



ANNEX 01 - SERVICE DESCRIPTION & EVALUATION CRITERIA

Description of the Required Services

Quality & Environment (IMS)

- Ensure that the IMS is an effective management tool
- Determine the appropriate goals of the IMS and plan the deployment of the deliverables in accordance with such goals
- Monitor and evaluate the internal processes efficiency and the progress of IMS goals
- Guide, lead and advise relevant stakeholders of the IMS, ensuring good coordination and satisfaction of the ISO/CS staff members
- Communicate and advocate IMS benefits and successes within ISO/CS
- Quarterly plan and conduct the Management Review to ISO/CS Leadership as specified in ISO 9001:2015 & ISO 14001:2015, including and recommendations for areas for improvement to the Leadership team
- Produce and maintain the performances & environmental indicators, proposing improvements on how KPIs are selected and measured
- Define the internal audit plan, plan against it, ensuring proper conduction of the audits and appropriate reporting and follow-up actions
- Facilitate and support the external audits of the IMS to meet ISO 9001 and ISO 14001 requirements and ensure that ISO/CS maintains its related certifications
- Implement and follow deployment of IMS improvement actions
- Monitor the adequacy of the documentation related to key processes and support internal teams to develop relevant documentation within our dedicated documentation system

Risks

- Implement an overall risk management process for the organisation
- Analyse current risks and identify potential risks that are affecting the organisation
- Evaluate risks probability of occurrence and compare potential risks with impacts criteria as set out by the organisation.
- Establish the level of risk the company are willing to take
- Monitor deployment of mitigation actions to decrease risk factors and adapt risk level in consequences
- Prepare and present risk assessment reports and proposals to governance groups
- Build risk awareness amongst staff by providing support

Business Continuity (BC)

- control all activities related to contingency planning
- create, implement, and maintain the BC management process
- coordinate the creation of the contingency planning concept
- verify the implementation of BC measures and safeguards
- define, prepare, and plan BC exercises and tests and assess exercises results
- develop measures to eliminate defects
- collect and consolidate Business Impact Analysis
- maintain BC management process dashboard and reporting to Steering Committee
- oversee complete maintenance of the BC documentation and approving all changes
- manage and coordinating teams of BC operational relays
- prepare and provide templates and methods to build and prepare BC plans and procedures
- collect progress reports for Operational relays and consolidating throughout the organization

Consultant/Supplier Proposal - RFP Questions

Please provide comprehensive responses to all questions in this section, for your proposal to be considered valid.

A. Proposal based on the description of the required services [20%]

Describe your understanding of this project and how you will be delivering the required services, including:

- Limitations/Constraints
- The out of scope items or requirements of this RFP that you will not address
- In case a specific service/activity/item/requirement, subject to this RFP, cannot be provided by you, please identify it and specify the resources you will need from ISO in order to supply the required services.

B. Supplier's profile [10%]

B.1 History

- Short history of your company, general presentation
- Location and time zone of your company's headquarters and any other locations where work on this project will be conducted
- Detail your presence in Geneva and/or Switzerland

B.2 Company Profile

- Industry and organization types (aggregate information is acceptable) of your largest 5 recent clients (in terms of volume of work contracted to you)
- Number of customers within the field of standardization
- Number of projects similar to the scope of this RFP delivered in the last 3 years
- Sales (CHF) for the last 3 years, and sales Growth (CHF) for the last 3 years
- Percentage of your sales on Services relevant to this RFP only

B.3 Key strengths

- Specific competencies or skills
- Competitive advantage
- Formal Accreditations & Certifications

B.4 Business Continuity

Please provide details of the Business Continuity Planning process you have in place. You may wish to include corporate developed documentation and brochures on the subject. Indicate whether you have ever invoked the Business Continuity Plan.

B.5 Company Ownership

Is your company publicly traded? If privately held, list the name(s) of all significant stakeholder(s)/owner(s).

B.6 Bankruptcy

Has the company ever filed for bankruptcy? If yes, explain in detail the reasons why, the filing date and the current status.

C. Experience within project area [20%]

C.1 Major projects

Describe 3 previous similar projects in the scope of this RFP you have delivered for other customers:

- Explain why those projects are relevant to the scope of this RFP
- Detail major issues or problems that may have occurred and how they were resolved.
- Detail when those projects were delivered.

C.2 Specific skills and Technical Know How

Please confirm you have the following required expertise and experience required:

- Expertise and Experience in implementing and maintaining ISO 9001:2015 requirements
- Expertise and Experience in implementing and maintaining ISO 14001:2015 requirements
- Expertise and Experience in implementing and maintaining a risk management system
- Expertise and Experience in implementing and maintaining a business continuity framework
- Experience in auditing internal process
- Experience in demonstrating compliance during ISO 9001:2015 and 14001:2015 certification audits
- Experience in reporting to management leadership and international governance boards

C.3 Team composition, Roles and Responsibilities (R&R)

Please provide a thorough outline of everyone in the team that will collaborate with ISO/CS. Include CVs and a team organizational chart. If you intend to involve subject matter experts for specific components of the work, ensure that these people are included in your description of your project team.

Please also provide a thorough outline of the roles and responsibilities of your team and of what is expected from ISO/CS.

Please describe how will you handle any changes of staff in the team dedicated to deliver the required services, the implication of ISO/CS in the change process and subsequent alignment/validation.

C.4 Knowledge of ISO and ISO Members

- Describe any previous experience with ISO and ISO Members. Provide contact person(s) and location.
- Are any of the employees in your organization related, either personally or professionally, to a person currently employed by ISO or its members?
- To the best of your knowledge, was any ISO employee or contractor previously employed by your organization?

ISO reserves the right to reject any proposals on the basis of possible actual or perceived conflict of interest.

C.5 Industry experience

Describe, if any, your previous experience and number of customers within the standardization, publication, and international non-governmental work fields, especially in the context of a membership-based organisation and its related constraints.

C.6 References

Provide 3 relevant current or past client references for similar projects with:

- Project short description
- Company name
- Location
- Contact person, position

- Email or phone

Please note that references provided above may be directly contacted by ISO before and during the evaluation phase of this proposal.

C.7 Client communication

Please describe how you will communicate and manage relationships with the ISO/CS teams and other stakeholders to ensure smooth relationships.

D. Sustainability [5%]

- Please indicate how your organization/solution/service is aligned with sustainable procurement principles.
- Please indicate your organization/solution/service is aligned with sustainability standards principles and provide relevant impact assessment, reduction objectives and environmental reports.
- Please indicate your organization/solution/service is aligned with diversity and inclusion principles. Provide relevant objectives and actions put in place to increase diversity and inclusion in your organization.

E. Financial proposal [20%]

The proposed charging mechanism must:

- be simple to administer and monitor
- reduce processing costs involved
- show clearly which costs are mandatory and which are optional
- comprehensive split of the budget by phases, as applicable

All prices should be expressed in Swiss Francs, excluding VAT. Any potential recurring expenses should be shown monthly.

Please propose the most suitable pricing structure matching the above criteria.

The prices supplied must give ISO a full picture of all expenses or costs for the two-year contract and ISO will assume that all provided costs are exhaustive and thus will not allow further costs to be introduced during contract negotiations, should you be selected.

ISO will expect any selected Supplier to provide consolidated invoices [on a monthly basis/on completion of each project phase].

ISO payment terms are 30 days from the date a correctly detailed invoice is received. Please confirm your agreement with those terms.

Using the below form to provide this information is not mandatory, but it is recommended.

Financial Proposal				
Item	Deliverable Description	Quantity [work days]	Price per work day	Total price
1	Service cost – Quality management			
2	Service cost – Environmental management			
3	Service cost – Risk management			
4	Service cost –			

	Business continuity management			
5	Other relevant costs			
Total in CHF Excluding VAT:				

F. Additional relevant information

Provide any additional information, which you believe is useful for ISO to know in the context of this project.