

# Selection of ISO 9001 Consultants



## Background

- It is envisaged that government departments will need the services of competent consultants for implementing ISO 9001.
- An expression of interests (EOI) has been developed to assist government departments select a competent consultant.
- A list of ISO 9001 consultants (prepared by QCI) is available with Performance Management Division
- Government departments may use this list to start with
- Government departments are free to select consultants outside this list also

## Note

- The ISO 9001 implementation is proposed to be done in phases.
- The time period for **Phase-1** implementation is four months.
- The scope of application of ISO 9001 should be carefully defined by the department and the appointed consultant jointly so that implementation is possible within four (4) months
- It is thus proposed that staff strength of the section under **Phase-1** scope of application be in the range of 200 (max)
- Consultant selection has to be done keeping into the consideration the time period and scope of application

# Terms of Reference (for the Consultant)

- 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

# Terms of Reference

## *(for the Consultant)*

- 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.

# Terms of Reference

## *(for the Consultant)*

- 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.

## 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.

# Eligibility Criteria

## Minimum Criteria

- It is desirable that Consultant should have executed minimum five (5) ISO 9000 projects in the government/PSU sector / large public limited organisations.
- Consultant should have a minimum of 10 years of professional experience in ISO 9000 consulting
- The team members of the Consultant will be qualified lead assessors.

## Note:

**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.**



## Eligibility Criteria

### **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.

# Proposal submission

Two parts proposal

- a. Technical
- b. Financial

# Proposal submission

## Technical Proposal Content

### Technical Proposal must include:

- a. Brief description about the Consultant
- b. Consultants experience:
  - overall experience
  - Experience of helping government departments / PSUs / large public limited organizations
- 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)

# Proposal submission

## Financial Proposal Content

- 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
  - o For manpower up to 100 employees  
Consultancy fees: Rs. 1,80,000 + service tax
  - o For Manpower up to 200 employees  
Consultancy fees Rs. 2,50,000 + service tax

# The Evaluation of Proposal

## *Evaluation of technical proposal*

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

# The Evaluation of Proposal

## *Evaluation of technical proposal*

- 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.

**Help to Government Departments**  
*from*  
**Performance Management Division**  
*and*  
**Quality Council of India**

1. As per request of PMD, Quality Council of India has prepared a list of ISO 9001 consultants (individual as well as consulting organizations)
2. Government Departments can make use of this list to start with
3. A detailed “invitation for expression of interest” has been developed which can be used by government departments to select consultants
4. A template of the MoU between government department and consultant has been developed which can be used by government departments
5. QCI will be engaging experts who will monitor the first phase of ISO 9001:2008 within government departments



***Thank You***