

## INVITATION FOR EXPRESSION OF INTEREST TO IMPLEMENT A PROJECT FOR ISO CERTIFICATION.

### Organization profile :-

Raipur is the largest urban settlements in Chhattisgarh State. As per census 2011, Raipur urban agglomeration has population approx 11.22 lakh. The city is a fast developing commercial and industrial center in India. To serve it better Raipur Municipal Corporation has divided its area in 8 zones and 70 wards. About 3000 employees of 18 departments along with their sections serving Raipur. To fulfill its role, Raipur Municipal Corporation seeks to obtain ISO certification. This document provides the scope, Pre-qualification criteria, bidding terms and conditions, and suggested response formats. For easy understanding, the EOI has been divided into different parts which are integral parts of EOI.

### **PART I: GENERAL TERMS**

#### **1. GOALS OF THIS EXPRESSION OF INTEREST (EOI)**

The objective of this EOI is to solicit proposal from the interested bidders for participation in a bid process for selection of consulting firm to help this Corporation to obtain ISO9001:2015 certification.

#### **2. EOI ISSUING AUTHORITY**

This Expression of Interest (EOI) issued by the Raipur Municipal Corporation intended to shortlist potential bidders. Decision of Commissioner, Raipur Municipal Corporation with regard to the short-listing of bidders through this EOI shall be final and Raipur Municipal Corporation reserves the right to reject any or all the bids without assigning any reason.

Project Title	Selection of consultant/Service Provider for obtaining ISO9001:2015 certification:
Department	Raipur Municipal Corporation
Venue	Raipur Municipal Corporation, Near Mahila Thana Kalibadi chauk, Raipur (C.G.), 492001

#### **3. TENTATIVE CALENDER OF EVENTS**

<b><u>S.No.</u></b>	<b><u>Milestones</u></b>	<b><u>Date</u></b>
<b><u>1</u></b>	Release of Expression of Interest (EOI)	<b><u>29/09/2016</u></b>
<b><u>2</u></b>	Last date for Submission of Proposal/EOI Response	<b><u>13/10/2016</u></b>
<b><u>3</u></b>	Opening of EOI responses (Technical Bid)	<b><u>14/10/2016</u></b>
<b><u>4</u></b>	Declaration of short listed Firms (Opening of Financial bid)	<b><u>18/10/2016</u></b>

#### **4. AVAILABILITY OF THE EOI DOCUMENTS**

The tender document can be downloaded from the portal [nagarnigamraipur.nic.in](http://nagarnigamraipur.nic.in). The bidders are expected to examine all instructions, forms, terms, tentative calendar of events, time frame, and terms of reference, Project requirements and other details in the EOI documents. 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. EOI PROCESSING FEES**

A processing fee for Rs. 1000 (One Thousand Rupees only) in the form of a Demand draft or a Pay Order drawn in favor of Commissioner, Municipal Corporation Raipur, **payable at Raipur** has to be submitted along with the EOI Response. Bids received without or with inadequate EOI Processing fees shall be liable to get rejected.

#### **6. VENUE & DEADLINE FOR SUBMISSION OF PROPOSALS**

Proposals, in its complete form in all respects as specified in the EOI, must be submitted to Municipal Corporation, Raipur, at the address specified above in Section 2. In exceptional circumstances and its discretion, extend the deadline for submission of proposals by issuing an addendum to be made available on the RMC website, in which case all rights and obligations of RMC and the bidders previously subject to the original deadline will thereafter be subject to the deadline as extended.

### **PART II: SCOPE OF SERVICES**

#### **7. GENERAL BACKGROUND**

One of the important requirements of Municipal Corporation, Raipur is obtaining ISO certification. Accordingly, Municipal Corporation, Raipur has to start the work of implementing ISO certification requirements. It is envisaged that Municipal Corporation, Raipur will need the services of competent Consulting firm to implement the requirements of ISO. This expression of interest (EOI) has been developed to assist Municipal Corporation, Raipur to select a competent Consulting firm who may be engaged for providing ISO consultancy services.

## 8. TERMS OF REFERENCES :

The terms of references for the consultant will include the following

- a. To assist the government department to form the Steering Committee and ISO Project team who will be responsible for implementing ISO 9001:2015 requirements
- b. To determine the scope of ISO 9001:2015 implementation, and finalize the same through discussion with the Steering Committee. The consultant should define such a scope for which ISO 9001:2015 requirements may be implemented within a time period of 120 days.
- c. To perform gap analysis of the existing documentation of the department against the requirements of ISO 9001:2015 and produce a gap analysis report.
- d. To plan together with the ISO project team of the department on the ways to address the gaps in order to develop the necessary documentation for ISO 9001:2015 certification
- e. To develop all mandatory procedures as required in ISO 9001:2015 and guide the ISO project team on implementing the same.
- f. To develop customized training course material in soft copy (as well as hard copy) for conduct of all necessary trainings.
- g. To conduct required trainings that will include (i) top/senior management briefing; (ii) planning, documentation and implementation workshop for ISO project team and, (iii) awareness program for all employees
- h. To advise the ISO steering committee on change management and the success factors to support effective implementation of ISO 9001:2015.
- i. To conduct Internal Auditors training and guide the Internal Auditor team in conducting required numbers of internal audits.
- j. To assist in evaluation of implemented ISO 9001:2015 quality management system through internal audits including closure actions.
- k. To offer close guidance in the preparation and review of final documents prior to certification.
- l. To assist in coordination of required management reviews prior to certification.
- m. To guide the ISO project team to take the necessary corrective actions on identified non-conformities and final review of documents.
- n. To guide the ISO Project team in making an application for certification
- o. To co-ordinate during final certification of the department and ensure the department is certified by a NABCB accredited certification body**
- p. Any other task to ensure the certification of the department
- q. Submit weekly MIS report to Top Management of the Department.

## 9. TIME FRAME

The Time period will be 120 days from the date of award of contract. The scope of application will cover such sections/activities consisting of about 18 department along with their section. Municipal Corporation, Raipur has work force of around 3000 Employees working in these sections. Such number of Employees may increase. Any delay will attract penalty @ Rs 5000/- Per day

## **PART III: BIDDING TERMS AND PRE-QUALIFICATION CRITERIA**

### **10. CONDITIONS UNDER WHICH THIS EOI IS ISSUED**

1. This EOI is not an offer and is issued with no commitment. Raipur Municipal Corporation reserves the right to withdraw the EOI and change any part thereof at any stage. Raipur Municipal Corporation also reserves right to disqualify any bidder, should it be so necessary at any stage. Validity of bid should be 120 days from the date of opening of technical bid.
2. Raipur Municipal Corporation reserves the right to withdraw this EOI if Raipur Municipal Corporation determines that such action is in the best interest of the Raipur Municipal Corporation.
3. Timing and sequence of events resulting from this EOI shall ultimately be determined by Raipur Municipal Corporation.
4. Conditional tenders will not be entertained & are liable to be rejected.
5. No oral conversations or agreements with any official agent or employee of Raipur Municipal Corporation shall affect or modify any terms of this EOI and any alleged oral agreement or arrangement made by a bidder any department, agency Official or employee of Raipur Municipal Corporation shall be superseded by the definitive agreement that result from this EOI process. Oral communications by Raipur Municipal Corporation to bidders shall not be considered binding on Raipur Municipal Corporation nor shall any written materials provided by any person other than Executive Engineer, Raipur Municipal Corporation.
6. Neither the bidder nor any of the bidder's representatives shall have any claim whatsoever against Raipur Municipal Corporation or any of their respective officials, agents or employees arising out of, or relating to the EOI or these procedures (other than those arising under a definitive service agreement with the bidder in accordance with the terms thereof).
7. 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.
8. The firm should not be black listed by the Government or its agencies/Public Sector/State Level Enterprises or by any reputed MNC. An affidavit to this effect has to be made & submitted as part of technical bid
9. Each applicant shall submit only one qualification requirement proposal for ISO certification.
10. Consortium/Joint Venture bids are not allowed.

## **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 Raipur Municipal Corporation and will not be returned after opening of the pre-qualification proposal. Raipur Municipal Corporation 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. Raipur Municipal Corporation 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 bidder's 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. RMC will constitute a management committee for implementation of ISO 9001:2015 which will be responsible for developing the strategy for the implementation of ISO 9001:2015. The committee will also monitor the progress of assignment to confirm the assignment is carried out as per agreed ToR and point out deficiency in the assignment for corrective action for the timely completion of assignment.

## **14. LANGUAGE OF PROPOSALS**

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

## **15. ELIGIBILITY CRITERIA**

The Consulting firm who will be engaged should have extensive and proven mix of skill and expertise in the field of ISO certification. Previous experience of similar work is essential. The consulting firm must meet the following minimum criteria:-

<b>S.No.</b>	<b>Min. Eligibility Criteria</b>	<b>Documentary evidence required as part of Technical bid</b>
<b>1</b>	Minimum 03 No of ISO 9001:2008/2015 certification projects executed for Government/ PSU sector/ large public limited organizations/Municipal Corporation from reputed certification bodies.	Copy of Contract/work orders indicating the details of assignments, clients and values of assignments, date and year of award and completion thereof
<b>2</b>	Consulting firm should have been in operations in India for a period of at-least 2 years as on last date of EOI submission	Copy of firms registration Certificate, Audited Balance Sheets of at least last 01 years
<b>3</b>	The team should have at least 01 team leader and 03 members who shall be qualified assessors.	Detailed resumes of the team members indicating the details of qualifications and professional experience certificates of lead assessor course undergone by the team member and team members(s)
<b>4</b>	Consulting firm should submit valid documentary proof of details of service Tax and Income tax registration No. (PAN)	Copies of valid certificates
<b>5</b>	Consulting firm should be ISO 9001:2008/2015 certified organization.	Copies of valid certificates

## 16. CRITERIA FOR EVALUATION OF PROPOSAL

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

<b>S.No.</b>	<b>Description</b>	<b>Break up of marks</b>
<b>1.</b>	<b>Past Experience in work of similar nature (Govt./PSU/Large public limited organizations)</b>	<b>50 Marks</b>
<b>1.1</b>	<p>Past experience of similar nature in terms of number of assignments (Facilitation in ISO Implementation projects)</p> <ul style="list-style-type: none"> <li>• Number of assignments: between 3&amp;5 (20 Marks)</li> <li>• Number of assignments: between 5&amp;10(30 Marks)</li> <li>• Number of assignments: between 10 and 20 (40Marks)</li> <li>• Number of assignments:20 &amp; above (50 Marks)</li> </ul> <p>Marks will be awarded based on work order of</p>	

	assignments of similar nature, enclosed along with the Technical proposal	
<b>2.</b>	<b>Skills &amp; Competencies</b>	<b>40 Marks</b>
<b>2.1</b>	Professional Experience <ul style="list-style-type: none"> <li>• Between 2 to 5 years(10Marks)</li> <li>• Above 5 years <b>(20 Marks)</b></li> </ul>	
<b>2.2</b>	Team leader qualification <ul style="list-style-type: none"> <li>• Graduation and qualified lead assessor<b>(10 Marks)</b></li> <li>• Post-graduation/Engineering qualification and qualified lead assessor <b>(20 Marks)</b></li> </ul>	
<b>3.</b>	<b>Team Size</b>	<b>10Marks</b>
<b>3.1</b>	Team size including team leader Up to <b>4 (5Marks)</b> More than <b>4 (10Marks)</b>	
	<b>Total</b>	<b>100 Marks</b>

- Evaluations will be based on documentary evidence submitted by the applicant with respect to evaluation/selection criteria.
- Management committee may call for the presentation to have a better understanding at the time of technical evaluation of the proposal regarding approach, methodology, work plan and schedule of the technical proposal.
- The technically qualified consultants will be ranked based upon their marks.
- The financial proposals of consultants getting 70% marks in the evaluation of technical proposal only will be opened and the final selection will be made based upon the lowest cost quoted in financial proposal.

## **17. PREPARATION OF BIDS**

It will be imperative on each Bidder to fully inform himself of all local conditions factors which may have any effect on the execution of contract covered under these documents and all specifications. RMC shall not entertain any request for clarifications from the Bidders, regarding such conditions. It must be understood and agreed that such factors have properly been investigated and considered while submitting the bids. No claim for financial adjustment to the Contract awarded under these specification and documents will be entertained by RMC neither any change in the time schedule of the Contract. The Bidder shall bear all their transportation costs and expenses associated with preparation and submission of its bid including post bid discussions, technical and other presentations etc. and RMC will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process. Failure to furnish all information required by the Bid document of submission of a Bid not substantially responsive to the Bid document in every respect will be at the Bidder's risk and may result in the rejection of the bid.

## 18. PROPOSAL SUBMISSION

Interested consultant should submit both technical and financial proposals with processing fees in three parts as per the time slots mentioned in point 3 of Para I viz. Tentative Calendars of Events. 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 **“DOES NOT OPEN WITH THE TECHNICAL PROPOSAL”**. Demand draft or a pay order must be submitted in separate envelop indicating clearly on envelopes as **“EOI Processing Fees”**. The envelopes containing the Technical ,Financial proposals and processing fees 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 certifications of Government Departments”**.

### 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. All the documents mentioned in para. 15 i.e. Eligibility criteria
- b. Brief description about the consultant
- c. Consultants 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, approx. Value of assignment , country & location, duration of assignment, name of client, **name of certification bodies**, starting & completion dates, names of associates (other than employees), if any. Consultancy experience of helping government departments / PSUs / large public limited organizations obtain ISWO 9001:2008/2015 A may be specifically mentioned.
- d. Approach(in certification from a reputed NABCB accredited certification body)
- e. Methodology
- f. Work plan and schedule
- g. Team Size
- h. Detailed Resume of the Team leader and team members of the consultant ( with copies of certificates to support qualifications)

Technical Proposal should be a complete document and should be bound as a volume. The documents should be page numbered and duly signed by Authorized Representative who has the capacity to sign along with Authorization Letter.



**ii. FINANCIAL PROPOSAL CONTENT**

- 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.
- The lump sum quote should be inclusive of all expenses which consultant may incur while executing the assignment including Travel, Boarding & Lodging as required.
- The consultant should have to submit their financial proposal within tentative calendar of event.

**19. A Format of Financial Proposal Form**

To,  
Executive Engineer (Planning)  
Municipal Corporation,  
Raipur, Chhattisgarh-492001

**Subject: Financial proposal to implement project of ISO consultants for providing consultancy services to Municipal Corporation, Raipur for obtaining ISO certifications.**

Sir,

With reference to your tender for EOI No. \_\_\_\_\_ dated \_\_\_\_\_ to implement a project of ISO consultants for providing consultancy services to Municipal Corporation, Raipur for obtaining ISO certifications, I wish to apply to Municipal Corporation, Raipur as "Consulting firm" for the ISO 9001:2015 Certifications based on meeting the eligibility criteria.

No.	Work	Amount
1.	obtaining ISO9001:2015 certification for Raipur Municipal corporation	.....

Rates should be inclusive of all the expenses, taxes and duties except service tax which is to be indicated separately as applicable.

Date: \_\_\_\_\_  
Full Name \_\_\_\_\_  
Address \_\_\_\_\_  
\_\_\_\_\_

Signature \_\_\_\_\_

Place: \_\_\_\_\_

Stamp \_\_\_\_\_

**20. Payment terms :-** 100% after issue of ISO9001:2015 certificate from ISO certification body.

**21. DATE FOR SUBMISSION OF PROPOSAL**

The last date for submission of proposal is 13/10/2016 5.30 PM (tentative). Submission of proposals should be addressed to:

**Commissioner  
Raipur Municipal Corporation  
Near Mahila Thana  
Kalibadi Chauk Raipur  
Chhattisgarh-492001**

**Executive Engineer  
Raipur Municipal Corporation  
Raipur (C.G.)**