

Tender No 1
ISO CERTIFICATION 2018-19

KUDUMBASHREE STATE MISSION

2nd Floor, TRIDA Rehabilitation Building, Medical College P.O.,
Thiruvananthapuram - 695011, Kerala.
Phone: 91-471-2554714, 2554715, 2554716
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Place: Thiruvananthapuram

Date: 27 April 2018

INVITATION FOR EXPRESSION OF INTEREST
FOR PROVIDING IMPLEMENTATION SUPPORT
FOR ISO 9001:2015 CERTIFICATION

The Kudumbashree State Mission invites Expression of Interest from ISO 9001:2015 consultants and Service Providers for providing consultancy services for providing implementation support for obtaining ISO 9001:2015 certifications for the organisation. This document provides the scope, pre-qualification criteria, bidding terms and conditions and suggested response formats.

[PART I: GENERAL TERMS](#)

1. **Goals of this Expression of Interest (EoI)**
The objective of this EoI is to solicit proposals from the interested bidders for participation in a bid process for selection of consultants for providing implementation support to obtain ISO 9001:2015 certification for the organization.
2. **EoI Issuing Authority**
This Expression of Interest (EoI) is intended by the **Kudumbashree State Mission** to short-list potential bidders. **Kudumbashree State Mission** Decision with regard to the short – listing of bidders through this EoI shall be final and the organisation reserves the right to reject any or all the bids without assigning any reason.

a)	Project Title	Selection of Service Provider for providing implementation support to obtain ISO 9001:2015 Certificate
b)	<u>Project Initiator Details:</u>	
c)	Organisation with full address	Kudumbashree State Mission 2nd Floor, TRIDA Rehabilitation Building, Medical College P.O., Thiruvananthapuram - 695011, Kerala
d)	Contact Person	Name: Mr. Harikishore IAS (Executive Director) Tel No 9188112000 email: kudumbashree1@gmail.com
e)	Contact Person (Alternate)	Name: Mr. Binu Francis (Program officer(Urban)) Tel No. 9447303769 email: nulmkerala@gmail.com
f)	Website	www.kudumbashree.org

3. **Tentative Calendar of Events**

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

S. No.	Milestone	Date & Time (dd-mm-yyyy) (hh:mm)
a)	Release of Expression of Interest (EoI)	28/04/2018,4PM
b)	Bidders Conference	03/05/2018,11 AM
c)	Last date for submission of written questions by bidders	04/05/2018, 4PM
d)	Response to the Queries	08/05/2018
e)	Last date for Submission of EoI Response	14/05/2018, 3 PM
f)	Opening of EoI Responses	16/05/2018, 11 AM
g)	Declaration of Short Listed Firms	20/05/2018

4. **Availability of the EoI Documents**

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

5. **Bidders' Conference**

The Programme Officer (Urban), **Kudumbashree State Mission** will host a Bidders' Conference in **Kudumbashree State Mission** office at the address under Contact Details in Section 2 above. The Conference is tentatively scheduled as per the schedule given in Section 3 above. The representatives of the interested organizations (restricted to two persons per organization) may attend the bidders' conference at their own cost. The purpose of the conference is to provide bidders with any clarifications regarding the EoI. It will also provide each bidder with an opportunity to seek clarifications regarding any aspect of the EoI and the project. The venue for the bid conference will be at the address given in Section 2.

6. **EoI Processing Fees**

A non-refundable processing fee of Rs. 500/- (Rupees. Five hundred only) in the form of a Demand Draft or a Pay Order drawn in favor of 'The Director, **Kudumbashree State Mission**' payable at **Trivandrum** has to be submitted along with the EoI Response. Bids received without or with inadequate EoI Processing Fees shall be liable to be rejected.

7. **Venue & Deadline for Submission of Proposals**

Proposals, in its complete form in all respects as specified in the EoI, must be submitted to The Director, **Kudumbashree State Mission, 2nd Floor, TRIDA Rehabilitation Building, Medical College P.O., Thiruvananthapuram - 695011**. Organisation, in exceptional circumstances and at its discretion, may extend the deadline for submission of proposals by issuing an addendum to

be made available on the **organisation** website, in which case all rights and obligations of **organisation** and the bidders previously subject to the original deadline will thereafter be shifted subject to the deadline as extended.

PART II: SCOPE OF SERVICES

8. Terms of Reference:

The terms of reference for the consultant will include the following: -

- a) To determine the scope of ISO 9001:2015 implementation under the first phase, and finalize the same through discussion with the designated Committee. The consultant should define such a scope for which ISO 9001:2015 requirements may be implemented within a time period of **five months**.
- b) To perform gap analysis of the existing documentation of **organisation** against the requirements of ISO 9001:2015 and produce a gap analysis report.
- c) To plan together with the ISO project team of **organisation** on the ways to address the gaps in order to develop the necessary documentation for ISO 9001:2015 certification.
- d) To conduct of all necessary trainings relating to implementation of ISO: 9001:2015.
- e) To conduct required trainings that will include (i) Top / Senior Management briefing; (Planning, Documentation and Implementation workshop for ISO Project Team, and, (ii) awareness programme for all employees.
- f) To advise the ISO Project Team on change management and the success factors to support effective implementation of ISO 9001:2015.
- g) To conduct Internal Auditors Training and guide the internal auditor team in conducting required number of internal audits.
- h) To assist in evaluation of implemented ISO 9001:2015 quality management system through internal audits including closure actions.
- i) To offer close guidance in the preparation and review of final documents prior to certification.
- j) To assist in coordination of required management reviews prior to certification.
- k) To guide the ISO Project Team to take the necessary corrective actions on identified non-conformities and final review of documents.
- l) To guide the ISO Project Team in making an application for certification.
- m) To coordinate during final certification and ensure that certification is made by the selected certification body.

9. Time Frame

The time period for the implementation of requirement of ISO 9001:2015 will be **5 months** from the date of award of the contract.

PART III: BIDDING TERMS AND PRE – QUALIFICATIONS CRITERIA

10. Conditions under which this EoI is issued
 - a) This EoI is not an offer and is issued with no commitment. **Organisation** reserves the right to withdraw the EoI and change or vary any part thereof at any stage. **Organisation** also reserves the right to disqualify any bidder, should it be so necessary at any stage.
 - b) **Organisation** reserves the right to withdraw this EoI if **organisation** determines that such action is in the best interest of the Organisation.
 - c) Timing and sequence of events resulting from this EoI shall ultimately be determined by **organisation**.
 - d) No oral conversations or agreements with any official, agent, or employee of **organisation** shall affect or modify any terms of this EoI and any alleged oral agreement or arrangement made by a bidder with any Department, agency, official or employee of **organisation** shall be superseded by the definitive agreement that results from this EoI process. Oral communications by **organisation** to bidders shall not be considered binding on **organisation**, nor shall any written materials provided by any person other than Director of **organisation**.
 - e) The bidder nor any of the bidder's representatives shall have any claims whatsoever against **organisation** or any of their respective officials, agents, or employees arising out of, or relating to this EoI or these procedures (other than those arising under a definitive service agreement with the bidder in accordance with the terms thereof).
 - f) Applicants 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.
 - g) Each applicant shall submit only one pre-qualification requirements proposal.
11. Rights to the Content of the Proposal

For all the bids received before the last date and time of bid submission, the proposals and accompanying documentation of the pre-qualification proposal will become the property of the **organisation** and will not be returned after opening of the pre-qualification proposals. **Organisation** is not restricted in its rights to use or disclose any or all of the information contained in the proposal and can do so without compensation to the bidders. **Organisation** shall not be bound by any language in the proposal indicating the confidentiality of the proposal or any other restriction on its use or disclosure.
12. 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 EoI, including all forms, schedules and annexure hereto, and, has fully informed itself as to all existing conditions and limitations.
13. Evaluation of Proposals

The bidders' Proposals in the bid document will be evaluated as per the requirements specified in the EoI and adopting the qualification criteria spelt out in this EoI. The Bidders are required to submit all required documentation in support of the qualification criteria specified (e.g., detailed project citations and completion certificates, client contact information for verification, profiles of project resources and all others) as required for evaluation.

14. Language of Proposals

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

15. Eligibility Criteria

The consultant who will be engaged should have extensive and proven mix of skill and expertise in the field of ISO 9001:2015 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 Ten (10) ISO 9001 projects in the Government / PSU Sector.
- b) Consultant should have a minimum of 10 years of professional experience in ISO: 9001:2015 consulting.
- c) At least one of the team members of the consultant will be qualified lead Auditor and **QCI approved consultant**.
- d) Priority for ISO Certified Consultant organisation.
- e) Preference shall be given to the consultant, having its corporate office in Kerala and having experience in consultation work with local bodies.

16. Documentary Evidence to be submitted to support eligibility

- a) Name, address and phone number of client value of assignment, and year of award.
- b) Detailed resume of the team leader and team members indicating the details of qualifications and professional experience.
- d) Certificates of lead auditor course undergone by the team leader.
- e) Documents listed in the eligibility criteria.

17. Proposal Submission

Interested consultant should submit both technical and financial proposals in two parts, namely: -

- a) Technical; and,
- 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 for obtaining ISO 9001:2015 certification of **Kudumbashree State Mission**”.

i. TECHNICAL PROPOSAL CONTENT

Technical proposal should be prepared considering the Terms of Reference, Detailed Approach & Methodology, Activity Schedule & Deliverables, Time Period and any other information to highlight the capability of the consultant.

Technical Proposal must include:

- a) Brief description about the consultant
- b) Consultants' Experience
- c) Approach.

- d) Methodology.
- e) Work plan and schedule.
- f) Team size.
- g) Detailed Resume of the Team Leader and Team Members of the consultant (With copies of certificates to support their qualifications).

ii. FINANCIAL PROPOSAL CONTENT

- a) Financial Proposal (in Indian Rupees) should be in the form of a lump sum amount inclusive of all taxes for the entire scope of services.
- b) The lump sum quote should be inclusive of all expenses which the consultant may incur while executing the assignment including Travel, Boarding & Lodging if required by them.

18. **The Evaluation of Proposal**

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

S. No.	Description	Breakup of Marks
1	Past experience in work of similar nature (Govt./PSU/Large Public Limited Organizations))	50 Marks
1.1	Past experience of similar nature (Govt. Organisations) 2nd Floor, TRIDA Rehabilitation Building, Medical College P.O., Thiruvananthapuram - 695011, Kerala in terms of no. of assignments (Facilitation in ISO implementation projects). No. of Assignments: Less than 5 (20 Marks) No. of Assignments: Less than 10 (30 Marks) No. of Assignments: Between 10 and 20 (40 Marks) No. of Assignments: 20 & above (50 Marks)	
2	Skills & Competencies	40 Marks
2.1	Professional Experience: Between 10 and 15 Years (10 Marks) Above 15 Years (20 Marks)	
2.2	Team Leader Qualification: a) Quality Council of India Approve Consultant (10 Marks) b) Post Graduation/Engineering Qualification and qualified lead auditor (20 Marks)	
3	Team Size	10 Marks
3.1	Team size including team leader: Up to 4 (5 Marks) More than 10 (10 Marks)	
TOTAL		100 Marks

- Evaluation 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 70% marks only will be opened and the final selection will be made based upon the lowest cost quoted.
- The consultant can bid for any number of projects with departments but accept award of projects for a maximum of five Government organizations under this scheme. Once five projects have been accepted by the consulting organization, it cannot bid for more.

19. **Date for Submission of Proposal**

The last date for submission of proposal is 11/05/2018, 3 PM

Submission of proposals should be addressed to:

Kudumbashree State Mission Office,
2nd Floor, TRIDA Rehabilitation Building,
Medical College P.O.,
Thiruvananthapuram - 695011, Kerala.

Sd/-
The Executive Director
KUDUMBASHREE STATE MISSION