



# KERALA STATE BACKWARD CLASSES DEVELOPMENT CORPORATION LIMITED

(A Government of Kerala Undertaking)

CIN-U75122KL1995SGC008705

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

Kerala State Backward Classes Development Corporation Limited a Fully owned State Government Company which is an NBFC invites Expression of Interest from interested ISO 9001 consultants and Service Providers for providing consultancy services to the Company for obtaining ISO 9001:2015 certification. The Company was incorporated in the year 1995 under the Companies Act 1956 and has Offices in the entire District and 6 Sub Offices.

This document provides the scope, pre-qualification criteria, bidding terms and conditions and suggested response formats and for easy understanding the EOI has been divided into different parts which are integral parts of EOI.

### **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 process for selection of consultants to help the Corporation to obtain ISO 9001:2015 certification for its services,

#### **2. Details of the EOI**

1.	Project Title	Selection of Consultants for obtaining ISO 9001:2015 certificate
2.	Project Initiator Details	Shri.K.T.Balabhaskaran Managing Director KSBCDC Limited Pattoor , Vanchiyoor P.O Thiruvananthapuram-695035
3.	Contact Person	Shri R.Ram Ganesh Company Secretary KSBCDC Limited Pattoor , Vanchiyoor P.O Thiruvananthapuram-695035 Phone: 9446003470 E Mail- bcdccs@gmail.com
4.	Website	<a href="http://www.ksbcd.com">www.ksbcd.com</a>

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### 3. TENTATIVE CALENDER OF EVENTS

The following table enlists important milestones and timelines for completion of bidding activities:

Sl.No.	Milestone	Date and time (dd-mm-yyy;hh:mm)
1.	Release of Expression of Interest (EoI)	22/02/2021
2.	Bidders Conference	08/03/2021, 3.00 PM
3.	Last date for submission of written question by bidders	10/03/2021,4.00 P.M
4.	Last date for Submission of Proposal	11/03/2021,5.00 P.M
6.	(a)Opening of EoI Responses	12/03/2021,3.00p.m
	(b)Finalization of technical bid	15/03/2021, 4.00 p.m.
	(c)Opening of Financial bid	Will be notified
7.	Declaration of Short listed Firms	Will be notified

### 4. EOI PROCESSING FEES

A refundable processing fee for Rs. 10,000 (Ten Thousand Rupees only) in the form of a Demand draft or a Pay Order drawn in favor of **Managing Director, KSBCDC Limited** has to be submitted along with the EoI Response. Bids received without or with inadequate EoI Processing fees shall be liable to get rejected.

## PART II: SCOPE OF SERVICES

### 5. TERMS OF REFERENCES :

The terms of references for the consultant will include the following

- To assist the Company to improve the organizational performance and measure its capability of activities.
- To align the improvement activities and empower the staffs to make improvements.
- To perform gap analysis of the existing process of the Company against the requirements of ISO 9001:2015 and produce a gap analysis report.

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- d. To develop all mandatory procedures as required in ISO 9001:2015 in the relevant fields.
  - e. To develop customized training course material in soft copy (as well as hard copy) for conduct of all necessary trainings.
  - f. To conduct required trainings that will include (i) top/senior management briefing; (ii) planning, documentation and implementation workshop, (iii) awareness programme for all employees
  - g. To conduct Independent Internal Audit on all the activities of the offices
  - h. To assist in evaluation of implemented ISO 9001:2015 quality management system through internal audits
  - i. To assist in coordination of required management reviews prior to certification.
  - j. To assist the Company in deploying its resources properly.
  - k. To establish a platform for the staffs for learning and sharing the knowledge to get inclined with the ISO Process.
  - l. To transform the Company to provide the best service provider in the industry.

## **PART III: BIDDINGTERMS AND PRE-QUALIFICATION CRITERIA**

### **6. CONDITIONS UNDER WHICH THIS EOI IS ISSUED**

- i. This EOI is not an offer and is issued with no commitment and KSBCDC reserves the right to withdraw the EOI and change or vary any part thereof at any stage and also reserves the right to disqualify any bidder, should it be so necessary at any stage.
- ii. Timing and sequence of events resulting from this EOI shall ultimately be determined by KSBCDC
- iii. Neither the bidder nor any of the bidder's representatives shall have any claims whatsoever against KSBCDC 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).
- iv. 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.
- v. Each applicant shall submit only one pre-qualification requirements proposal.

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## 7. 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 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 organizations.
- b) Consultant should have a minimum of 10 years of professional experience in ISO 9000 consulting
- c) The firm should not be black listed by the government, or its agencies and Public Sector/State Level Enterprises.
- d) Consultant having Registered Office in Kerala and prior experience in consultancy of banking Company or NBFC is preferred.

## 8. 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) Completion certificates of previous projects undertaken (Desirable). In case the organization 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.

## 9. 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, approx. 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 A may be specifically mentioned.

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- 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)

Technical Proposal should be a complete document and should be bound as a volume. The documents should be page numbered and duly signed by Authorized Representative who has the capacity to sign along with Authorization Letter.

## **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.