



GOVERNMENT OF GOA

DEPARTMENT OF LEGAL METROLOGY



EXPRESSION OF INTEREST (EoI)

FOR

SELECTION OF CONSULTANTS & SERVICE PROVIDERS FOR
OBTAINING ISO 9001:2015 CERTIFICATIONS FOR THE
DEPARTMENT OF LEGAL METROLOGY.

PART I: GENERAL TERMS

1. GOALS OF THIS EXPRESION OF INTEREST (EOI)

The objective of this EoI is to solicit proposals from interested bidders for participation in a bid process for selection of consultants and service providers to help the Department of Legal Metrology, Goa to obtain ISO 9001:2015 certifications. The scope of services will include advising, training, documentation, and support throughout the certification process.

2. EoI ISSUING AUTHORITY

The Expression of Interest (EoI) is issued by the Department of Legal Metrology, Goa with the intention to short-listing potential bidders. The decision of the Department of Legal Metrology, Goa shall be final and the Department reserves the right to reject any or all proposals received without assigning any reason.

1.	Project Title	Selection of Consultants & Service providers for obtaining ISO 9001:2015 certifications for the Department of Legal Metrology.
2.	Project Initiator Details	Shri. Arun Panchwadkar Controller, Legal Metrology Department of Legal Metrology, Goa
3.	Department	Department of Legal Metrology, Government of Goa.
4.	Contact Details	Department of Legal Metrology Legal Metrology Bhavan, Near Air India Colony, Housing Board, Porvorim, Bardez, Goa – 403 521 India. Phone:0832-2412037/2416432 Email: con-lega.goa@nic.in

3. EoI SHEDULE

The following table enlists the timeline for completion of the bidding activities:

Sr. No.	Task	Date
1.	Release of Expression of Interest (EoI)	01.10.2025
2.	Pre-bid meeting/Clarification meeting	06.10.2025
3.	Last date of submission queries/comments from bidders	09.10.2025
4.	Response to queries	13.10.2025
5.	Last date for submission of EoI	16.10.2025 (3:00 p.m)
6.	Opening of EoI Responses (Technical Bid)	16.10.2025 (4:00 p.m)
7.	Declaration of Short Listed Firms	21.10.2025

4. AVAILABILITY OF EoI DOCUMENTS & PRE-BID MEETING

The EoI can be downloaded from the Departmental website: <https://clm.goa.gov.in/>

The bidders are expected to examine all instructions, forms, terms, project requirements and other details of the EoI thoroughly and furnish complete information as mentioned in the EoI.

The Pre-bid meeting/Clarification meeting will be held in the Conference Room, Office of the Controller, Legal Metrology, Porvorim-Goa at 3:00 p.m.

5. EoI PROCESSING FEES

A non-refundable processing fee of Rs.5000/- (Rupees Five Thousand Only) in cash or in the form of a demand draft drawn in favour of 'THE CONTROLLER, LEGAL METROLOGY, PORVORIM- GOA' has to be submitted along with the EoI responses. Bids received without or with inadequate EoI processing fees shall be liable to get rejected.

6. INSTRUCTIONS FOR FILLING APPLICATION FORMS

- a. All proposals/bids are to be addressed to 'The Controller, Legal Metrology, Porvorim-Goa'.
- b. The application should in English and all the relevant documents are to be attached/ enclosed with the application.
- c. The applicants are cautioned that not giving complete information called for in the EoI or not giving it in clear terms or deliberately suppressing the information may result in the applicant being summarily disqualified.
- d. The applicant may furnish any additional information, which is deemed necessary to establish their capability to successfully complete the project.
- e. No information shall be entertained after submission of EOI document unless specifically called for.
- f. Any information furnished by the applicant found to be incorrect either immediately or at a later date, would render the applicant liable to be debarred from taking up the project.

7. VENUE & DEADLINE FOR SUBMISSION OF RESPONSE

The last date for the submission of the EoI is **16.10.2025**, latest by **3:00 p.m.**

The EoI must be submitted, in its complete form to the Department of Legal Metrology Legal Metrology Bhavan, Near Air India Colony, Housing Board, Porvorim, Bardez, Goa – 403 521 India. The Department of Legal Metrology may, in exceptional circumstances and at its discretion, extend the deadline for submission of responses/proposals by issuing an addendum.

PART II: SCOPE OF SERVICES

8. INTRODUCTION

Metrology provides a solid framework for reliable measurements. It plays a vital role in the development of technology, industries, quality products, economy, trade, and sustainable society. Legal Metrology is the application of legal requirements to measurements and measuring instruments.

The Department of Legal Metrology, Goa strives to protect the interest of all stakeholders especially, consumers, under the provisions of the Legal Metrology Act, 2009 and the Rules made there under, and to deliver the services of the department to the utmost satisfaction of all stakeholders by ensuring metrological accuracies in the weights and measures with traceability to the National Physical Laboratory (NPL).

In its pursuit of continuous improvement and excellence, the Department has made the strategic decision to adopt ISO 9001:2015 certification. This internationally recognized standard will help enhance the quality of services provided by the Department, improve accountability, and ensure effective and courteous service delivery. The implementation of ISO 9001:2015 will not only raise the overall performance of the Department but will also provide a strong foundation for sustainable development initiatives.

The process-based approach central to ISO 9001:2015 will enable the Department to plan, manage, and optimize its processes and resources more efficiently. Additionally, it will facilitate the identification and implementation of opportunities for ongoing improvement, ensuring that the Department's services are always aligned with the evolving needs of stakeholders.

To successfully achieve ISO 9001:2015 certification, the Department of Legal Metrology, Goa, seeks the expertise of qualified consultants. This document outlines the requirements for selecting a competent consultant to assist in the consultancy services required for the implementation of ISO 9001:2015 standards, ensuring the Department's journey towards certification is both effective and efficient.

9. TERMS OF REFERENCE

The terms of reference for the consultant will include the following:

- a. To assist the department to form a Steering Committee and ISO Project team who will be responsible for implementing ISO 9001:2015.
- b. To determine the scope of ISO 9001:2015 implementation, and finalize the same through discussion with the Steering Committee. The consultant should define such a scope for which ISO 9001:2015 requirements may be implemented within a time period of six months or earlier.
- c. To perform gap analysis of the existing documentation of the Department against the requirements of ISO 9001:2015 and produce a gap analysis report.

- d. To plan together with the ISO project team of the Department on the ways to address the gaps in order to develop the necessary documentation for ISO 9001:2015 certification.
- e. To develop all mandatory procedures as required in ISO 9001:2015 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) and conduct 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, (iii) 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 9001:2015.
- i. To conduct Internal Audits and also guide the Internal Auditor team in conducting required numbers of internal audits in the deapartment.
- j. To assist in evaluation of implemented ISO 9001:2015 system through internal audits including closure actions for non-conformities.
- 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 department and ensure the department is certified by an ISO Certification body.
- p. Any other tasks required to ensure the certification of the department.
- q. Submit weekly MIS report to Controller, Legal Metrology, Goa.

10. TIME FRAME

The ISO 9001:2015 certifications will be implemented simultaneously through a third party certifying agency. The time period for the same will be 6 months from the date of award of the contract. The scope of application will cover the entire Department of Legal Metrology, Goa having a sanctioned strength of 75 staff members.

PART III: BIDDING TERMS AND PRE-QUALIFICATION CRITERIA

11. CONDITIONS UNDER WHICH EoI IS ISSUED

- a. This EoI is not an offer and is issued with no commitment. The Department reserves the right to disqualify any bidder, should it be so necessary at any stage.
- b. The Department also reserves the right to withdraw this EoI if such action is in the best interest of the Government.
- c. The timing and sequence of events resulting from this EoI shall ultimately be determined by the Department of Legal Metrology, Goa.
- d. No oral conversations or agreements with any official, agent, or employee of the Department 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 the Department shall be superseded by the definitive agreement that results from this EoI process.
- e. Neither the bidder nor any of the bidder's representatives shall have any claims whatsoever against the Department 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).
- f. 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.
- g. Each applicant is permitted to submit only one pre-qualification proposal. Multiple submissions from the same consultant will result in disqualification.
- h. The Department of Legal Metrology, Goa reserves the right to award the contract to the most eligible consultant even if there is only one qualifying consultant.

12. RIGHTS TO THE CONTENT OF THE PROPOSAL

All bids received prior to the specified deadline for submission will become the property of the Department of Legal Metrology, Goa, and will not be returned after the opening of the pre-qualification proposals. The Department retains the right to use or disclose any or all information provided in the proposal without any obligation to compensate the bidders. Additionally, the Department shall not be bound by any language in the proposal that suggests confidentiality or imposes any restrictions on the use or disclosure of the proposal's contents.

13. ACKNOWLEDGEMENT OF UNDERSTANDING OF TERMS

By submitting a proposal, each bidder is deemed to have thoroughly read all sections of this Expression of Interest (EoI), including all annexures, and to have fully informed itself of all existing conditions and constraints.

14. ELIGIBILITY CRITERIA

The consultant to be engaged must possess extensive and demonstrated expertise in ISO 9001:2015 certification. Prior experience in similar projects is mandatory. The consultant should fulfil the following minimum criteria:

- a. The consultant should have a minimum of 7 years of professional experience in the field of ISO 9001:2015.
- b. The consultant must be locally based in Goa. In case the consultant is from outside the state, they must have a competent staff stationed in Goa for the entire duration of the project.
- c. The consultant must possess a valid ISO Lead Auditor certification from a reputed certifying agency specifically for ISO 9001:2015 implementation. Consultants with a background in Engineering and Management will be preferred during the selection process.
- d. The consultant is required to have fluency in the Konkani language as the medium of instruction during the project implementation. At least one team member must have a certificate from Goa Konkani Academy.
- e. It is desirable that the consultant has successfully executed at least one ISO 9001:2015 project in a Government of Goa Department in the last 3 years.

15. DOCUMENTARY EVIDENCE REQUIRED

- a. Details of previous work outlining the nature of the assignment, the client, and the proficiency level of the involved skills.
- b. Work completion and Work Experience certificates for similar work carried out in other government departments/PSUs/Private Sector.
- c. Comprehensive profiles of the company, Team Leader, and Team Members, highlighting their qualifications and professional experience.
- d. Certificates of the Lead Assessor course completed by the Team Leader and Team Member(s).

16. SUBMISSION OF PROPOSALS

Interested Consultants should submit both technical and financial proposals in two parts, namely: -

- a. Technical
- b. Financial

The technical and financial proposals must be submitted in two separate sealed envelopes, clearly labelled as "TECHNICAL PROPOSAL" and "FINANCIAL PROPOSAL." The financial proposal envelope should be marked with the warning "DO NOT OPEN WITH THE TECHNICAL PROPOSAL." Both envelopes containing the technical and financial proposals must then be placed in a larger sealed

outer envelope, which should be clearly labelled with the title “Expression of Interest for providing consultancy services for obtaining ISO 9001:2015 Certification for the Department of Legal Metrology.”

TECHNICAL PROPOSAL

The Technical Proposal should be developed in alignment with the aforementioned Role of Consultants, Detailed Approach and Methodology, Activity Schedule, Deliverables, and Timeframe. It should also highlight the consultant's expertise and capability. The proposal must include the following components:

- a. A brief introduction to the consultant, highlighting the core competencies and areas of expertise.
- b. A summary of the consultant's overall experience in relevant fields. Detailing any specific consultancy projects or studies undertaken, including any prior consultancy experience assisting government departments, public sector undertakings, or private limited organizations in obtaining ISO 9001:2015 certification.
- c. A concise outline of the proposed approach to fulfilling the requirements outlined in the Role of consultant.
- d. A detailed methodology that the consultant will employ to complete the tasks and achieve the project objectives.
- e. A work plan that outlines the steps to be taken, key milestones, and a timeline for completing the deliverables.
- f. A detailed resume of the team leader, highlighting their relevant experience and qualifications. Provide supporting documents, such as copies of certificates, to validate the team leader's qualifications.
- g. If the consultant is based outside Goa, include a plan for providing technical support through a local office or staff during the project's implementation phase.

FINANCIAL PROPOSAL

- a. The Financial Proposal should be submitted in Indian Rupees (INR), which includes all applicable taxes for the entire Scope of Services. The proposal must be broken down to reflect the following components:

Item	Amount in Rs.
Consultancy Fees for the entire Scope of Services.	“a”
All taxes, including GST, applicable on the consultancy fees.	“b”
TOTAL AMOUNT	= a + b

- b. Payments will be made by the Department of Legal Metrology upon completion of deliverables by the consultants.
- c. This proposal includes only the consultancy fees for the services outlined in the scope of work.

17. EVALUATION OF PROPOSALS

The proposals submitted by bidders will be evaluated based on the requirements outlined in this EoI and in accordance with the qualification criteria specified. Bidders must provide all necessary documentation to support the qualification criteria, including but not limited to detailed project citations, completion certificates, client details, profiles of project resources, and any other relevant information required for evaluation.

The Technical Proposal will be evaluated based on the following criteria:

Sr. No.	Description	Marks
1.	Past experience in work of similar nature (Govt./PSU/Private sector) <i>Marks will be awarded based on work of assignments of similar nature enclosed along with technical proposal.</i>	40 marks
2.	Competency of Consultant a. Between 2-5 years(10 marks) b. Between 5-10 years (20 marks) Team leader qualification a. Graduation and qualified lead assessor (10 marks) b. Post-graduation and qualified lead assessor (20 marks)	40 marks
3.	Local availability a. Consultancy team available in Goa (10 marks) b. Consultancy team has knowledge of Konkani (10 marks)	20 marks
TOTAL		100 marks

Please Note

- Evaluation will be based on the documentary evidence submitted by the applicant, which should align with the selection and evaluation criteria mentioned above.
- Consultants will be ranked based on their technical proposal scores.
- Only those consultants who score 70% or above in the technical evaluation will have their financial proposals opened.
- The final selection will be made based on the lowest cost quoted among the technically qualified consultants.

*****END OF DOCUMENT*****