Request for Quotation

ISO 9001 and ISO 27001 Preparation & Accreditation

Background

SIGMA Technology develop bespoke web-based applications that help businesses to operate more efficiently, improve the quality of their products and services, and reduce their carbon footprint. We are currently a small team of five tech enthusiasts who are looking to grow.

Our signature software platform (Multiverse) provides an integrated, multi-purpose interface for managing website content, selling products and services online, managing events, and processing orders through manufacturing workflows. It has been created using open source technologies, enabling us to be at the forefront of technological capabilities whilst keeping licensing costs to an absolute minimum.

After many years of R&D and improvements to the platform we are now ready to push this out to businesses and public-sector organisations. To support this rollout, we require two key ISO certifications to reassure our customers that our processes are safe and reliable. Many of the quality and data security processes are already in place but need to be documented.

The main reason for requiring the ISO accreditations is that one of our biggest public-sector clients is going back out to tender for a system we have been successfully providing for the last two years. For us to be eligible to deliver the new contract, we are required to be fully-certified with ISO 9001 and 27001.

Requirement

This RFQ is to carry out the accreditation procedure to gain ISO certifications for the following:

- ISO 9001:2015
- ISO 27001:2013

Quotations are invited from a suitably qualified ISO consultancy, whose work must cover all aspects of the company's operations and be of a high enough standard to work with the UKAS accreditation body that will be commissioned to perform the audit.

Quotations are required for the preparation of company processes within a suitable system created in conjunction with the ISO consultancy, which can then be audited for compliance and accreditation by a UKAS accredited body. The quotation must include fixed costs for any other products and services required, such as but not exclusively: software, document or process templates, and any fees payable to the accreditation body.

The winning bidder will be working in direct collaboration with the Managing Director, who is a technically-minded pragmatist, and a former Business Change Manager. Your quotation must include an appropriate number of days consultancy where your team will be available to answer questions, provide support and guidance, and if necessary create draft documentation and processes.

We envisage that the completion of the majority of templates and processes will be done by the Managing Director, with support and guidance along the way from the ISO consultancy. An ISO consultant must be available for the first day of the audits, and the cost for this included in your proposal.

The quotation must be for both ISO requirements. We are open to working with different consultants for each of the accreditations. However, the consultants must be part of the same organisation or the main contractor may subcontract one of the ISOs. Where a subcontractor will be used, evidence of previous successful collaboration must be demonstrated. Ideally, we would like a single point of contact for all enquiries, but we will accept a maximum of two separate points of contact for the project.

Deliverable Timescale

Obtaining the certifications is high priority for the company. Any staff and resources required to answer questions and complete documentation/processes will be made available, and if necessary other non-essential work will be postponed.

The work for both ISO certifications must be completed, and the accreditations achieved, by the end of **March 2019** or we risk losing a key contract. We realise these timescales are tight, so we expect the supplier will project manage and push for progress at all stages.

Indicative Budget

The maximum budget for the project is £12,000.

This work will be part-funded though the European Regional Development Fund. The project falls within the £2,500 - £24,999 bracket and therefore, under current Public Procurement Regulations, there is no formal tender procedure, but a detailed written quotation is required.

Evaluation Criteria

Quotations will be assessed and scored on the following criteria:

- **Cost / Value for Money:** 40%
- **Quality / Technical Merit:** 30%
- **Delivery Timescale:** 30%

Scoring Methodology

4 Excellent	Proposal meets and in some places, exceeds the required standard
3 Good	Proposal meets required standard
2 Acceptable	Proposal meets the required standard in most respects, but is lacking or inconsistent in others
1 Poor	Proposal falls short of expected standard
0 Unacceptable	Completely or significantly fails to meet required standard or does not provide the relevant answer

Proposal Format

Proposals should clearly demonstrate how they meet the requirement set out above.

Deadline and Submission

Quotations are required to be delivered electronically by Monday 14th January 2019.

Email: md@sigmatechnology.co.uk

There is an attachment size limit of 25MB on our mailboxes. If your proposal exceeds this size limit, please send it to us using a service such as WeTransfer.com.

We are a paper-free company, and therefore we will not accept printed proposals or proposals sent by post.

Date Published
04/01/19

This work is part funded though the European Regional Development Fund.

Conditions of Tender

- Please be aware that due to the relatively low indicative budget for this work (i.e. less than the current OJEU limits) there is no regulatory obligation for us to provide feedback if you are unsuccessful.
- We reserve the right to discontinue this tender process at any time and not award a contract.
- You will not be entitled to claim from us any costs or expenses which you may incur in preparing and/or submitting your Tender at any stage of this exercises. This applies whether or not your organisation is successful.