



TARIFF AUTHORITY FOR MAJOR PORTS

**Statutory body Under Ministry of Shipping
Government of India.**

Invites / Tenders

For providing Consultancy Services to the

TARIFF AUTHORITY FOR MAJOR PORTS (TAMP) for

- 1. Internal Audit Awareness to TAMP employees and to provide in-house training on conducting Internal Audit both for ISO 9001:2008 and ISO 27001:2013.**
- 2. Conduct Internal Audit of all the departments for both ISO 9001:2008 and ISO 27001:2013.**
- 3. Conduct Vulnerability Assessment/ Penetration Testing (VA/PT), its implementation and re-scanning in TAMP for compliance of ISO 27001:2013.**
- 4. Fully assist in the Surveillance Audits conducted by External Auditors in connection with ISO 9001:2008 and ISO 27001:2013 Certifications.**

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Tariff Authority for Major Ports, a statutory body under Ministry of Shipping, Government of India, invites limited tenders from Consultancy Organisations in and around Mumbai from the enclosed list of consulting organisations hosted in the website www.performance.gov.in of the Cabinet Secretariat, Performance Management for providing consultancy services to the Tariff Authority for Major Ports (TAMP). This document provides the scope, pre-qualification criteria, bidding terms and conditions and suggested response formats.

GENERAL TERMS

1. TENDER ISSUING AUTHORITY

This tender is issued by the **Tariff Authority for Major Ports, a statutory body under the Ministry of Shipping**, to engage a potential Consultancy Organisation. TAMP's decision with regard to the selection and engagement of the Consultancy Organisation through this Tender shall be final and the TAMP reserves the right to reject any or all the tenders without assigning any reason.

I	Scope of the Project in brief.	<ol style="list-style-type: none">1. Provide Internal Audit Awareness to TAMP employees and to provide in-house training on conducting Internal Audit to Core Members and selected employees both for ISO 9001:2008 and ISO 27001:2013 as per tentative schedule given in 6.1.1 & 6.1.2 of the Tender Document.2. Conduct Internal Audit of all the departments for both ISO 9001:2008 and ISO 27001:2013 as per tentative schedule given in 6.1.1 & 6.1.2 of the Tender Document.3. Conduct Vulnerability Assessment/ Penetration Testing (VA/PT), its implementation and re-scanning in TAMP for compliance of ISO 27001:2013 and related tasks as per schedule given in clause 6.1.3 of the Tender Document.4. Fully assist in the Surveillance Audits conducted by External Auditors for both ISO 9001:2008 and ISO 27001:2013 and to fully assist in any other work in connection with ISO 9001:2008 and ISO 27001:2013 Certifications.
II	Period of Project :	1 year from the date of Award of the Contract. Contract may be extended depending on the service levels of the consultant for another one year on the same terms and conditions on successful completion of the initial period.
III	Project Initiator Details:	
(a)	Organization	Tariff Authority for Major Ports (TAMP)

(b)	Contact Person	Shri D. S. Bhople Administrative Officer Tel: 022-2379 2013
(c)	Contact Person (Alternate)	Shri Rajesh S. Chandragade Assistant Director -IT Tel: 022-2379 2009
(d)	Contact Details	Tariff Authority for Major Ports 4 th Floor, Bhandar Bhavan, Muzawar Pakhadi Road, Mazgaon, Mumbai - 400 010. Tel: 022-2379 2013 Email: tariff@tariffauthority.gov.in
(e)	Website	www.tariffauthority.gov.in

Note: The bidders are expected to examine all instructions, forms, terms, project requirements and other details in the Tender document. Failure to furnish complete information as mentioned in the Tender documents or submission of a proposal not substantially responsive to the Tender documents in every respect will be at the bidder's risk and may result in rejection of the proposal.

2. TENTATIVE CALENDAR OF EVENTS

The following table enlists important milestones and timelines for completion of bidding activities:

Sr. No.	Milestone	Date and time (dd-mm-yyyy; hh:mm)
1.	Release of Tender	27-08-2015; 15.00 Hours.
2.	Pre- bid Meeting	02-09-2015; 15.00 Hours.
3.	Last date for submission of Tender	14-09-2015; 15.00 Hours.
4.	Opening of Tender	14-09-2015; 15.30 Hours

3. DEADLINE FOR SUBMISSION OF PROPOSALS

Proposal, in its complete form in all respects as specified in the tender document, must be submitted to Tariff Authority for Major Ports with the deadline specified at Sl. No.3 above at the address specified in Sr.No.1. (III) (d) at schedule 1 above. Tariff Authority for Major Ports, in exceptional circumstances and at its discretion, may extend the deadline for submission of proposal by issuing an addendum to be made available on the website of the Tariff Authority for Major Ports, in which case all rights and obligations of Tariff Authority for Major Ports and the bidders previously subject to the original deadline will thereafter be subject to the deadline as extended.

4. NOTIFICATION OF AWARD

- 4.1. Successful Tenderer will be intimated about Award of Contract. After notification of the award the successful Tenderer shall sign with date, the Agreement Form as provided in **Annex-2** of the Tender Document incorporating all terms & conditions and submit the same within fifteen days from the date of Notification of award along with Annexures.

5. GENERAL BACKGROUND OF TAMP

- 5.1. The Tariff Authority for Major Ports (TAMP) was constituted in April 1997 to provide for an independent Authority to regulate all tariffs, both vessel related and cargo related, and rates for lease of properties in respect of Major Port Trusts and the private operators located therein. The Major Ports Trust Act, 1963 was amended by Port Laws (Amendment) Act 1997 to constitute the TAMP.
- 5.2. TAMP has jurisdiction only over Major Port Trusts and private terminals therein. It is responsible for prescribing the rates for services provided and facilities extended by them and also rates for lease of port trust properties. TAMP is empowered not only to notify the rates but also the conditionalities governing application of the rates.
- 5.3. The endeavour of the TAMP is to emphasise user-orientation in its approach to work and thereby motivate all concerned to give it the benefit of their thinking. In conformity with its commitment to let the participative process preponderate in its working, special care is taken to give adequate opportunities for users to represent their interests. Accordingly, interactive sessions are organized at the port level with users directly. Besides, joint-hearings are held at the port level in the interest of natural justice before the Authority decides individual tariff cases.
- 5.4. Every notification, declaration, order and regulation of Authority made under the Major Port Trusts Act is published in the Gazette of India and TAMP website - www.tariffauthority.gov.in.
- 5.5. Tariff Authority For Major Ports, (TAMP) is a statutory body under Ministry of Shipping (MOS). Presently, TAMP has sanctioned strength of 36 employees approx in Total and four Sections - Tariff, Administration, Finance & IT. On the advice of the Ministry of Shipping, Tariff Authority for Major Ports has obtained ISO 9001:2008 & ISO 27001:2013 Certification. The ISO 9001:2008 Certificate is valid upto March 2017 and ISO 27001:2013 Certificate for ISMS is valid upto January, 2018. In this connection, TAMP has floated this limited tender to engage Consultancy Services for compliance of ISO 9001:2008 and ISO 27001:2013 Standards.

6. SCOPE OF WORK:

6.1. The following is the Scope of Work is to be provided by consultancy services:

6.1.1 Work related to ISO 9001:2008 Certification: -

- (a) Propose suitable training schedules and develop customized training course material in soft copy (as well as hard copy) and conduct in-house training for TAMP employees on ISO 9001:2008 in the areas of:
 - (i) ISO Awareness to all employees as per the tentative schedule given below after item (ii).
 - (ii) In-house training along with Certificates to Core Team Members on ISO 9001:2008 and selected TAMP officials to conduct Internal Audit.

Tentative Schedule of Training schedule on ISO 9001:2008

Sr.No.	Tentative Schedule of Training on IA Awareness to all employees and training to conduct Internal Audit to Core Team Members and selected TAMP officials.
1 st	November - 2015
2 nd	January - 2016
3 rd	June - 2016

- (b). Review the scope, manual, policies, procedures, records and the existing documentation of all the departments and make necessary modification in the documents to comply with ISO 9001:2008 standards two months before the conduct of surveillance audit by the ISO Certification agency.
- (c). Conduct Internal Audit & Management Representative (MR) Audit to ensure compliances of ISO 9001:2008 standards as per the tentative calendar given below: - .

Sr. No.	Tentative Calendar for Internal Audit of ISO 9001:2008
1 st	November - 2015
2 nd	January - 2016
3 rd	July - 2016

- (d) Compliance reports to be submitted to the management soon after completion of services like Internal Audit, Corrective Action Plan, Closure of Non Conformity (NC's)/ Observation/ Areas for Improvement and Prepare Agenda items for Management Review Meetings in detail.
- (e). Study and evaluate the existing procedure followed in the TAMP in relation with ISO 9001:2008 and to provide necessary advise to improve procedures in the existing system for compliance of ISO

9001:2008 Standards and to support effective implementation/renewal of ISO 9001:2008 in TAMP.

- (f). Provide proper guidance in the preparation and review of final documents well in advance before the surveillance audit of ISO 9001:2008 certifications.
- (g) Ensure availability of One Consultant during the Surveillance Audit of ISO 9001:2008. Ensure closure of all the Non Conformities (NC), Minor NC's (MNC), Observations (OBS) and Opportunity for Improvements (OFI) raised during the Surveillance audits within the prescribed time limit to get the continuation of the ISO 9001:2008 Certification.
- (h) Any other task as entrusted by TAMP to ensure the compliance and continuation of ISO 9001:2008 certification of TAMP.

6.1.2 Work related to ISO 27001:2013 Certification: -

- (a) Propose suitable training schedules and develop customized training course material in soft copy (as well as hard copy) and conduct in-house training for TAMP employees on **ISO 27001:2013** in the areas of :
 - (i) ISO Awareness to all employees as per the tentative schedule given below after item (ii)
 - (ii) In-house training to Core Team Members on ISO 9001:2008 and selected TAMP officials to conduct Internal Audit.

Tentative Schedule of Training schedule on ISO 27001:2013

Sr.No.	Tentative Schedule of Training on IA Awareness to all employees on training to conduct Internal Audit to Core Team Members
1 st	October - 2015
2 nd	April - 2016
3 rd	August - 2016

- (b). Review the scope, manual, policies, procedures, records, SOA and the existing documentation of all the departments and make necessary modification in the documents to comply with **ISO 27001:2013** standard's two months before the conduct of surveillance audit by the ISO Certification agency.
- (c). Conduct Internal Audit & Management Representative (MR) Audit to ensure compliances of **ISO 27001:2013** standards thrice in a year as per the tentative calendar given below: - .

Sr. No.	Tentative Calendar for Internal Audit of ISO 27001:2013
1 st	October - 2015
2 nd	April - 2016
3 rd	August - 2016

- (d) Compliance reports to be submitted to the management soon after completion of services like Internal Audit, Corrective Action Plan, Closure of Non Conformity (NC's)/ Observation/ Areas for Improvement and Prepare Agenda items for Management Review Meetings in detail.
- (e). Study and evaluate the existing procedure followed in the TAMP in relation with ISO 27001:2013 and to provide necessary advise to improve the procedures in the existing system for compliance of **ISO 27001:2013** Standards and to support effective implementation/renewal of **ISO 27001:2013** in TAMP.
- (f). Provide proper guidance in the preparation and review of final documents well in advance before the surveillance audit of **ISO 27001:2013** certifications.
- (g) Review the Statement of Applicability (SOA) of ISO and suggest suitable modification and its compliance in the SOA
- (h) Conduct Risk Assessment of each departments and assist to determine the acceptable and residual level of Risk for each departments for compliance of the **ISO 27001:2013** Certification.
- (i) Ensure availability of One Consultant during the Surveillance Audit of **ISO 27001:2013**. Ensure closure of all the Non Conformities (NC), Minor NC's (MNC), Observations (OBS) and Opportunity For Improvements (OFI) raised during the Surveillance audits within the prescribed time limit to get the continuation of the **ISO 27001:2013** Certification.
- (j) Any other task as entrusted by TAMP to ensure the compliance and continuation of **ISO 27001:2013** certification of TAMP.

6.1.3 Work related to Conducting Vulnerability Assessment/Penetration Testing (VA/PT) : -

- (a). To conduct Vulnerability Assessment / Penetration Testing (VA/PT) test twice in November 2015 and August 2016.
- (b) To identify the gaps observed in VA/PT test and suggest necessary improvements to close the non-conformity, if any, observed during the test.
- (c) To conduct rescanning and furnish the compliance report on VA/PT to comply with ISO 27001:2013 requirements.
- (d) Train the selected officers on conducting VA/PT test in TAMP.

- (e) To assist in connection with surveillance audit of ISO 27001:2013 including VA/PT test to be conducted around December 2015 or in January 2016.
- 6.2. The scope of work for ISO 9001:2008 and ISO 27001:2013 of Tariff Authority for Major Ports will be applicable to all the sections viz. Administrative Section, Tariff Section, Accounts Section and IT Section consisting of a maximum of 36 staff members.
- 6.3 **TIME FRAME:**
The Scope of work for the ISO 9001:2008 and ISO 27001:2013 in this bid is for the period of one year **12 months from the date of award of the contract which may be extended for a period of one year depending upon the service delivered by the Consultant on same terms and conditions on satisfactory completion of initial period.**

BIDDING TERMS AND PRE-QUALIFICATION CRITERIA

7. CONDITIONS UNDER WHICH THIS TENDER DOCUMENT IS ISSUED

- 7.1. This tender document is not an offer and is issued with no commitment. Tariff Authority for Major Ports reserves the right to withdraw the tender and change or vary any part thereof at any stage. Tariff Authority for Major Ports also reserves the right to disqualify any bidder.
- 7.2. Tariff Authority for Major Ports reserves the right to withdraw this tender if Tariff Authority for Major Ports determines that such action is in the best interest of the Government of India/ TAMP.
- 7.3. Timing and sequence of events mentioned in this tender is tentative and final schedule of events shall ultimately be determined by Tariff Authority for Major Ports.
- 7.4. No oral conversations or agreements with any official, agent, or employee of Tariff Authority for Major Ports shall affect or modify any terms of this tender and any alleged oral agreement or arrangement made by a bidder with any official or employee of Tariff Authority for Major Ports shall be superseded by the definitive agreement that results from this tender process. Oral communications by Tariff Authority for Major Ports to bidders shall not be considered binding on Tariff Authority for Major Ports, nor shall any written materials provided by any person other than Tariff Authority for Major Ports.
- 7.5. Neither the bidder nor any of the bidder's representatives shall have any claims whatsoever against Tariff Authority for Major Ports or any of their respective officials, agents, or employees arising out of, or relating to this tender or these procedures (other than those arising under a definitive service agreement with the bidder in accordance with the terms thereof).

7.6. Bidders who are found to canvass, influence or attempt to influence in any manner the qualification or selection process, including without limitation, by offering bribes or other illegal gratification, shall be disqualified from the process at any stage.

7.7. Each applicant shall submit only one proposal.

7.8. ADDITIONS AND ALTERATIONS

The Management Representative will have the power and authority from time to time and at all times, to issue such instructions and directions as may appear to him necessary or proper for the guidance of the Consultancy Organisation and for good and efficient executions of the job according to the terms and specifications. The Consultancy Organisation will be bound by the same according to the true intent and meaning thereof as fully and effectively as though the same has been mentioned or referred to in the specifications.

7.9. EXTENSION OF COMPLETION PERIOD

Failure to complete the work covered in the Agreement that has arisen from war, insurrection, restraints imposed by Govt., Act of God or Central Govt./State Govt., accident, strike, riot, lockout or from any cause which the TAMP may admit as reasonable ground for an extension of time for completion of work stipulated in the Agreement, the TAMP will allow such additional time which it considers reasonable provided that the Consultancy Organisation shall report to the TAMP in writing within 15 days of the occurrence of any cause as aforesaid which will or might affect the performance of the Agreement.

7.10. RATES AND AMOUNTS INCLUDE ALL CHARGES

The amount quoted by the Tenderer shall be lump sum and must include all payments on account of taxes other than service tax, payable to the State Government or Government of India or any other authority or Corporate body and all other incidental charges that the Tenderer may have to bear for the execution of the Work as covered in the subject Tender. The lump sum amount quoted shall be firm and final.

7.11. TRANSPORT AND ACCOMMODATION OF CONSULTANCY ORGANISATION STAFF

The Consultancy Organisation shall made own arrangements for accommodation and transport to and from the site of work for his employees. The intention being that the sum quoted in the tender shall be inclusive of all expenses, whatsoever in connection with the completion of the Agreement.

7.12. INDEMNITY

Notwithstanding that all reasonable and proper precautions may have been taken by the Consultancy Organisation at all times during the execution and currency of the Agreement, the Consultancy Organisation shall nevertheless

be wholly responsible for all damages whether to the works themselves or to any other TAMP property or to the lives or persons or property.

7.13. DEPLOYMENT OF MANPOWER

- (i). The Consultancy Organisation shall deploy such sufficient number of trustworthy, skilful and experienced Team leader and Team members.
- (ii). The Consultancy Organisation shall at all times take all reasonable precautions to prevent any unlawful riots or disorderly conduct by or among his employees, officers, or agents and for the preservation of peace at place of work.

7.14. PAYMENT OF SERVICE TAX AND ANY OTHER APPLICABLE TAX FROM TIME TO TIME

Consultancy Organisation shall pay all taxes, levy and duty viz., Service Tax, any other taxes which he may be liable to pay to State Govt. or Govt. of India or any other authority under any law for the time being in force in respect of or in accordance with the execution of work.

7.15. INCOME TAX DEDUCTION

Income tax, if any, as per the relevant provision of the Income Tax Act shall be deducted at source from any payment payable to the Consultancy Organisation.

7.16. NO INTEREST ON ACCOUNT OF DELAYED PAYMENT

TAMP with respect to balance payment will not entertain any claim for interest, which may be in their hands owing to any disputes between TAMP and the Consultancy Agency or with respect to any delay on the part of the TAMP in making payment.

7.17. SETTLEMENT OF DISPUTES

The whole of the work shall be carried out under the direction of the Member (Finance), Tariff Authority for Major Ports whose decision shall be final, conclusive and binding on all parties to the Agreement, on all questions relating to the Tender document and Agreement. In case of disputes, if any, decision of the Authority shall be final and binding.

7.18. ARBITRATION

Disputes if any between TAMP and the Consultancy Organisation during the currency of the Agreement or after the completion of the work or abandonment thereof shall be settled in accordance with Indian Arbitration & Conciliation Act, 1996 or any statutory modification or re-enactment thereof and rules made there under and for the time being in force shall apply to arbitration proceedings under this Agreement. The disputes so raised shall be referred to a panel of two arbitrators, of which one to be appointed by the

TAMP and other by the Consultancy Organisation. The arbitration proceeding shall take place in Mumbai only and the same shall be under jurisdiction of High Court of Bombay.

8. ACKNOWLEDGEMENT OF UNDERSTANDING OF TERMS

By submitting a proposal, each bidder shall be deemed to acknowledge that it has carefully read all sections of this tender document, including all forms, schedules and annexure hereto, and has fully informed itself as to all existing conditions and limitations. A Letter of Acceptance as specified in **Annex-1** should be furnished in this regard.

9. CRITERIA FOR EVALUATION OF PROPOSALS

- 9.1. Interested consulting organisation should submit the proposal containing both technical and financial proposals in two parts.
- 9.2. The evaluation of the tenders will be made first on the basis of Technical proposal furnished and then on the basis of Financial proposal furnished. The Financial proposal of such Consultancy Organisation found valid based on technical parameters will be opened on the date, time and venue to be announced after evaluation of the Technical proposal. It must be kept in view that no decision will be given by the Tender Evaluation Committee or any inference drawn during the meeting of this Committee by the tenderers or their representatives. Any views formed will be their own view and the Tariff Authority for Major Ports will not be responsible and abide by the same. The reasons for selection or rejection of a particular tender will not be disclosed.

10. LANGUAGE OF PROPOSALS

The proposal and all correspondence and documents shall be written in English.

11. ELIGIBILITY CRITERIA

The consultant who will be engaged should have extensive and proven mix of skill and expertise in the field of ISO 9001:2008 and ISO 27001:2013 certification. Previous experience of similar work is essential. The consultant must meet the following minimum criteria:

- (a). It is desirable that Consultant should have executed minimum five (5) ISO 9001:2008 and minimum three (3) ISO 27001:2013 projects in the government/ PSU sector/ large public limited organisations.
- (b). The team leader of Consultant should have a minimum of 7 years of professional experience in ISO 9001:2008 and 2 years of professional experience in ISO 27001:2013 consulting.

- (c). The team members of the Consultant will be qualified lead assessors.
- (d) Consultants should have experience of formulation/implementation/ conducting/compliance of VAPT for minimum two Govt/PSU organisations.

The consulting organisations can also be allowed to bid as a consortium for this project. However in such a situation consultants in individual partner organisations need to have an active role. In such case evidence towards existence and rationale for consortium needs to be furnished.

12. DOCUMENTARY EVIDENCE TO BE SUBMITTED TO SUPPORT ELIGIBILITY

- 12.1. Contract/work orders indicating the details of assignment, client, value of assignment, date and year of award.
- 12.2. Detailed resume of the team leader and team members indicating the details of qualifications and professional experience.
- 12.3. Certificate of lead assessor course undergone by the team leader and team member(s).
- 12.4. Completion certificates of previous projects undertaken (Essential). In case the organisation is not able to submit completion certificates, submission of complete contact details (Telephone No., address, organisation name) of the contact person where the work has been done is mandatory.
- 12.5. All the documents submitted along with the Tender shall be treated by TAMP as private and confidential.

13. PROPOSAL SUBMISSION

- 13.1. Interested consulting organisation should submit the proposal containing both technical and financial proposals in two parts namely.
 - (a). Technical
 - (b). Financial

The technical and financial proposal must be submitted in two separate sealed envelopes indicating clearly on envelopes as “**TECHNICAL PROPOSAL**” and “**FINANCIAL PROPOSAL**”. Financial proposal to indicate a warning “**DO NOT OPEN WITH THE TECHNICAL PROPOSAL**”. The envelopes containing the Technical and Financial Proposals shall be placed into an outer envelope and sealed. This outer envelope shall bear the title of the assignment “***Engagement of Consultant for providing consultancy services to carry out various tasks under ISO 9001:2008 and ISO 27001:2013 Certification for Tariff Authority for Major Ports***”.

13.2. TECHNICAL PROPOSAL CONTENT

Technical Proposal should be prepared considering the Scope of Work, Detailed Approach & Methodology, Activity Schedule & Deliverables, Time period and any other information to highlight the capability of the consulting organisation.

Technical Proposal must include:

- (i) Brief description about the consulting organisation.
- (ii). **Consultancy experience:** In addition to overall experience of the consultant, details of specific consultancy projects/studies undertaken may be provided including Assignment / project name, description of services provided, approximate value of assignment, country & location, duration of assignment, name of client, starting & completion dates. Consultancy experience in obtaining ISO 9001:2008 and ISO 27001:2013 at government departments / PSUs / large public limited organizations to be furnished in **Annex-3** of the Tender document based on which Technically qualified bidders will be selected.
- (iii). Approach
- (iv). Methodology
- (v). Work Plan and Schedule
- (vi). Team size
- (vii). Detailed Resume of the Team leader and team members of the consulting organisation to be deployed for TAMP (with copies of certificates to support qualifications) along with a summary of their profile as per **Annex-4**.

13.3. FINANCIAL PROPOSAL CONTENT

In the Financial proposal, the bidder should quote a lump sum amount for ISO 9001:2008, ISO 27001:2013 and VA/PT inclusive of all expenses and taxes other than service tax (In Indian Rupees) for the entire *Scope of Work* in the format prescribed at **Annex-5**.

14. TERMS OF PAYMENT

14.1. Payment schedule & conditions.

- (a) The terms of payment with respect to amounts quoted separately for ISO 9001:2008 and ISO 27001:2013 shall be as per the schedule given below:

Milestones for payment on completion of deliverables as per Scope of Work.	ISO 9001:2008	ISO 27001:2013
1.(a) On completion of all tasks related to 1st Internal Audit, 1st in-house training along with certification, MR Audit including Preparation of Agenda for Management Review Meetings and related tasks. (b) Preparation of Statement of Applicability, Conduct Risk Assessment - Where ever applicable.	20% (By end of November 2015)	20% (By end of October 2015)
2 (a). On completion of all tasks related to 2nd Internal Audit, 2nd in-house training along with certification, MR Audit including Preparation of Agenda for Management Review Meetings and related tasks. (b). Preparation of Statement of Applicability, Conduct Risk Assessment. 3. To review and prepare final documents well in advance before the applicable surveillance audit of ISO certification, to provide full support and assistance in the process of conducting surveillance audit closure of NC's, MNC's and after getting clearance from the Surveillance Auditor.	45% (By end of March, 2016)	45% (By end of January 2016)
4 On completion of all tasks related to 3rd Internal Audit, 3rd in-house training along with certification, MR Audit including Preparation of Agenda for Management Review Meetings and related tasks.	25% (By end of July 2016)	25% (By end of September 2016)
On completion of the Project	10%	10%
Total	100%	100%

(b) The terms of payment with respect to amount quoted for Vulnerability Assessment/ Penetration Testing. (VA/PT) shall be as per the schedule given below:

Milestones for payment on completion of deliverables as per Scope of Work.	Percentage of payment
Study and Conduct (1st) Vulnerability Assessment / Penetration Testing (VA/PT) test and submission of suitable reports duly identifying the gaps observed in VA/PT test and assisting duly suggesting necessary improvements to close the non-conformity, if any, observed during the test.	25% (By end of October 2015)
Provide In-house training on conducting VA/PT.	10%
Conduct rescanning and furnish compliance report of VA/PT to comply with ISO 27001:2013 requirements and to assist in connection with surveillance audit of ISO 27001:2013	25% (By end of 15 December 2015)
Conducting Vulnerability Assessment / Penetration Testing (VA/PT) test and submission of suitable reports and rescanning, if required, and furnish the compliance report of VA/PT to comply with ISO 27001:2013 requirements.	30% (By end of August 2016)
On completion of the Project	10%
Total	100%

14.2. Payment as mentioned above shall be made on submission of proper Invoice by Consultant Agency on completion of milestones for payment and certification on satisfactory completion of each stage by the concerned TAMP officials.

15. THE EVALUATION OF PROPOSAL

The technical proposal will be evaluated as per the following criteria:

S. No	Description	Break up of marks
1	Past Experience in work of similar nature (Govt./PSU)	
1.1	Past experience of similar nature in terms of no of assignments (facilitation in ISO 9001:2008 Implementation projects) <ul style="list-style-type: none"> Number of assignments : Less than 5 (20 Marks) Number of assignments: 10 (30 Marks) Number of assignments: between 10 and 20 (40 Marks) Number of assignments: 20 & above (50 Marks) <p><i>Marks will be awarded based on work order of assignments of similar nature, enclosed along with the Technical proposal</i></p>	50 Marks
1.2	Past experience of similar nature in terms of no of assignments (facilitation in ISO 27001:2013 Implementation projects) <ul style="list-style-type: none"> Number of assignments : Less than 3 (20 Marks) Number of assignments: 10 (30 Marks) Number of assignments: between 10 and 20 (40 Marks) Number of assignments: 20 & above (50 Marks) <p><i>Marks will be awarded based on work order of assignments of similar nature, enclosed along with the Technical proposal</i></p>	50 Marks
2	Skills & competencies	60 Marks
2.1.1	Professional Experience (team leader) – ISO 9001:2008 <ul style="list-style-type: none"> Between 7 and 10 yrs (5 Marks) Above 10 years (10 Marks) 	
2.1.2	Professional Experience (team leader) - ISO 27001:2013 <ul style="list-style-type: none"> Between 2 and 3 yrs (5 Marks) Above 3 years (10 Marks) 	
2.1.3	Professional Experience (team leader) – VA/PT <ul style="list-style-type: none"> Between 2 and 3 yrs (5 Marks) Above 3 years (10 Marks) 	
2.2.1	Team leader qualification – ISO 9001:2008 <ul style="list-style-type: none"> Graduation and qualified lead assessor (5 Marks) Post-graduation/Engineering qualification and qualified lead assessor (10 Marks) 	
2.2.2	Team leader qualification – ISO 27001:2013 <ul style="list-style-type: none"> Graduation and qualified lead assessor (5 Marks) Post-graduation/Engineering qualification and qualified lead assessor (10 Marks) 	
2.2.3	Team leader required qualification – VA/PT <ul style="list-style-type: none"> Graduation and qualified lead assessor (5 Marks) Post-graduation/Engineering qualification and qualified lead assessor (10 Marks) 	
3	Team Size	40 Marks
3.1.1	Team size including team leader - ISO 9001:2008 <ul style="list-style-type: none"> Up to 4 (5 Marks) More than 4 (10 Marks) 	
3.1.2	Team size including team leader – ISO 27001:2013	

	Up to 4 (5 Marks) More than 4 (10 Marks)	
3.1.2	Team size including team leader – VA/PT Up to 4 (10 Marks) More than 4 (20 Marks)	
	Total	200 Marks

- Evaluations will be based on documentary evidence submitted by the applicant with respect to evaluation / selection criteria.
 - The technically qualified consultants will be ranked based upon their marks.
 - The financial proposals of consultants getting above 50% marks ONLY will be opened and the final selection will be made based upon the overall lowest cost quoted.
16. The Consultant have to ensure the availability of the suitable team members at the written request from the TAMP authorities.

17. LAST DATE FOR SUBMISSION OF PROPOSAL

The last date for submission of proposal is **09 September 2015 at 15:00 Hrs.**

Submission of proposals should be addressed to:

**The Administrative Officer,
Tariff Authority for Major Ports,
4th Floor, Bhandar Bhavan,
Muzawar Pakhadi Road, Mazgaon,
MUMBAI - 400 010.**

(D. S. Bhople)
Administrative Officer
Tel.: 022-2379 2013

To

The list of Consultant Organizations based in and around Mumbai (through E-mail) obtained from the website <http://www.performance.gov.in> of the Cabinet Secretariat Performance Management on ISO 9001 implementation.

1. Dr. Vijay Kumar Chauhan, KVA Engineers & Consultants, Kandivili
kva.mumbai@yahoo.com, vijaykumar_qmsconsultant@yahoo.co.in.
2. Mr. C.M. Arolkar, Thane (qualitysolutions@rediffmail.com)
3. Mr.Suresh Joshi, Kandivali(E), iso.joshi@gmail.com
4. Mr. V. V. Muley, Boon Management Consultants Pvt. Ltd., Mulund,
info@bmcpl.org.
5. Mr. Kaushal Sutaria, Lakshy Management Consultant Pvt. Ltd.
Navi Mumbai, kaushal@lakshy.com.
6. Mr. Dinesh Bhangdiya, IQA Advisors Pvt. Ltd., Navi Mumbai.
baskar@qualityadvisors.in

LETTER OF ACCEPTANCE

To

The Administrative Officer,
Tariff Authority for Major Ports,
4th Floor, Bhandar Bhavan,
Muzawar Pakhadi Road, Mazgaon,
Mumbai - 400 010.

Subject: Tender No.I-17017/1/2015-TAMP dated 27 August 2015 for inviting Tender for Engaging Consultancy Organization for providing Consultancy Services to the TARIFF AUTHORITY FOR MAJOR PORTS (TAMP) related to ISO 9001:2008, ISO 27001:2013 and VA/PT.

* * *

Sir,

I have carefully gone through the subject Tender Document including Scope of Work, Terms and Conditions, Forms, Schedules and Annexures contained in the above referred Tender document. I declare that all the provisions of this Tender document are acceptable and bindable to my company. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Yours faithfully,

(Signature of the Bidder)

Printed Name

Designation

Seal

Date:

Business Address:

Tentative Schedule of Training schedule on ISO 9001:2008

Sr.No.	Tentative Schedule of Training on IA Awareness to all employees and training to conduct Internal Audit to Core Team Members and selected TAMP officials.
1 st	November - 2015
2 nd	January - 2016
3 rd	June - 2016

- (b). Review the scope, manual, policies, procedures, records and the existing documentation of all the departments and make necessary modification in the documents to comply with ISO 9001:2008 standards two months before the conduct of surveillance audit by the ISO Certification agency.
- (c). Conduct Internal Audit & Management Representative (MR) Audit to ensure compliances of ISO 9001:2008 standards thrice in a year as per the tentative calendar given below: - .

Sr. No.	Tentative Calendar for Internal Audit of ISO 9001:2008
1 st	November - 2015
2 nd	January - 2016
3 rd	July - 2016

- (d) Compliance reports to be submitted to the management soon after completion of services like Internal Audit, Corrective Action Plan, Closure of Non Conformity (NC's)/ Observation/ Areas for Improvement and Prepare Agenda items for Management Review Meetings in detail.
- (e). Study and evaluate the existing procedure followed in the TAMP in relation with ISO 9001:2008 and to provide necessary advise to improve procedures in the existing system for compliance of ISO 9001:2008 Standards and to support effective implementation/renewal of ISO 9001:2008 in TAMP.
- (f). Provide proper guidance in the preparation and review of final documents well in advance before the surveillance audit of ISO 9001:2008 certifications.
- (g) Ensure availability of One Consultant during the Surveillance Audit of ISO 9001:2008. Ensure closure of all the Non Conformities (NC), Minor NC's (MNC), Observations (OBS) and Opportunity for Improvements (OFI) raised during the Surveillance audits within the prescribed time limit to get the continuation of the ISO 9001:2008 Certification.
- (h) Any other task as entrusted by TAMP to ensure the compliance and continuation of ISO 9001:2008 certification of TAMP.

1.1.2 Work related to ISO 27001:2013 Certification: -

- (a) Propose suitable training schedules and develop customized training course material in soft copy (as well as hard copy) and conduct in-house training for TAMP employees on **ISO 27001:2013** in the areas of :
 - (iii) ISO Awareness to all employees as per the tentative schedule given below after item (ii)
 - (iv) In-house training to Core Team Members on ISO 9001:2008 and selected TAMP officials to conduct Internal Audit.

Tentative Schedule of Training schedule on ISO 27001:2013

Sr.No.	Tentative Schedule of Training on IA Awareness to all employees on training to conduct Internal Audit to Core Team Members
1 st	October - 2015
2 nd	April - 2016
3 rd	August - 2016

- (b). Review the scope, manual, policies, procedures, records, SOA and the existing documentation of all the departments and make necessary modification in the documents to comply with **ISO 27001:2013** standard's two months before the conduct of surveillance audit by the ISO Certification agency.
- (c). Conduct Internal Audit & Management Representative (MR) Audit to ensure compliances of **ISO 27001:2013** standards thrice in a year as per the tentative calendar given below: - .

Sr. No.	Tentative Calendar for Internal Audit of ISO 27001:2013
1 st	October - 2015
2 nd	April - 2016
3 rd	August - 2016

- (d) Compliance reports to be submitted to the management soon after completion of services like Internal Audit, Corrective Action Plan, Closure of Non Conformity (NC's)/ Observation/ Areas for Improvement and Prepare Agenda items for Management Review Meetings in detail.
- (e). Study and evaluate the existing procedure followed in the TAMP in relation with ISO 27001:2013 and to provide necessary advise to improve the procedures in the existing system for compliance of **ISO 27001:2013** Standards and to support effective implementation/renewal of **ISO 27001:2013** in TAMP.
- (f). Provide proper guidance in the preparation and review of final documents well in advance before the surveillance audit of **ISO 27001:2013** certifications.

- (g) Review the Statement of Applicability (SOA) of ISO and suggest suitable modification and its compliance in the SOA
- (h) Conduct Risk Assessment of each departments and assist to determine the acceptable and residual level of Risk for each departments for compliance of the **ISO 27001:2013** Certification.
- (i) Ensure availability of One Consultant during the Surveillance Audit of **ISO 27001:2013**. Ensure closure of all the Non Conformities (NC), Minor NC's (MNC), Observations (OBS) and Opportunity For Improvements (OFI) raised during the Surveillance audits within the prescribed time limit to get the continuation of the **ISO 27001:2013** Certification.
- (j) Any other task as entrusted by TAMP to ensure the compliance and continuation of **ISO 27001:2013** certification of TAMP.

1.1.3 Work related to Conducting Vulnerability Assessment/Penetration Testing (VA/PT) : -

- (a). To conduct Vulnerability Assessment / Penetration Testing (VA/PT) test in November 2015 and August 2016.
 - (b) To identify the gaps observed in VA/PT test and suggest necessary improvements to close the non-conformity, if any, observed during the test.
 - (c) To conduct rescanning and furnish the compliance report on VA/PT to comply with ISO 27001:2013 requirements.
 - (d) Train the selected officers on conducting VA/PT test in TAMP.
 - (e) To assist in connection with surveillance audit of ISO 27001:2013 including VA/PT test to be conducted around December 2015 or in January 2016.
- 1.2. The scope of work for ISO 9001:2008 and ISO 27001:2013 of Tariff Authority for Major Ports will be applicable to all the sections viz. Administrative Section, Tariff Section, Accounts Section and IT Section consisting of a maximum of 36 staff members.

1.3 TIME FRAME:

The Scope of work for the ISO 9001:2008 and ISO 27001:2013 in this bid is for the period of one year **12 months from the date of award of the contract which may be extended for a period of one year depending upon the service delivered by the Consultant on same terms and conditions on satisfactory completion of initial period.**

General Conditions:

- 1. The responsibilities of the Consultant shall include (but not limited to):**
 - Carry out all the activities as specified in the scope of work so as to help the TAMP to complete all the tasks related to ISO 9001:2008 and ISO 27001:2013.
 - Depute trainer(s)/expert(s) to assist and guide the TAMP in all the activities mentioned in the Scope of Work.
 - To submit the progress report to the top management of the Tariff Authority for Major Ports on monthly basis or as and when required.

- 2. The responsibility of the Tariff Authority for Major Ports shall include (but not limited to):**
 - Provide all the support to Consultant like facilitation in holding meetings, organizing and conduct of training programs, the provision of office facilities, document/record availability and any other requirements for timely completion of the Internal Audits, Trainings, Policy review, CAP, Closure of Audit Findings and Surveillance Audit of ISO 9001:2008 and ISO 27001:2013 Certification.
 - To ensure that there is compliance to the requirements as suggested by Consultant of ISO 9001:2008 and ISO 27001:2013.

- 3. Deliverables:**

The deliverables will include the followings (but not limited to)

 - Project schedule with defined milestones
 - Gap analysis report as mentioned in Scope of Work
 - Necessary review of documentation like quality manual, procedures, instructions, records, as required in ISO 9001:2008 & ISO 27001:2013 standard .
 - Customized training modules for all necessary trainings
 - Internal audits reports.
 - Progress reports of activities covered under terms of reference

4.1 Payment schedule & conditions.

(a) The terms of payment with respect to amounts quoted separately for ISO 9001:2008 and ISO 27001:2013 shall be as per the schedule given below:

Milestones for payment on completion of deliverables as per Scope of Work.	ISO 9001:2008	ISO 27001:2013
1.(a) On completion of all tasks related to 1st Internal Audit, 1st in-house training along with certification, MR Audit including Preparation of Agenda for Management Review Meetings and related tasks. (b) Preparation of Statement of Applicability, Conduct Risk Assessment - Where ever applicable.	20% (By end of November 2015)	20% (By end of October 2015)
2 (a). On completion of all tasks related to 2nd Internal Audit, 2nd in-house training along with certification, MR Audit including Preparation of Agenda for Management Review Meetings and related tasks. (b). Preparation of Statement of Applicability, Conduct Risk Assessment. 3. To review and prepare final documents well in advance before the applicable surveillance audit of ISO certification, to provide full support and assistance in the process of conducting surveillance audit closure of NC's, MNC's and after getting clearance from the Surveillance Auditor.	45% (By end of March, 2016)	45% (By end of January 2016)
4 On completion of all tasks related to 3rd Internal Audit, 3rd in-house training along with certification, MR Audit including Preparation of Agenda for Management Review Meetings and related tasks.	25% (By end of July 2016)	25% (By end of September 2016)
On completion of the Project	10%	10%
Total	100%	100%

(b) The terms of payment with respect to amount quoted for Vulnerability Assessment/ Penetration Testing. (VA/PT) shall be as per the schedule given below:

Milestones for payment on completion of deliverables as per Scope of Work.	Percentage of payment
Study and Conduct (1st) Vulnerability Assessment / Penetration Testing (VA/PT) test and submission of suitable reports duly identifying the gaps observed in VA/PT test and assisting duly suggesting necessary improvements to close the non-conformity, if any, observed during the test.	25% (By end of October 2015)
Provide In-house training on conducting VA/PT.	10%
Conduct rescanning and furnish compliance report of VA/PT to comply with ISO 27001:2013 requirements and to assist in connection with surveillance audit of ISO 27001:2013	25% (By end of 15 December 2015)
Conducting Vulnerability Assessment / Penetration Testing (VA/PT) test and submission of suitable reports and rescanning, if required, and furnish the compliance report of VA/PT to comply with ISO 27001:2013 requirements.	30% (By end of August 2016)
On completion of the Project	10%
Total	100%

4.2. Payment as mentioned above shall be made on submission of proper Invoice by Consultant Agency on completion of milestones for payment and certification on satisfactory completion of each stage by the concerned TAMP officials.

5. **Others**

- The TAMP shall depute the Administrative Officer for coordination with the consultant in matters related with the project.
- The Management Representative will have the power and authority from time to time and at all times, to issue such instructions and directions as may appear to him necessary or proper for the guidance of the Consultancy Organisation and for good and efficient executions of the job according to the terms and specifications. The Consultancy Organisation will be bound by the same according to the true intent and meaning thereof as fully and effectively as though the same has been mentioned or referred to in the specifications.
- All disputes shall be referred to the Member (Finance) of the TAMP.

Signed on behalf of ,
Tariff Authority for Major Ports:

Signed on behalf of
Consultant (with seal of the organisation)

Date:
Name :
Designation:

Date:
Name :
Designation

Witness:
1.....
2.....

Witness:
1.....
2.....

Annex-4

SUMMARY OF PROFILE OF TEAM LEADER AND TEAM MEMBERS TO BE DEPLOYED FOR TAMP

Sr. No.	Name	Technical Qualification/ Professional Qualification	Trainings	Brief experience of their previous assignments w.r.t. ISO 9001:2008 and ISO 27001:2013 and VA/PT along with their client names

Note: Detailed Resume of Team Leader and Team Member of the Consulting Organisation with copies of certificates to support qualifications to be submitted.

Tariff Authority for Major Ports, Mumbai
FINANCIAL BID

Sub.: Tender No.I-17017/1/2015-TAMP dated 27 August 2015 for inviting Tender for Engaging Consultancy Organization for providing Consultancy Services to the TARIFF AUTHORITY FOR MAJOR PORTS (TAMP) for work related to ISO 9001:2008, ISO 27001:2013 and VA/PT.

* * *

1. Name of the tenderer :
2. Contact details :
3. Permanent Account Number :
4. Service Tax Registration Nos. :
5. Sales Tax Registration Nos. :
6. Price Schedule for ISO 9001:2008 and ISO 27001:2013 :

Description	Amount in ₹
As per Scope of Work (Item No. 1.1.1 of the Agreement) with respect to ISO 9001:2008 Certification	
As per Scope of Work (Item No. 1.1.2 of the Agreement) with respect to ISO 27001:2013 Certification	
As per Scope of Work (Item No. 1.1.3 of the Agreement) with respect to Conducting Vulnerability Assessment/Penetration Testing (VA/PT) in compliance with ISO 27001:2013 Certification.	
TOTAL *	

* Plus Service Tax as applicable

(In words Rupees _____)

Signature of the Tenderer

(Name of the Tenderer with seal of the organization)