

ICAR- NATIONAL RESEARCH CENTRE FOR BANANA

(Indian Council of Agricultural Research)

(Ministry of Agriculture and Farmers' Welfare - Government of India)

Thogamalai Road, Thayanur Post, Tiruchirapalli – 620 102

Tamil Nadu (India)

Tel No: (0)9442553117 / 9442583117 E-mail : directornrcb@gmail.com / aonrcb@gmail.com

EXPRESSION OF INTEREST (EoI) FOR UPGRADATION & IMPLEMENTATION OF ISO 9001:2015

ICAR-National Research Centre for Banana, Tiruchirapalli, Tamil Nadu, hereafter called “Institute” invites Expression of Interest (EoI) from interested ISO 9001 Consultants and Service Providers for providing consultancy services to the ICAR-National Research Centre for Banana, Tiruchirapalli, for obtaining ISO 9001:2015 certifications for the first phase of ISO 9001 implementation. This document provides the scope, pre-qualification criteria, bidding terms and conditions & suggested response formats.

PART I: GENERAL TERMS

1. GOALS OF THIS EXPRESSION OF INTEREST (EoI)

The objective of Interest (EoI) is to solicit proposals from the interested bidders for participation in a bid process for selection of consultants to help the Department to obtain ISO 9001 certification for the first phase of ISO 9001 implementation.

2. EoI ISSUING AUTHORITY

This Expression of Interest (EoI) issued by the ICAR-National Research Centre for Banana, Tiruchirapalli, is intended to short-list potential bidders. The Department’s decision with regard to 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(s) thereof.

1.	Project Title	Selection of Service Provider for obtaining ISO 9001:2015 certificate
2.	Project Initiator Details	ACTION PLAN TO IMPLEMENT ISO 9001:2015 CERTIFICATIONS DOCUMENT OF INSTITUTE
3.	Department	ICAR-National Research Centre for Banana.
4.	Contact Person	Dr. S. Uma, Director ICAR-National Research Centre for Banana, Indian Council of Agricultural Research Ministry of Agriculture and Farmers' Welfare, Government of India Thogamalai Road, Thayanur Post, Tiruchirapalli – 620102. Tamil Nadu India Tel No: (0)9442553117 / 9442583117 E-mail : directornrcb@gmail.com

5.	Contact Person (Alternate)	Dr.P.Suresh Kumar, Senior Scientist ICAR-National Research Centre for Banana, Indian Council of Agricultural Research Ministry of Agriculture and Farmers' Welfare, Government of India Thogamalai Road, Thayanur Post, Trichirapalli – 620102. Tamil Nadu India Tel No: 9626257154 E-mail : psureshars@gmail.com
6.	Contact Details	ICAR-National Research Centre for Banana, Indian Council of Agricultural Research Ministry of Agriculture and Farmers' Welfare, Government of India Thogamalai Road, Thayanur Post, Trichirapalli – 620102. Tamil Nadu India Tel No: (0)9442553117 / 9442583117 E-mail : directornrcb@gmail.com
6.	Website	www.nrcb.res.in

3. TENTATIVE CALENDAR OF EVENTS

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

Sl. No	Milestone	Date and time (dd-mm-yyyy;hh:mm)
1.	Release of tender notice for Expression of Interest (EoI)	20.07.2017
2.	Last date for Submission of Proposal/EOI Response	16.08.2017 (Wednesday) 02.00 PM
3.	Declaration of Short listed Firms	To be informed later

4. AVAILABILITY OF THE EoI DOCUMENTS

The EoI documents can be downloaded from the website of the ICAR - National Research Centre for Banana viz., www.nrcb.res.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 aspect will be at the bidder's risk and may result in rejection of the proposal.

5. VENUE & DEADLINE FOR SUBMISSION OF PROPOSALS

The Proposals, in its complete form in all respects, as specified in the EoI, must be submitted to the ICAR-National Research Centre for Banana, at the address specified in Section 2 above. ICAR-National Research Centre for Banana, 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 ICAR-National Research Centre for Banana website, in which case all rights and obligations of ICAR-National Research Centre for Banana and the bidders previously subject to the original deadline will thereafter be subject to the deadline as extended.

PART II: SCOPE OF SERVICES

6. 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 9001:2015 certifications. Accordingly, Government Departments have to start the work of implementing ISO 9001:2015 requirements. It is envisaged that Government departments will need the services of competent consultants to implement the requirements of ISO 9001:2015.

7. TERMS OF REFERENCES

The terms of references for the consultant will include the following:

- a. To assist the Institute to form the Steering Committee and the ISO Project Team who will be responsible for implementing ISO 9001:2015 requirements.
- b. To determine the scope of ISO 9001:2015 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 9001:2015 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 9001:2015 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 required documentation for ISO 9001:2015 certification.
- e. To develop all mandatory procedures as required in ISO 9001:2015 and guide the ISO project team in implementing the same.
- f. To develop customized training course material in soft 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 “Chain Management” and the success factors to support effective implementation of ISO 9001:2015.

- i. To conduct Internal Auditors training and guide the team of Internal Auditors in conducting the 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 necessary corrective measures on identified non-conformities and for final review of documents.
- n. To guide the ISO Project Team in making an application for certification.
- o. To co-ordinate during the final certification of the department and to ensure the department is certified by a selected certification body.
- p. Any other task to ensure the certification of the department.
- q. Submit weekly report to the Director, ICAR-National Research Centre for Banana, Tiruchirapalli.

8. TIME FRAME:

The ISO 9001:2015 will be implemented in phases. The time period for the first phase will be four months from the date of award of contract.

PART III: BIDDING TERMS AND PRE-QUALIFICATION CRITERIA

9. CONDITIONS UNDER WHICH THIS EoI IS ISSUED

- i. This EoI is not an offer and is issued without any commitment. ICAR-National Research Centre for Banana, reserves the right to withdraw the EoI and change or vary any part thereof at any stage. ICAR-National Research Centre for Banana also reserves the right to disqualify any bidder, should it be no necessary at any stage.
- ii. ICAR-National Research Centre for Banana reserves the right to withdraw this EoI if ICAR-National Research Centre for Banana 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 ICAR-National Research Centre for Banana, Tiruchirapalli.
- iv. No oral conversations or agreements with any official, agent or employee of the Department of ICAR-National Research Centre for Banana, 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 ICAR-National Research Centre for Banana shall be superseded by the definitive agreement that results from this EoI process. No Oral communications nor any

written materials provided by any person other than by ICAR-National Research Centre for Banana to bidders shall not be considered binding on ICAR-National Research Centre for Banana.

- v. Neither the bidder nor any of the bidder's representatives shall have any claims whatsoever against ICAR-National Research Centre for Banana 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 for their qualification or for selection process by offering bribes or other illegal gratification, shall be disqualified from the selection process at any stage.
- vii. Each applicant shall submit only one pre-qualification requirements proposal.

10. 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 requirements proposal will become the property of ICAR-National Research Centre for Banana and will not be returned after opening of the pre-qualification proposal. ICAR-National Research Centre for Banana 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. ICAR-National Research Centre for Banana 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.

11. ACKNOWLEDGEMENT OF UNDERSTANDING OF TERMS

By submitting the proposal, each bidder shall be deemed to acknowledge that they have carefully read all sections of this EoI, including all forms, schedules and annexure hereto, and has fully been well informed of itself as to all the existing conditions and limitations.

12. 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 their qualification criteria specified (e.g., detailed project citations and completion certificates, client, contact information for certification, profiles of project resources and all others) as required for evaluation.

13. LANGUAGE OF PROPOSALS

The proposal and all correspondence and documents shall be written in **ENGLISH**.

14. ELIGIBILITY OF 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) Should have executed a minimum Three (3) ISO 9000 projects in Government / Public Sector Unit / large public limited organizations.
- b) Should have a minimum of 5 years of professional experience in ISO 9000 consulting.
- c) The team members of the Consultant should be qualified lead assessors.

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

15. 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 organization is not able to submit completion certificates, submission of complete details (*viz.*, Name of the Organization, its address and the Telephone number) where the work has been done is mandatory.

16. 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**”. **Please enclose Non-refundable processing fee charge of Rs.1000/- (Rupees one thousand only) in the form of demand draft drawn in favour of “ICAR unit – NRCB, Trichy payable at Tiruchirapalli” along with the proposal with requisite documents.**

Financial Proposal should invariably be indicated with a warning “**DO NOT OPEN WITH THE TECHNICAL PROPOSAL**”. The envelopes containing the Technical and Financial proposals shall both be placed one envelope and sealed. This outer envelope shall be superscribed with the title Tender for “*Engagement of Consultant for providing consultancy services for obtaining ISO 9001:2015 certifications of Government Departments*” – Due on 02.08.2017.

17. 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, approx. 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 9001:2015 may be specifically mentioned.
- c. Approach
- d. Methodology
- e. Work plan schedule
- f. Team size
- g. Detailed Resume of the Team leader and team members of the consultant (with copies of certificates to support qualifications)

18. 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 consultant may incur while executing the assignment including Travel, Boarding & Lodging as required.

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/Large public limited organizations)	50 marks
1.1	Past experience of similar nature in terms of number of assignments (Facilitation in ISO Implementation projects) <ul style="list-style-type: none"> • Number of assignments: Less than 5 - (20marks) • Number of assignments: Between 6 and 10 - (30 marks) • Number of assignments: Between 11 and 20 - (40 marks) • Number of assignments: 21 and above - (50 marks) Marks will be awarded based on work order of assignments of similar nature enclosed along with the Technical proposal	
2	Skills & Competencies	40 marks
2.1	Professional Experience <ul style="list-style-type: none"> • Between 10 and 15 years (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.
- Management committee may call for a 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 upon their marks.
- The financial proposals of those 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 quote in financial proposal.
- The consultant can bid for any number of projects with Department but accept award of projects for a maximum five Governments organizations under this scheme.
- Once five projects have been accepted by the consulting organization, it cannot bid for more.

20. DATE FOR SUBMISSION OF PROPOSAL

The last date for submission proposal is 02.08.2017 (WEDNESDAY) at 02:00 PM. Submission of proposals should be addressed to “The Director, ICAR-National Research Centre for Banana, Indian Council of Agricultural Research, (Ministry of Agriculture and Farmers’ Welfare-Government of India), Thogamalai Road, Thayanur Post, Tiruchirapalli – 620 102, Tamil Nadu, India”.

Proforma for Technical Bid

1	Name of Consultant/Firm	
2	Mailing address	
3	Permanent address / Regd. Office / Corporate Office	
4	QCI Registration Number (copy of certificate attached)	
5	Registration status of auditors employed and empanelled	
6	Professional Experience of Key Personnel in ISO Certification	
7	Number of auditors and employees of the organization	
8	Number of lead auditors empanelled by organization	
9	Capability of the organization shown by brochures and pamphlets	
10	Sale Tax/Tin No.(As applicable) (copy of certificate attached)	
11	Credentials of the organization with respect to accreditations with validity of accreditations	

12	Financial strength of the Consult/Firm (attach Balance Sheet/Income Tax Return, Abridged Financial Statements)	
13	Number of successfully executed ISO 9000 projects by the consultant in the Government / PSU Sector / large public limited organizations (attach proofs in support)	
14	Past Professional experience in ISO 9000 consulting (Works executed in the relevant field –attach proofs)	
15	Brief activities planned along with man-hours for the proposed activity – preparing ICAR- NRC Banana for ISO Certification	
16	Number of courses of lead auditor, internal auditor etc if ISO-9001, 22000, 14000 etc organized by the organization	
17	Non-refundable Processing Fee of Rs.1000.00 attached	Demand Draft No. _____ Date _____ Bank _____
17	Earnest Money Deposit (Refundable) Rs.5000.00 attached	Demand Draft No. _____ Date _____ Bank _____

**Signature & Name of personnel authorized by
Organization/Consultancy Firm**

Proforma for Financial Bid

Consultancy Organization:

LUMP-SUM TOTAL FEE* = Rs. _____ + SERVICE TAX
(Rupees _____ only plus service tax)

*for complete Phase-I of the Project as per whole work requirement given in the Bid document of ICAR-NRC Banana.

**Signature & Name of personnel authorized by
Organization/Consultancy Firm**