



**Regional Office
EMPLOYEES' STATE INSURANCE CORPORATION**

(Ministry of Labour & Employment, Govt. of India)

"Panchdeep Bhawan", Jawahar Lal Nehru Marg, Patna -800001

(ISO-9001-2008 Certified Office)

Fax No.: 0612- 2533315 ,e-mail : rd-bihar@esic.in

Website: www.esicbihar.in & www.esic.nic.in

No-P-42-I/2007/MSU-Vol-II

Date:-31 .07.2018

Limited Tender for ISO 9001:2015 Certification

ESIC is a Central autonomous body created under ESIC Act, 1948 and is under administrative control of the Ministry of Labour and Employment, Govt. of India. It has vast network of field offices catering to cash & medical Benefit about more than 02 crore workforce and their family members across the country. It is a growing organization constantly serving to improve its delivery mechanism through its various service outlets. Being a quality conscious organization the Regional Office, ESIC, Patna, Bihar is already certified under ISO 9001:2008 certified office. In pursuance of its mission for better quality management service, the Corporation is looking for engaging an experienced Agency for consistent improvement in the services for its Regional Office located at Panchdeep Bhawan, J.L. Nehru Marg, Patna-800001 for following items of work:-

1. Review of the existing documentation and conduct gap analysis to upgrade existing quality management system to the latest revised version of the standard ISO 9001:2015.
2. Devise a Quality Management system for the Regional Office, ESIC, Patna, Bihar.
3. Conduct a training programme on "Quality Management System Documentation" for ESIC Regional Office, Bihar.
4. Conduct a training programme on "Awareness over implementation of ISO 9001:2015.
5. Conduct a training programme on "Conducting Internal Auditing".
6. Plan, coordinate, supervise conducting external certification and surveillance and management review meeting at Regional Office, Patna, Bihar once every six month.
7. To guide auditors during external certification and surveillance audits and to ensure appropriate corrective actions by the auditors to comply with standard requirements as per the outcome of external audits to achieve and sustain the certification during the tenure of certification.

The incumbent consultancy agency must have following essential qualifications:-

- a. Certified lead auditor in QMS with five years' experience (testimonials to be submitted in proof).
- b. Prior consultancy experience in health care and insurance sector preferably in Government Organization (testimonials to be submitted in proof).

The Quotation in sealed cover in the enclosed proforma may be sent to Regional Director on or before 29.06.2018 till 03.30 PM all the Terms & Conditions along with "Earnest money Deposit" for an amount of Rs.3000/- (Three thousand only) in form of Demand Draft in favour of ESIC A/C no. 02 Payable at Patna' on cover may be super scribed Quotation for ISO Certification. Please note that incomplete or unsigned quotations received after due date will be without any intimation.

The quotations may be sent by Registered Post addressed to “Regional Director, ESI Corporation, Regional Office, Panchdeep Bhawan, J.L. Nehru Marg, Patna, Bihar, Pin-800001 or may be dropped in tender box kept at Regional Office latest by 03.00 PM on .08.2018 which will be open on 29.08.2018 at 04:00 PM in presence of bidders who wish to attend.

Regional Director.
ESIC,RO,Patna

Annexure-I

Technical and Financial Terms & Conditions			
Sl.no.	Description of Project Implementation Stage Wise	Maximum Days	Professional Charges
1	Review of the existing documents, records, existing management system & conduct gap analysis, decentralization of document pertaining to Head Quarters, devising new documentation structure through interactions and review with employees as per with employees as per the latest versions requirement of the standard ISO 9001:2015 covering all aspects of IS 15700:2005		
2	To conduct a training Programme for the employees and officers of ESIC Hqrs or “Awareness over implementation of ISO 9001:2015 (two group officers and support staff, one day each)		
3	To conduct a training Programme for the employees and officers of ESIC Hqrs or “Quality Management System Documentation (two group officers and support staff, one day each)		
4	To conduct a training Programme for the employees and officers of ESIC Hqrs or “Conducting Internal Quality Auditing” as per latest standard (one group officers two days plan, coordinate, supervise, conducting internal audit and management review meeting at ESIC Hqrs once every six month.)		
5	Half early Internal Audit Stage 01 Management Review Meeting 01 Half early Internal Audit Stage 02 Management Review Meeting 02 Half early Internal Audit Stage 03 Management Review Meeting 03 Half early Internal Audit Stage 04 Management Review Meeting 04 Half early Internal Audit Stage 05 Management Review Meeting 05 Half early Internal Audit Stage 06 Management Review Meeting 06		
6	To guide auditors during external certifications and surveillance audits and to ensure appropriate corrective actions by the auditees to comply with standard requirement as per the outcome to external audits to achieve and sustain the certification during the tenure of certification:- Certification audit stage (Stage-1) Review of audit findings, corrective actions plan and closure of non-conformities certification audit (Stage-2) Review of audit findings, corrective actions plan and closure of non-conformities certification audit 1 Review of audit findings, corrective actions plan and closure of non-conformities certification audit 2 Review of audit findings, corrective actions plan and closure of non-conformities certification audit 1		
7	Total proposed maximum mandays to spend and professional charges inclusive of all taxes as applicable for three years or certificate validity period		
8	Any other charges/conditions.		
9.	Two Testimonials as proof of qualification/experience are enclosed		

Place:
of Tenderer with stamp
Date:

Signature
Name:

	<p style="text-align: center;">Regional Office EMPLOYEES' STATE INSURANCE CORPORATION (Ministry of Labour & Employment, Govt. of India) "Panchdeep Bhawan", Jawahar Lal Nehru Marg , Patna -800001 (ISO-9001-2008 Certified Office) Fax No.: 0612- 2533315 ,e-mail : rd-bihar@esic.in Website: www.esicbihar.in & www.esic.nic.in</p>
---	--

No. P-42-I/2007/MSU-Vol-II

Date: 09.08.2018

To,

Sub: Limited Tender for ISO 9001:2015 certification.

ESI Corporation Regional Office, Patna, Bihar is an ISO 9001:2008 Certified Office. The latest recertification is required for this office.

So, Offers are invited from the experienced reputed Audit Firms/Bodies dealing Quality management System for the continuation of recertification of ISO 9001:2015 with respect to social security benefits to insured person and there dependent family members in case of Sickness, Maternity, Employment Injury or Death due to employment injury as per the provisions laid down in Employees' State insurance Act through its subordinate office.

Offers with details of charges may be submitted/drop in tender box latest by 29.08.2018 upto 03:00PM to the below mention address

Regional Director
Regional Office,
ESI Corporation, J.L.Nehru Marg
Patna-800001
Bihar

Date of Opening of received tender is 29.08.2018, 04:00PM.

Regional Director
ESI Corporation
RO-Patna