



International Organization for Standardization
Organisation internationale de normalisation
Международная организация по стандартизации

REQUEST FOR PROPOSALS

Integrated Management System & Risk management System

We are ISO, the International Organization for Standardization, the world's largest developer of voluntary International Standards.

The ISO Central Secretariat is looking to outsource the internal management of its ISO 9001 & ISO 14001 management system, as well as its risk management system.

Therefore, we would like to invite you to participate and respond to this Request for Proposal (RFP). The purpose of this RFP is to allow several qualified suppliers to submit their best proposals for this service.

Unless otherwise public, any information obtained through sanctioned discussions with ISO personnel pursuant to the preparation of your response must be treated as confidential and proprietary information of ISO. No contact should be made by your company to any of our suppliers.

Please provide comprehensive information to the attached questions by **12:00 PM CET 01 July 2022** after which time further proposals will not be accepted without prior written agreement.

Should you have any questions, do not hesitate to contact me on the e-mail address provided in this document.

Yours sincerely,

Simon Taillard
Project Manager

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1 RFP Process, Criteria, Terms and Conditions

1.1 Enquiries

Any query necessary for the preparation of the response must be addressed in writing by e-mail to the ISO Project Manager using the contact details below, and copying the ISO Procurement Manager at tenders@iso.org , or as otherwise directly notified by the ISO Procurement Manager.

Contact: Simon Taillard
 Title: Project Manager
 Address: Chemin de Blandonnet 8, 1214 VERNIER
 Email: taillard@iso.org

1.2 Modifications

No officer, agent or employee of ISO is authorised to alter orally, any portion of these documents. During the period prior to the submission of information, any clarification or additions will be issued

in the form of written addenda distributed by ISO. Information submitted shall be final and may not be altered by subsequent offers, discussions or commitments unless the respondent is requested to do so by the ISO Procurement Manager in written form.

1.3 Schedule and Deadlines

The project will follow the dates below:

Activity	Due Date
RFP released to potential Suppliers	07 June 2022
Clarification calls with Suppliers (as requested)	Until 22 June 2022
Consultants/Suppliers return proposal	01 July 2022 12:00 CEST
Expected evaluation of proposals (including references)	11 July 2022
Short-List Phase	11-22 July 2022
Expected selection of proposal	29 July 2022

Electronic format of all proposals must be received by **01 July 2022 12:00 PM CEST** by the Procurement Manager at tenders@iso.org, copying the ISO Project Manager. Proposals not received by this time without prior written agreement will be disqualified.

These dates are a guide to the time frame expected for this project. Dates may change and the ISO Project Manager will advise of any changes.

1.4 Format of Submission

Your response should be structured in accordance with the requirements contained in the RFP and should align with each requirement of the RFP by cross-reference to the relevant section number.

Suppliers are encouraged to supply innovative solutions in responding to this RFP, however, Suppliers must strictly adhere, at all times, to the requirements of this RFP. You should include any additional supporting information or alternative proposals as a separate section titled "Alternative Options".

1.5 Response Deadline

Submissions are due as set in the paragraph 1.3 above, provided however that, if the deadline set for submission is extended, the ISO Project Manager will also specify the new date and hour for submission which will replace the above deadline.

Any submission received by ISO after expiry of the deadline referred above will not be considered.

1.6 Partial Responses

Partial proposals not meeting the requirements specified in this RFP will not be considered.

1.7 Clarification on RFP

The Suppliers should direct any questions arising during the preparation of the response to this RFP, or requests for clarification, in writing by e-mail to the ISO Project Manager, and copying the ISO Procurement Manager.

We have planned for clarification calls. Please contact the ISO Project Manager to arrange timing.

Where appropriate, ISO reserves the right to circulate questions and the answers thereto to all other Suppliers or post these publicly at www.iso.org, without disclosing the source of the questions or revealing the substance of a proposal.

1.8 Validity

The content and pricing of the submission must remain valid for 6 months from the date of submission.

1.9 Evaluation Process and Criteria

1.9.1 Preliminary screening and requirements

The initial stage will examine whether the proposal submitters have provided all the required information and/or associated documents on a prima facie basis.

In addition, the preliminary examination of the following elements shall be on a pass/fail basis:

- The Suppliers must confirm that it accepts full responsibility for arranging, such life, health, accident and other forms of insurance covering the performance of any agreement granted under this RFP. The Suppliers (including any personnel) are not eligible to participate in life or health insurance schemes available to ISO employees.
- The Suppliers are also required to confirm that they are solely responsible for their tax status, paying any taxes and statutory contributions applicable in respect of fees and reimbursements received. For individual Suppliers residing in Switzerland who seek to be engaged directly, you must provide a copy of your AVS (social insurance) certificate demonstrating your independent contractor status in your proposal documentation.
- The Suppliers must be present in Switzerland or have an office in the Geneva region.

1.9.2 Evaluation criteria

In evaluating the complete proposals received, ISO will seek the most appropriate offer based on the following weighted criteria. The evaluation will be based on a scoring system as shown in the table below.

Criteria	Weight	Reference
Evaluation First Round		
Proposal based on the description of the required services	20%	Annex - A
Supplier's profile	10%	Annex - B
Experience within project area	20%	Annex - C
Quality	5%	
Environment	5%	
Risk	5%	
Business Continuity	5%	
Sustainability	5%	Annex - D
Financial proposal	20%	Annex - E

Evaluation Second Round		
Interview with suppliers	25%	Main doc - 1.9.4
Total	100%	

1.9.3 Evaluation First Round

The file "**Annex 01 - Service description & evaluation criteria**" details all relevant points that the supplier will be evaluated against.

ISO/CS will first rank the suppliers based on the highest evaluation score

Only the Suppliers that obtained the highest scores based on the criteria from the first round (see section 1.9.2) will be shortlisted for the phase 2 of this RFP.

1.9.4 Evaluation Second Round

Suppliers pre-selected in phase 1 of this RFP must present their solution's ability to meet features important to ISO/CS. Presentations will be recorded and scored based on the content defined below by an evaluation committee.

Length:

ISO/CS requests that the presentation be no more than 2 hours including the remaining 15-20 minutes devoted to Q&A.

Format:

Presentation may be conducted on-site or using online resources (web/conference call). It is understood that any costs associated for on-site or web/conference call demonstrations, shall be the sole responsibility of the Suppliers.

It is expected that the team dedicated to perform the requested services will be present, on site or virtually for the presentation.

Audience:

Suppliers live demonstrations will be open to the ISO/CS staff and to the evaluation committee. The evaluation committee may ask questions during the presentation for clarification about topics being covered. The Suppliers are free to ask questions to help focus their presentation.

Content:

ISO/CS requests that the presentation covers the agenda items listed below:

The presentation will be interactive and the Suppliers do not need to follow the specific order of items.

- Brief Introduction:
 - The introduction should include but is not limited to company's profile and recent history.
- Presentation of the offer and proposed solution
- Team composition
 - Present the team that will be dedicated to perform the services, including
 - Team profiles,
 - Team expertise in request field
 - Team past experiences
- ISO/CS and Supplier relations
 - Roles and responsibilities of your team
 - What is expected from ISO/CS
 - Communication & relationships with ISO/CS
- Questions and Answers

1.9.5 Pre-award Review and Validation

The evaluation committee as led by the Project Manager will score each proposal. The ISO Procurement Manager shall ensure the validation of compliance with the [ISO Procurement Policy](#) in this RFP process leading to the selection of the successful Supplier.

1.10 Health and Safety

The Suppliers are expected to follow legislative health and safety directives, as dictated by the appropriate country.

1.11 General Conditions

By submitting a proposal, the Supplier agrees to all conditions and terms stated in this RFP. If the Supplier does not agree with particular terms, such terms must be discussed in detail with the ISO Project Manager before a proposal is submitted.

The working language for all communications is English.

Except for this RFP and otherwise public information, information or communications obtained in relation to this RFP (including clarification calls) may not be released without the express written consent of ISO.

By responding to this RFP, applicants agree that the decision of ISO is final and binding, including any decision to withdraw this RFP or disqualify any proposal. ISO shall not in any way be responsible for any costs incurred in the preparation and presentation of the Supplier information.

ISO reserves the right to negotiate all terms and conditions in order to enter a formal contract with the Supplier, including regarding ultimate pricing. The ultimate decision regarding the award of a bid is subject to said negotiation. Inability to accept any required contractual term from ISO can result in the disqualification of a proposal, without regard to any prior communication, shortlisting or process. This RFP document, the Supplier response and, written addenda may form part of the contract.

ISO is not bound to give any reason for rejecting any responses or part thereof.

Unsolicited telephone calls or visits to ISO or ISO staff during the RFP process to obtain proposal status information are prohibited and may result in the Supplier being disqualified from the application process. News releases pertaining to this RFP or the award of any contract related to this RFP may not be made without the prior written permission of ISO.

All work and materials shall comply with all applicable provincial and federal laws, municipal ordinances, regulations, applicable building leases, and directions of inspectors appointed by proper authorities having jurisdiction. Where proof of certifications are required by ISO, the Supplier shall make all such certificates available for inspection.

The Supplier shall at all times act impartially and shall refrain from any relationship which would compromise its independence or that of its personnel. If the Supplier fails to maintain independence, ISO at its sole discretion reserves the right to immediately disqualify the application. The Supplier shall include a conflict of interest statement in its proposal.

1.12 Disclaimer

This RFP and its attachments contain all information the Supplier may require preparing a proposal as requested by ISO.

The Supplier is advised that if confirmation or clarification of the contents or any further information is required, it should contact the ISO Project Manager, copying the ISO Procurement Manager by e-mail at tenders@iso.org.

The acceptance of a submission to this RFP is not to be construed as representing or creating any binding obligation on ISO to enter into any legal commitment whatsoever. Furthermore, in responding to this RFP, the Supplier is deemed to specifically acknowledge the following:

Notwithstanding any representation by or on behalf of ISO or any estimate of quantities by ISO shown in this RFP or otherwise given to the Supplier (now or in the future) ISO shall be under no obligation to purchase any particular quantity of products or services, except as otherwise formally agreed in with written and signed contractual agreement.

The Supplier places no reliance on any such representation or estimates and will place no reliance upon any future representation or estimate that may be provided unless that representation or estimate is noted in the written and signed contractual agreement.

ISO shall have no liability to the Supplier whether in contract, tort or otherwise with respect to the giving of any such representation or estimate.

1.13 Confidentiality

Unless otherwise public, all information disclosed in connection with this RFP is confidential and the property of ISO. This information must only be released to the personnel of the Supplier to whom release is required in order to prepare a response to this RFP.

2 Background Information

2.1 ISO – History

ISO (International Organization for Standardization) is the world's largest developer of voluntary International Standards. International Standards give state of the art specifications for products, services and good practice, helping to make industry more efficient and effective. Developed through global consensus, they help break down barriers to international trade.

ISO was founded in 1947, and since then has published more than 24 286 International Standards covering almost all aspects of technology and business. From food safety to computers, and agriculture to healthcare, ISO International Standards impact all our lives.

2.2 ISO – Today

Today ISO is a non-profit membership organization with members from 167 countries and thousands of technical bodies to take care of standard development.

For more detailed information on our organisation, including a description of our key projects and an organisation chart, please visit our website: www.iso.org.

3 Project Description and Requirements

3.1 Situation today

ISO Central Secretariat is certified ISO 9001 since early 2000 and ISO 14001 for the last decade. Both management systems are regrouped in an Integrated Management System (IMS) and the scope of activities consist in planning, maintaining, overseeing, documenting, and reporting all aspects of the IMS in the ISO Central Secretariat, dealing closely with different **management** levels to ensure that the ISO 9001 and 14001 requirements, are met and continually improved.

In 2019, ISO/CS added an internal risk management system to its management system activities but without certification. Activities under this scope consist in overseeing, documenting, and reporting all aspects of the strategic and operational risks in the ISO system, dealing closely with different **management** and **governance** levels to ensure that the risks are maintained under control and continually improved.

3.2 Future Situation

With the evolution of our internal organisation, ISO/CS is looking to outsource the responsibilities listed in 3.1 above.

In addition, ISO/CS is currently developing a Business Continuity framework to be deployed internally. The management of this additional framework will be part of the scope of work of the Supplier

3.2.1 Purpose and Objectives

The objective of this RFP is to hire a supplier to cover the responsibilities detailed in Annex 01, under the section Description of the Required Services

3.3 Legal

We would request a copy of your standard services agreement. The contract would be for a period of 2 years, starting **1st September 2022**. The terms of the contract will be discussed and negotiated by ISO/CS.

Please note that applicants are not permitted to use or display the trademarked ISO logo, during or after the RFP process without express permission from ISO.