

INVITATION FOR SUBMISSION OF PROPOSALS TO PROVIDE ISO 9001:2015 CONSULTANCY SERVICE

1. SUMMARY

Maldives Pension Administration Office (Pension Office) is an Independent legal entity established with the key mandate of managing the Pension Schemes introduced under the Maldives Pension Act. Currently managing two major pension schemes, Pension Office is serving a clientele covering the country's entire workforce, employers, self-employed and senior citizens.

To cater for the growing expectations of this diverse clientele and deliver on its commitment to provide efficient and outstanding services, Pension Office aims to strengthen its Service Quality Management System (QMS) by adopting ISO 9001:2015 standards. For the successful planning and implementation of this process, Pension Office is looking for a consultancy firm ("the Firm") to provide professional services leading to ISO 9001:2015 certification.

2. OBJECTIVES

The main objectives of this initiative are as follows:

- Improve efficiency through well defined and standardized processes
- Identify process gaps and areas for improvement in QMS
- Increase client satisfaction by refining existing processes/practices
- Promote service culture, responsibility and accountability across the organization

3. PROPOSED SERVICES

There are three parts to the required services under this engagement.

Consultancy Services

Proposed services should include, but are not limited to the following:

- Perform a Gap analysis of key processes and identify activities necessary for ISO 9001:2015 certification by evaluating gaps between current processes and ISO 9001:2015 requirements.
- Based on Gap analysis, develop an implementation plan and provide guidance to align existing practices and ISO 9001:2015 requirements.



- Scoping of the certification project and documenting the scope as per ISO 9001:2015 certification, detailing the functional areas and processes to be covered in the certification scope.
- Assist to define and organize the processes in the QMS framework and create documentations and align related practices to ISO 9001:2015 requirements. This include :
 - Defining, mapping and documenting quality processes, refining quality objectives and policy
 - Develop metrics to measure performance
 - Guide and assist in the implementation of a fully developed and well documented QMS that aligns with ISO 9001:2015 standards.
- Conduct necessary training and awareness sessions for staff to share knowledge and information on the certification process, their roles and responsibilities.

Internal Audit Service

Prior to the official assessment for certification, the firm shall arrange an onsite internal audit through an audit team not involved in the gap assessment to assess readiness of the inscope services for the formal assessment. The activities to be conducted during the audit include but are not limited to the following:

- Assess conformity of QMS and process to the ISO 9001:2015 standards
- Ensure all documented process and procedures are followed
- Assist and guide the team to correct any weaknesses in QMSs and process identified during the inspection.

Onsite support during formal assessment

The Firm should provide onsite advisory and support throughout the course of formal assessment of the Certification Body. This should include, but are not limited to the following:

- Attend interviews and site-visits with the external assessors.
- Assist in the identification and collection of audit evidence.



- Follow-up on queries raised by the Certification Body.
- Address any nonconformities if identified and provide remedies for effective certification.

4. ELIGIBILITY CRITERIA

The bidder should possess the requisite experience, resources and capabilities in providing the services necessary to meet the requirements, as described in this RFP. The Bid must be complete in all respects and should cover the entire scope of work as stipulated in this document. Parties who do not meet the Eligibility Criteria will not be considered for further evaluation.

Previous Experience Requirements

The firm responding to this RFP shall demonstrate their capabilities and experience in providing similar services and engagements. These services and engagements must be performed by the firm during the last five (5) years (minimum 3 similar successfully accomplished projects are required). Furthermore, the Firm shall demonstrate the following specific capabilities:

- Experience in designing, developing, implementing, and successful certification assistance in ISO 9001:2015
- Experience in conducting full ISO 9001:2015 internal audits.
- More than 3 years of experience working in the field of service quality management

Qualifications of the Consultants

The Firm should have a minimum of four resource personnel and 3 years of experience in designing and providing similar services.

The project team proposed by the firm must include :

- At least one member fully competent in ISO 9001:2015 standards and has extensive experience providing consultancy services relevant to ISO 9001:2015 standards.
- One ISO 9001:2015 certified lead auditor
- One ISO 9001:2015 certified lead implementer



5. INSTRUCTIONS TO THE BIDDER

The proposal must be submitted electronically and the firm shall meet the following requirements.

- A password protected proposal file shall be submitted in pdf format, before **1500 hrs** of **10th December 2022**.
- Firms will be asked for proposal passwords during the online bid opening meeting at **1400 hrs** on **11th December 2022**.
- The proposal should include all relevant price information in all applicable taxes and other charges.

Address for Communication:

For the purpose of clarification of doubts on issues related to this RFP, please send queries to proposals@pension.gov.mv by **1400 hours** on **7th December 2022**.

Important Dates and Times:

Enquiries:	7th December 2022, 1400 hours
Bid Submission Deadline:	10th December 2022, 1500 hours
Bid Opening Meeting:	11th December 2022, 1400 hours

6. BID EVALUATION

The bidder will be required to do a presentation on the following points as a part of the evaluation.

- Process approach for ISO 9001:2015 design and Implementation.
- QMSs Assessment process approach and methodology.
- QMss development activity details.
- Pre-audit assessment process plan and execution.
- Approach for determining the scope and managing exclusions
- Deliverables.
- Project timeline and completion plan.
- Consultancy Team details including qualifications, experience, etc. The Technical Evaluation will be based on the following broad parameters.



The valuation will be based on the following broad parameters.

No	Evaluation	Expected Response	Marks
1	Proposal on Scope of Work (requirements) as specified in the RFP.	Proposal Document	10
2	Presentations on the skills and services provided on ISO 9001:2015 Certification.	Presentation will be scheduled and communicated to all bidders.	10
3	Customer references submitted by bidder	Document detailing customer references.	10
4	Documentary evidence for the scope of work already executed by the bidder, more weightage will be given for ISO 9001:2015 executed work.	Documentary Evidence.	10
5	Experienced and skilled professionals having relevant professional certifications to carry out ISO 9001:2015 certification implementation at Pension Office. Comparison of skilled resources will be done based on the number of resources with desired certifications.	Summary Document and copy of individual certificates. Please mention the number of professionals and their certifications in summary.	10
6	Price	Quotation with all services	50

7. TIMEFRAME

The primary objective of this project is to enable Pension Office to obtain ISO 9001:2015 certification during the second quarter of 2023. Accordingly, the Firm would carry out a comprehensive study of the existing systems and procedures, documentation etc. in the set-up identified for certification and should harmonize them with ISO ISO 9001:2015 standards, culminating in the Certification. Accordingly, the entire project should be completed within six (6) months starting from the contract signing date.

