



**CHAI SACCO SOCIETY LTD**

**KTDA Plaza, 4th Floor**

**P.O. Box 278-00200 Nairobi**

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**EXPRESSION OF INTEREST FOR  
PROVISION OF ISO 9001:2015  
CONSULTANCY SERVICES FOR  
CHAI SACCO SOCIETY LTD**

**TENDER NO. CHAI/EOI/ISO/2018**

**CLOSING DATE: WEDNESDAY 09TH MAY, 2018**

**CLOSING TIME: 10:30 AM**

## **INVITATION TO TENDER**

Chai Sacco society Ltd invites proposals from eligible candidates for the **expression of interest for Provision of ISO 9001:2015 Consultancy Services** whose specifications are detailed in the proposal Document.

Completed proposals shall be submitted in hard copy under the subject **“EXPRESSION OF INTEREST FOR PROVISION OF ISO 9001:2015 CONSULTANCY SERVICES”** and addressed to:

**The Chief Executive Officer  
Chai SACCO Society Ltd  
P.O. Box 278, 00200  
NAIROBI**

And deposited in the Tender Box situated at the Reception - Chai Sacco Society Ltd, **KTDA PLAZA, 4<sup>th</sup> Floor** so as to be received on or before **Wednesday 09<sup>th</sup> May, 2018** at **10:30 am.**

**CHIEF EXECUTIVE OFFICER**

## **INTRODUCTION**

This Tender includes the following:-

- i) Background Information to Consultancy Firms
- ii) Scope of work

## TERMS OF REFERENCE FOR PROVISION OF ISO 9001:2015 CONSULTANCY SERVICES FOR CHAI SACCO SOCIETY LTD

### **Background**

Chai Sacco Society Limited was registered in 1973 to offer financial services to KTDA employees both at the factories and Head Office.

In 1999, Front Office Service Activity (FOSA) was started and has evolved to a fully-fledged Deposit Taking Society. In addition to Nairobi and Litein branches, the Sacco opened three new branches in 2016 in Nkubu, Kisii, and Mombasa. Two (2) Marketing Offices have also been opened in Olenguruone and Silibwet towns. The Society intends to open more branches and marketing offices countrywide.

The common bond was opened in 2005 to include members from well-established business organizations and tea farmers. The society has widened her membership to include business people, investors, and savers beyond the KTDA employees

The Society has been recognized internationally by the World Council of Credit Unions (WOCCU) in Micro-Finance Expansion Programme (MFI) among other sixteen SACCOs in the country as a model for others. The Society has also been selected by Micro-Save Africa in product Development Programme from micro enterprises to assist the organization in product development process.

The Sacco's Management has decided to implement ISO 9001:2105 Quality Management System (QMS) in order to improve its operations and therefore seeks the services of a competent consultant to guide her in implementing the International Standard.

Chai Sacco Society Ltd (hereinafter the Society / Sacco), wishes to invite proposals from duly approved and authorized consultant firms for the conduct of quality management system of the Society for the financial year 2018. It is in this regard therefore that we extend this invitation to your firm.

If you are interested, we would appreciate receiving a written proposal from your firm, comprising both technical and financial components. The proposals should be separately sealed and appropriately addressed.

The proposals should be submitted to the Society on or before **Wednesday 09<sup>th</sup> May 2018**

## Scope of work

### ISO 9001:2015 QMS

The Society is seeking the services of a Consultant to guide them in undertaking the following activities:

1. Train the Board of Directors on ISO 9001:2015.
2. Train the HoDs and the Lead Implementation Team.
3. Undertake a status assessment and help in establishment of the QMS through documentation of procedures and systems
4. Training all staff both at the headquarters and in the Branches totaling to 76.
5. Train System auditors on auditing and ensure they are competent
6. Assist the Auditors in undertaking the first audit.
7. Assist the Sacco in undertaking Management Review.
8. Carry out a pre-assessment audit to advise the management on the status of implementation.
9. Assist the Sacco in addressing any queries raised by the Certifying Body.

### Evaluation Criteria

#### Mandatory requirements

S/No	Requirement	Pass	Fail
1.	Certificate of business incorporation/registration of the firm in the domicile country.		
2.	Company profile		
3.	Valid and current Tax Compliance Certificate		
4.	Two copies of the Technical Proposal (Original and a copy)		
5.	Current Single Business Permit		
6.	Evidence of registration by KEBS		

The Tenderers who do not satisfy any of the above requirements shall be considered non – responsive and will not be evaluated further.

### Technical requirements

S/No	Specification	Weighting (Marks)
1.	Provide Details of at least five (5) consultancy services undertaken in certification to ISO 9001:2015 standards, summary of services rendered, value of contracts and contact persons	30
2.	Adequacy of methodology and work plan in response to the terms of reference	20
3.	The Consultants shall be required to have a proven track record of delivering ISO 9001 courses. The lead consultant must have at least 8 years' experience in guiding organizations to certification/implementation of QMS. All the proposed consultants must have a minimum of a University degree. (Attach Curriculum Vitae and Certificates)	30
4.	The proposed Consultants must have Lead Auditor Certifications from a recognized institution/organization	20