

**No.17/10/2012-Admn.IV**  
**GOVERNMENT OF INDIA**  
**MINISTRY OF INFORMATION & BROADCASTING**  
**"A" Wing, Shastri Bhawan, New Delhi**  
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Dated 14<sup>th</sup> February, 2013

**INVITATION FOR EXPRESSION OF INTEREST**

**TO**

**IMPLEMENT A PROJECT FOR ISO 9001:2008 CERTIFICATION**

Ministry of Information & Broadcasting, Government of India, invites Expression of Interest from interested ISO 9001 consultants and Service Providers situated at Delhi and NCR as per list annexed for providing consultancy services to this Ministry for obtaining ISO 9001:2008 certification for the first phase of 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 the interested bidders for participation in a bid process for selection of consultant to help the Ministry 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 Information & Broadcasting, intended to short-list potential bidders. Ministry's decision with regard to the short-listing of bidders through this EOI shall be final and the Ministry reserves the right to reject any or all the bids without assigning any reason.

1	Project Title	Selection of Service Provider for obtaining ISO 9001:2008 certificate
2	Project Initiator Details	
3	Ministry	Ministry of Information & Broadcasting, Government of India
4	Contact Person	Smt. Geetha Sundararajan, Deputy Secretary, Ministry of Information & Broadcasting Phone : 2338 5587 Email : geet5954@gmail.com
5	Contact Person (Alternate)	Shri Saranjit Singh Bedi, Under Secretary Ministry of Information & Broadcasting Phone : 2338 6547

6	Contact Details	Ministry of Information & Broadcasting, Government of India, Room No. 651, 'A' Wing, Shastri Bhawan, New Delhi – 110001 Email: <a href="mailto:us.admn-moib@nic.in">us.admn-moib@nic.in</a>
7	Website	<a href="http://www.mib.nic.in">http://www.mib.nic.in</a>

### 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)	14.02.2013 15:00 Hrs.
2.	Bidders Conference	25.02.2013 15:00 Hrs.
3.	Last date for submission of written question by bidders	04.03.2013 17:00 Hrs.
4.	Response to the queries	11.03.2013 15:00 Hrs.
5.	Last date for Submission of EOI Response	18.03.2013 17:00 Hrs.
6.	Opening of EOI Responses	21.03.2013 15:00 Hrs.
7.	Declaration of Short listed Firms	To be informed later

### 4. AVAILABILITY OF THE EOI DOCUMENTS

EOI can also be downloaded from the Ministry of Information & Broadcasting website <http://www.mib.nic.in>. 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

Ministry of Information & Broadcasting will host a bidder's conference in Delhi at the address given under Contact Details 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) may attend the bidders' conference at their own cost. The purpose of the conference is to provide bidders with any clarification regarding the EOI. It will also provide each bidder with an opportunity to seek clarification 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 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 Information & Broadcasting, 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 Information & Broadcasting at the address specified above in Section 2. Ministry of Information & Broadcasting, 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 of Information & Broadcasting website, in which case all rights and obligations of Ministry of Information & Broadcasting 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 certification. 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 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 to 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 customized training course material in soft copy (as well as hard copy) for conduct of all necessary trainings.
- g. To conduct required training 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 action 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 9001:2008 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 Information & Broadcasting reserves the right to withdraw the EOI and change or vary any part thereof at any stage. Ministry of Information & Broadcasting also reserves the right to disqualify any bidder, should it be so necessary at any stage.
- ii. Ministry of Information & Broadcasting reserves the right to withdraw this EOI if Ministry of Information & Broadcasting 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 Information & Broadcasting.
- iv. No oral conversations or agreements with any official, agent or employee of Ministry of Information & Broadcasting 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 Information & Broadcasting shall be superseded by the definitive agreement that results from this EOI process. Oral communication by Ministry of Information & Broadcasting to bidders shall not be considered binding on Ministry of Information & Broadcasting, nor shall any written materials provided by any person others than Ministry of Information & Broadcasting.

- v. Neither the bidder nor any of the bidder's representatives shall have any claims whatsoever against Ministry of Information & Broadcasting 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 Information & Broadcasting and will not be returned after opening of the pre-qualification proposals. Ministry of Information & Broadcasting 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 Information & Broadcasting 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 section 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 citation 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 organizations.
- b) Consultant should have a minimum of 10 years of professional experience in ISO 9000 consulting
- c) The team members of the Consultant will be qualified lead assessors.

The consulting organization can also be allowed to bid as a consortium for this project. However in such a situation consultants in individual partner organization 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 qualification 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 organization is not able to submit completion certificates, submission of complete contact details (Telephone number, address, organization Name) of the contact person where the work has done is mandatory.

## 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 envelope 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 certification 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 service 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 to 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 qualification)

## 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
<b>1</b>	<b>Past Experience in work of similar nature (Govt./PSU/Large public limited organizations)</b>	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"> <li>• Number of assignments : Less than 5 <b>(20 Marks)</b></li> <li>• Number of assignments : 10 <b>(30 Marks)</b></li> <li>• Number of assignments : between 10 and 20 <b>(40 Marks)</b></li> <li>• Number of assignments : 20 &amp; above <b>(50 marks)</b></li> </ul> Marks will be awarded based on work order of assignments of similar nature, enclosed along with the Technical proposal	
<b>2</b>	<b>Skills &amp; competencies</b>	40 Marks
2.1	Professional Experience <ul style="list-style-type: none"> <li>• Between 10 and 15 yrs <b>(10 Marks)</b></li> <li>• Above 15 years <b>(20 Marks)</b></li> </ul>	
2.2	Team Leader qualifications <ul style="list-style-type: none"> <li>• Graduation and qualified lead assessor <b>(10 Marks)</b></li> <li>• Post- graduation/ Engineering and qualified lead assessor <b>(20 Marks)</b></li> </ul>	
<b>3</b>	<b>Team Size</b>	10 Marks
3.1	Team size including team leader Up to 4 <b>( 5 Marks )</b> More than 4 <b>(10 Marks)</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.
- 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 organization under this scheme. Once five projects have been accepted by the consulting organization, it cannot bid for more.

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20. DATE FOR SUBMISSION OF PROPOSAL

The last date for submission of proposal is 18.03.2013

Submission of proposals should be addressed to:

SHRI SARANJIT SINGH BEDI  
UNDER SECRETARY (ADMN.)  
M/O INFORMATION & BROADCASTING  
'A' WING SHASTRI BHAWAN  
NEW DELHI-110001



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