



# CORPORATION OF THE CITY OF PANAJI



Panaji - Goa 403 001 India.  
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## INVITATION FOR EXPRESSION OF INTEREST (EOI)

TO

### SERVICE PROVIDERS FOR GIVING ISO 9001:2015 CONSULTANCY AND CERTIFICATION THROUGH A ISO CERTIFICATION BODY

FOR

### CORPORATION OF THE CITY OF PANAJI

The Corporation of The City of Panaji Goa, invites Expression of Interest from interested ISO 9001:2015 consultants and Service Providers for providing consultancy services to the department for obtaining the certification. 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 consultants to help the Corporation to obtain ISO 9001:2015 certification for the Corporation of The City of Panaji Goa.

**2. EOI ISSUING AUTHORITY:** This EoI is being issued by the Corporation of The City of Panaji Goa, intended to short-list potential bidders. Corporation's decision with regard to the short-listing of bidders shall be final and the Corporation reserves the right to reject any or all the bids without assigning any reason.

1	Project Title	Selection of service providers for giving consultancy to ISO 9001:2015 and enabling Certification of the same through a reputed certification body.
2	Department	Corporation of The City of Panaji Goa.
4	Contact Person	Commissioner Corporation of The City of Panaji Goa Dr Pandurang Pissurlekar Rd, Altinho, Panaji-Goa. 403001 India. Landline: 0832-2223339 / 2423556 / 2237160 Tele fax:0832-2426998.

5	Contact Person (Alternate)	Mayor <a href="https://ccpgoa.com">https://ccpgoa.com</a> /Dr Pandurang Pissurlekar Rd, Altinho, Panaji- Goa. 403001 India. Landline: 0832-2223339 / 2423556 / 2237160 Tele fax:0832-2426998.
5	Website	<a href="https://ccpgoa.com">https://ccpgoa.com</a>

**3. TENTATIVE CALENDAR OF EVENTS:** The following Table enlists important dates and timelines for completion of bidding activities:

Sr. No	Milestone	Date and time (dd-mm-yyyy; hh:mm)
1	Release of Expression of Interest (EoI)	22-04-2023 (10.00 AM)
2	Last date for submission of written questions by bidders	08-05-2023 (4.00 PM)
3	Response to the Queries	09-05-2023 (5.00PM)
4	Last date for Submission of EoI Response	10-05-2023 (4.00 PM)
5	Opening of EoI Responses	15-05-2023 (4.00PM)
6	Declaration of Short listed Firms	To be informed later

**4. AVAILABILITY OF THE EoI DOCUMENTS:** EoI can also be downloaded from the <https://ccpgoa.com>. The bidders are expected to examine all the 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. VENUE AND DEADLINE FOR SUBMISSION OF PROPOSALS:** Proposals, in its complete form in all respects as specified in the EoI, must be submitted to the Corporation of The City of Panaji Goa, at the address specified above in paragraph.

Corporation of The City of Panaji, in exceptional circumstances and at its discretion, extend the deadline for submission of proposals by issuing an addendum to be made available on the Corporation of The City of Panaji website, in which case all rights and obligations of Corporation of The City of Panaji 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**

The Corporation of the City of Panaji is the oldest civic institution in Asia. It received the status of a Portuguese city in 1843. It is also the world's smallest municipal corporation, catering to the civic needs of Goa's capital city of Panjim.

By adopting ISO 9001:2015 certification the Corporation of The City of Panaji strives to achieve professionalism and establish peer recognition. The certification also provides for a recognized means for an organization to evaluate itself, effect change, and to receive recognition. This also gives the Corporation service a method to review the overall performance of the department based upon these set criteria. Personnel loyalty, pride, pro public relations and motivation will also increase since all members of the department would be participating in the overall process. Accordingly, it is envisaged that Corporation of The City of Panaji will need the services of competent consultants to implement the requirements of ISO 9001:2015 certification. This EOI has been developed to assist the Corporation of The City of Panaji to select a competent consultant who may be engaged for providing ISO 9001:2015 certification consultancy services.

**7. TERMS OF REFERENCE:** The terms of reference for the consultant will include the following: -

- (a) Consultant engaged should be preferably locally based and provide all parameters related to Consultancy, documentation, Certification and Accreditation & incur all other charges like boarding, lodging, travelling of 3rd party consultants and auditors.
- (b) The fees shall be inclusive of all taxes other than the fees mentioned in quotation, no other charges will be paid additionally.
- (c) To assist the Corporation of The City of Panaji to form a Steering Committee and ISO Project Team, who will be responsible for implementing ISO 9001:2015 requirements;
- (d) To determine the scope of ISO 9001:2015 implementation, 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 6 months or earlier;
- (e) To perform gap analysis of the existing documentation of the department against the requirements of ISO 9001:2015.
- (f) To plan together with the ISO Project Team of the Corporation of The City of Panaji on the ways to address the gaps in order to develop the necessary documentation for ISO 9001:2015 certification.
- (g) To develop all mandatory procedures as required in ISO 9001:2015 and guide the ISO Project Team for implementing the same.
- (h) To develop customised training course material in soft copy (as well as hard copy) for conduct of all necessary trainings.

- (i) 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;
- (j) To advise the ISO Steering Committee on change management and the success factors to support effective implementation of ISO 9001:2015.
- (k) To conduct Internal Auditors training and guide the Internal Auditor team in conducting required numbers of internal audits.
- (l) To assist in evaluation of implemented ISO 9001:2015 system through internal audits including closure actions.
- (m) To offer close guidance in the preparation and review of final documents prior to certification;
- (n) To assist in coordination of required management reviews prior to certification;
- (o) To guide the ISO Project Team to take the necessary corrective actions on identified non-conformities and final review of documents;
- (p) To guide the ISO Project Team in making an application for certification;
- (q) To co-ordinate during final certification and to enable the department to be certified by a ISO certification body;

**8. TIME FRAME:** The ISO 9001:2015 certifications will be implemented simultaneously. The time period for the same will be 6 months from the date of award of the contract or earlier. The scope of application will cover entire Corporation of The City of Panaji consisting of a maximum of 1078 employees.

### **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 with no commitment. The Corporation of The City of Panaji reserves the right to withdraw the EoI and change or vary any part thereof at any stage. Legislative Department also reserves the right to disqualify any bidder, should it be so necessary at any stage.
- (ii) The Corporation of The City of Panaji reserves the right to withdraw this EoI if the Corporation of The City of Panaji determines that such action is in the best interest of the Government of Goa.
- (iii) Timing and sequence of events resulting from this EoI shall ultimately be determined by the Corporation of The City of Panaji.
- (iv) No oral conversations or agreements with any official, agent, or employee of the department 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 the department shall be superseded by the definitive agreement that results from this EoI process. Oral communications by the department to bidders shall not be considered binding on it, nor shall any written materials provided by any person other than the department.

- (v) Neither the bidder nor any of the bidder's representatives shall have any claims whatsoever against the department 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.
- (viii) The Corporation of The City of Panaji reserves the right to award the contract to the most eligible Consultant even if there is only one qualifying Consultant.

**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 proposal will become the property of the Corporation of The City of Panaji and will not be returned after opening of the pre-qualification proposals. The Corporation of The City of Panaji 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. The Corporation of The City of Panaji 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 a proposal, each bidder shall be deemed to acknowledge that it has carefully read all the paragraphs of this EoI, including all forms, schedules and annexure hereto, and has fully informed itself as to all 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 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.

**13. LANGUAGE OF PROPOSALS:** The proposal and all correspondence and documents shall be written in English.

**14. ELIGIBILITY CRITERIA:** The consultant who will be engaged should have extensive and proven mix of skill and expertise in the field of ISO 9001:2015. Previous experience of similar work is essential. The consultant must meet the following minimum criteria—

- a) It is desirable that Consultant is locally based in Goa. **In case the consultant firm is from outside the state, it should have an office or competent staff stationed in the state during the period of implementation.**
- b) It is desirable that Consultant should have executed minimum five (5) ISO 9001:2015 projects in the Government/Public Sector Undertakings/large Public Limited Organisations.
- c) The Team Leader of Consultant should have a minimum of 10 years of professional experience in ISO 9001:2015 certification process.
- d) The team members of the Consultant will be qualified lead assessors.

**15. DOCUMENTARY EVIDENCE TO BE SUBMITTED TO SUPPORT ELIGIBILITY:**

- (a) Contract or 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).

**16. PROPOSAL SUBMISSION:** Interested Consultants 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 for the Corporation of The City of Panaji*”.

**I. TECHNICAL PROPOSAL CONTENT:** TECHNICAL Proposal should be prepared considering the Terms of Reference, Detailed Approach and Methodology, Activity Schedule and 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 or studies undertaken may be provided including assignment or project name, description of services provided, approximate value of assignment, country and location, duration of assignment, name of client, starting and completion dates, names of associates (other

than employees), if any. Consultancy experience of helping Government Departments or Public Sector Undertakings or large Public Limited Organisations in obtaining the ISO 9001:2015 may be specifically mentioned.

- (c) Approach
- (d) Methodology
- (e) Work Plan and Schedule
- (f) Detailed Resume of the Team leader of the Consultant (with copies of certificates to support qualifications).
- (g) For consultant firms outside Goa, plan for provision of technical support (local office/staff) during the implementation of the project.

## 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*.
- Details of payment schedule linked to milestones identified in the work plan.
- The lump sum quote should be inclusive of all expenses which the consultant may incur while executing the assignment including Travel, Boarding and Lodging as required of 3rd party consultants and auditors.

## 17. THE EVALUATION OF PROPOSAL

The technical proposal will be evaluated as per the following criteria.

SR. NO	DESCRIPTION	BREAK UP OF MARKS
1	<b>Past Experience in work of similar nature (Govt./PSU)</b>	40 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"> <li>• Number of assignments: Less than 5(20 Marks)</li> <li>• Number assignments: 10 (<b>20 Marks</b>)</li> <li>• Number assignments: between 10 and 20 (<b>30 Marks</b>)</li> <li>• Number of assignments: 20 and above (<b>40 Marks</b>)</li> </ul>	

	<i>Marks will be awarded based on work order of assignments of similar nature, enclosed along with the Technical proposal</i>	
<b>2</b>	<b>Skills and competencies</b>	<b>40 Marks</b>
2.1	Professional Experience (team leader) <ul style="list-style-type: none"> <li>• Between 10 and 15 years (<b>10 Marks</b>)</li> <li>• Above 15 years (<b>20 Marks</b>)</li> </ul>	
2.2	Team leader qualification <ul style="list-style-type: none"> <li>• Graduation and qualified lead assessor (<b>10 Marks</b>)</li> <li>• Post-graduation or Engineering qualification and qualified lead assessor (<b>20 Marks</b>)</li> </ul>	
<b>3</b>	<b>Local availability</b>	<b>20 Marks</b>
3.1	Consultancy firm registered in Goa ( <b>20 Marks</b> )	
<b>Total</b>		<b>100 Marks</b>

- Evaluation will be based on documentary evidence submitted by the applicant with respect to evaluation and 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. DATE FOR SUBMISSION OF PROPOSAL:** The last date for submission of proposal is 10-05-2023 at 4.00 PM.

Submission of proposals should be addressed to: The Commissioner,  
Corporation of The City of Panaji,  
Dr Pandurang Pissurlekar Rd, Altinho, Panaji,  
Goa 403001  
Landline: 0832-2223339 / 2423556 / 2237160  
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