




TENDER NOTICE

Enquiry no & date	SRP/CUSTOMER SURVEY/2024 Dated 08 July 2024
Name of work	Hiring agency for conducting customer satisfaction survey of various ship repair and ship building projects at CSL
Nature of bid process	TWO BID
Mode of submission of bid	By Email
Validity of Bid	90 days from the last date of submission of tender
Last date & time for submission of quotation	23 July 2024, 1000 AM
Quotation opening date and time	23 July 2024, 11.00 AM
Email id for tender submission	sroffice@cochinshipyard.in ; copy to: revathy.ms@cochinshipyard.in julianjose.pj@cochinshipyard.in
Correspondence details for pre-bid queries and any other information	Tel. 0484 2501482/1870/1581

Thanking you,

Yours faithfully,
For Cochin Shipyard Ltd


SURESH BARU T C
सहायक महा प्रबंधक
Assistant General Manager
कोचीन शिपयार्ड लिमिटेड
Cochin Shipyard Ltd.

पंजीकृत कार्यालय : प्रशासनिक भवन, पी.ओ.बैग सं 1653, परुमानूर पी. ओ., कोची - 682 015
Registered Office : Administrative Building, P.O. Bag No. 1653, Perumanoor P.O., Kochi - 682 015
फोन/Phone : +91(484) 2361181 / 2501200 फैक्स/Fax : +91 (484) 2370897 / 2383902
वेबसाइट /Website: www.cochinshipyard.in, सीआईएन/CIN: L63032KL1972GOI002414



A. Scope of work

1. Conducting customer satisfaction survey of various ship repair and ship building projects upon completion during the period 2024-2025 and 2025-2026 at CSL (Kochi), CSL-Mumbai Unit (CMSRU), CSL- Kolkata Unit (CKSRU) & CSL A&N unit (CANSRU).
2. Preparation and finalization of questionnaire for survey in consultation with CSL.
3. Conducting survey among customers with respect to projects completed in the respective financial year.
4. Analysis of feedback and submission of report in the prescribed format. The report shall include analysis and interpretation of responses, ranking of parameters and recommendations etc.

B. Prequalification Criteria (all supporting documents to be submitted along with technical bid).

1. The firm should have sufficient experience in the field of conducting customer satisfaction survey of various organizations and should have completed minimum 03 projects each of value not less than Rupees two lakhs in the last five years as on date of publishing this tender.
2. Vendor details to be submitted as per annexure II.
3. The firm should have an average turnover of Rs. 5.00 lakhs for financial years 2022-2023, 2023-2024 (to be supported by necessary documents such as P&L statement/work completion certificates etc; and to be submitted along with technical bid).
4. The firm to submit an undertaking that they shall not subcontract the work or part of work to any other agency if awarded the contract, as per annexure IV.
5. Checklist as per annexure V.
6. The firm should have a local office and a representative in Kerala to facilitate regular interaction with CSL and the vessel owners.

Other Terms and Conditions

1. The survey shall be carried out during the following financial year
 - I. Financial year 2024-2025
 - II. Financial year 2025-2026

2. The report of each financial year shall be submitted in phased manner during the course of year based on the response from the customers. However, report shall be completed in all respects within 60 days from the date of commencement of next financial year.
3. The contact details of customers with all relevant information shall be communicated immediately after completion of the project and it is the responsibility of the successful bidder to contact and obtain feedback in the prescribed format.
4. CSL has wide range of customers from various departments under Govt. of India, State Governments, Public Sector companies/Units, Private vessel owners both domestic and international etc. Major customers are Indian Navy, Shipping Corporation of India (SCI), Dredging Corporation of India (DCI), Lakshadweep Development Corporation Ltd (LDCL) and Andaman & Nicobar (A&N) Administration etc. The successful bidder shall carry out survey on behalf of CSL among all the customers upon completion of the projects.
5. Anticipated number of projects to survey during each financial year is
 - I. Ship Repair projects: upto 100 vessels per year
 - II. Ship Building projects: upto 10 vessels per year (Phase I & Phase II for each vessel)

Note: The above quantity is indicative and CSL is having repair facility at Mumbai (CMSRU), Kolkata (CKSRU) and Port Blair (CANSRU) apart from Kochi. The vessels repaired at above facilities would also be covered under the scope of works.
6. CSL may ask the firm to obtain a single customer satisfaction survey report for multiple projects in case of certain ship owners. In such cases payment per ship shall be considered for each report eventhough, it covers multiple vessels. Quote should be for rate per ship/report. GST should be indicated separately and shall be paid extra as per govt. rules. Payment shall be made for actual number of ships surveyed during each financial year. The validity of the quote shall be 03 months. The rate quoted shall include all the expenses for conducting customer satisfaction survey and submission of survey reports of various Ship repair and Ship Building projects upon completion. Rate agreed upon as per quotation shall remain firm and fixed during the entire contract period and will not be changed till conclusion of contract.
7. The firm must comply with statutory requirements, EPF/ESI, and other labour laws/regulations in force and as amended from time to time by Govt. of India. The firm must abide by minimum wages act as governed by Govt. of India rules in force and as amended in future.

8. The firm should not subcontract the work in part or full if awarded the contract by CSL.
9. All relevant clauses of general conditions of contract prevalent in CSL will be applicable to this contract also. HSE guidelines issued by CSL from time to time shall be followed by the firm.
10. It is clarified that the firm cannot go for arbitration for any disputes arising out of the agreement related to this contract work. Cochin Shipyard Ltd. has a grievance redressal cell and all un-resolved disputes after hearing by General Manager (SR) shall be referred to the nodal officer Shri. Syamkamal N, Company Secretary, Cochin Shipyard Ltd in the specified format. All questions, disputes difference or differences arising under, out of, or in connection with the contract after hearing by Cochin Shipyard Ltd Grievance Redressal committee shall be subject to Indian Laws in force and at the exclusive jurisdiction of the courts at Kochi.
11. Order dated 23rd March 2012, from ministry of MSME, pertaining to public procurement policy is applicable for this tender.
12. During the evaluation of tender AGM (SRP) may at his discretion ask the bidders for clarification in writing. Response for clarification shall be given in writing and no change in prices or substance of the bid shall be sought, offered or permitted. No post bid clarification on the initiative of the bidder will be entertained.
13. The acceptance of a tender will rest with GM (SR) who does not bind himself to accept the lowest tender and reserves the right to himself the authority to reject any or all of the tenders received without assigning any reason.
14. CSL reserves the right to terminate the contract at short notice in case the firms performance is found not satisfactory with regard to progress of work, quality, time factor, labour disputes with their workers, poor safety records and other violation of any contract conditions. No claim whatsoever will be entertained by CSL.
15. CSL reserves the right to award the contract to one or more firms or may split the scope of work, depending upon the actual necessity, as deemed fit.
16. CSL reserves the right to reject any or all the offers without assigning any reason whatsoever.
17. If the successful bidder fails to undertake the job as specified under scope of work, the same shall be conducted through alternate arrangement and the additional expenditure incurred towards the same shall be recovered from the bidder.

Payment terms

18. Payment shall be made on yearly basis within 30 days of submission of the invoice for the actual no. of ships surveyed during the respective financial year by NEFT to the firm.
19. The Invoices are to be submitted online through CSL Vendor Invoice Management Portal.

Period of contract

20. The contract shall be valid for a period of survey of 2 years, but extendable upto a further period of 01 year at the discretion of CSL on mutually agreeable basis.

Security Deposit

21. A recovery of 3% will be made from the contractor's bill towards **Security Deposit** and will be returned only one (1) month after expiry of the contract.

A. Instruction to Bidder for submission of quote:

1. Tender to be submitted in two bid system. The quote should be submitted as two attachments **Technical bid -Attachment A** and **Price bid -Attachment B** by pass word protected email to sroffice@cochinshipyard.in;
copy to: julianjose.pj@cochinshipyard.in ; revathy.ms@cochinshipyard.in

2. Technical Bid

The following documents are to be sent as Attachment A- Technical Bid (should be password protected). All the pages should be signed and sealed.

- i. Stamped and signed copy of tender terms and conditions (Annexure I).
- ii. Price format without price (Annexure III).
- iii. Check list (Annexure V)
- iv. Vendor details (Annexure II).
- v. Undertaking (Annexure IV).
- vi. Copy of supporting documents

3. **Price Bid:** Price Bid in Annex III strictly in accordance with the tender schedule should be sent as attachment B (to be password protected)

4. Both the password protected attachments should be sent as a single mail to sroffice@cochinshipyard.in , Copy to : julianjose.pj@cochinshipyard.in

Note: Clarifications if any, to be made prior to quoting on Tel: 0484-2501581/1482.

Thanking you,

Yours faithfully,
For Cochin Shipyard Ltd.



Asst. General Manager (SRP)

सुरेश बाबु टी सी
SURESH BABU T C
सहायक महा प्रबंधक
Assistant General Manager
कोचीन शिपयार्ड लिमिटेड
Cochin Shipyard Ltd.
कोच्ची / Kochi-682 015

VENDOR DETAILS (to be submitted along with TECHNICAL BID)

1	Name of the Bidder/Firm	
2	Registered office Address of Company/Firm	
3	Local office address in Kerala	
4	Telephone No./Fax No./Mobile No	
5	E-mail address	
6	Names of the contact person & designation	(i) (ii) (iii)
7	Type of Entity-Proprietorship/Partnership firm/Company/NSIC/MSME Category etc. (Please attach registration certificate of Firm/Partnership agreement/proprietorship documents)	
8	PAN Card Number (Self attested copy of PAN card has to be submitted)	
	GST Registration Number (Self attested copy has to be submitted)	
	EPF Registration No. (Self-attested copy to be submitted). Note: In case firm does not have EPF registration reasons thereof to be indicated in remarks column.	
	ESI Registration No. (Self-attested copy to be submitted). Note: In case firm does not have ESI registration reasons thereof to be indicated in remarks column.	
	Copy of License applicable (Self attested copy to be submitted)	

9	Whether the Agency has been blacklisted/ debarred or given tender holiday or contract terminated before expiry of the contract period by any 'govt./autonomous bodies/ organizations where bidder has provided services earlier due to deficiencies in service or misconduct etc.	Yes/No (please tick as applicable) If yes, please furnish details on a separate sheet
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- Certified that the above information is true to the best of our belief and information.

Place:

Signature of Firm/authorised signature

Date:

of firm or agency:

Name of firm or authorised signatory of firm/agency:

Designation:

Address:

Contact No:

सुरेश बाबु टी सी
SURESH BABU T C
सहायक महा प्रबंधक
Assistant General Manager
कोचीन शिपयार्ड लिमिटेड
Cochin Shipyard Ltd.
कोच्ची / Kochi - 682 015

RATE FORMAT

Sl. No	Description of service	Rate per ship/project (Rs.) (Before GST)	GST %
1.	Conducting customer satisfaction survey of various Ship Repair and Ship Building projects upon completion during the Financial year 2024-2025 and 2025-2026		

Signature of Firm/authorised signature

of firm or agency:

Name of firm/authorised signatory

of firm or agency:

Designation:

Address:

Place:

Date:

Contact No:

सुरेश बाबु टी सी
SURESH BABU T C
सहायक महा प्रबंधक
Assistant General Manager
कोचीन शिपयार्ड लिमिटेड
Cochin Shipyard Ltd.
कोच्ची / Kochi - 682 015

UNDERTAKING

I, Shri in my capacity as Managing Partner/Chairman & Managing Director/Proprietor of M/s do hereby give an undertaking that we shall not subcontract the work or part of work to any other agency if awarded the contract by CSL.

Signature of Firm/authorised signature

of firm or agency:

Name of firm/authorised signatory

of firm or agency:

Designation:

Address:

Place:

Date:

Contact No:

CHECKLIST			
Sl. No	Description	Yes/No	Reference of annexure
1	The firm should have sufficient experience in the field of conducting customer satisfaction survey of various organizations and should have completed minimum 03 projects each of value not less than Rupees Two lakhs in the last five years as on date of publishing this tender (to be supported by work orders, work completion certificate etc.)		
2	Vendor details to be submitted as per annexure II.		
3	The firm should have an average turnover of Rs. 5.00 lakhs for financial years 2022-2023, 2024-2025 (to be supported by necessary documents and to be submitted along with technical bid).		
4	The firm to submit an undertaking that they shall not subcontract the work or part of work to any other agency if awarded the contract, as per annexure IV.		
5	The firm should have a local office and a representative in Kerala to facilitate regular interaction with CSL and the vessel owners.		

Signature of Firm

Firm Name:

Address:

Contact no: