Indian Renewable Energy Development Agency Limited

ENERGY FOR EVER

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IREDA

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(A Navratna CPSE)

Bid Document

For

Appointment of Agency
for
Internal Audit & Training for
Certification compliance of ISO 9001:2015

IREDA Business Centre
NBCC Office Complex, Office Block No. II,
Plate B, 7th Floor, East Kidwai Nagar, New Delhi – 110023

DISCLAIMER

This Bid Document is not an offer by **Indian Renewable Energy Development Agency Limited (IREDA Ltd.)**, but an invitation to receive electronic proposals/e-bids from interested eligible agencies for appointment as **Agency for conducting internal audit for ISO 9001: 2015 (QMS)** at IREDA LIMITED

The purpose of this Bid Document is to set the terms for the selection process and to provide agencies with information that may be useful to them in preparation and submission of their bids.

No contractual obligation whatsoever shall arise from the Bid Document process unless and until a Letter of Award (LoA) is issued and accepted by Successful Agency and signing of agreement, if any.

This Bid Document is being issued with no financial commitment and IREDA LIMITED reserves the right to withdraw the Bid Document and change or vary any part thereof or foreclose the same or abolish the requirement at any stage.

IREDA Limited and its employees also accept no liability of any nature, whether resulting from negligence or otherwise, arising from reliance of any agency upon the content of this Bid Document.

The issuance of this Bid Document does not imply that IREDA Limited is bound to qualify any agency or to appoint any agency for the stated purpose. IREDA Limited reserves the right to reject all or any of the Bids or cancel or withdraw the entire process without assigning any reasons whatsoever and without any liability.

By participating, bidders are deemed to have:

- Read and accepted this Disclaimer,
- Agreed to be bound by its conditions, and
- Waived claims against IREDA arising from the RFP/bidding process.

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1. Introduction

Indian Renewable Energy Development Agency Limited (IREDA) is a 'Navratna' Government of India Enterprise under the administrative control of Ministry of New and Renewable Energy (MNRE). IREDA is a Public Limited Government Company established as a Non-Banking Financial Institution in 1987 engaged in promoting, developing and extending financial assistance for setting up projects relating to New and Renewable Sources of Energy and Energy Efficiency/Conservation with the motto: "ENERGY FOR EVER".

IREDA LIMITED is certified under **ISO 9001:2015 and the validity of the ISO certificate is till 28th December 2028**

IREDA LIMITED envisages to appoint experienced & reputed **Agency for Internal Audit & Training for Certification compliance for ISO 9001:2015** including carrying out study, review of documentation, training, Internal audit/ follow-up audits under ISO 9001:2015 for IREDA Limited and its offices located at New Delhi.

The agency shall perform the tasks envisaged to ensure that IREDA LIMITED complies with ISO 9001:2015 standard to get certification. The agency shall conduct Internal Audit, in line with accreditation rules, to verify the effectiveness of the ISO 9001: 2015 annually (up to 3 years, as per requirement) to review the effectiveness of ISO 9001:2015 compliance at IREDA LTD.

2. Bid Schedule

The Bid shall consist of Two Packet System: Technical part (Part I) and financial part (Part II). The following schedule shall be adhered to:

Tender Reference No.	
Work Item Title/ Description	Appointment of Agency for Internal Audit & Training for Certification compliance of ISO 9001:2015
Mode	Open Bidding via GEM portal (e-Tendering) (https://gem.gov.in/)
Document Upload on GEM Portal	Zero Date (D)
Last date for submission of Bid	D + 28 days by 14:00 hrs.
Pre Bid Meeting (through VC)	D+7 days
Opening of Technical part (Part I) of Bid	D + 31 days + 1 day by 1100 hrs.
Opening of Financial part (Part II) of Bid	Will be opened subsequent to successful completion of Technical Evaluation (Agencies who qualify after technical evaluation will be intimated separately for joining in the opening of financial Bid)
Cost of Bid Document	Nil
Tender Category	Services
Place of submission/opening of bids	Online Through GEM portal
Address & contact of Correspondence	Interested bidders in case of queries may kindly send their queries via email to the following email address: pmmeena@ireda.in brajanandan@ireda.in

Note:

a. The agencies registered with National Small Industries Corporation (NSIC)/ Micro, Small and Medium Enterprises (MSME) shall furnish that such small-scale units are registered under single point registration scheme of NSIC / MSME and are valid on the scheduled date of bid opening and the product range mentioned in the certificate is the same or similar to the requirement under the Bid Document. The NSIC / MSME certificate duly attested by any Notary Public or any other document allowed by Govt. with seal and date shall only be accepted.

b. IREDA LIMITED reserves the right to verify/confirm all original documentary evidence including references and clients as submitted by agencies in support of eligibility criteria.

3. Scope of Work:

The scope of work of the Agency shall cover all activities required for ISO certification compliance of IREDA Limited under ISO 9001:2015 (latest with Amendments) for upto 3 years (as per IREDA requirement) from the date of appointment, which includes carrying out study, review of documentation, training, Internal audit/ follow-up audits for ISO 9001:2015 (latest with Amendments for IREDA Limited for its Three (03) offices located at New Delhi.

Audit key functional areas including: - Project appraisal & financing of renewable energy projects - Loan documentation, disbursement, and monitoring - Recovery and asset quality management - Treasury & resource mobilization - Customer service & grievance redressal - Information Technology systems & data management - Risk management, compliance, and internal controls - ESG/sustainability-linked operational processes where covered under Quality Management System (QMS) - Review QMS documentation, SOPs, statutory/regulatory alignment, and effectiveness of controls. - Verify closure of previous audit non-conformities and effectiveness of corrective actions. - Provide risk-graded observations, improvement recommendations, and best practices relevant to a renewable-energy focused NBFC-PSU.

The broad Scope of Work is detailed below;

a) Conduct one Internal Audit annually to assess the continued compliance and effective implementation of ISO 9001:2015 requirements at IREDA Limited at three different locations in New Delhi (i.e. at Corporate Office, 3rd Floor, August Kranti Bhawan, Bhikaji Cama Place, New Delhi – 110066, Registered Office, India Habitat Centre, East Court, Core-4A, 1st Floor, Lodhi Road, New Delhi – 110003 and IREDA Business Centre, NBCC Office Complex, Office Block No. II, Plate B, 7th Floor, East Kidwai Nagar, New Delhi – 110023).
b) Follow-up Audit, wherever required, for verification of corrective actions against observations/non-conformities identified during the Internal Compliance Audit and BIS audit.
c) Conduct one-day Training/Workshop on awareness of ISO 9001:2015 (latest applicable version with amendments) for IREDA Limited employees at IREDA Limited's Office, New Delhi, through qualified trainers from the agency.
d) Provide necessary support/guidance for preparation for BIS Certification/Surveillance Audit, as and when required.

e) Identifying the potential gaps in knowledge and skills relating to ISO 9001:2015 across IREDA Ltd. Offices and suggest changes/conduct trainings to fill in the gaps.
f) Corrective action follow-up/verification of report and Executive summary for submission to Senior Management / Audit Committee / Board of IREDA.

4. <u>Conduct of Internal Audits by the Agency</u>

a) Agency to carry out annual Internal Audits (upto three years) as per requirement under ISO 9001:2015.
b) Agency to give Audit Plan comprising of Audit Scope, Audit Criteria and Audit Schedule as mutually agreed with Management Representative / Coordinator at IREDA LTD.
c) The audits to be conducted regularly once in a year (upto three years, as per IREDA requirement).
d) At the end of each Internal Audit, a report should be submitted by the agency to IREDA Ltd which shall include findings, observations, details of non-conformities, actions required, and rectification measures to be adopted and to review corrective action plan submitted by IREDA Ltd and verify the compliances during subsequent audits.
e) If necessary and required, the auditors shall also conduct a corrective action visit (at no extra cost to IREDA LTD except the payment terms stipulated in the bid).

5. <u>ISO Training by the Agency</u>

a) One day Training /workshop program on awareness of ISO 9001:2015 (Latest with amendments.) shall be conducted at IREDA LTD's Office, New Delhi for IREDA LIMITED employees as per requirement.
b) Schedule of Training & Number of participants in the training /workshop shall be communicated by Management Representative / Coordinator at IREDA LTD.
c) Training material shall be provided by Agency to the participants in Hard / soft copy.

6. <u>Minimum Qualification Criteria for appointment:</u>

A. The Agency shall be a Partnership Firm/LLP/Company.
B. Have a valid Quality Management Systems Certification as per IS/ ISO 9001:2015.
C. Be a legally registered entity in India and one office must be located in Delhi/ NCR Region.
D. Have Qualified lead auditors or consultants with ISO 9001 (Quality Management System) experience.
E. Have successfully completed at least 3 ISO 9001:2015 audits for NBFCs/Banks/PSUs/Financial Institutions, preferably including infrastructure or energy sector entities.
F. The agency should have positive Net worth in at least two of the last three audited Financial Years (i.e. FY 2022-23, FY 2023-24 and FY 2024-25).
G. The agency to have minimum professional strength:
    a. Minimum two trainers having 3 years of experience who can impart training under ISO 9001:2015 (Quality Management System)

H. The agencies have to submit relevant documents duly signed/authenticated by authorized signatory on agency letterhead in support of the same as below:

S. No.	Particulars	Document(s) to be Submitted by the Agency
a)	Agency shall be a Partnership Firm/LLP/Company	1. Copy of Certificate of Registration/ Incorporation 2. Copy of PAN card 3. Copy of GSTIN Registration Certificate
b)	Required qualification/ experience A. Have a valid Quality Management Systems Certification as per IS/ ISO 9001:2015. B. Have Qualified lead auditors or consultants with ISO 9001 (Quality Management System) experience. C. Have successfully completed at least 3 ISO 9001:2015 audits for NBFCs/Banks/PSUs/Financial Institutions, preferably including infrastructure or energy sector entities.	Submit documentary proof in the form of relevant documents / certificates/ work orders and completion certificates
c)	Net worth in at least two of the last three audited Financial Years should be positive. (i.e. FY 2022-23, FY 2023-24 and FY 2024-25).	Submit Net worth certificate for FY 2022-23, FY 2023-24 and FY 2024-25 issued by Statutory Auditor/Chartered Accountant along with audited balance sheets
d)	Details of following professionals permanently employed with the agency to be deployed for the Assignment: a. One Team lead and minimum two qualified auditors having minimum of 5 years of experience in conducting ISO certification and audits. *b.* Minimum two trainers having minimum 5 years of experience who can impart training under ISO 9001:2015 (Quality Management System)	Submit copy of resume/CV of all the professionals. Submit documentary proof in support of the engagement of professionals as Team Lead/Qualified Auditors/Trainer in form of certificate of completion, client testimony etc.
e)	The Bidder should not have been blacklisted by any Central/ State Government / Public Sector Undertaking in India/ RBI/Judicial body etc. for any period.	Suitable Undertaking from Authorized signatory of the agency.

f)	The Bidder must have an office in India and an office in Delhi/ NCR Region which has been operational for the last three years or more	Copy of utility bill i.e. Water/ Electricity/ Post Paid Mobile or Landline phone connection/ Municipality Tax Receipt/ GST Certificate/ any other document showing presence in India and an office in Delhi/ NCR Region for last 3 years
g)	The Bidder should not have any Conflict of Interest for the assignment as already defined in the RFP	Suitable Undertaking from Authorized signatory of the agency.

7. Other Terms and Conditions

a) The Agency to carry out activities as per scope of work.
b) Agency shall give support to IREDA LIMITED for ISO 9001:2015(Latest with amendments) certification compliance.
c) Agency shall depute qualified and competent auditors for all above activities of ISO 9001:2015
d) Agency to ensure that information access shall be strictly safeguarded and under no circumstances, may be disclosed to any third party without IREDA LIMITED approval.
e) The Internal Audit work is expected to be completed within 3 working days and if required the work may be completed in additional and extended hours without charging extra fee.
f) All audit activities along with submission of final audit report should be completed within 15 working days' time and corrective action follow up to be completed within 30 days from the start of date of internal audit.
g) All arrangements of the appointed Auditors regarding travel, lodging/boarding on actual basis shall be borne by IREDA in addition to annual remuneration fee.
h) Total Professional Fee shall be fixed on the basis of L1 bidder.

8. Payment Terms

a) All Agencies have to bid/submit Lump Sum remuneration (Total Professional Fee) along with break-up as per format **mentioned at Schedule-4** as Financial (Part II) excluding taxes and other expenses, on GEM portal and the assignment will be upto three years, as per IREDA requirement.
b) No advance payment shall be made for the Assignment, and no other fees/charges shall be payable/admissible except the Lump Sum remuneration (Total Professional Fee) quoted by the Agency.
c) Payment for internal Audit shall be made only after submission of final Audit report for ISO 9001:2015 to IREDA Ltd.
d) All payments shall be made on submission of proper GST invoice and subject to deduction of TDS (Tax deduction at Source) as per the Income- Tax Act, 1961 and any other taxes.
e) All Payments shall be made in Indian Rupees only.
f) Payments shall be subject to any other deductions of any amount for which the Agency is liable against the respective work order.

9. Bid Process & Evaluation

a) The Assignment will be awarded to the qualified agency whose bid is determined to be substantially responsive and who has quoted the lowest "Total Professional Fee", in Indian Rupees (excluding applicable GST) as quoted on GEM portal, provided further that the Agency has been determined to be qualified to perform the work/ services satisfactorily ("Successful Agency").
b) Conditional Bids will be rejected outright.
c) The lowest eligible bid (L1) will be considered as Successful Agency for award of internal audit Assignment as Agency for conducting internal audit for ISO 9001: 2015 (QMS) in IREDA LTD.
d) In the event, two or more Agencies quote the same lowest "Total Professional Fee", Agency with highest Net worth for FY 2024-25 shall be considered as Successful Agency.

10. Letter of Award (LoA)

a) After selection, Letter of Award (LoA) shall be issued to the Successful Agency in duplicate by Email/Post. The LoA along with Bid Document (with Amendments/Addendums/ Corrigendum issued by IREDA LTD, if any) will constitute the formation of the Contract and shall be binding on the Successful Agency.
b) The Successful Agency, within 5 calendar days of issue of LoA, shall return the duplicate copy of LoA duly signed as token of acceptance thereof.
c) In the event of non-receipt of the acceptance of LoA, IREDA LIMITED may cancel the award of assignment to the Successful Agency (L1) and may ask the agency with the next lowest eligible bid (L2) for matching the L1 Total Professional Fee. In case of acceptance by L2 agency, L2 agency shall be considered as Agency for conducting internal audit for ISO 9001: 2015 (QMS) in IREDA LTD. However, in case of no such acceptance, this process shall be continued (L3, L4 etc.), till the time such Successful Agency accepts award of Assignment as ISO Certification compliance Agency.

11. Period of Engagement

The tenure of the agency for annual internal audit of ISO Certification compliance shall be up to 3 years (as per IREDA requirement) from the date of appointment.

12. General Instructions

The Agency shall send their offer to carry out the entire work and complete the Assignment as per Scope of Work quoting the following:

i. Professional Fee for the Assignment to be quoted in GEM Portal by the agency: The Total Professional Fee quoted shall be exclusive of GST, travelling, lodging & boarding expenses, TA/DA, out of pocket expenses viz. photostat, typing, printing and other charges for activities in scope of work and all other expenses related with the visits of the Agency's personnel in connection with the performance of the contractual obligations by the Agency etc.

ii. All the bids have to be submitted through GEM portal. The bid submission through any other mode shall be rejected.

iii. The financial bids of technically qualified agencies shall be opened, and Assignment shall be

awarded to the agency quoting the lowest Total Professional Fee (L1).

iv. Letter of Award shall be issued to the Successful Agency(L1), and it shall be appointed as Agency for conducting internal audit for ISO 9001: 2015 (QMS) in IREDA LTD.

13. Bid Format

The Bid shall consist of Technical Part (Part I) and Financial Part (Part II). The Bid shall be submitted online using GEM portal only on or before the due date.

a. The Technical Part (Part I) of the bid should contain the following:
   i. Covering Letter as per **Schedule-1**.
   ii. Details of the accreditation and assignments taken as mentioned in Clause 6 (H) of the Bid and Document as per format provided in **Schedule-2.**
   iii. Details of the professional team and One Point of Contact to be deployed for the Assignment along with their CVs as per format provided in **Schedule-2.**
   iv. Authorization Letter in favor of the authorized signatory as per format provided at **Schedule-3**.
   v. Agency would be required to submit all forms and documents supporting technical eligibility duly signed/authenticated by authorized signatory on agency letterhead as per relevant Schedules.

b. The Financial part (Part II) of the bid should contain the following:

   i. Professional Fee for the Assignment to be quoted in GEM Portal by the agency: The Total Professional Fee quoted shall be exclusive of GST, travelling, lodging & boarding expenses, TA/DA, out of pocket expenses viz. photostat, typing, printing and other charges for activities in scope of work and all other expenses related with the visits of the Agency's personnel in connection with the performance of the contractual obligations by the Agency etc.

   ii. All Agencies have to submit all-inclusive Total Professional Fee along with break-up as per format provided in **Schedule-4** as financial part on GEM portal.

   iii. The Agency shall quote prices taking into consideration the complete scope of work, any item left out and not specifically mentioned but are required for completion of the work shall be carried out by the Agency without any additional cost to IREDA LTD.

   iv. Quoted prices shall also be inclusive of all costs towards carrying out any ancillary services/ works by Agency's personnel, incidental expenses etc. required for successful Assignment completion.

   v. All costs and charges, related to the bid, shall be expressed in Indian Rupees only.

   vi. Tax at source will be deducted by IREDA Limited as per the applicable law and regulation and TDS certificate shall be issued to the Successful Agency by IREDA LTD.

   vii. No deviations from these terms and conditions will be accepted.

   viii. Financial part (Part II) of the bid shall be opened only for those agencies, whose Technical

part (Part I) of the bid has been found responsive, in line with terms of Bid Document.

ix. In the event of the specified date for the bid opening being declared a holiday for IREDA LIMITED and /or for other administrative reasons, the bids shall be opened at the communicated date, time and location on another date/ time as decided by IREDA LTD.

14. Cost of Bidding

The Agency shall bear all costs associated with the preparation and submission of its bids, and participation in bidding process including cost of registration with GEM Portal. IREDA LIMITED will in no case be responsible or liable for these costs, regardless of the conduct or the outcome of the bidding process.

15. Bid Document

The Bid Document shall mean this Document along with all schedules and annexures and shall include any modifications, amendments or alterations or clarifications thereto.

16. Amendment to the Bid Document

IREDA LIMITED may at its sole discretion amend the Bid Document at any time prior to the deadline for submission of bids. The Bid submission date may be extended at the discretion of IREDA LTD. Amendments, if any, made in these regards etc. will be provided in the form of clarification/addendum to the Bid Document/ revised Bid Document and shall be uploaded on GEM portal.

17. Currency of Bid

The price quoted should be in Indian Rupees and all payments shall be made in Indian Rupees.

18. Tender Clarifications prior to bid submission

a. The Agency is required to carefully examine the specifications and documents and fully inform himself as to all the conditions and matters which may in any way affect the work or the cost thereof.
b. Clarifications/ doubts, if any, on RFP document may be emailed. **A Pre-Bid Meeting may be held on VC in case any doubt or query is received via mail from the interested bidders.** IREDA will make efforts to respond to the same in the Pre-Bid Meeting. If necessary, amendments, clarifications and elaborations shall be issued by IREDA which will be notified on the GeM portal. No separate reply/ intimation will be given for the above, elsewhere. In the event of the issuance of any revision or amendment of the RFP documents, the Applicant shall be provided a period of 7 days there from, for submission of proposal.
c. Verbal clarifications and information given by IREDA LIMITED or his employee(s) or his representatives(s) shall not in any way be binding on IREDA LTD.

19. Signature of Bids (As per GEM requirement)

a. The agency shall provide all the information sought under this Document. IREDA LIMITED will evaluate only those bids that are received in the required formats and complete in all respects. Incomplete and/or conditional bids shall be liable to rejection.
b. The agency shall submit their bids online on e-tendering portal i.e. GEM, signed by the Authorized signatory of the agency.
c. For the documents uploaded online, the bid shall be typed or written in indelible ink. It shall be signed by the Authorized signatory of the agency who shall also initial each page of the documents (including each Appendix and Annex). In case of printed and published documents, only the cover shall be initialed. All the alterations, omissions, additions or any other amendments made to the bid shall be initialed by the person(s) signing the bid. The bid shall contain page numbers.
d. Offers not matching the above requirements of signing may be disqualified.

20. Submission/Opening of Bid

The Bid shall consist of Technical Part (Part I) and Financial Part (Part II). The Bid shall be submitted online using GEM portal only on or before the due date.

21. General Instructions

a. The Agency is deemed to have examined all instructions, annexures, forms, terms and specifications in the Bid Document. Failure to furnish all and/or any information required and/or ambiguous/ false/ incorrect information and/or submission of bid not substantially responsive to the Bid Document in every respect shall be at the Agency's risk and may result in rejection of its bid.
b. Agencies are advised to submit bids strictly based on the terms & conditions and specifications contained in the Bid Document and not to stipulate any deviations.
c. Each Agency shall submit only one bid, failure to comply will result in summarily rejection of all the bids of the Agency.
d. The Bid Document is meant for exclusive purpose of submitting the offer by the Agency against the specification and shall not be transferred, reproduced or otherwise used for purposes other than for which it is specifically issued.
e. IREDA LIMITED does not bind itself to accept the lowest or any offer or to give reasons for its decision. IREDA LIMITED reserves the right to reject any or all bids/offers without assigning any reason.
f. Agencies are advised to study Bid Document carefully. Submission of bids shall be deemed to have been done after careful study and examination of this document with full understanding of its implications.
g. The Bid Document must be read in its entirety.

22. Discrepancies and Adjustment of Errors

a. If on checking, any difference is found between the Total Professional Fee quoted by agency in words vis-à-vis Total Professional Fee in figures, the description in words shall prevail.
b. A bid determined as not substantially responsive will be rejected by the IREDA LIMITED and may not subsequently be made responsive by the Agency correction of the non-conformity.
c. IREDA LIMITED may waive any minor informality or non-conformity or irregularity in a bid which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any Agency.
d. In the event of any dispute/ difference arising out of or in connection with the interpretation of the provisions as contained in the bid document, interpretation of IREDA shall be final and binding.

23. Annulment of Bid process and Re-tendering

IREDA LIMITED reserves the right to annul the bid process at any time prior to award of Assignment including rejection of any or all bids after the same have been received, without assigning any reason and without thereby incurring any liability to the affected Agency or Agencies or any obligation to inform the affected Agency or Agencies on the ground of IREDA LTD's action.

In case of Price bids, if lowest Agency is not willing to accept the order and willingly does not want to perform as per the scope of work & terms and conditions (i.e. backing out), IREDA LIMITED reserves the right to debar such agencies from future assignments.

24. Corrupt or Fraudulent Practices

a. The Agency shall observe the highest standard of ethics during the procurement and execution of the Assignment.
b. IREDA LIMITED will reject a proposal for award if it determines that the Agency recommended for award is engaged in corrupt or fraudulent practices in competing for the work in question.
c. IREDA LIMITED will declare an agency ineligible, either indefinitely or for a stated period of time, to be awarded a work if it at any time determines that the agency was engaged in corrupt or fraudulent practices in competing for this bid, or in executing the work.

25. Deadline for submission of Bids

Bids must be received by IREDA LTD, via. GEM portal, not later than the time and date specified in GEM / Bid Document. IREDA LTD may at its discretion extend this deadline for submission of bids, in such case all rights and obligations of IREDA LIMITED and agencies previously subject to the deadline will thereafter be subject to the deadline as extended.

26. Late and Delayed Bids

Any bid received after the deadline for submission of bids as prescribed by IREDA LTD will be rejected. The decision of IREDA LIMITED whether to accept or not accept any bid without assigning reason shall be final and no disputes and/or complaints/ arbitrations/ legal representations etc. in this regard shall be entertained regarding exercise of such discretion of IREDA LTD.

27. Validity of Bid

The agency shall keep their bids/ proposals valid up to 120 (One Hundred Twenty) days from the last date of submission of bid. The agency may be required to further extend the validity of bid as per the requirement of IREDA LTD.

28. Details of Personnel

The committed team for the Assignment shall be maintained till completion of assignment. Any change in the team, if required, shall not be made without prior approval of IREDA LIMITED and appropriate replacement (equivalent or higher qualification/experience) shall be offered by the Agency to the satisfaction of IREDA LTD.

29. Other Terms & Conditions

a. The financial bid by the agencies shall be in Indian Rupees with no escalation at any stage during or after the completion of the Assignment for any reason whatsoever, unless as specified in the Bid Document.

b. The Successful Agency shall make available the services of the identified personnel as may be required for successful execution of the Assignment and or as may be required by IREDA LIMITED on specified dates, venues and time in order to meet the obligations of IREDA LTD.

c. All the reports/documents/certificate will be the responsibility of Successful Agency. The Agency shall make themselves available for discussions/meeting with IREDA LIMITED at New Delhi, as may be required.

d. All claims shall be raised by the Successful Agency as per the terms of payment after being due, and would be accepted for payment based on satisfactory progress and quality of the work at the sole discretion of IREDA LTD.

e. In case there is a delay by the Successful Agency, in accomplishing the deliverables which, in the opinion of IREDA LIMITED is attributable to the Successful Agency, IREDA LIMITED reserves the right to get such specific work(s) done through any other Agency (ies) at the risk and cost of the Successful Agency for timely completion of the deliverables.

f. IREDA LTD, with the approval of competent authority, can cancel the Assignment at any stage of the work, in case it is found that the performance of the Agency is not satisfactory or any information given at the time of submission of the bid is found to be incorrect.

g. Given the nature of the work being entrusted, the Successful Agency would have to give an undertaking to the effect that the contents/ essence of any reference/ documents given would not be disclosed to any third person without the express approval of IREDA LTD, failing which the engagement of the Agency would be terminated.

h. If due to any reason or decision of the IREDA LTD, the Assignment is dropped and the Agency for the Assignment is directed to discontinue work, the "Drop Dead Fee" would be limited to the payments received by the Agency for the Assignment and the payments due for reports already accepted by IREDA LTD, as per the payment terms relating to the Assignment, till the point of calling off the Assignment or as mutually agreed.

i. Conflict of Interest at the time of Bid: Agencies/Organizations would not be hired for any work whose interests are in conflict with their current obligations, with respect to the particular Assignment for which the price bid is being submitted, or that may place them in a position of being unable to carry out the work assigned to them at any point of time during the currency of engagement by IREDA LIMITED or above all enable them to pose a threat to IREDA LTD's business in future. Otherwise, the bid from that agency shall not be accepted. Without limitation on the generality of the foregoing, Agencies/organizations would not be hired, under the circumstances set forth below:

   Agencies/Organizations that have business or family relationship with member(s) of IREDA LTD's employees or persons positioned in or on the Board of this organization by whatever process would not be engaged. A declaration to this effect would be given by agencies/organizations while submission of price bids, and if found incorrect, agencies/organizations would be debarred from any further engagement by IREDA LIMITED ever.

j. Successful Agency shall keep IREDA LTD, both during and after the term of the Assignment, fully and effectively indemnified against all losses, damage, injuries, deaths, expenses, actions, proceedings, demands, costs and claims, including, but not limited to, legal fees and expenses, suffered by IREDA LIMITED or any Third Party, where such loss, damage, injury or death is the result of a wrongful action, negligence or breach of Assignment by Successful Agency, or the Agency's personnel, including the use or violation of any copyright work or literary property or patented invention, article or appliance.

k. Bids received after the specified due time and date shall not be considered.

l. No offer should be sent by email/Fax.

m. IREDA LIMITED reserves the right to accept or reject any or all bids or annul the bid process or modify/ change the content of the Bid Document without assigning any reason.

n. IREDA LIMITED shall not entertain any claim of any nature whatsoever, including without limitations, any claim of expenses in relation to the preparation, submission or any other activity relating to bidding or any other expense till award of Assignment.

Agencies shall need to comply with the terms & conditions and other requirements of GEM portal as applicable.

SCHEDULES

Schedule- 1

COVERING LETTER

(ON THE LETTER HEAD OF THE AGENCY)

Agency's Proposal Ref. No. and Date
Person to be contacted
Designation
Telephone No.
FAX

To:
General Manager (R&M)
NBCC Office Complex, Office Block No. II,
Plate B, 7th Floor, East Kidwai Nagar, New Delhi – 110023

Dear Sir,

Sub: Proposal for Appointment of Agency for ISO Certification compliance under ISO 9001:2015 in IREDA LIMITED and its Offices

1.0 In reference to your GEM Id _____ dtd. _____, we, _____ (Name of Agency), hereby express interest to be appointed as ISO Certification Agency (**Agency**) for ISO.....in IREDA LIMITED and its Offices**.**

2.0 We have read and understood the instructions, the terms & conditions mentioned in the Bid Document furnished by you and have thoroughly examined the specifications/ scope of work laid down by you and are fully aware of nature of services required for the assignment.

3.0 We herewith enclose Bid for selection of our agency for appointment as ISO Certification Agency.

4.0 We are submitting our online Bid consisting of all documents as below:

S. No.	Document(s)/ Details	Document (s)/Details Submitted (Yes/No)
1		
2		
3		

(Note: All the above formats including supporting documents shall be scanned and uploaded as a part of Bid)

5.0 **_____ [Name and contact information]** shall be the One Point of Contact (PoC) for the Assignment.

6.0 We declare that the quoted all-inclusive Total Professional Fee on GEM portal shall be firm and shall remain valid for the entire period of the Assignment. We further declare that the quoted Total Professional Fee shall exclude all applicable taxes payable to us under the Assignment.

7.0 We confirm that the prices and other terms and conditions of this proposal are valid for a period of 120 days from the date of submission of bid.

8.0 We declare that the services will be rendered strictly in accordance with the specifications.

9.0 We hereby declare that only the company, persons or agencies interested in this proposal as principal or principals are named herein and that no other company, person or agency other than one mentioned herein have any interest in this proposal or in the Assignment to be entered into.

10.0 We give our unconditional acceptance/compliance to the terms and conditions of Bid Document issued by IREDA LTD. The Bid is unconditional.

11.0 Further, we confirm that we agree and seek no deviations from the 'Scope of Work', 'Payment Terms' and all other terms and conditions as contained in the 'Bid Document'.

12.0 We understand that IREDA LIMITED will award the assignment to the Successful Agency whose offer is substantially responsive and be the lowest evaluated offer at the time of bidding, as per terms of Bid Document.

13.0 We confirm and certify that all the information / details provided in our bid are true and correct.

14.0 We undertake that by taking this Assignment we do not have any Conflict of Interest with our current obligations, for which the price bid is being submitted, or that may place us in a position of being unable to carry out the work assigned to us at any point of time during the currency of engagement by IREDA LTD or above all pose a threat to IREDA LTD's business in future.

We undertake that we do not have business or family relationship with member(s) of IREDA LTD's employees or persons positioned in or on the Board of this organization by whatever process.

15.0 We certify that all the information provided in our bid, is true. We understand that any willful misstatement in the bid may lead to disqualification or cancellation of award if made or termination of Assignment. We also understand that in such a case we may be debarred for future assignments with IREDA LTD.

16.0 Further, we undertake that in the event of our appointment as the Agency, given the nature of the work being entrusted, the contents/ essence of any reference/ documents given would not be disclosed to any third person without the express approval of IREDA LTD, failing which the engagement of Agency would be terminated.

17.0 We hereby declare that our bid is made in good faith, without collusion or fraud and the information contained in the bid is true and correct to the best of our knowledge and belief.

18.0 We understand that IREDA LIMITED is not bound to accept any bid that is received by IREDA LTD.

Signature of Authorized Person
Name, Designation & Company seal

Date:
Place:

Schedule- 2

(ON THE LETTER HEAD OF THE AGENCY)

ACCREDATION, WORK EXPERIENCE and TEAM COMPOSITION

1. Name of the Agency/ Organization:

A. Accreditation

We are authorized by ……..
The relevant valid accreditation certificates are enclosed.

B. Experience

Agency has successfully completed at least three ISO certification assignments under the ISO 9001:2015 (Quality Management System) with NBFCs/Banks/PSUs/Financial Institutions, preferably including infrastructure or energy sector entities.

S. No.	Name of Client	Brief description/ Scope of assignment	ISO Certifications Involved	Work Order No.& date	Details of Documentary evidence attached
1					
2					
3					
4					

Agency has successfully completed at least three ISO trainings under the ISO 9001:2015. (Quality Management System) with NBFCs/Banks/PSUs/Financial Institutions, preferably including infrastructure or energy sector entities.

S. No.	Name of Client	Brief description of Training	ISO Certifications Involved	Work Order No.& date	Details of Documentary evidence attached
1					
2					

1. It is hereby certified that the above-mentioned details are true and correct.
2. It is hereby certified that our company has actually undertaken/carried out the above-mentioned work/assignments.

C. Composition of team to be deployed for the current Assignment

The agency should have followed professional strength (permanently employed with the Agency for last 3 years):

1. One Team lead and minimum two qualified auditors, each with a minimum of 3 years of experience in conducting internal audit for ISO 9001: 2015(QMS).

2. Minimum two trainers who have conducted at least two ISO 9001:2015. (Quality Management System) training for PSUs/NBFC/ large corporates.

No	Name	Experience (Years)	CV Attached (Yes/ No)
	Team Lead		
1			
	Audit Team		
1			
2			
…..			
	Training Team		
1			
2			
…..			

It is hereby certified that the above-mentioned details are true and correct.

Date:
Place:

Signature of Authorized Person
Name, Designation & Company seal

Schedule- 3

AUTHORISATION LETTER

(ON LETTER HEAD OF THE AGENCY)

I _____ certify that I am _____ of the Agency/Organization, organized under the laws of _____ and that _____ who signed the above Proposal is authorized to bind the Agency/Organization by authority of its governing body.

Signature:

Full Name:

Address:

(Company Seal)

Authorized person:
Signature:

Full Name:
Designation:

Schedule -4

(ON LETTER HEAD OF THE AGENCY)

DETAILS OF LUMP SUM PRICE/ TOTAL PROFESSIONAL FEE

(TO BE SUBMITTED DURING FINANCIAL PART (PART II) OF THE BID)

Dear Sir,

Sub: Price breakup for the Assignment of agency for Internal Audit & Training for Certification compliance ISO 9001:2015 in IREDA LIMITED and its Offices.

In reference to your GEM Id _____ dtd. _____, we, _____ (Name of Agency), shall charge following amount for each activity as ISO Certification Agency (**Agency**) for ISO.....in IREDA LIMITED and its Offices**.**

S. no.	Description of Item	Amount excluding GST (Rs.)
1	Annual Internal Audit Fee for FY 2026-27	
2	Annual Internal Audit Fee for FY 2027-28	
3	Annual Internal Audit Fee for FY 2028-29	
4	One Day Awareness Training/workshop (01 No)	
	Total Professional Fee in Figure	
	Total Professional Fee in Word	

Note: GST will be paid at actuals.

Date: Signature of Authorized Person

Place: Name, Designation & Company seal

Note:

1. *The agency shall quote* Total Professional Fee *(Excluding all taxes & duties) on GEM portal and also upload the breakup in Schedule 4.*
2. *In case of discrepancy between the* Total Professional Fee *and the break up in Schedule 4 uploaded,* Total Professional Fee *on GEM portal will prevail. The agency has to revise the Schedule 4 and match* Total Professional Fee *quoted on the GEM portal.*
3. *Kindly ensure that this document is uploaded at the Financial Part (Part II) of the bid.*
4. *Uploading and/or mentioning of the quoted price at any other place than the Financial Part (Part II) of the bid may lead to disqualification.*