

**No. D-35011/1/2013-GA**  
Government of India  
Ministry of Heavy Industries & Public Enterprises  
Department of Heavy Industry  
GA Section

Room No. 15, Udyog Bhawan,  
New Delhi 110011.  
Dated, the 22<sup>nd</sup> February, 2013.

To

(As per list by e-mail)

**Subject : Invitation for Expression of Interest for Implementation of ISO: 9001 Certification in D/o Heavy Industry - reg.**

Sir,

Department of Heavy Industry invites Expression of Interest from interested ISO 9001 consultants and service providers for providing consultancy services to the Ministry for obtaining ISO 9001 : 2008 certificate. The details of Invitation for Expression of Interest has been hosted in the website of this Department [www.dhi.nic.in](http://www.dhi.nic.in) and C.P.P. Portal.

You are, therefore, requested to submit proposal to this Department for participation in a bid process for selection of consultants. The last date for submission of EOI response is 22/03/2013 till 4.00 p.m. sharp.

Yours faithfully,

(Ajay Kumar Gaur)

Under Secretary to the Govt. of India

अजय कुमार गौर/AJAY KUMAR GAUR  
22/02/2013  
2306 1106  
2306 1727  
Ministry of Heavy Industries & Public Enterprises  
भारतीय उद्योग विभाग/Department of Heavy Industry  
उद्योग भवन, नई दिल्ली  
Udyog Bhawan, New Delhi

Copy along with a copy of Invitation for Expression of Interest is forwarded to NIC-DHI for hosting/ uploading the same in the website of the Department.

Enc: Page 1 to 9

- 1 -

**Department of Heavy Industry  
Ministry of Heavy Industries & Public Enterprises  
Government of India**

**INVITATION FOR EXPRESSION OF INTEREST**

**TO**

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

Department of Heavy Industry, Ministry of Heavy Industries & Public Enterprises, Government of India, invites Expression of Interest from interested ISO 9001 consultant and Services Providers for providing Consultancy services to Department of Heavy Industry for obtaining ISO 9001:2008 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 : GERNERAL TERMS**

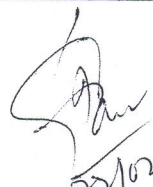
**1. GOALS OF THIS EXPRESSION OF INTEREST (EOI)**

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

**2. EOI ISSUING AUTHORITY**

This Expression of Interest (Eoi) issued by the Department of Heavy Industry, Ministry of Heavy Industries & Public Enterprises is 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 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	US (GA), Department of Heavy Industry
3	Department	Department of Heavy Industry, Ministry Of Heavy Industries & Public Enterprises.
4	Contact Person	Shri. Ajay Kumar Gaur Under Secretary, GA Section Department of Heavy Industry Room No. 15, Udyog Bhawan New Delhi- 110011. Ph. 23061727, 23061106
5	Contact Person (Alternate)	Shri Manjit Kumar Dy. Secretary Department of Heavy Industry Phone: 011-23061565
7	Website	<a href="http://www.dhi.nic.in">http://www.dhi.nic.in</a>

  
22/02/2013

**SHRI. AJAY KUMAR GAUR**  
Under Secretary, GA Section  
Department of Heavy Industries & Public Enterprises  
Room No. 15, Udyog Bhawan, New Delhi

### 3. TANTAIVE 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 (Eol)	22/02/2013	11:00 am
2.	Bidders Conference	04/03/2013	04:00 pm
3.	Last date for submission of written questions by bidders	11/03/2013	04:00 pm
4.	Response to the Queries	18/03/2013	04:00 pm
5.	Last date for Submission of Eol Response	22/03/2013	04:00 pm
6.	Opening of Eol Responses	25/03/2013	04:00 pm
7.	Declaration of Short listed Firms	To be informed later	

### 4. AVAILABILITY OF THE EOI DOCUMENTS

Eol can also be downloaded from the [www.dhi.nic.in](http://www.dhi.nic.in) Website. The bidders are expected to examine all instruction, forms, terms, project requirements and other details in the Eol document. Failure to furnish complete information as mentioned in the Eol documents or submission of a proposal not substantially responsive to the EOI document in every respect will be at the bidder's risk and may result in rejection of the proposal.

### 5. BIDDERS' CONFERENCE

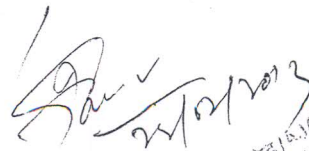
Department of Heavy Industry will host a bidder's Conference in Delhi at the address given under Contact Details Section 2 above. The Conference is tentatively scheduled as per the schedule given in Section 3 above. The representatives of the interested organizations (restricted to two persons) may attend the bidders' conference at their own cost. The purpose of the conference is to provide bidders with any clarifications regarding the Eol. It will also provide each bidder with an opportunity to seek clarifications regarding any aspect of the Eol 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 (Rupees Five Thousands only) in the form of a Demand Draft or a Pay Order drawn in favour of **Drawing & Disbursing Officer, Department of Heavy Industry Payable at New Delhi** has to be submitted along with the Eol Response. Bids received without or with inadequate Eol 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 Eol, must be submitted to Department of Heavy Industry, Ministry of Heavy Industries & Public Enterprises. at the address specified above in Section 2. Department of Heavy Industry, in exceptional circumstance and at its discretion, extend the deadline for submission of proposals by issuing an addendum to be made available on the website [www.dhi.nic.in](http://www.dhi.nic.in) , in which case all rights and obligations of Department of

  
24/02/2013  
A. JAY KUMAR GAUR  
Secretary  
Department of Heavy Industries & Public Enterprises  
Ministry of Heavy Industries & Public Enterprises  
New Delhi  
New Delhi, New Delhi

Heavy Industry 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 indicator 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 requirement 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 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 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.
- k. To offer close guidance in the preparation and review of final documents prior to certification.


*[Handwritten Signature]*  
24/07/2013

SECRETARY  
Under Secretary  
Ministry of Heavy Industries & Public Enterprises  
Udyog Bhawan, New Delhi

- 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.

**10. TIME FRAME:**

The ISO 9001:2008 will be implemented in phases. The time 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

  
22/02/2013  
अजय कुमार गौर / A. JAY GAUR  
अवर सचिव / Under Secretary  
भारतीय उद्योग एवं सार्वजनिक उद्योग विभाग  
Ministry of Heavy Industries & Public Enterprises  
उद्योग भवन, नई दिल्ली  
Joyy Gaur, New Delhi


**PART III: BIDDING TERMS AND PRE- QUALIFICATION CRITERIA**

**11. CONDITIONS UNDER WHICH THIS EOI IS ISSUED**

- (i) This invitation of Eoi is not an offer and is issued with no commitment. Department of Heavy Industry reserves the right to withdraw the Eoi and change or vary any part thereof at any stage. Department of Heavy Industry also reserves the right to disqualify any bidder, should it be so necessary at any stage.
- (ii) Department of Heavy Industry reserves the right to withdraw this Eoi if Department of Heavy Industry 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 Department of Heavy Industry.
- (iv) No oral conversations or agreements with any official, agent, or employee of Department of Heavy Industry 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 Department of Heavy Industry shall be superseded by the definitive agreement that results from this Eoi process. Oral communications by Department of Heavy Industry to bidders shall not be considered binding on Department of Heavy Industry, nor shall any written materials provided by any person other than Department of Heavy Industry.
- (v) Neither the bidder nor any of the bidder's representatives shall have any claims whatsoever against Department of Heavy Industry or any of their respective officials, agents or employees 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 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 Department of Heavy Industry and will not be returned after opening of the pre-qualification proposal. Department of Heavy Industry 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. Department of Heavy Industry 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.

  
24/07/2013  
शुभम कुमार गौर / S. JAY KUMAR GAUR  
सुपर सहायक सचिव / Joint Secretary  
भारतीय उद्योग एवं सार्वजनिक उपकरण विभाग  
Ministry of Heavy Industries & Public Enterprises  
उद्योग भवन, नई दिल्ली  
Udyog Bhawan, New Delhi

### 13. 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.

### 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 citations 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

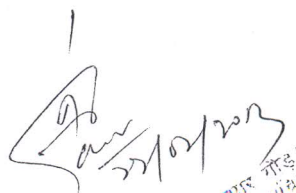
The consultant who will be engaged should have extensive and proven mix of skill and expertise in the field of ISO 9001:2008 certification. Previous experience of similar work is essential. The consultant must meet the following minimum criteria

- a). It is desirable that Consultant should have executed minimum five (5) ISO 9000 projects in the government/PSU sector / large public limited organisations.
- b) Consultant should have a minimum of 10 years of professional experience in ISO 9001 consulting
- c) The team members of the Consultant will be qualified lead assessors.

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.

### 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 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, organization name) of the contact person where the work has been done is mandatory.

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अजय कुमार गौड़ (A. JAY KUMAR GAUR)  
अवर सचिव (अवर सचिव) Secretary  
भारतीय भारी उद्योग विभाग  
Ministry of Heavy Industries & Public Enterprises  
भारतीय भारी उद्योग विभाग, नई दिल्ली  
Udyog Bhawan, New Delhi

**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 PROPSAL" 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 9001:2008 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 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 9001:2008 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 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.

*(Signature)*  
**Secretary**  
 अख्यक उद्योग विभाग, भारत सरकार  
 भारती उद्योग विभाग  
 Ministry of Heavy Industries & Public Enterprises  
 भारती उद्योग विभाग, भारत सरकार  
**Hdyog Bhaagan, Bharat Sarkar**




- 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
1	Past Experience in work of similar nature (Govt./PSU/Large Public limited organisations)	50 Marks
1.1	Past experience of similar nature in terms of no of assignments(facilitation in ISO Implementations Projects ) <ul style="list-style-type: none"><li>• Number of assignments :Less than 5 (20 Marks)</li><li>• Number of assignments :10 (30 Marks)</li><li>• Number of assignments :Between 10 and 20 (40 Marks)</li><li>• Number of assignments : 20 &amp; above (50 Marks)</li></ul> Marks will be awarded based on work order of assignments of similar nature, enclosed along with the Technical proposal	
2	<b>Skills &amp; Competencies</b>	40 Marks
2.1	Professional Experience <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	Team leader qualification <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>	
3	<b>Team Size</b>	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.
- 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.

  
Secretary  
Ministry of Heavy Industries & Public Enterprises  
Department of Heavy Industries  
Government of India

- 9 -
- The consultant can bid for any number of projects with Departments but accept award of projects for a maximum five Government organisation under this scheme. Once five projects have been accepted by the consulting organisation, it cannot bid for more.

## 20. DATE FOR SUBMISSIOIN OF PROPOSAL


The last date for submission of proposal is : 22/03/2013

### Submission of proposals should be addressed to:

Shri. Ajay Kumar Gaur  
Under Secretary, GA Section  
Department of Heavy Industry  
Room No. 15, Udyog Bhawan  
New Delhi- 110011.

Ph. 23061727

23061106

  
22/03/2013  
अजय कुमार गौड़/AJAY KUMAR GAUR  
अवर सचिव/Under Secretary,  
भारी उद्योग एवं सार्वजनिक उपकरण  
Ministry of Heavy Industries & Public Enterprises  
भारी उद्योग विभाग/Department of Heavy Industry  
उद्योग भवन, नई दिल्ली  
Udyog Bhawan, New Delhi