



## Consultancy for ISO CERTIFICATION

*“Engagement of Individual Consultant for providing training and consultancy services for implementation of QMS, leading to ISO 9001:2008 certification of a Central Govt Institute working in Water Resources sector”*

### 1. Terms of Reference (TOR)

#### Objectives

- Training and Consultancy services for implementation of Quality Management Systems (QMS) leading to ISO 9001:2008 Certification of a Central Govt Institute working in Water resources sector.

#### **SCOPE OF WORK OF CONSULTANT:**

- Study the systems and management processes of the client institution;
- Course material preparation(documents, ppt etc) in soft copy
- Training of Personnel of all departments
- Identification of gap analysis
- Design, development and implementation of Management System as per the requirements of ISO 9001:2008 standard
- Document review and System evaluation through Internal Audits and Management Reviews and periodic MIS reports for Top Management
- Assistance during Certification Audit by the Certifying Agency
- Project Monitoring

**Time frame :**The project is to be completed within a time frame of **6 (six) months** from the date of the Award of Contract.

### 2. Eligibility Criteria

The Individual Consultant must meet the following minimum eligibility criteria -

- Consultant should have executed minimum five (5) ISO 9000 projects in R&D Institutions in Govt sector ;
- Consultant Should have a minimum of 10yrs of professional experience in ISO 9000 Quality Management consulting ;
- Professional Qualification of Lead Consultant - Registered Lead Assessor, ISO -9000/ Certified Lead Assessor



**Documentary Evidence for the following must be submitted, to support your eligibility:**

- a) Contract/Work/Engagement orders indicating the details of assignment, client, value of assignment, date & year of award etc;
- b) Detailed Resume of the Consultant, clearly indicating the details of professional experience
- c) Certificate of Lead Assessor for ISO 9001

**Proposal Submission**

Each proposal should be submitted in two parts, viz.

- Technical
- Financial

The technical and financial proposal must be submitted in two separate sealed envelopes indicating clearly on envelopes as “TECHNICAL PROPOSAL” and “FINANCIAL PROPOSAL”, followed by the nomenclature of the assignment. 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 Training and Consultancy services for ISO 9001:2008 certification of Central Govt Institute working in Water resources sector**” and the submission address.

***Technical Proposal Content***

Technical Proposal should be prepared considering Objective, Scope, Approach & Methodology, Activity Schedule & Deliverables as well as other information given in this document.

**Technical Proposal must include:**

- a. Brief description about the Consultant
- b. **Consultants experience** :In addition to overall experience of the consultant, details of specific consultancy projects/studies undertaken may be provided including Assignment/job name, description of services provided, appx. value of assignment, country & location, duration of assignment, name of client, starting & completion dates, names of associates (other than employees), if any.
- c. Approach
- d. Methodology
- e. Work Plan and Schedule
- f. Detailed Resume of the Consultant



Note : The following documentary evidence should be provided along with the proposal

- a) Contract/Work/Engagement orders indicating the details of assignment, client, value of assignment, date & year of award etc;
- b) Detailed Resume of the Consultant, clearly indicating the details of professional experience
- c) Certificate of Lead Assessor for ISO 9001

#### **Financial Proposal Contents**

- Financial proposal/Consultancy Fee(In Indian Rupees) should be in the form of a lumpsum amount inclusive of all taxes for the entire scope of services.
- The quote **should not include** the travel(both local & outstation) and boarding & lodging expenses that the consultant may incur while executing the assignment. The travel, boarding and lodging expenses to the consultant will be borne by CDC.

#### **Note**

*The area of coverage for the subject project would be outside Delhi.*

#### **Evaluation of Proposals**

The following evaluation criteria shall be used for technical evaluation.

Sr. No	Description	Break up
<b>1</b>	Past Experience in work of similar nature	50 Marks
1.1	Past experience of similar nature in terms of no of assignments (facilitation in ISO Implementation projects) <b>No of Assignments</b> No assignments <=5 No assignments >5 and <10 No of Assignments = 10 & above <i>Marks will be awarded based on work order of assignments of similar nature, enclosed along with the Technical proposal</i>	30 40 50
<b>2</b>	Skills & competencies	50 Marks
2.1	Professional Experience(ISO) <ul style="list-style-type: none"><li>○ =&gt;10&lt;15yrs</li><li>○ =&gt;15&lt;20yrs</li><li>○ =20yrs and above</li></ul>	30 40 50
<b>Total</b>		<b>100 Marks</b>



- Threshold for shortlisting consultants for technical evaluation will be 70marks (seventy marks).
- The financial proposals of only technically shortlisted consultants will be opened and will be ranked in terms of their total evaluated cost. The least cost proposal will be ranked as L-1 and the next higher and so on will be ranked as L-2, L-3, etc.
- The least cost proposal (L-1) will be considered for award of contract.
- Evaluations will be based on documentary evidence submitted by the applicant with respect to evaluation / selection criteria.

**Date for submission of proposal**

The Proposals must be sent to CDC office on or before **Friday, the 7<sup>th</sup> of November, 2014 by 1500 hrs.** The proposals to be sent only in **hard copy** by post/courier/by-hand. Emails will not be considered.

***Enquiries & submission of proposals should be addressed to :***

Shri S.K Sharma

Head (Business Development)

Consultancy Development Centre

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