



ICAR – INDIAN INSTITUTE OF MILLETS RESEARCH
(Indian Council of Agricultural Research)
Rajendranagar, Hyderabad-500030



F.No. 4(635) Admn/13

Dated 01.06.2017

INVITATION FOR EXPRESSION OF INTEREST
TO
IMPLEMENT A PROJECT FOR ISO 9001:2015 CERTIFICATION

Indian Institute of Millets Research, Hyderabad is a Research Institute working under Indian Council of Agricultural Research, Department of Agricultural Research & Education, Ministry of Agriculture, Government of India invites Expression of Interest from interested ISO 9001: 2015 consultants and Service Providers for providing consultancy services to IIMR, Hyderabad for obtaining ISO 9001:2015 certification for the first phase of implementation of department-wise 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 the interested bidders for participation in a bid process for selection of consultant to help the Department to obtain ISO 9001:2015 certification for the first phase of ISO 9001 implementation.

2. EOI ISSUING AUTHORITY

This Expression of Interest (EoI) is issued by the Director, Directorate of Sorghum Research, Rajendranagar, Hyderabad, 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 or cancel any or all the bids without assigning any reason.

1	Project Title	Selection of Consultant / Service Provider for obtaining ISO 9001:2015 certificate
2	Department	Indian Institute of Millets Research (ICAR), Rajendranagar, Hyderabad
3	Head of the Institution	Dr. Vilas A Tonapi Director, Indian Institute of Millets Research, Rajendranagar, Hyderabad - 500 030
4	Contact Person	Shri. Charles Ekka Sr. Administrative Officer Indian Institute of Millets Research Rajendranagar, Hyderabad - 500 030 Phone - 040-24599300 Extn-306 Cell - +91-9483519221, Email – sao@millets.res.in
5	Website	http://www.millets.res.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
1.	Submission of EoI proposals should be addressed to	The Director Indian Institute of Millets Research, (ICAR) Rajendranagar, Hyderabad-500 030
2.	Release of Expression of Interest (EoI)	01.08.2017
3.	Last date for submission of EoI	
4.	Opening of EoI Responses (Technical)	
5.	Declaration of Short listed Firms	To be informed later
6.	Venue for opening EOIs	

4. AVAILABILITY OF THE EOI DOCUMENTS

EoI can also be downloaded from the website www.millets.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 respect will be at the bidder's risk and may result in rejection of the proposal.

5. EOI PROCESSING FEES

A **Refundable** processing fee for **Rs. 5,000/- (Five Thousand Rupees only)** in the form of a Demand Draft in favour of **ICAR unit DSR, payable at Hyderabad** has to be submitted along with the EoI response. The EoI processing fee will not carry any interest.

Apart from that a **Non-Refundable** EOI document fee for **Rs.500 (Five Hundred Rupees only)** in the form of Demand Draft in favour of **ICAR unit IIMR, payable at Hyderabad** has to be submitted along with the bid. Bids received without or with inadequate EoI Processing fees/Document fees shall be liable to get rejected. **Fees must be furnished with Technical Bid only.**

6. VENUE & DEADLINE FOR SUBMISSION OF PROPOSALS

Proposals, in its complete form in all respects as specified in the EoI, must be submitted to Indian Institute of Millets Research, Rajendranagar, Hyderabad at the address specified above in Section 2., Indian Institute of Millets Research, Hyderabad in exceptional circumstances and at its discretion, extend the deadline for submission of proposals by issuing an addendum

to be made available on the website www.millets.res.in, in which case all rights and obligations of IIMR, Hyderabad and the bidders previously subject to the original deadline will thereafter be subject to the deadline as extended.

PART II: SCOPE OF SERVICES

7. 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 certification. Accordingly IIMR, Hyderabad has to start the work of implementing ISO 9001:2015 requirements. The IIMR has one regional centre i.e. Centre on Rabi Sorghum, at Solapur. It is envisaged that IIMR, Hyderabad will need the services of competent consultants to implement the requirements of ISO 9001:2015.

8. TERMS OF REFERENCE:

The terms of reference for the consultant will include the following

- a. To assist the IIMR, Hyderabad form the Steering Committee and 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 IIMR, Hyderabad 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 necessary documentation for ISO 9001:2015 certification.
- e. To develop all mandatory procedures as required in ISO 9001:2015 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 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 9001:2015.
- 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 9001:2015 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 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 IIMR, Hyderabad with a copy to QCI appointed experts.

9. TIME FRAME:

The ISO 9001: 2015 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 140 staff members (including 15 staff at CRS Solapur).

PART III: BIDDING TERMS AND PRE-QUALIFICATION CRITERIA

10. CONDITIONS UNDER WHICH THIS EOI IS ISSUED

- i. This EoI is not an offer and is issued with no commitment. Director, Indian Institute of Millets Research, Hyderabad reserves the right to withdraw the EoI and change or vary any part thereof at any stage. Indian Institute of Millets Research, Hyderabad also reserves the right to disqualify any bidder, should it be so necessary at any stage.
- ii. Indian Institute of Millets Research, Hyderabad reserves the right to withdraw this EoI if it 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 Indian Institute of Millets Research, Hyderabad.
- iv. No oral conversations or agreements with any official, agent, or employee of Indian Institute of Millets Research 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 Indian Institute of Millets Research, Hyderabad shall be superseded by the definitive agreement that results from this EoI process. Oral communications by Indian Institute of Millets Research to bidders shall not be considered binding on Indian Institute of Millets Research nor shall any written materials provided by any person other than Indian Institute of Millets Research, Hyderabad.

- v. Neither the bidder nor any of the bidder's representatives shall have any claims whatsoever against Indian Institute of Millets Research 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.

11. 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 Indian Institute of Millets Research and will not be returned after opening of the pre-qualification proposals. Indian Institute of Millets Research 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. Indian Institute of Millets Research, Hyderabad 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.

12. 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.

13. 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.

14. LANGUAGE OF PROPOSALS

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

15. ELIGIBILITY CRITERIA

The consultant who will be engaged should have extensive and proven mix of skill and expertise in the field of ISO 9001 certification. Previous experiences 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 9001:2015 projects in the Government/Public Sector Units / large public limited organisations.

- b) The team leader of Consultant should have a minimum of 10 years of professional experience in ISO 9001:2015 consulting.
- c) The team members of the Consultant will 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 organisations need to have an active role. In such case evidence towards existence and rationale for consortium needs to be furnished.

16. 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.
- e) IT clearance for past 3 years.
- f) Certification of the Registration of the firm.

17. 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 9001:2015 certification of Indian Institute of Millets Research, Hyderabad*”.

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 9001:2015 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.

18. 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 05 (20 Marks)• Number of assignments: 05 to 09 (30 Marks)• Number of assignments: 10 to 19 (40 Marks)• Number of assignments: 20 & 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 (team leader) <ul style="list-style-type: none">• Between 10 to 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 (<i>5 Marks</i>) More than 4 (<i>10 Marks</i>)	
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.

19. SPECIAL INSTRUCTIONS TO THE BIDDERS/AGENCIES :

1. Bidders are required to submit two bids i.e. (a) **Technical Bid** and (b) **Financial bid separately** failing which their Bid will not be considered. First of all, the Committee will open the Technical bid and the firms/Agencies which are meeting our specifications only will be listed out. The Financial bid in respect of the firms/Agencies which are listed and qualifies in the Technical bid only will be opened. The bids which are not qualified in the Technical point of view will not be opened under any circumstances and they are summarily rejected.
2. Bidders are advised to submit Technical Bid and Financial Bid in two separate sealed covers and put in a one sealed cover duly super scribing the Name of the work on the left hand side for easy identification.
Ex: Bidders for Ex: Bid for Providing Consultancy Services for implementing ISO 9001:2015 @ Quality Management System in Indian Institute of Millets Research, Hyderabad.
3. The cover containing your Bid should be addressed to "**Indian Institute of Millets Research, Rajendranagar, Hyderabad-500 030**" and submit to this office on or before **30.06.2017 up to 03:00 PM**. **Late receipt of Bid will not be accepted under any circumstances.**
4. **Your Processing Fee/Document Fee must be furnished with Technical Bid only.**
5. This Institute will not be responsible for any postal delay, if occurred.

Sr. Administrative Officer

All the terms and conditions attached with this Bid are acceptable to us.

Authorised Signatory_____

*for M/s.*_____

with Seal.

Date: