

INVITATION FOR BID To IMPLEMENT ISO 9001:2015 CERTIFICATION

Sub: The objective of this Tender Document is to solicit proposals from the interested bidders for participation in a bid process for selection of consulting firm to help Network of Asia and Pacific Producers Ltd to obtain ISO 9001:2015 certifications.

Network of Asia and Pacific Producers (NAPP)

- a) needs to demonstrate its ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements, and
- b) aims to enhance customer satisfaction through the effective application of the system, including processes for improvement of the system and the assurance of conformity to customer and applicable statutory and regulatory requirements.

1) Qualifying Requirement of the Bidder:

1. The auditing agency shall be a firm accredited with NABCB under QCI as per the requirements of ISO 9001:2015. This shall be supported by the documentary evidence in the form of accreditation certificate with date of validity.
2. Experience certificate of bidder for having carried out certification or recertification to ISO 9001:2015, QMS of any not for profit organization or small scale company with a copy of the certificate.
3. Office Address of the Office in Bangalore.
4. List of 2 ISO 9001:2015 Lead Auditors stationed in Bangalore. Names, Address of the office they are attached to and copy of certificate of lead Auditor.

2) Scope of Work:

Establishing manuals, systems and processes to successfully achieve ISO 9001:2015 certification

Term of Reference: The terms of reference for the Consulting firm will include but not limited to, the following: -

- a. To assist the NAPP to form the Steering Committee and ISO Project team who will be responsible for implementing ISO requirements.
- b. To determine the scope of ISO implementation under the following activities of NAPP: i. Selection of vendors and external consultants. ii. Donor Management and reporting systems. iii. Financial management and reporting systems iv. HR management systems v. Marketing and communications systems vi. Monitoring, Evaluation and Learning systems vii. Social Compliance systems viii. Producer Services systems. The Consulting firm should define such a scope for which ISO requirements may be implemented within a time period of Three months.
- c. To perform gap analysis of the existing documentation of the departments against the requirements of ISO and produce a gap analysis report.
- d. To plan together with the ISO project team of the organization on the ways to address the gaps in order to develop the necessary documentation for ISO

certification.

e. To develop all mandatory procedures as required in ISO and guide the ISO project team on implementing the same.

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 program for all employees.

h. To advise the ISO steering committee on change management and the success factors to support effective implementation of ISO.

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 quality 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 the company and do all the necessary acts to get the company certified by a certification body.

p. Any other task to ensure the certification.

q. Submit weekly MIS report to top management.

3) Time Frame

The Time period will be three months from the date of award of contract. The scope of application will cover such sections/activities consisting of about 12 employees from NAPP Limited (the holding company), about 20 employees posted in different locations across Asia as per the consultancy assignment. Numbers of employees may increase or decrease as per the time to time requirement.

Any delay will attract penalty @0.5% of the contact value per week up to a max. 10% of the contact value. However, penalty shall be applicable only if the delay is attributed to the consulting firm.

4) Payment Terms:

20% Payment	After completion of awareness program, briefing, workshop & documentations.
20% Payment	After completion of conduct of all scheduled training.
20% Payment	After completion of Internal Audit.
40% Payment	After issue of ISO 9001: 2015 certificates by Certification body.

Date for Submission of Proposal The last date for submission of proposal is 25.03.2019, 1500 hrs. Submission of Proposals should be addressed to Mr Gouri Pathi at financecontroller@fairtradenapp.org.