections of all Departmental & Apex Manual if required as per requirement of QMS.

4. Follow up and co-ordination with certifying agency for obtaining certificate.

II. For 2nd & 3rd year

1. Consultant has to organise Two Internal Audit followed by Management Review meetings. Consultant shall also assist all HODs/MR/NMR in removing the NC identified during Internal Audits and Management Review meeting and shall review and suggest modification/corrections of all Departmental & Apex Manual, if required any, as per requirement of QMS. Fixing date and time for Internal Audit and Management Review Meeting shall be the responsibility of Consultant. After Management Review Meeting, the Consultant has to prepare Management Review Meeting Minutes in consultation with Nodal Management Representative.

2. Consultant has to organize yearly surveillance Audit by Certifying body and Consultant shall also help all HODs/MR/NMR in removing the NC identified during Surveillance Audits and shall review and suggest modification/corrections of all Departmental & Apex Manual, if required any, as per requirement of QMS.

3. Follow up and co-ordination with certifying agency for obtaining renewal certificate for 2nd year and 3rd year.

The scope of work for accredited firms/ Individuals includes the following processes:

- i. Conducting awareness training program for the airport staff on the new revised QMS 9001:2015.
- ii. Conducting one round of awareness training on the risk mitigation plan/activities.
- iii. All manual up preparation including SOP's.

4. Identification of

- (i) internal and external issues,
- (ii) needs and expectations of interested parties;
- (iii) compliance obligations;
- (iv) finding significant aspects/impacts from A/I analysis;

5. Fulfilling management programmes/operational control programme requirements

6. Training / Up dation of documents on emergency preparedness

7. Training for Internal Auditors for a minimum 25 AAI officials. Exact date of training shall be finalised in Coordination with airport Director/MR – QMS



भारतीय विमानपत्तन प्राधिकरण

Airports Authority of India

नेताजी सुभाष चन्द्र बोस अन्तराष्ट्रिय हवाई अड्डा, कोलकाता

Netaji Subhash Chandra Bose International Airport, Kolkata

8. Conduct of Internal audit and MRM

9. Any other recertification related works including one Pre assessment audit.

10. COPY RIGHT /PROPRIETARY RIGHT.

The firm/Individual hereby agrees that the fees to be paid as provided in this agreement will be in full discharge of functions to be performed by him and no claim whatsoever shall be made against the AAI in respect of any part relating to the documents submitted by the firm/Individual. The documents and other related details prepared and acquired by the firm/Individual for the work entrusted to him under this agreement will become the property of AAI. These documents and details cannot be issued to any other persons, firms or authority or used by the Certifying body for any other project without prior permission by the AAI. However, these documents and details can be utilized by AAI for future projects and the firm/Individual should not have any objection of this arrangement.

11. INDEMNITY

The firm/Individual should indemnify and keep indemnified "AAI" against any claim regarding documents and other related details prepared and acquired for the work entrusted to him under this contract, by any other party and against all costs and expenses incurred by AAI in defending themselves against such claims.

12. RESCINDING OF CONTRACT

In the event of failure on the part of the firm/Individual to complete the work on time or to the complete satisfaction of AAI or in the event of committing a breach of any one or more of terms and conditions of the Agreement, the AAI shall be entitled to rescind this agreement without prejudice to its rights to claim damages or remedies under the law.

The period of notice to be given to rescind the contract will be 30 days. AAI shall have power to engage other firm/Individual to carry out the balance work debiting the firm/Individual the excess amount, if any so spent subject to maximum of 10% of the total fees, which would have been paid. AAI may consider black listing the firm/Individual for future projects.

13. PRE OFFER SURVEY VISIT

If firm/Individual seek any clarifications about the scope of work or wish to survey the respective Unit / Officers working, they are advised to visit them and satisfy themselves about the nature of work and site details before submitting the Quotation. They shall be deemed to have full knowledge about the



भारतीय विमानपत्तन प्राधिकरण

Airports Authority of India

नेताजी सुभाष चन्द्र बोस अन्तराष्ट्रिय हवाई अड्डा, कोलकाता

Netaji Subhash Chandra Bose International Airport, Kolkata

requirements whether they visit or not. No extra charge consequent on any misunderstanding or otherwise shall be admissible.

14. SCHEDULE OF PAYMENT

14.1 The firm/Individual should quote fees (in Indian Rupees) for those works at the space shown in Schedule Form.

14.2 No advance payment will be made by Airports Authority of India N.S.C.B International Airport.

14.3 Deduction of income tax & other statutory levies shall be made from Bill as per the prevailing rates.

14.5 The quoted amount should include all payments and deductions to statutory authorities and AAI will only pay the amount after deducting statutory payments to Govt. authorities from the quoted amount.

14.6 The rate quoted by the firm/Individual for the work will be final.

14.7 Amount quoted shall include all incidental charges including travelling, lodging and boarding expenses to be incurred by the firm/Individual for their officials for the work of Consultation/Documentation/training at our premises.

- Airports Authority of India, N.S.C.B. International Airport, Kolkata will provide Training hall, LCD Projector, white board, markers etc.
- The agency should conduct the training as per our schedule.
- The agency should provide master copy of training material



भारतीय विमानपत्तन प्राधिकरण

Airports Authority of India

नेताजी सुभाष चन्द्र बोस अन्तराष्ट्रिय हवाई अड्डा, कोलकाता

Netaji Subhash Chandra Bose International Airport, Kolkata

Annexure-II

ACCEPTANCE OF AAI's QUOTATION CONDITIONS. (TO BE DONE ON COMPANY LETTERHEAD)

To
The Airport Director,
Airports Authority of India
Netaji Subhash Chandra Bose International Airport,
Kolkata 700052

Subject: Unconditional Acceptance of Terms & Conditions of Quotation

Name of Work: COMPREHENSIVE CONSULTANCY SERVICE FOR OBTAINING ISO (ISO 9001:2015) CERTIFICATION FOR KOLKATA AIRPORT

Ref: QUOTATION NO.: AAC/CPMS/ISO/1

Dated:

Dear Sir,

I / we hereby certify that I / we have read the entire terms and conditions of the Quotation document made available to me / us from the office of the Airport Director, AAI, N.S.C.B. International Airport / through AAI web site – www.aai.aero; which shall form part of the contract agreement and I / we shall abide by the conditions / clauses contained therein.

I / We hereby unconditionally accept the Quotation conditions of AAI's Quotation document in its entirety for the above works.

It is clarified that after unconditionally accepting the Quotation conditions in its entirety, it is not permissible to put any remarks / conditions (except unconditional rebates on quoted rates if any) in the Quotation enclosed in envelope. In case any provisions of this Quotation are found violated, I / we agree that the Quotation shall be rejected without prejudice to any other right.

Yours Faithfully,

(Signature of the Applicant)

Annexure III

Quotation Number: AAC/CPMS/ISO/1/1

Name of Work: **COMPREHENSIVE CONSULTANCY SERVICE FOR OBTAINING ISO (ISO 9001: 2015) CERTIFICATION FOR KOLKATA AIRPORT.**

Item No	Description of Items	Unit	Qty	Rate	Amount
1	2	4	5	6	7=5x6
1	<p>Organize 1 day training program for different MR(s) & HODs which should include:</p> <p>i) Kick-off meeting for implementation of ISO 9001:2015 at Kolkata Airport as per detailed scope of work.</p> <p>ii) Comprehensive discussion with all HODs and APD and finalization of different MR(s) (Like MR, Dy. MR, Nodal MR)and Internal Auditors.</p> <p>iii) Awareness training including details of role and responsibility of different MR(s) . The no. of trainees shall be approximately 25 (± 20%)</p>	Job	1		
2	<p>Organise 3 days training program for nominated Internal Auditors of batch 15 (± 20%) as per detailed scope of work. (Tentatively 1 Job will be executed in 1st year and 1 Job will be executed in 2nd year or 3rd year. However quantity may vary as per AAI requirement).</p>	Job	2		
3	<p>Preparation of Kolkata Airport Apex Manual and Departmental ISO 9001:2015 Manual of each department and formulate new Quality Management System (QMS) policy by studying all department structure/nature of works after through discussion with Employees, HODs, MR, NMR, APD and making gap analysis assessment etc. complete as required as per detailed scope of work. Each Departmental and Apex Manual shall be comprehensive and shall include Policy, Objectives, Procedures, Organization Structure, Flow chart, Documentation, record etc. complete pertaining to department Specific and suitable for obtaining certificate and Implementation of ISO 9001:2015.</p>	Job	1		

Item No	Description of Items	Unit	Qty	Rate	Amount
4	Organize Internal Audits followed by Management Review Meeting in co-ordination with APD/NMR/MR including Modification/Correction of Departmental Manual and assisting HODs in removing the NC identified during Internal Audits and MANAGEMENT REVIEW meeting. (Tentatively 2 Job will be executed in 1st year and 2 Job will be executed in each 2nd year and 3rd year. However quantity may vary as per AAI requirement).	Job	6		
5	Organize pre-assessment Audit and final Audit (which includes Stage1 and Stage 2 Audit) by certifying body including co-ordination with Certifying agency, HODs, Dy. MR, MR, NMR etc. complete as required. The job includes Modification/Correction of Departmental Manual and assisting HODs in removing the NC rose during these Audits and follow-up with Certifying body for obtaining certificate.	Job	1		
6	Organize Surveillance Audit by certifying body including coordination with Certifying agency, HODs, Dy. MR, MR, NMR etc. complete as required. The job includes Modification/Correction of Departmental Manual and assisting HODs in removing the NC rose during these Audits. (Tentatively 1 Job will be executed each in 2nd year and 3rd year. However quantity may vary as per AAI requirement).	Job	2		
				Total	