

Terms of Reference (ToR)

Transformation of certification of UCEP Bangladesh under Quality Management System (QMS) from ISO 9001:2008 to ISO 9001:2015

I. PURPOSE OF TOR:

The purpose of this Terms of Reference (TOR) is to engage the services of an Agency/Firm/Service Providers that will conduct an assessment and audit of the Transformation of certification of UCEP Bangladesh under the Quality Management System (QMS) from ISO 9001:2008 to ISO 9001:2015 Standard, together with the cycle of surveillance audits until the time for re-certification audit.

II. BACKGROUND

UCEP Bangladesh is a non-governmental organization that provides second-chance education to out-of-school children and Decent Work to youth & adults through Technical Vocational Education & Training (TVET) and Skill Development. UCEP has a special focus on Social Inclusion & therefore gives priority to females, children & youth from poor and underprivileged families. UCEP Bangladesh has 10 full phases TVET Institute, 37 skills development courses, generally 3-6 months duration, 21 National Skills Certificate Courses of Level I & II, Recognition of Prior Learning (RPL) assessment and certification center, and near 700 most competent staffs.

The UCEP Bangladesh is implementing a Quality Management System (QMS) for all processes within the organization to ensure the delivery of timely and efficient services to its target groups. The UCEP Bangladesh has been certificated for ISO 9001:2008 in 2009. In meantime, the UCEP Bangladesh adjusted the management system to the requirements of the new edition of ISO 9001:2015 (upgrade from ISO 9001:2008 to ISO 9001:2015). To sustain continuity in the implementation of UCEP Bangladesh's QMS and ensure conformance to ISO 9001:2015 standards, there is a need to avail of the service of an agency/firm/Service Providers.

The ISO 9001:2015 standard has the following advantages:

- It is the most updated and latest version of the Quality Management System.
- There has been an adaptation to new changes and improvements in the latest version.
- Increased expectations from clients and other interested parties.
- ISO 9001:2015 follows the same overall structure as other ISO Management system standards follow.
- Helps address organizational risks and opportunities in a structured manner.
- Is more user-friendly for service and knowledge-based organizations like UCEP Bangladesh.

III. OBJECTIVE

The overall objective of the engagement is to conduct a certification audit and issue the corresponding Certification and conduct the required Surveillance Audits. Significantly, the objectives are (1) UCEP Bangladesh to transform its certification from ISO 9001:2008 to ISO 9001:2015, which will require preparations for further audit. As such, the UCEP Bangladesh requires the services of a competent agency/firm/Service Providers for the UCEP Bangladesh ISO 9001:2015 certification, and (2) to conduct surveillance audits within two years after UCEP's 9001:2015 QMS gains certification.

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IV. SCOPE OF WORK/DELIVERABLES

The Assignment will involve:

Segment 1:

1. Conducting a pre-assessment of the UCEP Bangladesh, and its subsidiary bodies, namely the UCEP Head Office, UCEP Mirpur TVET institute, UCEP Jatrabari TVET Institute, UCEP Gazipur TVET Institute, UCEP Ambagan TVET Institute, Chattogram, and AKKHAN UCEP TVET Institute, Chattogram on a sample basis to identify the improvements required.
2. Leading, guiding, developing, and coordinating, inputs from the UCEP Head Office and above mentioned TVET institutes, and stakeholders to complete the necessary documentation which should be in place to be ready for the ISO 9001: 2015 audit.
3. Drafting and finalizing the related documents and application for ISO 9001:2015 certification.
4. Providing training to relevant officials (20) of the UCEP Bangladesh on subsequent audit requirements and other related processes to assist the organization to obtain/maintaining ISO 9001:2015 certification; and
5. Prohibiting any public authority of Bangladesh or any other stakeholder from entering a conflict-of-interest situation.

Segment 2:

1. Regular surveillance audit and transition audit to the ISO 9001:2015 (within the regular surveillance audit)
 - Prepare and submit a surveillance and transition audit plan not later than two weeks before the surveillance and transition audit
2. Conduct surveillance and transition audit
3. Prepare and submit an audit report detailing observations, opportunities for improvement, and any non-conformity to ISO 9001:2015 standards after the completion of the on-site audit, unless otherwise agreed upon by the two parties
4. Issuance of ISO 9001:2015 Certificate valid for three years within one month from the date of UCEP Bangladesh's receipt of the written recommendation for certification
5. After the completion of the assignment should provide a final report about the engagement. (This Report should be delivered in English)

V. TERMS OF REFERENCE:

The terms of reference for the agency/service providers will include the following:

On behalf of UCEP, the Quality Management Representative (QMR) or his duly designated representative, with the assistance of the ISO Consultant, shall evaluate the quality of work delivered by the Certifying Body based on this TOR to ensure the quality and relevance of work being conducted. Based on this, the QMR shall issue a written project acceptance/approval, retention, or discontinuance. The following comprise the general expectations UCEPs, as clients:

1. Before any execution of activities related to this Terms of Reference, the UCEP's Quality Management Process Owners shall convene a meeting with the representatives. A close anchoring and monitoring of all the activities as indicated herein shall be undertaken by the OMR.

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2. The QMR and the QMS Committee head shall be responsible for providing technical assistance to the project. They shall closely coordinate with the representative of the Certifying Body in the conduct of the audit and other related certification activities, including monitoring the progress of related tasks.
3. The QMR, Internal Auditor/s, and the QMS Committee head shall cooperate in the conduct of audit activities, ensuring that the process owners and concerned officials and staff are available on the scheduled dates of audits. For any request for change or cancellation of schedule, however, the said change/adjustment shall be made based on mutual agreement by both parties.

VI. AGENCY/FIRM/SERVICE PROVIDER'S RESPONSIBILITY

The agency/firm/service provider undertakes to perform the Audit with the highest standards of professional and ethical competence and integrity. The following are the general expectations from the agency/firm/service provider.

1. Commitment to treat with utmost confidentiality, all information and materials gathered and used relating to this engagement or the Client's business or operations.
2. Preparation of the Certification or Surveillance Audit Plan with a schedule of activities for the entire duration of the engagement. The representatives from the agency/firm/service provider shall coordinate with the QMR through the QMS Committee head regarding any changes on the dates of audit schedules or any delay in the activities related to ISO certification.
3. Adherence to certification or surveillance audit schedule/appointment and any changes or adjustments of schedules as may be agreed upon for any request for change or cancellation of schedule, however, at least a one (1) week notice shall be given, and the said change/adjustment shall be made based on mutual agreement by both parties.
4. Provision of information or any conflicts of interest and proposed approach to the resolution thereof.
5. The duly authorized representative of the agency/firm/service provider shall submit an audit report after conducting the certification audit and surveillance audits on mutually agreed schedules; and
6. Issue Certification to ISO 9001:2015 of UCEP upon compliance with the certification requirements.
7. Conduct at least two (2) surveillance audits within the period of certification of UCEP QMS to 9001:2015 Standard not more than one (1) year for the first and more than two (2) years after for the second audit, respectively. The Certifying Body shall continue to perform the necessary tasks at no additional cost to UCEP other than the amount provided in this TOR until the application to ISO 9001:2015 re-certification.

VII. AGENCY/FIRM/SERVICE PROVIDER QUALIFICATION REQUIREMENTS

A. Qualification and Competencies

1. The agency/firm/service provider should be accredited for ISO 9001:2015 certification by UKAS or a recognized accreditation body.
2. A agency/firm/service provider with experience in certification of non-governmental organizations for ISO 9001 in the region and recognized globally.
3. Experience in other management standards (certification body offer integrated audits for more than one standard)
4. Experience in executing or advising on a minimum of five (5) ISO 9000 projects in non-governmental organizations in or outside Bangladesh.
5. The agency/firm/service provider shall field a team of Lead auditors and auditors with the following qualifications:

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Team Member	Qualifications
Lead Auditor	<ul style="list-style-type: none">• Minimum master's degree holder from a reputed university.• At least Twenty-five (25) audit experience as a lead auditor
Audit Members	<ul style="list-style-type: none">• Minimum bachelor's degree holder from a reputed university.• At least ten (10) audit experience as an auditor.

B. Documentary Requirements/Submissions

Interested firms are required to submit, as appropriate, as follows:

1. Eligibility Requirements:

- a. Trade License
- b. Copy of Memorandum if the firm is a limited company
- c. Expression of Interest and availability.
- d. Profile of the agency/firm/service provider and CV of the proposed certification (audit) team should be presented.
- e. Reference list (Five references from similar assignments)

2. Application Process/Method

The interested and qualified agency/firm/service provider may submit their expressions of interest, demonstrated competency, and quotations for the assignment. The application must include the following:

- A description of the organization (also website/brochure)
- Proven document of legal establishment for a minimum of three years
- A list of previous relevant work experiences.
- A detailed technical proposal on carrying out the tasks, work plan, methodology, quality control mechanism, risk mitigation plan, management (including team composition), and supervision mechanism
- CVs of the personnel/experts involved in this assignment including qualifications and experiences.
- Statement of availability of the personnel/experts and trainers
- A separate financial proposal in a sealed envelope with all-inclusive (administrative and logistics costs) and itemized unit costs.
- The four envelopes, one (1) original and three (3) copies, each containing the Eligibility Requirements and Financial Proposal, should be submitted.

3. Technical Proposal:

- a. Statement of the prospective bidder of all its ongoing and completed projects, including contracts awarded but not yet started, if any, whether similar or not similar in nature and complexity to the contract to be bid, within the relevant period provided. The statement shall include, for each contract, the following:
 - i. The name and location of the contract.
 - ii. Date of award of the contract.
 - iii. Type and a brief description of certification services.
 - iv. Contract duration.

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4. Financial Proposal:

The quotation should be stated simply on a lump sum contained in a sealed letter.

C. Evaluation and Selection Criteria

1. Only the financial proposals of those bidders who have complied with the eligibility and technical requirements will be opened.
2. The bidder who submits the competitive quotation will be declared the winner.
3. The selection criteria will be as follows (total point 100):
 - Organizational Capacity (20%)
 - Experience and expertise, especially with non-government organizations (20%)
 - Approach and Methodology (30%)
 - Financial proposals (in a separate envelope) (30%).

VIII. DURATION OF ENGAGEMENT AND APPROVED BUDGET FOR THE CONTRACT

The services of the agency/firm/service provider will be engaged from the time the **NTP** (Notice to proceed) is issued in 2022 up to the time the second surveillance audit has been accomplished in 2023. The Approved Budget for the Contract includes all taxes and other charges imposed under applicable laws.

IX. PAYMENT CONDITIONS

The payment shall be made directly by the UCEP Bangladesh through a bank transfer within 30 days from the date of submission of: (i) an invoice duly verified by the designated official of the UCEP Bangladesh; and (ii) evidence of having completed the work for the payment.

The deadline to submit proposals (RFP) for the consultancy is by close of business on 30 June 2022 (04.30 pm Dhaka time) sent with the subject header "Application for the Service Contract for Transformation of certification of UCEP Bangladesh under the Quality Management System (QMS) from ISO 9001:2008 to ISO 9001:2015 Standard" to the following address:

Administration Department
UCEP Bangladesh
Plot # 2 & 3, Mirpur-2, Dhaka-1216

In addition, please kindly submit soft copies of the proposal to tender@ucepbd.org by the given deadline.

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