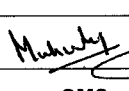
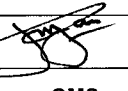
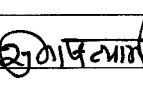
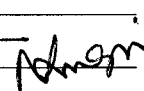


बोलीकर्ता से गुणवत्ता प्रबंधन प्रणाली अपेक्षाओं हेतु विनिर्देश

SPECIFICATION FOR QUALITY MANAGEMENT SYSTEM REQUIREMENTS FROM BIDDERS

0	04.06.09	Issued as Standard Specification	 QMS Standards Committee	 QMS Standards Committee	 SCT	 ND
Rev. No	Date	Purpose	Prepared by	Checked by	Standards Committee Convenor	Standard Bureau Chairman
						Approved by

Abbreviations:

MR	-	Material Requisition
PR	-	Purchase Requisition
PO	-	Purchase Order
QA	-	Quality Assurance
QMS	-	Quality Management System
ISO	-	International Organization for Standardization
CV	-	Curriculum Vitae

QMS Standards Committee

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Members: Mr. Chandra Kant (Insp.)
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Mr. M.P. Jain (Projects)
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Attachment

Format for Concession/Deviation Permit : Format No.5-0000-0180-F1

1.0 SCOPE

This specification establishes the Quality Management System requirements to be met by BIDDER for following purpose:

- QMS requirements to be met by suppliers/contractors after award of work/during contract execution.

2.0 DEFINITIONS

2.1 Bidder

For the purpose of this specification, the word "BIDDER" means the person(s), firm, company or organization who is under the process of being contracted by EIL / Owner for delivery of some products (including service). The word is considered synonymous to supplier, contractor or vendor.

2.2 Project Quality Plan

Document tailored from Standard Quality Management System Manual of BIDDER, specifying how the quality requirements of the project will be met.

2.3 Owner

Owner means the owner of the project for which services / products are being purchased and includes their representatives, successors and assignees.

3.0 REFERENCE DOCUMENTS

6-78-0002	Specification for Documentation Requirements from Contractors
6-78-0003	Specification for Documentation Requirements from Suppliers

4.0 QUALITY MANAGEMENT SYSTEM – GENERAL

Unless otherwise agreed with EIL / Owner, the BIDDER proposed quality system shall fully satisfy all relevant requirements of ISO 9001 "Quality Management Systems – Requirements." Evidence of compliance shall be current certificate of quality system registration to ISO 9001 or a recent compliance audit recommending registration from a registrar. The quality system shall provide the planned and systematic control of all quality related activities for execution of contract. Implementation of the system shall be in accordance with BIDDER'S Quality Manual and PROJECT specific Quality Plan.

5.0 QUALITY SYSTEM REQUIREMENTS

- 5.1 BIDDER shall ensure that the responsible authority for execution of the order / contract has communicated the PO / contract requirements including any identified or intended statutory and regulatory requirements to all concerned in their organization and sub-contractor's organization who are contributing to the execution of the PO/ contract.
- 5.2 BIDDER shall establish a documented Quality Policy and Quality Objectives to achieve the specified and intended requirement of PO / contract.

- 5.3 BIDDER shall identify and communicate the responsibilities and authorities of the personnel contributing to the execution of the PO / contract.
- 5.4 BIDDER shall deploy competent and trained personnel for various activities for fulfillment of PO / contract. BIDDER shall arrange adequate infrastructure and work environment to ensure that the specification and quality of the deliverable are maintained.
- 5.5 BIDDER shall do the quality planning for all activities involved in delivery of order. The quality planning shall cover as minimum the following:
- Resources
 - Product / deliverable characteristics to be controlled.
 - Process characteristics to ensure the identified product characteristics are realized
 - Identification of any measurement requirements, acceptance criteria
 - Records to be generated
 - Need for any documented procedure
- The quality planning shall result into the quality assurance plan, inspection and test plans (ITPs) and job procedures for the project activities in the scope of bidder. These documents shall be submitted to EIL/Owner for review/approval, before commencement of work.
- 5.6 Requirements for sub-contracting / purchasing of services specified in contract / tender shall be adhered to. Wherever requirements are not specified, the sub-contractor shall establish and maintain a system for purchasing / sub-contracting to ensure that purchased product / service conforms to specified requirements. Criteria for selection of sub-contractor, evaluation, re-evaluation, maintenance of purchasing data and verification of purchased product (sub-contractor services), constitute important components of this requirement.
- 5.7 BIDDER shall plan and carry production and service provision under controlled conditions. Controlled conditions shall include, as applicable
- a) the availability of information that describes the characteristics of the product
 - b) the availability of work instructions
 - c) the use of suitable equipment
 - d) the availability and use of monitoring and measuring devices
 - e) the implementation of monitoring and measurement
 - f) the implementation of release, delivery and post delivery activities
- 5.8 BIDDER shall validate any processes for production and service provision where resulting output cannot be verified by subsequent monitoring and measurement. This includes any process where deficiencies become apparent only after the product is in use or service has been delivered.
- 5.9 BIDDER shall establish a system for identification and traceability of product / deliverable throughout product realization. Product status with respect to inspection and testing requirements shall be identified.
- 5.10 BIDDER shall identify, verify, protect and safeguard EIL / Owner property (material / document) provided for use or incorporation into the product. If any Owner / EIL property is lost, damaged or otherwise found to be unsuitable for use, this shall be reported to the EIL / Owner.

- 5.11** BIDDER shall preserve the conformity of product / deliverable during internal processing and delivery to the intended destination. Requirements mentioned in the tender shall be adhered to.
- 5.12** BIDDER shall establish system to ensure that inspection and testing activities are carried out in a manner that is consistent with the inspection and testing requirements. Where necessary, measuring equipments shall be calibrated at specified frequency, against national or international measurement standards; where no such standard exists, the basis used for calibration shall be recorded. The measuring equipments shall be adjusted or re-adjusted as necessary, identified to enable the calibration status to be determined. The measuring equipments shall be protected from damage during handling, maintenance and storage.
- 5.13** BIDDER shall ensure effective monitoring, using suitable methods, of the processes involved in production and other related processes for delivery of the scope of contract.
- 5.14** BIDDER shall monitor and measure the characteristics of the product/deliverable to verify that product requirement has been met. The inspection (stage as well as final) by BIDDER and EIL / Owner personnel shall be carried out strictly as per the ITPs forming part of the contract. Product release or service delivery shall not proceed until the planned arrangements have been satisfactorily completed, unless otherwise approved by relevant authority and where applicable by Owner / EIL.
- 5.15** BIDDER shall establish and maintain a documented procedure to ensure that the product which does not conform to requirements is identified and controlled to prevent its unintended use or delivery
- 5.16** All non-conformities (NCs) / deficiencies found by the BIDDER'S inspection / surveillance staff shall be duly recorded, including their disposal action shall be recorded and resolved suitably. Effective corrective and preventive action shall be implemented by the BIDDER so that similar NCs including deficiencies do not recur.
- 5.17** All deficiencies noticed and reported by EIL / Owner shall be analyzed by the BIDDER and appropriate corrective and preventive actions shall be implemented. BIDDER shall intimate EIL / Owner of all such corrective and preventive action implemented by him.
- 5.18** BIDDER should follow the standards, specifications and approved drawings. Concessions/Deviations shall be allowed only in case of unavoidable circumstances. In such situations Concession/deviation request must be made by the BIDDER in attached Format No. 5-0000-0180-F1.
- 5.19** BIDDER shall have documented procedure for control of documents.
- 5.20** All project records shall be carefully kept, maintained and protected for any damage or loss until the project completion, then handed over to EIL / Owner as per contract requirement (Refer Specification Nos. 6-78-0002 - Specification for Documentation Requirements from Contractors and 6-78-0003 - Specification for Documentation Requirements from Suppliers), or disposed as per relevant project procedure.
- 5.21** BIDDER shall prepare and submit for review and approval, Project Quality Plan / Quality Assurance Plan for contracted scope / job. The BIDDER'S Quality Plan shall address all of the applicable elements of ISO 9001, identify responsible parties within BIDDER'S organization, for the implementation / control of each area, reference the applicable procedures used to control / assure each area, and verify the documents produced for each area. The Project Quality Plan shall necessarily define control or make reference to the relevant procedures, for design and engineering, purchase, documentation, record control, bid evaluation, inspection, production/manufacturing, preservation, packaging and storage,

quality control at construction site, pre-commissioning, commissioning and handing over (as applicable) in line with contract requirement and scope of work.

6.0 AUDITS

BIDDER shall plan and carry out the QMS audit for the job. Quality audit programme shall cover design, procurement, construction management and commissioning as applicable including activities carried out by sub-vendors and sub-contractors. This shall be additional to the certification body surveillance audits carried out under BIDDER'S own ISO 9001 certification scheme.

The audit programmes and audit reports shall be submitted to EIL / Owner as per specified documentation requirements. EIL or Owner's representative reserves the right to attend, as a witness, any audit conducted during the execution of the WORKS.

In addition to above EIL, Owner and third party appointed by EIL/Owner may also perform Quality and Technical compliance audits. BIDDER shall provide assistance and access to their systems and sub-contractor / vendor systems as required for this purpose. Any deficiencies noted shall be immediately rectified by BIDDER.

7.0 DOCUMENTATION REQUIREMENTS

BIDDER shall submit following QMS documents immediately after award of work (Within one week) for record / review by EIL / Owner.

- Organization chart (for complete organization structure and for the project)
- Project Quality Plan/Quality Assurance Plan
- Job specific Inspection Test Plans
- Job Procedures
- Inspection/Test Formats

In addition to above QMS documents, following documentation shall be maintained by the BIDDER for submission to EIL / Owner on demand at any point of time during execution of the project.

- Quality Manual
- CVs of the personnel in BIDDER'S QA Organogram
- Certificate of approval for compliance to ISO: 9001 standard
- Procedure for Control of Non-conforming Product
- Procedure for Control of Documents
- Sample audit report of the QMS internal and external audits conducted during last one year
- Customer satisfaction reports from at least 2 customers, during the last one year
- Project audit report
- Corrective action report on the project audits
- Technical audit reports for the project

Documents as specified above are minimum requirements. BIDDER shall submit any other document/data required for completion of the job as per EIL/Owner instructions.

CONCESSION/DEVIATION PERMIT

(USE ONLY THIS PAGE FOR COMMUNICATION WITH VENDOR/CONTRACTOR)

TO BE FILLED BY ORIGINATOR	Project _____		Originator Ref. _____	
	Job No. _____		Order/Contract No. _____	
	Equipment Title _____		Item No. _____	
	Originator: Vendor/Contractor _____			
	Caution : Originator to note that any delay in processing of concession/deviation permit shall be to originator's account and shall not be used as a reason for extension in delivery			
	Requirement as per specification		Description of Concession/Deviation sought	
	Why the Concession/Deviation is required? Supporting evidence/calculations enclosed/not enclosed			
Contractual implications if Concession/Deviation is granted:				
* Time impact		More/Less/No change		
* Cost impact		More/Less/No change		
* Performance Warranty/Guarantee		Affected/Not affected		
Under present constraints requested Concession/deviation is most optimum for the project and does not involve any hazard, and shall meet the stipulated performance requirements.				
Date: _____				
Signature Vendor /Contractor (with seal)				

Decision on Concession/Deviation including decision, on time and cost implications

(To be filled by the Inspection engineer [at RPO/HO] or RCM, responsible for conveying the decision to the originator, after resolution)

Date: _____

Signature _____

Location : _____

Name _____

Opinion from EIL site supervisor/inspection engineer
(Specify whether post-facto approval required for regularization)

Date : _____

Name : _____
RPO/Site Name _____

Original forward to : _____
(Target division/department/group)

Copy to : _____
(Project Manager)

Date : _____

Name : _____

Disposal by target division/department

Whether any vendor/contractor made 'Technically not Acceptable' during bid evaluation, on the aspect of which this concession/deviation is sought-----YES/NO

Date : _____

Name : _____

Final decision of Project Manager along with overall review
(Client's decision required/not required)

Date : _____

Name : _____

Client's decision, if required

Date : _____

Signature : _____
Name : _____