

No.J-25018/2/2012-Gen.
Government of India
Ministry of Petroleum & Natural Gas

Shastri Bhawan, New Delhi

Dated the 2nd February, 2015

INVITATION FOR EXPRESSION OF INTEREST

TO

**IMPLEMENT A PROJECT FOR ISO 9001:2008 CERTIFICATION
FOR ALL DIVISIONS IN THE MINISTRY OF PERTOLEUM & NATURAL GAS**

Ministry of Petroleum & Natural Gas (MoP&NG), Government of India, invites Expression of Interest from interested ISO9001:2008 consultants and Service Providers for providing consultancy Services to Ministry of Petroleum & Natural Gas (MoP&NG) for obtaining ISO 9001:2008 certification for its all divisions as the final phase of its implementation in the MoP&NG. This document provides the scope, pre-qualification criteria, bidding terms and conditions and suggested response formats. The Ministry of Petroleum & Natural Gas is concerned with exploration and production of oil and natural gas (including import of Liquefied Natural Gas), refining, distribution & marketing, import, export and conservation of petroleum products. Further details about the Ministry may be accessed at www.petroleum@nic.in

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 Department to obtain ISO9001:2008 certification for its all divisions as the final phase of its implementation in the MoP&NG.

2. EOI ISSUING AUTHORITY

This Expression of Interest (Eoi) is being issued by the Ministry of Petroleum & Natural Gas, is intended to short-list potential bidders. Ministry's decision with regard to the short-listing of bidders through this Eoi shall be final and the Ministry reserves the right to reject any or all the bids without assigning any reason.

1.	Project Title	Selection of Service Provider for obtaining the ISO9001:2008 for all Divisions in the MoP&NG
2.	Project Initiator Details	Secretary, Ministry of Petroleum & Natural Gas Shastri Bhawan, New Delhi-110001.
3.	Department	Ministry of Petroleum & Natural Gas
4.	Contact Person	Shir Vijay Gopal Mangal Deputy Secretary, Ministry of Petroleum & Natural Gas Phone 011-2338 1029, FAX 011-2338 3100
5.	Contact Person (Alternate)	Ms. Perin Devi Director Ministry of Petroleum & Natural Gas Mobile No.09818869012
6.	Contact details	Ministry of Petroleum & Natural Gas "B" Wing, 2 nd Floor, Shastri Bhawan, Dr. Rajendra Prasad Road, New Delhi – 110 001
7.	Method of selection	Quality and Cost Based Selection: 80% weight to Technical Proposal 20% weight to Finance Proposal.
8.	Tentative date of commencement of services	01.05.2015
9.	Validity of proposal	Technical and Financial Proposals to be valid up to 6 months .
10.	Copies of Proposal	Consultants must submit original and 4 copies of the Technical Proposal. A copy of the Technical Proposal must also be submitted in a CD in MS Word Format. Consultants must submit the Finance Proposal (in original) separately.
11.	Facilities to be provided by MOP&NG.	<ul style="list-style-type: none">• Previous documents and reports that are available with MOP&NG.• Counterpart staff with whom the consultants will work.
12.	Collaboration between firms for the purpose of this project.	Firms may collaborate to enhance their qualifications. A Memorandum of Understanding for the consortium must be included as part of the Technical Proposal submission.
13.	Website	www.petroleum.nic.in

3. TENTATIVE CALENDAR OF EVENTS

The following table enlists important dates 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)	02.02.2015 (10:00 AM)
2.	Bidders Conference	09.02.2015 (3:00PM)
3.	Last date for submission of written questions by bidders	13.02.2015 (3:00PM)
4.	Response to the Queries	17.02.2015 (5:00PM)
5.	Last date for Submission of Eol Response	24.02.2015 (12 Noon)
6.	Opening of Eol Responses	24.02.2015 (3:00PM)
7.	Presentation	To be informed later
8.	Declaration of Shortlisted Firms	To be informed later

4. AVAILABILITY OF THE EOI DOCUMENTS

Eol can also be downloaded from the Ministry's website- www.petroleum.nic.in. The bidders are expected to examine all instructions, 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 Eol documents in every respect will be at the bidder's risk and may result in rejection of the proposal.

5. BIDDERS' CONFERENCE

Ministry of Petroleum & Natural Gas will host a bidder's Conference in Delhi at the address given under Contact Details at paragraph 2 above. The Conference is tentatively scheduled as per the schedule given in paragraph 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

paragraph 2.

6. EOI PROCESSING FEES

A refundable (except successful bidder) processing fee for **Rs.5,000 (Five Thousand Rupees only)** in the form of a Demand draft or a Pay Order drawn in favour of Pay & Accounts Officer, Ministry of Petroleum & Natural Gas, payable at New Delhi has to be submitted along with the Eoi Response. Bids received without or with inadequate Eoi 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 Eoi, must be submitted to the Ministry of Petroleum & Natural Gas at the address specified above in paragraph 2. Ministry of Petroleum & Natural Gas, in exceptional circumstances and at its discretion, extend the deadline for submission of proposals by issuing an addendum to be made available on the Ministry of Petroleum & Natural Gas website, in which case all rights and obligations of Ministry of Petroleum & Natural Gas 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 indicators 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 requirements of ISO 9001:2008. This Expression of Interest (EOI) has been developed to assist Government Departments to select a competent

consultant who may be engaged for providing ISO9001:2008 consultancy services.

9. TERMS OF REFERENCE:

The terms of reference for the consultant will include the following:

- a. To assist the MoP&NG to form a Steering Committee and ISO Project team who will be responsible for implementing ISO9001 :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 MoP&NG against requirements of ISO 9001: 2008 and produce a gap analysis report.
- d. To plan together with the ISO project team of the MoP&NG on the ways to address the gaps in order to develop the necessary documentation for ISO 9001:2008 certification for all division as first phase of its implementation in the MoP&NG.
- e. To develop all mandatory procedures as required in ISO 9001:2008 and guide the ISO project team on implementing the same for all Divisions as first phase of its implementation in the MoP&NG.
- 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 in all divisions as first phase of its implementation in the MoP&NG.
- 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 9001:2008quality management system through internal audits including closure actions.
- k. To offer close guidance in the preparation and review of final documents prior to certification.
- l. To assist in coordination of required management reviews prior to certification.
- 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 all the Divisions of MoP&NG and ensure all the Divisions of the MoP&NG is certified by a select certification body.
- p. Any other task to ensure the certification of all the Divisions as first phase of its implementation in the MoP&NG; and
- q. Submit weekly MIS report to Top Management of the MoP & NG with a copy to QCI appointed experts and Performance Management Division (PMD), Cabinet Secretariat.

10. TIME FRAME:

The ISO 9000: 2008 will be implemented in one go. The time period for the final phase will be 4 months from the date of award of the contract. In the final phase, the scope of application will cover all Divisions consisting of a maximum of 230 staff members.

PART -III: BIDDING TERMS AND PRE-QUALIFICATION CRITERIA

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11. CONDITIONS UNDER WHICH THIS EOI IS ISSUED

- i. This Eoi is not an offer and is issued with no commitment. Ministry of Petroleum & Natural Gas reserves the right to withdraw the Eoi and change or vary any part thereof at any stage. Ministry of Petroleum & Natural Gas also reserves the right to disqualify any bidder should it be so necessary at any stage.
- ii. Ministry of Petroleum & Natural Gas reserves the right to withdraw this Eoi if MoP&NG 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 the Ministry of Petroleum & Natural Gas.
- iv. No oral conversations or agreements with any official, agent, or employee of the Ministry of Petroleum & Natural Gas 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 Ministry of Petroleum & Natural Gas shall be superseded by the definitive agreement that results from this Eoi process. Oral communications by the Ministry of Petroleum & Natural Gas to bidders shall not be considered binding on the Ministry of Petroleum & Natural Gas, nor shall any written materials provided by any person other than the Ministry of Petroleum & Natural Gas.

- v. Neither the bidder nor any of the bidder's representatives shall have any claims, whatsoever against the Ministry of Petroleum & Natural Gas 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.

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 the Ministry of Petroleum & Natural Gas and will not be returned after opening of the pre-qualification proposals. Ministry of Petroleum & Natural Gas 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. Ministry of Petroleum & Natural Gas 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.

13. 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.

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 9001: 2008 projects in the Government/Public Sector Undertaking/large Public Limited Organizations.
- b) The Team Leader of Consultant should have a minimum of 10years of professional experience in ISO 900:2008 certification process.
- c) The team members of the Consultant will be qualified lead assessors.
- d) The consultant should have at least a turn over of Rs.50 lakhs in each of the last three years (2013-14, 2012-13, 2011-12).

The consulting organizations can also be allowed to bid as a consortium for this project. However in such a situation consultants in individual partner organizations 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 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.
- e) Audit statements for supporting turnover.

18. PROPOSAL SUBMISSION

Interested consultant should submit both technical and financial proposals in two parts namely.

- a. Technical
- b. Financial

The technical and financial proposals 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 ISO9001:2008 certification for all the Divisions of M o P & N G**".

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, approximate 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 ISO9001 :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 the 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*.

- 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 upto 100 employees Consultancy fees: Rs.1,80,000 + service tax
 - For Manpower upto 200 employees Consultancy fees Rs.2,50,000 + service tax

19. THE EVALUATION OF THE 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)	25 Marks
1.1.	<p>Past experience of similar nature in terms of no of assignments (facilitation in ISO Implementation projects)</p> <ul style="list-style-type: none"> • Number of assignments: Less than 5 (0 marks) • Number of assignments: 6-10 (10 marks) • Number of assignments: 11-15 (15 marks) • Number of assignments: between 16 and 20 (20 marks) • Number of assignments: 21 & above (25 marks) <p>Marks will be awarded based on work order of assignments of similar nature, enclosed along with the Technical proposal.</p>	
2	Approach and Methodology	30
2.1	Understanding of the proposal – consultants responsiveness to the TOR and appreciation of the project. (10 marks)	
	Proposed approach – innovation and extent of	

	details(10 marks)	
	Methodology and work plan including time-lines for each activity proposed and person day allocation of the personnel for the assignment. (10 marks)	
3.	Skills & competencies	20 marks
3.1	Professional experience (team leader) <ul style="list-style-type: none"> • Between 10 and 15 years (5 marks) • Above 15 years (10 marks) 	
3.2	Team leader qualification <ul style="list-style-type: none"> • Graduation and qualified lead assessor (5 marks) • Post-graduation/Engineering qualification and qualified lead assessor (10 marks) 	
4.	Team Size	15 marks
4.1	Team size including team leader <ul style="list-style-type: none"> • Upto 4 (5 marks) • More than 4 (15 marks) 	
5	Presentation	10 marks
Total		100 marks

- * Organizations' scoring at least 65 marks out of the 90 marks set for items other than presentations, would be invited for presentation. The purpose of proposal presentation is to enable the Department to seek clarifications and gain a better understanding about the team and the approach to the assignment.
- All technical proposals will be evaluated by a consultancy evaluation committee (CEC) constituted by MOPNG with QCI as Advisors. Minimum marks for technical qualification is 70. Those securing less than 70 will be disqualified and will not participate in the next stage of the tender.
- Evaluations will be based on Presentation and documentary evidence submitted by the applicant with respect to evaluation /selection criteria.
- The technically qualified consultants will be ranked based up on their marks.
- The financial proposals of consultants getting above 70 % marks ONLY will be opened and the final selection will be made based up on the lowest cost quoted.
- The consultant can bid for any number of projects with Departments but accept award of projects for a maximum five Government organizations under this scheme. Once five projects have been accepted by the

consulting organization, it cannot bid for more.

20. Public Opening and Evaluation of Financial Proposals:

All technically qualified proposals will be invited for the public opening of financial proposals. At the public opening of financial proposals, bidding institutions' representatives who choose to attend will sign an attendance sheet.

- The mark of the technical proposal that met the minimum mark of 70 will be read out aloud.
- Each Financial Proposal will be inspected to confirm that it has remained sealed and unopened.
- The representative from MOP&NG will open each Financial Proposal. Such representative will read out aloud the name of the Consultant and the total price shown in the Consultants Financial Proposal. This information will be recorded in writing by the MOP&NG representative.

The detailed contents of each Financial Proposal will subsequently be reviewed by MOP&NG. Financial Proposal will be checked for computational errors and a review will be made to ensure that figures provided therein are consistent with the details of the corresponding Technical Proposal. Following the review, the Estimated Total Price (ETP) for each Financial Proposal will be determined.

In order to allow comparisons on a common basis, the score for each Financial Proposal will be computed as follows:

$$S_f = 100 \times F_m / F$$

Where

S_f is the financial score of the Financial Proposal being evaluated

F_m is the ETP of the lowest priced Financial Proposal.

F is the ETP of the Financial Proposal under consideration.

The lowest rank Financial Proposal will receive the maximum score of 100 marks.

Ranking of Proposals

Following completion of evaluation of Technical and Financial Proposals, final ranking will be determined. This will be done by applying the weight of 0.80 (or 80 percent) and 0.20 (or 20 percent) respectively to the technical and financial scores of each evaluated qualifying technical and financial proposals, and then computing the relevant combined total score for each Consultant.

21. **Payment Schedule.**

Sr.No.	Stages	%age of total free payable
1.	Signing of Contract	10% (*)
2.	Inception Report	10%
3.	A brief note on the Conceptual framework and methodology and final activity.	10%
4.	A report detailing the processes and gaps in achieving ISO 9001;2008	20%
5.	Draft Final report	20%
6.	Presentation of the Draft Final report in a workshop and report of workshop proceeding	10%
7.	Final Report	30%

(*) against bank guarantee and will be adjusted over next four payments (against deliverables as specified in the table above)

22. **DATE FOR SUBMISSION OF PROPOSAL**

The last date for submission of proposal is : **24.02.2015 by 12 Noon.**

23. **SUBMISSION OF PROPOSAL**

Proposals should be addressed to:

**Sh. A.K. Pandey,
Under Secretary(General),
Ministry of Petroleum & Natural Gas,
Room No.200, 'C' Wing, Shastri Bhawan,
Dr. Rajendra Prasad Road, New Delhi-110001**

Sd/-
(Vijay Gopal Mangal)
Deputy Secretary
(Gen)
[Tel:23381029](tel:23381029)