

Mymensingh Palli Bidyut Samity-3 Shamvuganj, Mymensingh

Terms of Reference for Selection of Certification Body (3rd party auditor) to conduct certification audit and two surveillance audit for establishing and implementing a Quality Management System (QMS) compliant to ISO 9001:2015 Certificate for 10 PBS under service package-01.

1. Background

Rural Electric cooperative widely known as Palli Bidyut Samity (PBS) operates its functions in rural areas under Bangladesh Rural Electrification Board. The PBSs have efficiently been providing services to more than over 2.4 crore rural member consumers of rural segment of Bangladesh for the last 40 years. Continued support from the Government of Bangladesh, the Development partners, consulting partners through Bangladesh Rural Electrification Board, and member consumers will help this program continue to expand, providing the gift of electricity to the rural Bangladeshi households, businesses, and industries.

Bangladesh Government has envisioned for power sector to generate electricity at 24 GW at 2021, 40 GW in 2030 and 60 GW in 2041. To keep coherent with generation the distribution management system should be developed focusing on system reliability and power quality as the PBSs has been mandated. In compliance of the Government long-term vision BREB has set-up a target to establish a Quality Management System for all 80 PBSs by 2019.

As part of BREB's target Mymensingh PBS-3 as a lead procuring entity along with other 9 PBSs desire to embrace the management system following international standard ISO 9001:2015. By adopting ISO 9001:2015 standard in the quality management system, Mymensingh PBS-3, Kishoregonj PBS, Jamalpur PBS, Mymensingh PBS-1, Netrakona PBS, Sherpur PBS, Comilla-4 PBS, Gazipur PBS-2, Sylhet PBS-2 and Sunamgonj PBS intend to gain various benefits like better management monitoring and control, improving customer satisfaction with more efficiency & effectiveness by facilitating elimination of procedural weaknesses, improving value chain and even using the standard as a promotional tool. Hence certification to ISO 9001:2015 standards will improve the confidence of its consumers and stakeholders. This Terms of Reference (TOR) has been prepared to ensure internationally accredited certification services to establish QMS compliant to ISO 9001:2015 guidelines/requirements for the 10 PBSs mentioned above.

2. The Mission Statement of Palli Bidyut Samity.

To provide uninterrupted reliable system and quality power at an affordable cost to the rural consumers to address the 'vision' "electricity for all by 2021".

3. Objectives

The objective is to establish and implement an efficient management system in accordance with guidelines of the latest version of International Standard of Quality Management System compliant to ISO 9001:2015 and to get international acknowledgement in the form of internationally accredited certification.

4. Output

The assignment on completion is expected to benefit 10 PBSs in the following manner:

- I. International Standard of Quality Management System compliant to ISO-9001:2015 certificate for 10 PBSs.
- II. Provide a complete report on the operations consistent with the content of the approved scope of work/deliverables.

5. Scope of work

The internationally reputed certification body will engage professional experts in the field to deliver the required services to achieve the objectives mentioned above. The QMS will be designed and developed and established in a participatory manner to ensure human development at PBS for its maintainability and sustainability.

The certifying body (CB) shall provide the following services:

- I. Prepare and submit audit plan along with audit scope, objectives and methodology to be used during audit;
- II. Conduct on-site certification audit (Stage-I & Stage- II) in 10 PBS's headquarters (HQ) within 20 working days from the effective date of contract;
- III. Issue 10 (Ten) 9001:2015 certificates within 45 working days from stage-II audit valid for three (3) years;
- IV. Conduct surveillance audit for the 2nd year & 3rd year; and
- ~~V.~~ Provide a complete audit report on the operations audited consistent with the content of the approved scope of work/deliverables to the client within seven (7) working days after each initial, surveillance and re-certification audit unless otherwise agreed by the client.
- VI. Offer a complete proposal for certification and schedule of activities along with the surveillance audit.
- VII. The work in respect of obtaining certificate shall be completed within 90 days from the date of signing of the contract;
- VIII. Certification body shall have to provide a tentative schedule of activities along with the proposal.
- IX. Maintain strict confidentiality of all information received from said 10 PBSs.

6. Conditions of Engagement of Certification Body

Certification body/ 3rd party auditing firm must possess adequate qualification and experience in rendering services leading to the certification of organizations. The Certification body must have the following qualities and experience:

- I. CB must be a globally recognized Registered Company;
- II. At least 10 years experience in related fields ;
- III. The certifying body must provide its company profile highlighting related projects, scope of audit, approach and implementation methodology;
- IV. The certification body must provide a process to achieve and demonstrate effective auditing, including the use of auditors and audit team leaders/Lead Auditors possessing generic auditing skills and knowledge, as well as skills and knowledge appropriate for auditing in specific technical areas with documentary evidence;

- V. The curriculum vitae duly signed by the individual auditor of the proposed certification audit team should be submitted with photograph;
- VI. Experience of working in both public and private sector in Bangladesh;
- VII. Experience of working with power sector especially with Electricity distribution utility (with minimum three electricity distribution company) or similar type of utility will get preference;
- VIII. Experience of Providing ISO-9001 (QMS) Certification to more than 100 reputed organizations as lead partner;
- IX. The Certification Body shall be well-experienced in Quality Management System (QMS) Auditing, and possess Specialists / Qualified Auditors having wide exposure on ISO 9001 Standards. The certification body should be accredited for ISO 9001:2015 certification activities by a well known international accreditation agency such as UKAS,SAS, ANAB, DAKKS etc.;
- X. CBs (Certification Bodies) are expected to hold minimum 30 international accreditations for QMS Certification.
- XI. CBs having global presence in more than 40 countries are preferable.
- XII. The certification body must not have provided quality management system consulting services or site specific auditor training to the agency within two (2) years prior to the audit in order to avoid conflict of interest;
- XIII. All information reviewed and recorded by the certification body's audit team should be treated with the strictest confidence at all time;
- XIV. The certifying body should adhere to the agreed scope of work/deliverables which are prior approved by the client;
- XV. The certification body shall provide auditors and technical expert's access to an up-to-date set of documented procedures giving audit instructions and all relevant information on the certification activities;
- XVI. The certification body shall employ, or have access to, a sufficient number of auditors, including audit team leaders, and technical experts to cover all its activities and to handle the volume of audit work performed. Ability to form more teams will get preference;
- XVII. The certification body shall make clear to each person concerned their duties, responsibilities and authorities;
- XVIII. The certification body should include a procedure for client appeals in their audit activities. If resolution on good terms for disputes between the client and the certification body cannot be made, the client shall be afforded the right to lodge appeals about the decision of the audit team through an independent arbitrator or CPTU Dhaka independently from this, the legal path shall be open to both parties.

7. Qualification of audit team member's of Certification Body:

The Audit teams Consist of qualified/certified auditors approved by/registered with by IRCA to conduct audits in the name of certification body. The audit teams of certifying body, including surveillance, must satisfy the following conditions:

1) Lead Auditor/Team Leader:

- a. Must be a graduate in Engineering/Business Administration /Economics/ Management/ social science/ science having strong background in quality management system following ISO-9001, ISO-14001, OHSAS-18001/ ISO 45001 etc. Having QMS certification auditing experience as Lead

auditor with at least 100 reputed organizations (with approved Audit Log Sheet). Auditing experience on other ISO/Global Standards will get preference.

- b. Since power sector will gradually go for IMS (integrated Management System based on QMS, EMS & OHS MS)), Team Leader/Lead Auditor should preferably be IRCA certified both Lead Auditor and Lead Tutor on at least ISO 9001: 20015, ISO 14001: 2015, OHSAS 18001: 2007/ISO 45001.
- c. Lead Auditor's having advance foreign degree like PGD, Master's and Doctoral program in related field will get preference;
- d. Must possess very strong background in training as certified lead tutor of QMS (IRCA or equivalent approved). Experience as Lead tutor of EMS, OHSAS, EnMS and other relevant standards will be considered as an added advantage;

2) Auditor(s):

- a. Must be a graduate in engineering/Business Administration /Economics/Management/social science/science having strong background in quality management system following qualified Lead Auditor Course ISO-9001: 2015, ISO-14001, OHSAS-18001 etc. with IRCA approval/registration. Having QMS certification auditing experience as auditor team member with at least 40 reputed organizations (with approved Audit Log Sheet).
- b. Having actual hands-on experience on auditing in Power Sector organization especially with electric distribution utilities, Government organizations & Development Partner particularly on the QMS process scope such as plan/policy formulation and monitoring, investment programming, budgeting, and Program/Project monitoring and evaluation;
- c. Auditors of the team should be well experienced in auditing Bangladeshi Firms / Offices/ Manufacturing / Service Sectors.
- d. Auditors having advance foreign degree like PGD, Master's and Doctoral program in related field will get preference;

8. **Formation of Audit team:**

8.1 CB will constitute two (02) or more audit teams with adequate no. of qualified auditors so that the auditing of 10 PBSs could be completed within 20 working days from commencement of auditing. Ability to form additional Audit Teams will get preference. In deciding the size and composition of the audit team, consideration shall be given to the following:

- a) Number of sites to be audited (Stage-I & Stage-II and two surveillance audits);
- b) audit objectives, scope, criteria and estimated time of the audit;
- c) whether the audit is a combined, integrated or joint audit;
- d) the overall competence of the audit team needed to achieve the objectives of the audit;
- e) certification requirements (including any applicable statutory, regulatory or

- contractual requirements)
 - f) language and culture;
 - g) whether the members of the audit team have previously audited the client's management system.
- 8.2 The necessary knowledge and skills of the audit team leader and auditors may be supplemented by technical experts, translators and interpreters who shall operate under the direction of an auditor. Where translators or interpreters are used, they are to be selected such that they do not unduly influence the audit.
 - 8.3 Both audit team and Certification Body must abide by the auditing principles, terminologies and guidelines specified in the ISO 19011:2011- Guidelines for auditing management systems and ISO/IEC 17021:2011 standard (Conformity assessment- Requirements for bodies providing audit and certification of management systems.
 - 8.4 At least one auditor of the initial team should participate in all audits of the three year audit cycle;
 - 8.5 At least one team member shall have relevant sector specific experience for all equipments and machineries codes which apply to the scope of certification at that site;
 - 8.6 Replacement of any team member shall require prior written approval from the client.

9. Desired personal behaviors (Soft Skills)

Qualities of Lead Auditor/ Auditors mentioned below are informative and not intended to be applied as requirements. Following personal behaviors are desired from the personnel involved in certification activities and shall take into account during QMS auditing:

- a) ethical, i.e. fair, truthful, sincere, honest and discreet;
- b) open-minded, i.e. willing to consider alternative ideas or points of view;
- c) diplomatic, i.e. tactful in dealing with people;
- d) collaborative, i.e. effectively interacting with others;
- e) observant, i.e. actively aware of physical surroundings and activities;
- f) perceptive, i.e. instinctively aware of and able to understand situations;
- g) versatile, i.e. adjusts readily to different situations;
- h) tenacious, i.e. persistent and focused on achieving objectives;
- i) decisive, i.e. reaches timely conclusions based on logical reasoning and analysis;
- j) self-reliant, i.e. acts and functions independently;
- k) professional, i.e. exhibiting a courteous, conscientious and generally business-like demeanor in the workplace;
- l) morally courageous, i.e. willing to act responsibly and ethically even though these actions may not always be popular and may sometimes result in disagreement or confrontation;
- m) organized, i.e. exhibiting effective time management, prioritization, planning, and efficiency.

Determination of behaviors is situational, and weaknesses may only become apparent in a specific context. The certification body should take appropriate action for any identified weakness that adversely affects the certification activity.

10. Work plan

Certification body's responsibility will not be over until certification and completion of 2nd surveillance audit. Hence it will be a package deal to complete the assignment whatever time and effort it takes for certification. Certification body/3rd party audit firm will submit an indicative work plan showing total time required to complete the assignment and manning schedule using a Gantt chart.

11. Expected Reports/deliverables

Following reports are to be submitted by the Certification Body (CB) in (single copy).

- i) Certification audit report including stage-I & stage- II audit;
- ii) 10 nos. of ISO 9001:2015 certificate valid for three (3) years; and
- iii) 2nd and 3rd year's surveillance audit reports.

12. Selection method

The selection method of the procurement will be Quality and Cost Based Selection (QCBS) in the light of PPR-2008 and PPA-2006.

13. Reporting Structure

The Certification Body will report to Sr. General Manager/ General Manager of each client PBSs and finally as procuring entity to the Sr. General Manager/ General Manager of Lead PBS for implementation of the assignment.