

Agreement

This Agreement is made on the day of (month) 2012, between the name of Government Department, AND name of the consultant with full address.

Whereas the Consultant having its office at Address has been assigned by Name of the Government Department the task of providing consultancy services for implementing ISO9001:2008 requirements within the Government Department, whereas name of the consultant has agreed to undertake the assignment on the following terms and conditions:

1. Terms of Reference:

The terms of reference for the consultant will include the following

1. To assist the government department form the Steering Committee and ISO Project team who will be responsible for implementing ISO 9001:2008 requirements
2. 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.
3. To perform gap analysis of the existing documentation of the department against the requirements of ISO 9001:2008 and produce a gap analysis report.
4. 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
5. To develop all mandatory procedures as required in ISO 9001:2008 and guide the ISO project team on implementing the same.
6. To develop customised training course material in soft copy for conduct of all necessary trainings.
7. 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
8. To advise the ISO steering committee on change management and the success factors to support effective implementation of ISO 9001:2008.
9. To conduct Internal Auditors training and guide the Internal Auditor team in conducting required numbers of internal audits.
10. To assist in evaluation of implemented ISO 9001:2008 quality management system through internal audits including closure actions.
11. To offer close guidance in the preparation and review of final documents prior to certification.

12. To assist in coordination of required management reviews prior to certification.
13. To guide the ISO project team to take the necessary corrective actions on identified non-conformities and final review of documents
14. To guide the ISO Project team in making an application for certification
15. To co-ordinate during final certification of the department and ensure the department is certified by a select certification body
16. Any other task to ensure the certification of the department

2. 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.

3. The responsibilities of the Consultant shall include (but not limited to):

- Carry out all the activities as specified in the terms of reference so as to help the Govt. Dept. in obtaining ISO 9001:2008 certification.
- Depute trainer(s)/expert(s) to assist and guide the Govt. Department in all the activities and facilitate submission of application to Certification Body for ISO9001:2008 certification.
- To submit the progress report to the top management of the government department / QCI on weekly basis or as and when required.

4. The responsibility of the Government Department shall include (but not limited to):

- Provide all the support to Consultant like facilitation in holding meetings, organizing and conduct of training programs, the provision of office facilities, document/record availability and any other requirements for timely completion of the first phase of ISO 9001:2008 implementation.
- To ensure that there is compliance to the requirements as suggested by consultant in a timely manner so that delays in implementation of requirements of ISO 9001:2008 are avoided.

5. Deliverables:

The deliverables will include the followings (but not limited to)

- Project schedule with defined milestones
- Gap analysis report as mentioned in terms of reference
- Necessary documentation like quality manual, procedures, instructions, records, as required in ISO 9001:2008 standard
- Customized training modules for all necessary trainings
- Internal audits reports
- Progress reports of activities covered under terms of reference

6. Fee

The lump-sum fees will be Rs. _____ + service tax.

7. Payment schedule & conditions

Payments shall be made according to the following schedule:

- 25% - After the first workshop and briefing to the top management of the department
- 25% - After completion of documentation
- 25% - After completion of conduct of all scheduled trainings
- 15% - After completion of internal audits
- 10% - After certification of the department

8. Others

- The Govt. department shall depute a senior officer for coordination with the consultant in matters related with the project.
- If for any reason the work is delayed, the project shall be rescheduled to mutual agreement between government department and the consultant.
- All disputes and differences arising out of or in any way touching or concerning this Agreement shall be referred to Secretary of the Department.

**Signed on behalf of
Government Department**

**Signed on behalf of
Consultant**

Date: -----

Date: -----

Name:

Name:

Designation:

Designation:

Witnesses:

Witnesses:

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