



NORKA CENTRE, 3RD FLOOR, THYCAUD P.O
Thiruvananthapuram-695 014
Phone : 0471- 2770500
www.norkaroots.org

TENDER INVITING PROPOSAL

**For providing Consultancy Services for implementation of ISO 9001:2015
Quality Management System Implementation and Certification in
NORKA ROOTS**

NORKA ROOTS, the field agency of Norka Department, Government of Kerala invites competitive bids from interested ISO 9001:2015 Consultants and Service Providers for providing consultancy services to NORKA ROOTS to meet the requirements of ISO 9001:2015 standard for Head Office, Thiruvananthapuram, Certificate Authentication Centres at Thiruvananthapuram, Ernakulam and Kozhikkode.

GENERAL TERMS

- 1. Objective:** The objective of this tender is to solicit bids from the interested bidders for participation in a bid process to support in implementing ISO 9001:2015 standard based QMS
- 2. Tender issuing authority:** This notice is issued by NORKA ROOTS. Decision of NORKA ROOTS with regard to the selection of bidders shall be final and NORKA ROOTS reserves the right to reject any or all the bids without assigning any reason.

a	Title	Selection of consultant for implementing QMS in Head office of NORKA ROOTS, Certificate Authentication Centre at Thiruvnananthapuram, Ernakulam and Kozhikkode based on the requirements of ISO 9001:2015
b	Contact Details	The Chief Executive Officer NORKA ROOTS 3 rd Floor, NORKA Centre Thycaud, Thiruvananthapuram 695 014
c	Tel/email	0471-2770500 esection@norkaroots.net
d	Website	www.norkaroots.org

3. Tentative calendar of events : The following table enlists important dates and timelines for completion of bidding activities:

Sl. No	Milestone	Date and time
1.	Release of Tender notice	05.10.2020
2.	Pre-bid meeting	19.10.2020 – 3 PM
3.	Last date for submission of bids	27.10.2020 - 3 PM
4.	Opening of bids	27.10.2020 - 4 PM

4. Availability of bid documents: Bid document can be downloaded from the website www.norkaroots.org. The bidders are expected to examine all the instructions, terms, project requirements in detail. Bids / proposals not substantially responsive in every respect will be at the bidder's risk and may result in rejection of the bid.

5. Pre-bid conference: NORKA ROOTS will host a pre-bid meeting at the Head office of NORKA ROOTS. The meeting is tentatively scheduled as per the schedule given in Para 3 above. The representatives of the interested organizations may attend the pre-bid meeting at their own cost. The purpose of the conference is to provide bidders with NORKA ROOTS' requirements and any clarifications regarding the work. It will also provide each bidder with an opportunity to seek clarifications regarding any aspect of the work. The venue for the bid meeting will be at the address given in Para 2.

6. Processing fees: A non-refundable processing fee for Rs. 1,000 (One Thousand Rupees only) in the form of a Demand Draft drawn in favour of Chief Executive Officer, NORKA ROOTS payable at Trivandrum, has to be submitted along with the bid. Bids received without or with inadequate processing fees shall be liable to get rejected.

7. Venue and deadline for submission of bids: Bids, in its complete form in all respects as specified in this document, must be submitted to the address specified above in Para 2. NORKA ROOTS, in exceptional circumstances and at its discretion, may extend the deadline for submission of bids by issuing an addendum to be made available on NORKA ROOTS website.

8. General Background: NORKA ROOTS, set up in 2002, is the field agency of NORKA Department. It acts as a nodal agency for all matters relating to the Non-Resident Keralites' and the mission is to establish a robust and vibrant institutional framework to facilitate and support Government of Kerala in addressing the NRKs' grievances, safeguarding their rights, rehabilitating the return emigrants, enabling them to invest in and benefit from the opportunities in Kerala.

Around 100 employees are working in this organization including District Cells, Regional Offices at Thiruvananthapuram, Ernakulam and Kozhikkode, NRK Development Offices at New Delhi, Mumbai, Chennai and Bangalore. As part of the streamlining of activities engaged in the above areas, it has been decided to obtain relevant ISO certification to this office in a phased manner. For this, NORKA ROOTS need the services of competent consultants to implement the requirements of ISO 9001:2015.

In the first phase, Head Office of NORKA ROOTS, Certificate Authentication Centre at Thiruvananthapuram Ernakulam and Kozhikkode have been identified for the implementation of ISO 9001:2015 based QMS. The profile of the organisation and details of the offices identified for the first phase of implementation is appended as *Annexure-I*

9. Terms of Reference: The terms of reference for the consultant will include the following:-

- (a) Evaluating existing systems, discussion with Top Management, Management Representative (MR), Core Committee & other Officials for identifying lapses and gaps, giving guidelines for evolving documented Quality Management System (QMS) and initiating activities.
- (b) Preparing QMS Documentation considering Scope of QMS for Certification including Quality Policy, Quality Objectives, Quality Manual, Documented Procedures / Process Flow Charts, Formats, Templates, etc.
- (c) Training on Internal Quality Audit(IQA), based on ISO 9001:2015 QMS Standard for selected personnel in NORKA ROOTS.

- (d) Guidance for implementation of documented QMS including reviews, maintaining and retaining documented information.
- (e) Guidance for conducting Internal Quality Audits, Management Reviews and evaluation of implemented QMS.
- (f) Guidance and assistance in identifying root cause for non-conformities raised during internal and external certification body audits and closing them effectively.
- (g) Subsequent visits, after getting initial Certification for assistance and guidance in maintaining the QMS.
- (h) Submit weekly progress reports to The General Manager, NORKA ROOTS
- (i) Applicable locations are NORKA ROOTS Head Office at Thiruvananthapuram, Certificate Authentication Centres at Thiruvananthapuram, Ernakulam and Kozhikkode

10. Time frame: The time period will be maximum of six (6) months from the date of award of the contract.

11. Conditions under which this notice is issued:

- (i) This tender notice is not an offer and is issued with no commitment. NORKA ROOTS reserves the right to withdraw the bid , change or vary any part thereof at any stage and select one or more consultants for the activities covered under QMS implementation fully or partially. NORKA ROOTS also reserves the right to disqualify any bidder, should it be so necessary at any stage.
- (ii) NORKA ROOTS reserves the right to withdraw this bid if NORKA ROOTS determines that such action is in the best interest of the Government.
- (iii) Timing and sequence of events resulting from this bid shall ultimately be determined by NORKA ROOTS.
- (iv) No oral conversations or agreements with any official, agent, or employee of NORKA ROOTS shall affect or modify any terms of this bid and any alleged oral agreement or arrangement made by a bidder with any department, agency, official or employee of NORKA ROOTS shall be superseded by the definitive agreement that results from this bid process. Oral communications by NORKA ROOTS to bidders shall not be considered binding on NORKA ROOTS, nor shall any written materials provided by any person other than NORKA ROOTS

- (v) Neither the bidder nor any of the bidder's representatives shall have any claims whatsoever against NORKA ROOTS or any of their respective officials, agents, or employees arising out of, or relating to this bid 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 shall be disqualified from the process at any stage.
- (vii) One applicant shall submit only one bid.

12. Rights to the content of the bid: For all the bids received before the last date and time of bid submission, the bids and accompanying documentation of the bid will become the property of NORKA ROOTS and will not be returned after opening of the bids. NORKA ROOTS is not restricted in its rights to use or disclose any or all of the information contained in the bid and can do so without compensation to the bidders. NORKA ROOTS shall not be bound by any language in the bid indicating the confidentiality of the bid or any other restriction on its use or disclosure.

13. Acknowledgement of understanding of terms: By submitting a bid, each bidder shall be deemed to acknowledge that it has carefully read all the paragraphs of this bid document, including all forms, schedules and annexure hereto, and has fully informed itself as to all existing conditions and limitations.

14. Language of Bids: The bid and all correspondence and documents shall be written in English.

15. Eligibility Criteria: The consultant should have extensive and proven mix of education skills and expertise in the implementation of Quality Management Systems based on the requirements of ISO 9001:2015 standard. The consultant must meet the following minimum criteria:

- a) The Consultant should have executed a minimum of five (5) ISO 9001 QMS consultancy projects including upgradation projects in Government organisations / Autonomous institutions / Public Sector Undertakings or other large organisations.
- b) The Team leader of the Consultancy organisation should have a minimum of 5 years professional experience in ISO 9001 consultancy and shall be a certified lead auditor in ISO 9001 QMS and should be experienced in certification audits.

- c) The team members of the Consultancy organisation shall be certified lead auditors in ISO 9001 QMS and should be experienced in certification audits.

16. 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 including various management systems and professional experience.
- (c) Copy of the certificates of various lead auditor courses and related upgradation courses undergone by the Team leader and Team member(s).
- (d) Completion certificates of previous projects undertaken . In case the organisation is not able to submit completion certificates, submission of complete contact details (Telephone number , address , organisation name) of the contact person where the work has been done is mandatory.
- (e) In addition to overall experience of the Consultant, details of specific consultancy projects undertaken are to be provided including assignment or project name, details of services provided, approximate value, country and location, duration, name of client, starting and completion dates, names of associates (other than employees), if any. Consultancy experience of Government Departments / Public Sector Undertakings/Autonomous institutions / other Organisations in obtaining ISO 9001 QMS implementation may be specifically mentioned.

17. Bid submission: Interested Consultants should submit the bids in two separate sealed covers as Technical Bid and Financial Bid.

Technical Bid: The cover containing technical bid shall include the following;

- (a) Fee as per para 6 above
- (b) Documents as in para 16 above
- (c) Profile of the Consultant
- (d) Approach & methodology in implementing QMS in NORKA ROOTS
- (e) Work Plan and Schedule

(f) Team size

(A checklist is attached as **Annexure-III**)

Financial Bid: The cover containing financial bid(In Indian Rupees) should be submitted in the format attached as **Annexure-II** and should indicate the lump sum quote, inclusive of all taxes as required. *(Please note that TDS as applicable will be deducted from the payments to the consultant)*

18. Evaluation of bids

- a) The bids will be evaluated by a committee specifically constituted by NORKA ROOTS for this purpose and will be based on the technical bid and documentary evidence submitted by the Consultant with respect to eligibility criteria and terms and reference.
- b) The technically qualified Consultants only will be shortlisted for evaluation of financial bid and the final selection will be made from the short list based upon the lowest cost quoted.

19. Last date: The last date for submission of bids is **27.10.2020 , 3 PM**

Bids should be addressed to:

The Chief Executive Officer

NORKA ROOTS

3rd floor, NORKA Centre

Thycaud P.O

Thiruvananthapuram 695 014

0471-2770500

Annexure-I

NORKA ROOTS

NORKA ROOTS, set up in 2002, is the field agency of NORKA Department. It acts as a nodal agency for all matters relating to the Non-Resident Keralites' and the mission is to establish a robust and vibrant institutional framework to facilitate and support Government of Kerala in addressing the NRKs' grievances, safeguarding their rights, rehabilitating the return emigrants, enabling them to invest in and benefit from the opportunities in Kerala.

OBJECTIVES :

- Ensuring safe migration, facilitating/securing gainful and legal employment abroad
- Facilitating rehabilitation and reintegration of Return Emigrants
- Conducting skill up gradation programmes for emigrants/prospective emigrants
- Extending financial assistance to needy and sick Return Emigrants
- Providing capital subsidies to business venture of Return emigrants
- Promoting philanthropic activities
- Creating database of emigrants
- Initiating appropriate interventions in policy matters regarding emigration, protection of migrant rights etc.
- conducting economic/social engagements/NRK meets

**Details of Offices going for ISO 9001 QMS implementation in
the first phase**

Office
NORKA ROOTS, Head Office & Certificate Authentication Centre, TVM
Certificate Authentication Centre (Regional Office) 06 th Floor, Commercial Building MG Road Metro Station Ernakulam, Pin: 682035
Certificate Authentication Centre (Regional Office) 01 st Floor, Vikas Building, Link Road, Kozhikkode

Manpower

There are 80 employees working in Head office of NORKA ROOTS including Certificate Authentication Centre, Thiruvananthapuram

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Annexure-II

Format for submission of Financial Bid (in separate sealed cover)

(Charges for the assignments in para 9 should be shown separately as below)

Sl. No	Activities	Charges in INR		
		For item in para 9	For item in para 9	Total
a	Evaluating existing systems, discussion with Top Management, Management Representative (MR), Core Committee & other Officials for identifying lapses and gaps, giving guidelines for evolving documented Quality Management System (QMS) and initiating activities.			
b	Preparing QMS Documentation, considering Scope of QMS for Certification, including Quality Policy, Quality Objectives, Quality Manual, Documented Procedures / Process Flow Charts, Formats, Templates, etc.			
c	Training on Internal Quality Audit(IQA), based on ISO 9001:2015 QMS Standard			
d	Guidance for implementation of documented QMS including reviews, maintaining and retaining documented information.			
e	Guidance for conducting Internal Quality Audits, Management Reviews and evaluation of implemented QMS.			
f	Guidance and assistance in identifying root cause for non-conformities raised during internal and external certification body audits and closing them effectively.			
g	Subsequent visits, after getting initial Certification for assistance and guidance in maintaining the QMS.			
	Total			

Seal & Signature

Annexure-III

Checklist of Documents which the bidders must submit along with the Technical bid

(This checklist should be signed and included in the cover containing the Technical Bid)

Sl No.	Items	Yes	No
1	Whether processing fee as in para 6 enclosed		
2	Copies of contract or work orders as in para 16.a enclosed		
3	Copies of detailed resume of the Team leader and Team members as in para 16.b enclosed		
4	Copies of certificates of various lead auditor courses and related upgradation courses undergone by the Team leader and Team member(s) as in para 16.c enclosed		
5	Copies of completion certificates of previous projects undertaken as in para 16.d enclosed		
6	Details of specific consultancy projects undertaken as in para 16.e enclosed		
7	Profile of the Consultant as in para 17.c enclosed		
8	Approach & methodology as in para 17.d enclosed		
9	Work Plan and Schedule as in para 17.e enclosed		
10	Details of Team size as in para 17.f enclosed		
11	Whether the financial proposal in the format specified in Annexure-II has been submitted in a separate sealed envelop as in para 17.2		
12	Whether the bid is submitted in accordance with the double envelop system specified in para 17		
13	Whether all the pages of Technical Proposal, Financial Proposal and other documents are signed by the bidder or his duly authorised representative		

Signature :

Seal

Name: