

**HYDERABAD METROPOLITAN WATER SUPPLY & SEWERAGE BOARD**



**OFF LINE TENDER**

**Chit Tender No:03/2<sup>nd</sup> call/HMWSSB/CGM (E)/TC/T3/ISO Certification/Exp.Int/2017-18 dt:  
11.01.2018.**

**Consultancy services for obtaining the ISO 10002:2014 certification for Quality Management – Customer Satisfaction –Guidelines for Grievances handling in HMWSSB under O&M Division-XXI**

**Introduction:**

The Hyderabad Metropolitan water supply and sewerage board is responsible for providing water supply to the citizens living in GHMC area and Government has recently extended the limits to Outer Ring Road. Presently HMWSSB is providing water supply services to nearly 1 crore population. In addition to water supply HMWSSB is also handling sewerage disposal in core area of GHMC .Around 9.30 Lakh connections are being serviced by HMWSSB supplying around 430 MGD per day. These figures are likely to increase in the near future. As HMWSSB has taken up ORR and other Major projects for providing water supply and sewerage Infrastructure.

The Board receives around 1000 to 1500 complaints per day from the consumers and General Public pertaining to water supply, sewerage and Revenue Issues from all sources. The Board has established a METRO CUSTOMER CARE (MCC) center through which Major number of complaints are being received and redressed.

As per the above, it was proposed to take steps to get ISO Certification for Quality Management –Customer Satisfaction –Guidelines for Grievances handling in HMWSSB to provide better services to the consumers.

**I.SCOPE OF WORK**

2.0 The scope of the services to be provided under this contract are:

HMWSSB is looking for consultancy services for the obtaining the **ISO 10002:2014 certification for Quality Management – Customer Satisfaction –Guidelines for Grievances handling in HMWSSB**. The consultancy should execute conceptual planning and design aspects taking cognizance of the present and future requirements of the said selected areas.

Some of the areas where the consultancy has to undertake studies and submit reports are

- i. Gap study analysis.
- ii. Training of selected people.
- iii. Documentation
- iv. Implementation.
- v. Stage-I Audit
- vi. Stage-2 Audit or Final Certification Audit
- vii. Issue of ISO10002:2004 certificate
- viii. Preparation of corrective action plan

Interested firms/consultants must provide information indicating that they are qualified to perform the Services (brochures, description of similar assignments, experience in similar conditions, availability of appropriate skills among staff, etc.) Along with their financial offer.

## **II.OBJECTIVES**

The objectives of the work to be done under this TOR are:

1. to assist the HMWSSB to form a Steering Committee and ISO Project Team, who will be responsible for implementing ISO 10002:2014 requirements;
2. to determine the scope of ISO 10002:2014 implementation under the first phase, and finalize the same through discussion with the Steering Committee. The consultant should define such a scope for which ISO 10002:2014 requirements may be implemented within a time period of four months;
3. to perform gap analysis of the existing documentation of the HMWSSB against the requirements of ISO 10002:2014 and produce a gap analysis report;
4. to plan together with the ISO Project Team of the HMWSSB on the ways to address the gaps in order to develop the necessary documentation for ISO 10002:2014 certification for Quality Management – Customer Satisfaction – Guidelines for Grievances handling in HMWSSB Department.
5. to develop all mandatory procedures as required in ISO 10002:2014 and guide the ISO Project Team for implementing the same for Quality Management – Customer Satisfaction – Guidelines for Grievances handling in HMWSSB Department.
6. to develop customized training course material in soft copy (as well as hard copy) for conduct of all necessary trainings;
7. 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;
8. to advise the ISO Steering Committee on change management and the success factors to support effective implementation of ISO 10002:2014 in Quality Management – Customer Satisfaction – Guidelines for Grievances handling in HMWSSB Department.
9. to conduct Internal Auditors training and guide the Internal Auditor team in conducting required numbers of internal audits;
10. to assist in evaluation of implemented ISO 10002:2014 quality management system through internal audits including closure actions;
11. to offer close guidance in the preparation and review of final documents prior to certification;
12. to assist in coordination of required management reviews prior to certification;
13. to guide the ISO Project Team to take the necessary corrective actions on identified non-conformities and final review of documents;
14. to guide the ISO Project Team in making an application for certification;
15. to co-ordinate during final certification of Quality Management – Customer Satisfaction – Guidelines for Grievances handling in HMWSSB Department and ensure that the Quality Management – Customer Satisfaction – Guidelines for Grievances handling in HMWSSB Department is certified by a select certification body;

### III.DOCUMENTS REQUIRED

The following documents shall be submitted along with the bid.

S.No	Document to be submitted	Mandatory/Optional	Remarks
1.	Fee for an amount of Rs:3000/- payable to HMWSSB, Hyderabad	Mandatory	Non-Refundable
2.	Name & address of the firm	Mandatory	
3.	Annual turnover for the last consecutive ten years (copy of balance sheet & P&L statements) certified by the Chartered accountant shall be enclosed.	Mandatory	
4.	Year of Establishment	Mandatory	
5.	Copy of Registration	Mandatory	
6.	Contact person with communication details	Mandatory	

The last date for submission of bid along with above documents and also the financial offer is on or before **2:00PM of dt:22.01.2018** to the **O/o CGM (E), Transmission Circle, HMWSSB, Khairatabad, Hyderabad**. The bids received after the dead line will not be considered for evaluation. All the applied participants/authorized persons are here by requested to attend this office at **3:00PM dt: 22.01.2018** along with ID proofs for knowing the list of participants applied.

### **IV.SCHEDULE OF RATES (to be furnished in separate cover)**

**Period of completion of work is Four (4) months i.e. from the date of agreement.**

S.No	Description	Estimated cost of work	Percentage quoted	Rate quoted in figures	Rate quoted in words
1.	Consultancy services for obtaining the ISO 10002:2014 certification for Quality Management – Customer Satisfaction – Guidelines for Grievances handling in HMWSSB under O&M Division-XXI	Rs: 1,50,000=00			

- Taxes applicable should be mentioned.

- Interested firms/consultants must provide information indicating that they are qualified to perform the Services (Cover-A) (brochures, description of similar assignments, experience in similar conditions, availability of appropriate skills among staff, etc. with fee payable to HMWSSB) along with their financial offer.(Cover-B). Both covers A & B shall in turn be enclosed in One Single cover with Tender No. Name of the work and Name of the Consultant / Firm should be super scribed on the top of the cover. The Technical Offer (Cover-A) will be opened initially and assessed the capability of Consultant, Financial Offer (Cover-B) of the qualified bids will be opened later duly informing the Consultant. The Consultants must submit the bids on due date & time in sealed cover as above and should be submitted to the Chief General Manager (E), Transmission Circle, Khairatabad, Hyderabad

Sd/-

**CHIEF GENERAL MANAGER (ENGG)**  
TRANSMISSION CIRCLE

**Contact Details:**

**Name:** M.Brijesh, **Designation:** General Manager (E), O & M division-XXI. **Phone:** 99899 89679.