



HEADQUARTERS
EMPLOYEES' STATE INSURANCE CORPORATION
PANCHDEEP BHAWAN, CIG ROAD, NEW DELHI-110002
(website address: www.esic.nic.in)

No. G-29/11/1/2012-ISO/MSU

Dated:-09-10-2013

CIRCULAR

Subject:- **Calling for combined tenders for consultancy and certification for ISO 9001:2008 Certification-Clarification reg.**

Please find enclosed herewith, an office Memorandum No. P-26013/1/2013-PMD dated 21/08/2013 issued by Performance Management Division (PMD), Cabinet Secretariat Govt. of India, on the subject cited above, wherein it has been clarified that floating combined bid for consultancy and certification for ISO 9001 is unhealthy since consultancy is regarded as conflict of interest with certification and certification bodies are barred from offering Consultancy. **Therefore it is necessary that separate tenders for consultancy and certification are to be issued.**

Yours faithfully,

(A.K.SAHU)

JT.DIRECTOR(MSU)

VOIP NO. 10011116

Encl: As above.

Distribution:-

1. All Regional Director/SSMC/SMC/RO/SRO/DO _____.
2. Director (Medical) Delhi/Noida/Chennai.
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दिनांक/Date 10/10/13.....

No. P-26013/1/2013-PMD
Government of India
Cabinet Secretariat
Performance Management Division (PMD)

1st Floor, 5th Wing, Hotel Janpath,
Room No. 107 Janpath, New Delhi-110001.

Dated 21st August, 2013.

OFFICE MEMORANDUM

Subject : Calling for combined tenders for consultancy and certification for ISO 9001:2008 certification - clarification reg.

The Performance Management Division, Cabinet Secretariat had earlier provided relevant guidelines and a template for engaging consultants to the Ministries/ Departments in order to obtain ISO: 9001 certification.

Many Ministries/ Departments have since engaged consultants and gone ahead with the subsequent steps of this journey like (i) Training of Departmental officials by the consultant, (ii) Conduct of Gap Analysis by the consultant (iii) Planning and Documentation for ISO compliant Quality Manual, Standard Operating Procedure, Forms and Formats, (iv) implementation of new system, (v) Internal Quality audit and review, (vi) Successful certification audit and award of ISO 9001 certification etc.

In this process, an instance has come to our notice in which one Responsibility Center, under a Department, has issued a combined tender for consultancy and certification for ISO 9001. This was discussed with National Accreditation Board for Certification Bodies (NABCB), a body under the Quality Council of India, who have opined that this practice is undesirable.

Therefore, it is clarified that the process of floating combined bid for consultancy and certification for ISO 9001 is unhealthy since consultancy is regarded as conflict of interest with certification and certification bodies are barred from offering consultancy. Such a tender would invariably lead to compromise in impartiality of certification process and therefore would not yield the full benefits of ISO 9001. **Therefore it is necessary that separate tenders for consultancy and certification are issued.**

Further, we are already in the process of developing a separate template for Request for Proposal for hiring of Certification Body in consultation with Quality Council of India. The same would be shared with the Ministries/Departments shortly. However, in case any Department intends to go ahead with the bidding process to hire the services of a Certification Body, they may do so in consultation with the **National Accreditation Board for Certification Bodies**, C/o Quality Council of India, 2nd Floor, Institution of Engineers Building, Bahadur Shah Zafar Marg, New Delhi - 110002, Phone - 011-2337 9321, 9260, 8057, Fax- 011-23378678, Email: ceo.nabcb@qcin.org.


(Jugnu Gupta)
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To the RFD Coordinators of the Ministries/ Departments.

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