



## TERMS OF REFERENCE

### QUALITY ASSURANCE CONSULTANT - CERTIFICATION DIVISION OF THE TRINIDAD AND TOBAGO BUREAU OF STANDARDS

#### 1. OBJECTIVE

- 1.1. The objective of this assignment is to provide technical support to **the Certification Division of the Trinidad and Tobago Bureau of Standards (TTBS)**, hereunder referred to as the CB, towards the implementation of an internationally recognised Quality Management System (QMS); namely the ISO/IEC 17065:2012 Conformity assessment — Requirements for bodies certifying products, processes and services (hereafter referred to as ISO/IEC 17065) so that they can provide further confidence in their certification services to producers and service providers in accordance with their mandate through the application for accreditation assessment.

#### 2. SCOPE OF WORK

- 2.1. The Consultant will carry out the activities described hereunder and any other activities necessary to accomplish the stated objectives of the consultancy assignment, whether or not a specific activity is cited in these terms of reference.
- 2.2. The main tasks/activities to facilitate the readiness for internationally recognized accreditation of the CB are described below:
- (a) Carry out a technical audit/gap analysis of the CB, comparing the current QMS to the requirements of ISO/IEC 17065.
  - (b) Review and as necessary, give recommendations as well as guide the implementation of an appropriate governance structure that is aligned with the accreditation requirements of the ISO/IEC 17065 with respect to independence and impartiality.
  - (c) Prepare a technical audit/gap analysis report, with recommendations for closing observed gaps, and in consultation with CB technical and managerial staff produce an implementation plan.
  - (d) Assess the training needs of staff in the CB based on the gap analysis carried out and formulate an overall training programme.
  - (e) Ensure that trainings are competence based and where possible - gender-balanced ensuring that the composition of teams are taken into account.
  - (f) Advise on the establishment of an audit team to carry out performance and internal systems audits and draft procedures for internal audit functions.
  - (g) Design and deliver technical training for the technical staff of the CB on the

application of techniques/standards for the respective standard and on the conduct of internal audits/management reviews. The workshops should be carried out on a 'train-the-trainer' basis and topics should include but not limited to the following:

- i) Managing accreditation systems for the CB technical staff and the Quality Manager (as applicable);
  - ii) Internal Auditing for technical staff;
  - iii) Introduction to the ("Relevant") ISO/IEC 17065 Standard;
  - iv) Procedural Writing for a QMS for technical staff;
  - v) Control Measures as applicable for the technical staff and
  - vi) Root Cause Analysis for the technical staff.
- (h) In consultation with CB technical and managerial staff, create templates and other forms that comply with the respective standard and are acceptable to the CB.
- (i) Review the preliminary and revised drafts of all documentation submitted by the Quality Manager or designate (e.g. the quality manual, standard operating procedures, work instructions and personnel records), provide detailed feedback and approve final documentation.
- (j) Review and provide feedback audit plans associated with each officer of the certification division for a period of 2 months ; assess the performance of a few audits and the performance of the internal auditors; review each associated Audit report and provide comments to the audit team.

Provide input or feedback on Management Review to the CB's Representative

- (k) Assist the CB in preparing the application for the Accreditation Body
- i) Assist the CB prior to the accreditation assessment with assessment strategy, auditee preparation and organization and preparation of documented information.
  - ii) Review the results of the assessment audits conducted for the CB by the Accreditation Body and support/assist the CB in closing out any identified non-conformances.
- (l) Prepare a final end-of-project report (post accreditation assessment and close out of non-conformances), which includes recommendations on the way forward for the CB.

**2.3.** In conducting the assignment, the Consultant is required to facilitate the participation and engagement of the relevant staff at the facility.

### **3. DURATION**

**3.1.** This assignment is for 40 person-days over eighteen (18) calendar months. The Consultant shall prepare the CB for application to the AB within 12 months.

#### **4. DELIVERABLES AND REPORTING REQUIREMENTS**

**4.1.** The consultant will report to the Manager Certification Division, TTBS and will be required to submit/deliver the following:

- a) Within two weeks of commencing the assignment, an Inception Report containing a detailed work plan and schedule.
- b) Within one month of commencing the assignment, gap analysis report and implementation plan for the CB including perspective and concept/plan for the governance structure.
- c) Copies of templates and forms complying with respective standard and acceptable to the CB.
- d) A Report containing detailed feedback on a preliminary draft of the QMS documentation.
- e) A Report containing detailed feedback on the first draft of the QMS documentation.
- f) A report containing detailed feedback on the final draft of the QMS documentation.
- g) A report that outlines all training workshops conducted, a draft in-house training programme and related training materials along with details of the assignment, including activities performed, results obtained, recommendations and follow-up actions required.
- h) A report showing detailed feedback on the final preparation and recommendation for accreditation assessment.
- i) A final report containing detailed feedback on the accreditation support to the accredited CB.

The Consultant will report to the Manager of Certification TTBS.

The Consultant will be required to submit/deliver the following:

| <b>NO</b> | <b>DELIVERABLES</b>   | <b>DELIVERY<br/>TIMEFRAMES<br/>(WORKING DAYS)</b> | <b>CLIENT REVIEW<br/>PERIOD<br/>(# WORKING DAYS)</b> | <b>PAYMENT<br/>AMOUNT</b>   |
|-----------|---|---|--|---|
| 1         | Draft Inception Report which includes gap analysis report and detailed project implementation plan and schedule for the CB. | Within one month of commencing the assignment     | 14 Days  | Twenty-five percent (25%) of contract price payable upon approval of Deliverable 2. |
| 2         | Final Inception Report  | 7 days after client's review                      | 7 days   |   |

| <b>NO</b> | <b>DELIVERABLES</b>  | <b>DELIVERY<br/>TIMEFRAMES<br/>(WORKING DAYS)</b> | <b>CLIENT REVIEW<br/>PERIOD<br/>(# WORKING DAYS)</b> | <b>PAYMENT<br/>AMOUNT</b>   |
|-----------|--|---|--|---|
|           |  |   |  |   |
| 3         | <p>Monthly reports to provide progress updates as per work schedule and implementation. plan</p> <p>Ad hoc reports may also be requested on behalf of the Ministry of Trade and Industry, the National Quality Council or TTBS Management.</p> | 5 days after the end of the previous month        |  | NA  |
| 4         | Copies of templates and forms complying with respective standard and acceptable to the CB. This may be incorporated into the regular monthly report as updates on progress.  | Within six months of commencing the assignment    | 14 days  | <p>Ten percent (10%) of contract price payable upon approval of Deliverable</p> <p>4.</p> |
| 5         | A Report containing detailed feedback on a preliminary draft of the QMS documentation. This may be incorporated into the regular monthly report as updates on progress   | Within seven months of commencing the assignment  | 14 days  | <p>Ten percent (10%) of contract price payable upon approval of Deliverable</p> <p>5.</p> |
| 6         | A Report containing detailed feedback on the first draft of the QMS documentation. This may be incorporated into the regular monthly as updates on progress  | Within nine months of commencing the assignment   | 7 days   | <p>Ten percent (10%) of contract price payable upon approval of Deliverable</p> <p>6.</p> |
| 7.        | A Report containing detailed feedback on the final draft of the QMS documentation.   | Within twelve months of commencing the assignment | 14 days  | <p>Ten percent (10%) of contract price payable upon approval of Deliverable</p> <p>7.</p> |

| <b>NO</b> | <b>DELIVERABLES</b>   | <b>DELIVERY<br/>TIMEFRAMES<br/>(WORKING DAYS)</b>           | <b>CLIENT REVIEW<br/>PERIOD<br/>(# WORKING DAYS)</b> | <b>PAYMENT<br/>AMOUNT</b>  |
|-----------|---|---|--|--|
| 8         | <p>A Report that outlines all training workshops conducted, a draft in-house training programme and related training materials.</p> <p>A report outlining the CB's Audit Programme.</p> <p>This may be incorporated into the regular monthly report as updates on progress.</p> | Within fifteen months of commencing the assignment          | 14 days  | <p>Ten percent (10%) of contract price payable upon approval of Deliverable</p> <p>8.</p>          |
| 9.        | A draft Final Report that provides details of the assignment, including activities performed, results obtained, recommendations and post project follow-up actions that may be required.  | Within twenty four months of commencing the assignment days | 14 days  | <p>Twenty-five percent (25%) of contract price payable upon approval of Deliverable</p> <p>10.</p> |
| 10.       | Final Report  | 7 days after client's review                                | 7 days   |  |

## **5. QUALIFICATIONS AND EXPERIENCE**

**5.1.** The consultant should possess the following qualifications and experience:

- a) At least a Master's degree in Natural Sciences, Applied Sciences, Engineering or any other related field.
- b) At least 10 years' work experience in implementing conformity assessment systems in a conformity assessment body(ies) of which at least of 3 to 5 years' experience implementing and/or leading ISO/IEC17065 in a similar organization.
- c) Experience in a conformity assessment service in the Trinidad and Tobago, CARICOM Region or in a developing country will be an asset.
- d) Strong interpersonal and communication skills; ability to be tactful and flexible in dealing with personnel at all levels of an organisation.

- e) Excellent command of written and spoken English.

## 6. **SUBMISSIONS**

Proposals and Curriculum Vitae(s) are to be sent to the Procurement Officer at [procurement.officer@ttbs.org.tt](mailto:procurement.officer@ttbs.org.tt) by **1:00 pm on 13th January 2023**. The proposal must include a financial indication of man-day rates and consultancy charges. TTBS reserves the right to negotiate rates with the most technically eligible respondent.

EOIs will be evaluated on the basis of the individual's qualifications and experience as stated in the Terms of Reference. Any request for clarification must be sent by **6<sup>th</sup> January 2023**, with the heading **"Request for Clarification ISO 17065 Consultant"** in writing by electronic mail to the TTBS address as follows:

**Attn: Procurement Officer**

**Email: [procurement.officer@ttbs.org.tt](mailto:procurement.officer@ttbs.org.tt)**

**The EOI must include the following;**

1. A curriculum vitae outlining qualifications, experience and contact information of auditees to verify audit experience.
2. Copies of certificates to verify Training and Academic qualifications.

TTBS may at its sole discretion, extend the submission deadline stated above by issuing an amendment, in which case all Bidders shall be notified in writing and shall therefore be subject to the new deadline as extended.

## 7. **SELECTION CRITERIA**

| <b>Criteria</b>   | <b>Weight</b> |
|---|---------------|
| CRITERIA 1: Experience in a conformity assessment service in T&T, CARICOM or in a developing country.   | 20            |
| CRITERIA 2: At least 10 years' work experience in implementing conformity assessment systems in a conformity assessment body(ies) of which at least of 3 to 5 years' experience implementing and/or leading ISO/IEC17065 in a similar organization. | 20            |
| CRITERIA 3: Qualifications and skills of team/ key personnel  | 20            |
| CRITERIA 4 Consultant's methodology and work plan and client references   | 20            |
| CRITERIA 5 Financial submission   | 20            |

**8. CONFIDENTIALITY**

The Bidder shall treat all information supplied by TTBS in connection with this EOI as confidential, save for such information that may be disclosed so far as is required for the purpose of obtaining sureties, guarantees and quotations necessary for the preparation and submission of its Bid.

All information supplied by vendors in response to this EOI shall be treated as confidential by TTBS, unless law requires disclosure.

The Consultant shall not, except as authorized by TTBS or required by the stipulated duties under the contract, use for the Supplier's own benefit or gain or divulge to any persons, firm, company or other organization whatsoever any confidential information belonging to the Government/TTBS or relating to the affairs or dealing which may come to the supplier's knowledge during the engagement. This restriction shall cease to apply to any information or knowledge, which may subsequently come into the public domain other than in breach of this clause.

**9. CANCELLATION OF THE EOI PROCESS**

TTBS reserves the right to cancel the EOI process in its entirety or even partially for any reason without defraying any costs incurred by any Bidder or company/firm/joint venture/partnership/consortium related to or associated with any Bidder. Notice of such cancellation will be communicated to all participating Bidders.