



**INDIAN INSTITUTE OF INFORMATION TECHNOLOGY & MANAGEMENT – KERALA**

**IIITMK Building, Technopark Phase I, Karyavattom**

**Thiruvananthapuram, Kerala 695581**

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Ref. No.IIITMK/04/EOI/ISO/2025-26

19.03.2025

## **Expression of Interest (EOI)**

### **for Empanelment of Consultant for Implementation of ISO 9001:2008 Certification**

Expression of interest (EOI) is invited from interested Firms/Concerns/ Organizations by IIITMK for selection of service provider for obtaining ISO 9001:2008 Certification. The details of the project are provided in the attached file. Interested parties may go through the document thoroughly and submit their proposal accordingly as per the time schedule.

CAO - IIITMK

**Indian Institute of Information Technology & Management – Kerala , Trivandrum**

**INVITATION FOR EXPRESSION OF INTEREST TO  
IMPLEMENT A PROJECT FOR ISO 9001 :2008 CERTIFICATION**

Indian Institute of Information Technology & Management – Kerala (IIITMK), a sec 8 company invites Expression of Interest (Eoi) from interested ISO 9001 Consultants and Service Providers for providing consultancy services to IIITMK for obtaining ISO 9001:2008 certification implementations. This document provides the scope, pre-qualification criteria, bidding terms and conditions and suggested response formats.

IIITM-K was set up in the year 2000 as a premier institute of excellence, focusing in the areas of entrepreneurship, innovation, technology and emerging as an engine for promoting growth. IIITM-K is dedicated to fostering an ecosystem where visionary entrepreneurs, creative innovators, and technological pioneers can thrive. Its' objective is to support individuals and organizations that are transforming ideas into impactful solutions, creating opportunities, and shaping the industries of tomorrow.

The Vision of IITM-K is to be a global leader in enabling innovation, entrepreneurship and sustainable technology driven product development, while developing industry-ready professionals and empowering startups to create impactful solutions for societal and economic advancement.

## **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 IIITMK obtain ISO 9001 certification for the first phase of ISO 9001 implementation.

### **2. EOI ISSUING AUTHORITY**

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

1	Project Title	Selection of Service Provider for obtaining ISO certificate
2	Project Initiator Details	IIITMK
3	Contact Person & Address	CAO – IIITMK, IIITMK Building, Technopark Rd, Technopark Campus, Karyavattom, Kazhakkootam, Thiruvananthapuram, Kerala 695581
4	Contact Number	8891491160
5	Website	<a href="https://iiitmk.ac.in/">https://iiitmk.ac.in/</a>

### **3. TENTATIVE CALENDAR OF EVENTS**

The following table enlists important milestones and timelines for completion of bidding activities:

Sl No	Milestone	Date and Time
1	Release of Expression of Interest (EOI)	19.03.2025
2	Bidders Conference	25.03.2025 at 03.00 pm
3	Last date for Submission of EOI	28.03.2025 at 03.00 pm
4	Opening of EOI Responses	28.03.2025 at 03.30 pm

### **4. AVAILABILITY OF THE EOI DOCUMENTS**

EOI can be downloaded from the IIITMK website <https://iiitmk.ac.in/>. The bidders are expected to examine all instructions, forms, terms, project requirements and other details in the EOI document. Failure to furnish complete information as mentioned in the EOI documents or submission of a proposal not substantially responsive to the EOI documents in every respect will be at the bidder's risk and may result in rejection of the proposal.

## **5. BIDDERS' CONFERENCE**

IIITMK will host a bidder's Conference at its Trivandrum office on 25.03.2025 at 03.00 pm. The Conference is tentatively scheduled as per the schedule given in Section 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 EoI. It will also provide each bidder with an opportunity to seek clarifications regarding any aspect of the EoI and the project. The venue for the bid conference will be at the address given in Section 2.

## **6. EOI PROCESSING FEES**

A non-refundable processing fee for Rs. 1,000/- (One Thousand Rupees only) (including GST) in the form of a Demand draft in favour of The Director, IIITMK payable at Trivandrum 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 IIITMK at the address specified above in Section 2. IIITMK, in exceptional circumstances and at its discretion, may extend the deadline for submission of proposals by issuing an addendum to be made available on the IIITMK website, in which case all rights and obligations of IIITMK 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**

ISO 9001 is a quality management standard that presents guidelines intended to increase business efficiency and customer satisfaction. The goal of ISO 9001 is to embed a quality management system within an organization, increasing productivity, reducing unnecessary costs, and ensuring quality of processes and products. One such important mandatory indicator is obtaining ISO 9001: 2008 certification. Accordingly, Institution intends to start the work of implementing ISO 9001:2008 requirements. It is envisaged that institution 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 Institution to select a competent consultant who may be engaged for providing ISO 9001:2008 consultancy services.

### **9. TERMS OF REFERENCE:**

The terms of reference for the consultant will include the following

- a. To assist the IIITMK formed Steering Committee and ISO Project team who will be responsible for implementing ISO 9001:2008 requirements.
- b. To determine the scope of ISO 9001:2008. The consultant should define such a scope for which ISO 9001:2008 requirements may be implemented as time period will be decided.
- c. To perform gap analysis of the existing documentation of the IIITMK against the requirements of ISO 9001:2008 and produce a gap analysis report.
- d. To plan together with the team ISO project team of the IIITMK on the ways to address the gaps in order to develop the necessary documentation for ISO 9001:2008 certification.
- e. To develop all mandatory procedures as required in ISO 9001:2008 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 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.
- 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 9001:2008 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 IIITMK and ensure the IIITMK is certified by a select certification body.
- p. Any other task to ensure the certification of the IIITMK, if it is not mentioned here.
- q. Submit weekly report to Management of the IIITMK.

#### **10. TIME FRAME**

The ISO 9001: 2008 will be implemented within the stipulated time frame.

All activities carried out at IIITMK, Trivandrum but if required the activities may be extended to unit offices of IIITMK.

## **PART III: BIDDING TERMS AND PRE-QUALIFICATION CRITERIA**

### **11. CONDITIONS UNDER WHICH THIS EOI IS ISSUED**

- i. This Eoi is not an offer and is issued with no commitment. IIITMK reserves the right to withdraw the Eoi and change or vary any part thereof at any stage. IIITMK also reserves the right to disqualify any bidder, should it be so necessary at any stage.
- ii. IIITMK reserves the right to withdraw this Eoi if IIITMK determines that such action is in the best interest of the IIITMK.
- iii. Timing and sequence of events resulting from this Eoi shall ultimately be determined by IIITMK.
- iv. No oral conversations or agreements with any official, agent, or employee of IIITMK shall affect or modify any terms of this Eoi and any alleged oral agreement or arrangement made by a bidder with any official or employee of IIITMK shall be superseded by the definitive agreement that results from this Eoi process. Oral communications by IIITMK to bidders shall not be considered binding on IIITMK, nor shall any written materials provided by any person other than IIITMK.
- v. Neither the bidder nor any of the bidder's representatives shall have any claims whatsoever against IIITMK 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 IIITMK and will not be returned. IIITMK 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. IIITMK 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 sections 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 PROPOSAL**

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 projects in the Government or PSU sector/ organizations.
- b) The team leader of Consultant should have a minimum of 10 years of professional experience in ISO 9001 consulting.
- c) The team members of the Consultant will be qualified lead assessors.

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. 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.



## **18. PROPOSAL SUBMISSION**

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

- a. Technical
- b. Financial

The technical and financial proposal 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 ISO 9001:2008 certification of IITMK".

### **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, appx. 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 ISO 9001:2008 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)

## Financial Proposal Content

Financial proposal (In Indian Rupees) should be in the form of a lump sum amount of professional fees inclusive of all taxes for the entire Scope of Services.

## THE EVALUATION OF PROPOSAL

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

SI No	Description	Break Up of Marks
1	Past Experience in work of similar nature (Govt./PSU)	
1.1	Past experience of similar nature in terms of no. of assignments (facilitation in ISO Implementation project)  a) Number of assignments : Less than 5 (20 Marks) b) Number of assignments : 5 - 9 (30 Marks) c) Number assignments : between 10 - 19 (40 Marks) d) Number of assignments : 20 & above (50 Marks)  Marks will be awarded based on work order of assignments of similar nature, enclosed along with the Technical proposal	50 Marks
2	Skills & Competencies	
2.1	Professional Experience (team leader) · Between 10 and 15 years (10 Marks)  · Above 15 years (20 Marks)	40 Marks
2.2	Team Leader qualification  · Graduation and qualified lead assessor (10 Marks) · Post-graduation/Engineering qualification and qualified lead assessor (20 Marks)	
3	Team Size	
3.1	Team size including team leader Up to 4 (5 Marks) More than 4 (10 Marks)	10 Marks
	Total	100

Evaluations will be based on documentary evidence submitted by the applicant with respect to evaluation / selection criteria.

The technically qualified consultants will be ranked based upon their marks.

The financial proposals of consultants getting above 80% marks ONLY will be opened and the final selection will be made based upon the lowest cost quoted. Right to cancel/amendment and change for EoI reserve with Managing Director, IIITMK.

**19. DATE FOR SUBMISSION OF PROPOSAL**

The last date for submission of proposal is mention at section 3.

Submission of proposals should be addressed to:

The CAO – IIITMK,

IIITMK Building, Technopark Rd,

Technopark Campus, Karyavattom,

Kazhakkootam, Thiruvananthapuram,

Kerala 695581

## Expression of Interest (Eoi)

For

### Selection of Service Provider for obtaining ISO 9001 : 2008 Certification

IIITMK, invites Expression of Interest (Eoi) from interested ISO 9001 consultants and Service Providers for providing consultancy services to IIITMK for obtaining ISO 9001:2008 certifications.

Sl No	Milestone	Date and Time
1	Release of Expression of Interest (Eoi)	19.03.2025
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4	Opening of Eoi Responses	28.03.2025 at 03.30 pm

a. Processing fees of INR 1000 (inclusive GST) must be submitted along with the bid in the form of a demand draft or a pay order drawn in favour of the Director, IIITMK Payable at Trivandrum. Bids received without or with inadequate Eoi Processing fees shall be liable to get rejected.

b. Eoi document must be read and complied with carefully for details.

c. Detailed Eoi may be seen at IIITMK website <https://iiitmk.ac.in/>

d. All further communication by IIITMK regarding this Eoi shall be done through its website <https://iiitmk.ac.in/only>.

Bids may be submitted by hand or by post to:

The CAO – IIITMK,

IIITMK Building, Technopark Rd,

Technopark Campus, Karyavattom,

Kazhakkootam, Thiruvananthapuram,

Kerala 695581