

MOST IMMEDIATE

No. I-34011/42/2013-Coord.
Government of India
Ministry of Corporate Affairs

5th Floor, "A" Wing, Shastri Bhawan
Dr.Rajendra Prasad Road
New Delhi -110001.

Dated the 31st March, 2014

To

(As per list)

Subject: Invitation for Expression of Interest (EOI) to implement a Project for ISO: 9001:2008 certification.

Sir,

Ministry of Corporate Affairs invites Expression of Interest from interested ISO:9001 consultants/consulting organisations/service providers duly approved by **Quality Council of India/Performance Management Division of Cabinet Secretariat** for providing consultancy services to the Ministry of Corporate Affairs for obtaining ISO:9001:2008 certification. The details of invitation for Expression of Interest has been posted in the website of this Ministry i.e. www.mca.gov.in under the heading "Quotation and Tenders" and Central Public Procurement Portal.

2. Clarifications, if any, in connection with the Expression of Interest may be solicited from the concerned officers as detailed in EOI on any working day during office hours.
3. You are requested to submit proposal by **3 PM on 21st April 2014** to this Ministry for participation in a bid process for selection of consultants.

Yours faithfully,

Sd/-

(A.H. Agarwal)

Under Secretary to the Govt. of India

Tel: 011-23389782

E-mail ID: anand.hari59@nic.in



Ministry of Corporate Affairs

Government of India

INVITATION FOR EXPRESSION OF INTEREST

TO

IMPLEMENT A PROJECT FOR ISO 9001:2008 CERTIFICATION

Ministry of Corporate Affairs, Government of India, invites Expression of Interest (EOI) from interested ISO 9001 consultants and Service Providers approved by Quality Council of India/Performance Management Division of Cabinet Secretariat for providing consultancy services to DXX for obtaining ISO 9001:2008 certification for the first phase of implementation of department-wide ISO 9001 implementation. 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 **Quality Council of India/Performance Management Division of Cabinet Secretariat** approved interested bidders for participation in a bid process for selection of consultants to help the Department obtain ISO 9001 certification for the first phase of ISO 9001 implementation

2. EOI ISSUING AUTHORITY

This Expression of Interest (EOI) is issued by the Ministry of Corporate Affairs, intended to short-list potential bidders. Department's decision with regard to the short-listing of bidders through this EOI shall be final and the Department reserves the right to reject any or all the bids without assigning any reason.

1	Project Title	Selection of Consultant/Service Provider for obtaining ISO 9011:2008 certification for implementation, operation and administration of MCA-21 Project of Ministry of Corporate Affairs
2	Project Initiator Details	Ministry of Corporate Affairs
3	Department	Ministry of Corporate Affairs
4	Contact Person	Shri J S AUDHKHASI Deputy Secretary Ministry of Corporate Affairs New Delhi-110001 Phone:011-23381615
5	Contact Person (Alternate)	Shri A H Aggarwal Under Secretary Ministry of Corporate Affairs New Delhi-110 001 Phone No.:011-23389782
5	Contact Details	Shri A H Aggarwal Under Secretary Ministry of Corporate Affairs 5 th Floor, A Wing, Shastri Bhavan Dr. Rajendra Prasad Road New Delhi-110 001 Phone No.:011-23389782 Email: anand.hari59@nic.in
6	Website	www.mca.gov.in

3. TENTATIVE CALENDAR OF EVENTS

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

S. No	Milestone	Date and time (dd-mm-yyyy; hh:mm)
1.	Release of Expression of Interest (EOI)	T
2.	Last date for Submission of EOI Response	T + 20
3.	Opening of EOI Responses	T + 21
4.	Declaration of Short listed Firms	To be informed later

4. AVAILABILITY OF THE EOI DOCUMENTS

EOI can also be downloaded from the Ministry's website. 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. CLARIFICATIONS

The prospective Consultants/Consulting Organisations/Service Providers may solicit clarifications in connection with the Expression of Interest from the designated officers as indicated in the EOI on any working days during office hours.

6. EOI PROCESSING FEES

A refundable processing fee for Rs. 5,000 (Five Thousand Rupees only) in the form of a Demand draft or a Pay Order drawn in favour of Pay & Accounts Officer, Ministry of Corporate Affairs, payable at New Delhi has to be submitted along with the EOI Response. **Bids received without or with inadequate EOI Processing fees shall be liable to get 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 Ministry of Corporate Affairs at the address specified above in Section 2. Ministry of Corporate Affairs in exceptional circumstances and at its discretion, extend the deadline for submission of proposals by issuing an addendum to be made available on the Ministry's website, in which case all rights and obligations of Ministry of Corporate Affairs

and the bidders previously subject to the original deadline will thereafter be subject to the deadline as extended.

PART II: SCOPE OF SERVICES

8. GENERAL BACKGROUND

Under the Performance Monitoring and Evaluation System (PMES) for Government Departments, each Government Department is required to prepare a Results Framework Document (RFD). An RFD provides a summary of the most important results that a department/ministry expects to achieve during a financial year. Under RFD, there is a set of mandatory indicators that are common to all departments preparing RFDs. One such important

mandatory indicator is obtaining ISO 9001: 2008 certifications. Accordingly government departments have to start the work of implementing ISO 9001:2008 requirements. It is envisaged that government departments will need the services of competent consultants duly approved by Quality Council of India/Performance Management Division of Cabinet Secretariat to implement the requirements of ISO 9001:2008. This expression of interests (EOI) has been developed to assist government departments select a competent consultant who may be engaged for providing ISO 9001:2008 consultancy services.

9. TERMS OF REFERENCE:

The terms of reference for the consultant will include the following

- a. To assist the government department form the Steering Committee and ISO Project team who will be responsible for implementing ISO 9001:2008 requirements
- b. To determine the scope of ISO 9001:2008 implementation under the first phase, and finalize the same through discussion with the Steering Committee. The consultant should define such a scope for which ISO 9001:2008 requirements may be implemented within a time period of four months.
- c. To perform gap analysis of the existing documentation of the department against the requirements of ISO 9001:2008 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 9001:2008 certification
- e. To develop all mandatory procedures as required in ISO 9001:2008 and guide the ISO project team on implementing the same.
- f. To develop customised 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 programme for all employees
- h. To advise the ISO steering committee on change management and the success factors to support effective implementation of ISO 9001:2008.
- 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 9001:2008 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 select certification body
- p. Any other task to ensure the certification of the department
- q. Submit weekly MIS report to Top Management of the Department with a copy to QCI appointed experts and Performance Management Division (PMD), Cabinet Secretariat.

10. TIME FRAME:

The ISO 9000: 2008 will be implemented in phases. The time period for the first phase will be 4 months from the date of award of the contract. In the first phase, the scope of application will cover such sections/activities consisting of a maximum of 200 staff members.

PART III: BIDDING TERMS AND PRE-QUALIFICATION CRITERIA

11. CONDITIONS UNDER WHICH THIS EOI IS ISSUED

- i.** This EOI is not an offer and is issued with no commitment. Ministry of Corporate Affairs reserves the right to withdraw the EOI and change or vary any part thereof at any stage. Ministry of Corporate Affairs also reserves the right to disqualify any bidder, should it be so necessary at any stage.
- ii.** Ministry of Corporate Affairs reserves the right to withdraw this EOI if Ministry of Corporate Affairs determines that such action is in the best interest of the Government of India.
- iii.** Timing and sequence of events resulting from this EOI shall ultimately be determined by Ministry of Corporate Affairs.
- iv.** No oral conversations or agreements with any official, agent, or employee of Ministry of Corporate Affairs 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 Ministry of Corporate Affairs shall be superseded by the definitive agreement that results from this EOI process. Oral communications by Ministry of Corporate Affairs to bidders shall not be considered binding on Ministry of Corporate Affairs, nor shall any written materials provided by any person other than Ministry of Corporate Affairs.
- v.** Neither the bidder nor any of the bidder's representatives shall have any claims whatsoever against Ministry of Corporate Affairs 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).

- vi.** 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.
- vii.** Each applicant shall submit only one Pre-qualification requirements proposal.

12 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 Ministry of Corporate Affairs and will not be returned after opening of the pre-qualification proposals. Ministry of Corporate Affairs 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. Ministry of Corporate Affairs 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.

13. 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.

14. 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.

15. LANGUAGE OF PROPOSALS

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

16. ELIGIBILITY CRITERIA

The consultant who will be engaged should have extensive and proven mix of skill and expertise in the field of ISO 9001:2008 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 five (5) ISO 9000 projects in the government/PSU sector / large public limited organisations. (Pl. provide details in the Annexure A prescribed)
- b) The team leader of Consultant should have a minimum of 10 years of professional experience in ISO 9000 consulting. (Pl. provide details in the Annexure B prescribed)
- c) The team members of the Consultant will be qualified lead assessors. (Pl. provide details in the Annexure C prescribed)

The consulting organisations can also be allowed to bid as a consortium for this project. However in such a situation consultants in individual partner organisations need to have an active role. In such case evidence towards existence and rationale for consortium needs to be furnished.

17. DOCUMENTARY EVIDENCE TO BE SUBMITTED TO SUPPORT

ELIGIBILITY

- a) Contract/work orders indicating the details of assignment, client, value of assignment, date and year of award.

- b)** Detailed resume of the team leader and team members indicating the details of qualifications and professional experience
- c)** Certificate of lead assessor course undergone by the team leader and team member(s).
- d)** Completion certificates of previous projects undertaken (Desirable). In case the organisation is not able to submit completion certificates, submission of complete contact details (Telephone no, address, organisation name) of the contact person where the work has been done is mandatory.

(The above documents should appropriately be earmarked or flagged to facilitate quick identification and scrutiny)

18. PROPOSAL SUBMISSION

Interested consultant should submit both technical and financial proposals in two parts namely.

- a.** Technical
- 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 9001:2008 certifications of Government Departments*”.

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: 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, appx. value of assignment, country & location, duration of assignment, name of client, starting & completion dates, names of associates (other than employees), if any. Consultancy experience of helping government departments / PSUs / large public limited organizations obtain ISO 9001:2008 may be specifically mentioned.
- 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 qualifications)

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 the consultant may incur while executing the assignment including Travel, Boarding & Lodging as required.
- Under phase 1 , two slabs of consultancy fees have been proposed :The upper limit of financial proposal under the two slabs will be as under
 - For manpower up to 100 employees
Consultancy fees: Rs. 1,80,000 + service tax
 - For Manpower up to 200 employees
Consultancy fees Rs. 2,50,000 + service tax

19. THE EVALUATION OF PROPOSAL

The technical proposal will be evaluated as per the following criteria.

S. No	Description	Break up of marks
1	Past Experience in work of similar nature (Govt./PSU)	50 Marks
1.1	Past experience of similar nature in terms of no of assignments (facilitation in ISO Implementation projects) <ul style="list-style-type: none"> • Number of assignments : Less than 5 (20 Marks) • Number assignments: 10 (30 Marks) • Number assignments: between 10 and 20 (40 Marks) • Number of assignments: 20 & above (50 Marks) <i>Marks will be awarded based on work order of assignments of similar nature, enclosed along with the Technical proposal</i>	
2	Skills & competencies	40 Marks
2.1	Professional Experience (team leader) <ul style="list-style-type: none"> • Between 10 and 15 yrs (10 Marks) • Above 15 years (20 Marks) 	
2.2	Team leader qualification <ul style="list-style-type: none"> • Graduation and qualified lead assessor (10 Marks) • Post-graduation/Engineering qualification and qualified lead assessor (20 Marks) 	
3	Team Size	10 Marks
3.1	Team size including team leader Up to 4 (5 Marks) More than 4 (10 Marks)	
Total		100 Marks

- Evaluations 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 five Government organisations under this scheme. Once five projects have been accepted by the consulting organisation, it cannot bid for more.

20. DATE FOR SUBMISSION OF PROPOSAL

The last date for submission of proposal is **21st April 2014 upto 3 PM.**

Submission of proposals should be addressed to:

Shri A H Aggarwal
Under Secretary
Ministry of Corporate Affairs
5th Floor, A Wing, Shastri Bhavan
Dr. Rajendra Prasad Road
New Delhi-110 001
Phone No.:011-23389782

ANNEXURE B

TEAM LEADER RESUME

S.No.				
1.	Name			
2.	Date of Birth	Day	Month	Year
3.	Educational Qualification	Graduation	Name of University/Institution	
		Post Graduation	Name of University/Institution	
4.	Technical Qualification with name of Institution (a) (b) (c)			
5.	Professional experience			

	Pl. indicate in brief	No. of years
6.	Whether Certificate of Lead Assessor Course undergone	(a) Yes (b) No
6.1	If yes, pl. indicate	
	(a) Name of the Institution	
	(b) Year of Passing	
7.	Any other relevant information	

NOTE: Pl. attach certified copies of certificate in respect of S.No.3, 4 and 6

ANNEXURE C

TEAM MEMBER(S) RESUME

S.No.	Name	
1.		

2.	Date of Birth	Day	Month	Year
3.	Educational Qualification	Graduation	Name of University/Institution	
		Post Graduation	Name of University/Institution	
4.	Technical Qualification with name of Institution (a) (b) (c)			
5.	Professional experience			
	Pl. indicate in brief		No. of years	
6.	Whether Certificate of Lead Assessor Course undergone		(c) Yes (d) No	

6.1	If yes, pl. indicate	
	(c) Name of the Institution	
	(d) Year of Passing	
7.	Any other relevant information	

NOTE

Pl. attach certified copies of certificate in respect of S.No.3, 4 and 6