



**GOVERNMENT OF PAKISTAN
ESTABLISHMENT DIVISION
MANAGEMENT SERVICES WING

**TENDER NOTICE/REQUEST FOR PROPOSAL (RFP) FOR PROVISION OF
SERVICES FOR RENEWAL OF ISO 9001:2015 CERTIFICATION OF
ESTABLISHMENT DIVISION**

Establishment Division is an ISO 9001:2015 certified Division. The first certification cycle (2017-2020) is to be completed/expired in June 2020. For renewal of ISO 9001:2015 Certification of Establishment Division for the next certification cycle (2020 – 2023), sealed bids containing technical and financial proposals are invited from reputable Certification Bodies/firms having valid registration (with sales tax & income tax) in the relevant field with relevant experience as mentioned in RFP (provided below in this document).

The procurement of services are subject to Public Procurement Rules-2004, Government of Pakistan. The bids containing financial and technical proposals complete in all respect and in separate sealed envelopes must reach the office mentioned below within 15 days after publication of this advertisement by 1100 hours. The technical proposal shall be opened on the same day at 1200 hours.

The financial proposals of only technically qualified firms shall be opened by the Technical Evaluation Committee after finalization of technical evaluation. Other procedural details are provided in the RFP.

All the applicable Federal taxes must be considered, while preparing the Financial Proposal. All applicable taxes are required to be built-in in the quoted rates and not to be mentioned separately.

The firms providing unsubstantiated and /or incorrect information are liable to legal action and /or disqualification.

DIRECTOR (QMC)
Management Services Wing
Establishment Division
Government of Pakistan
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REQUEST FOR PROPOSAL (RFP)

For Renewal of ISO 9001:2015 – Certification of
Establishment Division

REQUEST FOR PROPOSAL (RFP) FOR RENEWAL OF ISO 9001:2015 CERTIFICATION OF ESTABLISHMENT DIVISION

1. BACKGROUND INFORMATION:

For HR Management in public sector, Establishment Division is striving to create, manage and design a modern, effective, responsive, capable and motivated human resource, based on an institutionalized merit system, in order to improve public service delivery at all levels of government. Establishment Division is an ISO 9001:2015 Certified Division since June, 2017. The first certification cycle (2017 – 2020) is to be expired in June 2020. Now the Establishment Division intends to hire the services of a well reputed and experienced certification agency through open bidding according to PPRA Rules, 2004 for renewal of ISO 9001:2015 Certification of Establishment Division for the next certification cycle (2020 – 2023).

SCHEDULE OF INVITATION /INSTRUCTIONS FOR BIDDER

Bid Submission period	Both Technical and Financial Proposals shall be submitted within 15 days after the Advertisement
Date of Opening of Technical Bid	After 15 days of publication of tender notice
Time for receipt of Bids	Till 1100 hours
Time for opening of Bids	1200 hours
Required at:	Director/MR (Quality Management Cell), Management Services Wing, Establishment Division Government of Pakistan, Room # 409, 4 th Floor, Shaheed-e-Millat Secretariat, Islamabad Ph # 051-9202409, e-mail: zahirs1968@gmail.com

Firms are required to quote rates in Pak. Rupees. Offer must remain valid for a period of 120 days from the date of opening of tender. The offer with validity less than 120 days will be rejected.

Description of Work/assignment	Specification	Scope of Work
Renewal of ISO Certification of Establishment Division for a period of three years (2020 - 2023)	Certification under ISO 9001:2015 Quality Management System (QMS)	As per TORs

2. GENERAL INSTRUCTIONS:

- 2.1 The technical and financial Proposals will be the basis for contract award and ultimately for Contract to be signed with the successful Bidder.
- 2.2 Bidder should familiarize themselves with local conditions and take them into account in preparing their Proposals.
- 2.3 **Clarifications related to RFP may be requested within 05 working days before the submission date from the Director/MR Quality Management Cell (QMC), MS Wing, on the address as referred to above.** Any request for clarification must be sent in writing, or by standard electronic means. The Quality Management Cell (QMC) of this Division will respond in writing or by standard electronic means (through email) accordingly.
- 2.4 At any time before the due date of submission of Proposals, the Establishment Division may amend the RFP by issuing an addendum in writing through PPRA and Establishment Division website which will be binding on the bidders. To give Bidder reasonable time in which to take an amendment into account in their Proposals, the Establishment Division may, if the amendment is substantial, extend the deadline for the submission of Proposals.

- 2.5 **The Quality Management Cell will timely provide at no cost to the Bidder the required information** for their assistance, and make available relevant data and reports.
- 2.6 Bidder shall bear all costs associated with the preparation and submission of their proposals and contract award. The Establishment Division is not bound to accept any proposal, and reserves the right to annul the selection process at any time prior to award of Contract, without thereby incurring any liability to the Bidder.
- 2.7 For the avoidance of doubt, it is clarified that Establishment Division reserves the right to award the contract and to reduce and/or increase the scope of the contract or annul the whole process, invite fresh proposals, at its sole discretion without thereby incurring any liability, whatsoever. Establishment Division also reserves the right to ask the bidder to comply with certain specific conditions, improve its compliance to this RFP.
- 2.8 Establishment Division shall at any time have the sole option and discretion to reject any or all proposals without assigning any reason. Such decision shall be final and conclusive. The bidder shall neither be entitled nor claim any costs, charges, expenses or damages of any nature by reason of rejection of proposal(s) or annulment of entire bidding process.
- 2.9 All decisions of Establishment Division in matters relating to this RFP shall be final, conclusive and binding upon the bidder and shall not be challenged by the bidder in any manner before any forum. Establishment Division will not be liable or responsible for any cost, charges, expenses or damages, whatsoever whether direct, indirect, consequential or incidental, that may have been incurred by the bidder, resulting from rejection of proposal, change of scope of the resultant contract, non approval of the contract from Establishment Division or for any other matters in relation to this bidding process.
- 2.10 The Establishment Division shall not at any stage directly or indirectly attempt to influence the process of proposal evaluation, processing or award of the Contract by corresponding, petitioning, approaching, lobbying or meeting with departments, Federal Governments, Boards, Corporations, Authorities, Bodies, Ministries or any other entity or person regarding any matter, directly, indirectly or incidentally related to involving or arising out of any matter, term, condition, stipulation, covenant , meaning or interpretation thereof. Any such act shall entitle Establishment Division to reject the proposal without any liability or obligation for damages, costs, charges, expenses etc. that may be claimed by such bidder.

3. CONFLICT OF INTEREST:

- 3.1 The Bidder shall provide professional, objective, and impartial advice and at all times hold the Establishment Division's interests paramount, strictly avoid conflicts with other assignments or their own corporate interests and act without any consideration for future work.
- 3.2 Without limitation on the generality of the foregoing, Bidder, and any of their affiliates, shall be considered to have a conflict of interest and shall not be recruited, under any of the circumstances set forth below if a Bidder (including its Personnel and Sub-Bidder) that has a business or family relationship with a member of the Establishment Division's staff who is directly or indirectly involved in any part of (i) the preparation of the Terms of Reference of the assignment, (ii) the selection process for such assignment, or (iii) supervision of the Contract, may not be awarded a Contract, unless the conflict stemming from this relationship has been resolved in a manner acceptable to the Establishment Division throughout the selection process and the execution of the Contract.

- 3.3 Bidder have an obligation to disclose any situation of actual or potential conflict that impacts their capacity to serve the best interest of Establishment Division, or that may reasonably be perceived as having this effect. Failure to disclose such situations may lead to the disqualification of the Bidder or the termination of its Contract.
- 3.4 No agency or current employees of the Establishment Division shall work as Bidder under their own ministries, departments or agencies.

4 ONLY ONE PROPOSAL

- 4.1 The Bidder may only submit one proposal. If a Bidder submits or participates in more than one proposal, such proposals shall be disqualified.

5 PREPARATION OF PROPOSALS

- 5.1 The Proposals as well as all related correspondence/documents exchanged by the Bidder and the Establishment Division, shall be written in **English language**.
- 5.2 In preparing their Proposals, Bidder are expected to examine in detail the required documents mentioned in the RFP. Material deficiencies in providing the required information may result in rejection of a Proposal.

6 TECHNICAL PROPOSAL FORMAT AND CONTENT (70% weightage)

- 6.1 The Bidders are required to submit a full Technical Proposal (FTP). The FTP shall include firm's knowledge on the subject requirements and its understanding of the requisite tasks set forth in the scope of work and Terms of References. It must contain the following information:
- i. Year of registration of the firm, postal address and telephone / fax numbers with name.
 - ii. Clearly mention Year-wise total number of clients dealt with/being dealt by the firm in government sector as well as in private sector.
 - iii. Experience of the company internationally or nationally of having conducted similar nature of assignments.
 - iv. Approach and methodology, proposed plan of work and time schedule for completion of the assignments.
 - v. Responsibilities of ISO certification body/firm during certification process/ cycle.
 - vi. Eligibility Criteria: Following are mandatory requirements for qualification of Certification Firm:
 - a) Firm should be registered having at least, seven years' experience in ISO certification. **Provide Proof of Company Registration**. Further, the firm should regularly perform such task in the field.
 - b) Certification Firm should be registered tax payer as well as registered in sales tax department. Provide Income Tax Certificate as well sales tax certificate.
 - c) The firm should have established office in Pakistan. Individual consultants are not eligible to participate in the bidding process.
 - d) List of similar works/assignments completed by the firm shall be provided as per formats-IA, IB, IIA & IIB annexed to this RFP. The experience of the firm includes projects handled by the firm and not by the individual employees of the firm in their own personal capacity.
 - e) Practical experience of the auditor(s) in auditing Public/Private Sector Organizations. List of professional staff and C.V.'s of the key expert(s) who will be dealing/handling the assignment shall be provided as per format-III of this RFP.

- f) Company has never been blacklisted, by any Ministry/Division/ Government Department/Organization. Provide affidavit.

6.2 Submission of wrong, incomplete and irrelevant Technical Proposal will result in the Proposal being deemed non-responsive. The Technical Proposal shall not include any financial information. A Technical Proposal containing financial information will be declared as non responsive.

7 FINANCIAL PROPOSAL FORMAT AND CONTENT (Weightage 30%)

- 7.1 Financial proposal should preferably be in lump sum amount (all inclusive) of scope of services as mentioned at **Para-10.3** and deliverables mentioned in **Paras-10.1 and 10.2** below. The Financial Proposal shall list all costs associated with the assignment, including all the applicable Federal taxes must be considered. While preparing the Financial Proposal, all these taxes are required to be built-in in the quoted rates/ prices and not be mentioned separately. If appropriate, these costs should be broken down by activity. The bidder will give prices for the entire scope i.e. (a) Recertification audit of ISO 9001:2015, (b) Renewal certification fee for ISO 9001:2015 and (c) Two annual Surveillance audits and revisit(s) required in case of any non-conformity(s) identified during the course of audits.
- 7.2 All prices proposed by the bidder will remain fixed and valid throughout proposal validity period (120 days from the date of opening of a tender/bid).
- 7.3 All the firms shall have to deposit bid security in favour of Establishment Division in the shape of pay order/demand draft @ 5% of the quoted price and shall attach original receipt with the financial bid.

8 SUBMISSION, RECEIPT, AND OPENING OF PROPOSALS

- 8.1 Bidder must submit the original and three copies of the Technical Proposal and the original and one copy of the Financial Proposal. Technical Proposal shall be marked "ORIGINAL" or "COPY" as appropriate.
- 8.2 All required copies of the Technical Proposal are to be made from the Original. If there are discrepancies between the original and the copies of the Technical Proposal, the Original governs/prevails.
- 8.3 The Original and three copies of the Technical Proposal shall be placed in a sealed envelope clearly marked "TECHNICAL PROPOSAL" (original or copy as the case may be) Similarly, the original and a copy of Financial Proposal shall be placed in a sealed envelope clearly marked "FINANCIAL PROPOSAL" (original or copy as the case may be) indicating the name of the assignment, and with 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 submission address, date/time reference number and title of project, and be clearly marked "**DO NOT OPEN, EXCEPT IN PRESENCE OF THE OFFICIAL APPOINTED.**"
- 8.4 The original proposals (Technical Proposal and, if required, Financial Proposal) shall contain no interlineations or overwriting, except as necessary to correct errors made by the Bidder themselves. The person who signed the proposal must initial such corrections. **Submission letters for both Technical and Financial Proposals should also be provided & signed as well.**
- 8.5 An authorized representative of the Bidder shall initial all pages of the original Technical and Financial Proposals. The authorization shall be in the form of a written power of attorney accompanying the Proposal or in any other form demonstrating that the representative has been duly authorized to sign.
- 8.6 The Establishment Division shall not be responsible for misplacement, losing or premature opening if the outer envelope is not sealed and/or marked as stipulated.

These circumstances will cause for Proposal rejection. If the Financial Proposal is not submitted in a separate sealed envelope duly marked as indicated above, this will constitute grounds for declaring the Proposal non-responsive.

- 8.7 Sales Tax number and NTN number should be mentioned on technical bid.
- 8.8 Submit a certificate that information supplied in the proposals is absolutely correct & accept full responsibility for its accuracy.
- 8.9 The proposal would be treated as non-responsive if any of the items as mentioned above which is required for evaluation is omitted or missing.
- 8.10 Any false or intentionally misrepresented information shall not only disqualify the firm for the project under consideration but also the matter shall be referred to competent forum for taking appropriate action against the firm which may lead to blacklisting of the firm.

9 PROPOSAL EVALUATION

- 9.1 From the time the Proposals are opened to the time the Contract is awarded, the Bidder should not contact the Quality Management Cell of Establishment Division on any matter related to its Technical and/or Financial Proposal. Any effort by Bidder to influence the Quality Management Cell of Establishment Division in the examination, evaluation, ranking of Proposals, and recommendation for award of Contract may result in the rejection of the Bidder' Proposal.
- 9.2 Evaluators of Technical Proposals shall have no access to the Financial Proposals until the technical evaluation is concluded.
- 9.3 Technical proposals will be opened first. The Technical Evaluation Committee shall evaluate the Technical Proposals on the basis of their responsiveness to the Terms of Reference, **applying the Bid Evaluation Criteria and point system specified in the attached Bid Evaluation Criteria.** Each responsive Proposal will be given a technical score (St). A Proposal shall be rejected at this stage if it does not respond to important aspects of the RFP, and particularly the Terms of Reference or if it fails to achieve the minimum technical score of 60% as indicated in attached Bid Evaluation Criteria.
- 9.4 Quality and Cost Based Selection (QCBS) will be applied with 70% percentage weightage to Technical Proposal and 30% to Financial Proposal. The lowest evaluated Financial Proposal (Fm) will be given the maximum financial score (Sf) of 100 points. Accordingly, the other lowest evaluated financial proposals will lose 10 points each in descending order. Proposals will be ranked according to their combined technical (St) and financial (Sf) scores using the weights (T = the weight given to the Technical Proposal; F = the weight given to the Financial Proposal; T + F = 1), i.e., $S = St \times T\% + Sf \times F\%$. The bidder achieving the highest combined technical and financial scores will be invited for negotiations.

10 TERMS OF REFERENCE

10.1 Objective and Scope of Services

The ISO certification Body/ firm is required to provide ISO 9001:2015 Certificate to Establishment Division for the second 3 years certification cycles (i.e. 2020 – 2023) after conducting recertification audit to determine that Establishment Division meets the requirements of International Quality Management Standard - ISO 9001:2015 and system, procedure & necessary documents are available to comply with the requirements of ISO 9001:2015 standard. Later, the certification body is required to conduct two surveillance audits and if need be revisit(s) in case of identification of any non-conformity(s) during the certification period.

10.2 Deliverables

The certification body shall be responsible for:-

- a) Issuance of ISO 9001:2015 certification to the Establishment Division for a period of three years (i.e. 2020 – 2023) after conducting the recertification audit.
- b) Provision of recertification audit report to Establishment Division.
- c) Conducting two annual surveillance/external audits and revisit(s) (if required) and shall furnish external/ surveillance audit reports accordingly.
- d) Provide technical advice related to the scope of assignment as and when required by the Quality Management Cell of this Division.

10.3 **Scope of Work of ISO Certification firm**

The scope of ISO certification firm shall include the whole of Establishment Division which comprised of the following Wings:-

Establishment Wing, Regulation Wing, Career Planning-I Wing, Career Planning-II Wing, Training Wing, Discipline Wing, Litigation Wing, Admin Wing, Chief Finance & Account Office (CF&AO) and MS Wing (including MS Wing Lahore Office) and Pakistan Public Administration Research Center (PPARC).

10.4 **Obligation to the certification Firm**

The certification firm shall work in close collaboration with the MR (QMC) (Focal Person), exchange information regarding progress of the assignment and takes his advice wherever required. The certification firm will sign a Non-Disclosure Agreement with Establishment Division and will treat all Establishment Division data and information as highly classified. The consultant will produce original work and will utilize maximum resources to ensure accuracy and effectiveness of the system.

10.5 **Time Frame**

The expected time required for ISO (9001:2015) recertification audit of Establishment Division and issuance of audit report by the firm is one calendar month followed by award of ISO 9001:2015 certification in respect of Establishment Division as soon as possible but not later than two months. In case of delay in provision of the deliverables, a penalty of 0.1% per week will be imposed on the certification firm. In case of a delay of more than three months, Establishment Division may terminate the contract without any obligation of cost or liability on their part.

11 **NEGOTIATIONS**

- 11.1 The successful Bidder will, as a pre-requisite for attendance at the negotiations, availability of Professional staff. Failure in satisfying such requirements may result in the Establishment Division proceeding to negotiate with the next-ranked Bidder. Representatives conducting negotiations on behalf of the Bidder must have written authority to negotiate and conclude a Contract.
- 11.2 Negotiations will include a discussion of the Technical Proposal, the proposed technical approach and **methodology, work plan, deliverables etc. and organization and staffing, and any suggestions made by the Bidder** to improve the Terms of Reference. The Establishment Division and the Bidder will finalize the Terms of Reference, staffing schedule, work schedule, logistics, and reporting. These documents will then be incorporated in the Contract as “Description of Services”. Special attention will be paid to clearly defining the inputs and facilities required from the Client to ensure satisfactory implementation of the assignment.
- 11.3 The scope of work can be changed before issuing the contract, if deemed necessary.

12 **AWARD OF CONTRACT**

- a. After completing negotiations with successful bidder, the Establishment Division shall award the Contract to the successful Bidder, and promptly notify to all Bidder who have submitted proposals. After Contract signature, the Establishment Division

(Quality Management Cell) shall return the unopened Financial Proposals to the unsuccessful Bidders.

- b. The Bidder is expected to commence the assignment on the date and at the location specified in schedule.

13 CONFIDENTIALITY

- 13.1 Information relating to evaluation of Proposals and recommendations concerning awards shall not be disclosed to the Bidders who submitted the Proposals or to other persons not officially concerned with the process, until the publication of the award of Contract. The undue use by any Bidder of confidential information related to the process may result in the rejection of its Proposals.

BID EVALUATION CRITERIA

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

S. No	Description	Break up of marks
1	Past experience of the firm/certification body having conducted ISO 9001 certification audits/recertification audits/surveillance audits in <i>public sector</i> of Pakistan.	40 Marks
	<ul style="list-style-type: none"> Number and name/title of assignments of ISO 9001 Certification/Re-certification/Surveillance Audits successfully completed: 10-20 (10 Marks) Number and name/title of assignments of ISO 9001 Certification/Re-certification/Surveillance Audits successfully completed clearly: 21-30 (20 Marks) Number and name/title of assignments of ISO 9001 Certification/Re-certification/Surveillance Audits successfully completed: 31 & above (30 Marks) <p>(Details of the same may be provided as per format-I(A) annexed with RFP)</p> <ul style="list-style-type: none"> Number and name/title of assignments of ISO 9001:2015 Certification/Re-certification/Surveillance Audits successfully completed in Public Sector of Pakistan: 5 & above (10 Marks) <p>(Details of the same may be provided as per format-I(B) annexed with RFP)</p>	
2	Past experience of the firm/certification body having conducted ISO 9001 certification audits/recertification audits/surveillance audits in <i>private sector</i> of Pakistan or abroad.	30 Marks
	<ul style="list-style-type: none"> Number and name/title of assignments of ISO 9001 Certification/Re-certification/Surveillance Audits successfully completed: 40-70 (10 Marks) Number and name/title of assignments of ISO 9001 Certification/Re-certification/Surveillance Audits successfully completed: 71-100 (15 Marks) Number and name/title of assignments of ISO 9001 Certification/Re-certification/Surveillance Audits successfully completed: 101 & above (20 Marks) <p>(Details of the same may be provided as per format-II(A) annexed with RFP)</p> <ul style="list-style-type: none"> Number and name/title of assignments of ISO 9001:2015 Certification/Re-certification/Surveillance Audits successfully completed: 50 & above (10 Marks) <p>(Details of the same may be provided as per format-II(B) annexed with RFP)</p>	
3	Experience, Skill, competencies of auditor(s) of the firm/certification body to be assigned for the task	25 Marks
	<p>Auditor(s) qualification</p> <ul style="list-style-type: none"> Certified Lead Auditor with atleast 100 number of QMS (ISO – 9001) audit assignments completed (15 Marks) Certified Lead Auditor with atleast 150 number of QMS (ISO – 9001) assignments completed (20 Marks) Certified Lead Auditor with atleast 200 number of QMS (ISO – 9001) assignments completed (25 Marks) <p>(Details of the same may be provided as per format-III(A) annexed with RFP)</p>	
4	Office location	05 Marks
	<ul style="list-style-type: none"> Office location in Islamabad (5 Marks) 	
Total		100 Marks

- The financial proposal of only those certification firms will be considered who have secured at least 60% marks in their Technical Proposal. Quality Cost Based Selection (QCBS) will be applied

FORMAT – I (A)

Past experiences of the firm/certification body having conducted ISO 9001 (other than ISO 9001:2015) certification audits/re-certification audits/surveillance audits in the Public Sector of Pakistan

Sl #	Description/Scope of Audit Assignment	Name of Client Organization	Completion Period		Actual Services performed
			From	To	

FORMAT – I (B)

Past experiences of the firm/certification body having conducted ISO 9001:2015 certification audits/re-certification audits/surveillance audits in the Public Sector of Pakistan

Sl #	Description/Scope of Audit Assignment	Name of Client Organization	Completion Period		Actual Services performed
			From	To	

FORMAT – II (A)

Past experiences of the firm/certification body having conducted ISO 9001 certification (other than ISO 9001:2015) audits/re-certification audits/surveillance audits in private sector of Pakistan or Abroad

Sl #	Description/Scope of Audit Assignment	Name of Client Organization	Completion Period		Actual Services performed
			From	To	

FORMAT – II (B)

Past experiences of the firm/certification body having conducted ISO 9001:2015 certification audits/re-certification audits/surveillance audits in private sector of Pakistan or Abroad

Sl #	Description/Scope of Audit Assignment	Name of Client Organization	Completion Period		Actual Services performed
			From	To	

FORMAT – III

DETAIL OF THE QUALIFICATION AND EXPERIENCE OF THE AUDITOR(S)

Name(s) of Auditor(s):

Qualification:

Whether Lead Auditor Course successfully completed:

Sl #	Description of Audit Assignment Conducted by the Auditor	Name of the client Organization Audited	Completed Period	
			From	To