TOR FOR RECRUITMENT OF ISO CERTIFICATION BODY FOR THE ISO 9001:2015 AND ISO 14001:2015 STANDARDS.

PART1: BACKGROUND

The Infectious Diseases Institute (IDI) is an independently governed institute within the College of Health Sciences at Makerere University whose mission is "To strengthen health systems in Africa, with a strong emphasis on infectious diseases, through research and capacity development." IDI works to achieve its mission through six operational areas: Prevention, Care and Treatment, Training, Research, Laboratory services, Health System Strengthening, and Global Health Security.

The institute intends to enhance its current processes by establishing, integrating and implementing a Quality Management System and an Environmental Management System in accordance with ISO standards to enhance its ability to implement its mission and vision.

The ISO 9001:2015 Quality Management System (QMS) shall focus on delivery of quality services and products to customers whilst ensuring customer satisfaction. On the other hand, ISO 14001:2015 Environment management system (EMS) shall ensure that the organization protects the environment (including prevention of pollution, sustainable resource use, climate change mitigation and adaptation, and protection of biodiversity and ecosystems) and responds to changing environmental conditions in balance with socio-economic needs.

To this end, the institute had been trekking this journey of certification and the following key milestone had been done (QEMS Gap analysis, Trainings, development documentations and Implementations)

To facilitate the process and attainment of the goal, IDI is seeking for services of a competence ISO certification Body (CERTIFICATION BODY) who's work shall be to plan, Audit and report on the organization's Quality and Environment Management system (QEMS) and thereafter issue ISO certification of proof of IDI's compliance to the requirements of the two standards.

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PART 2: STATEMENT OF REQUIREMENTS/SCOPE OF WORK

The Certification body shall provide the following services:

I. Preparation of an ISO 9001:2015 and ISO 14001:2015 certification audit schedule for three (3) years within Ten (10) working days upon commencement of the contract. (Future changes in the project schedule shall be allowed subject to IDI's approval).

II. Conduct ISO 9001:2015 and ISO 14001:2015 Certification Audit of IDI's Quality and Environment Management Systems (QEMS), as follows:

- Stage 1- Conduct ISO 9001:2015 & 14001:2015 QEMS audit – The objective of stage one shall be to assess the IDI's QEMS adequacy. The Certification Body Shall Prepare and submit audit report detailing findings including observations, opportunities for improvement, and any non-conformity to ISO 9001:2015 & 14001:2015 standards, organizational arrangements and legal requirements within Two (2) weeks after the completion of the on-site audit.

- Stage 2 certification audit - Conduct ISO 9001:2015 &14001:2015 Final Certification Audit of IDI's Quality Management Systems. The objective of stage 2 shall be to assess and evaluate IDI's QEMS effectiveness. The Certification Body Shall Prepare and submit audit report detailing findings including observations, opportunities for improvement, and any non-conformity to ISO 9001:2015 & 14001:2015 standards, organizational arrangements and legal requirements within Two (2) weeks after the completion of the on-site audit.

III. Follow up on the closure of stage 2 certification audit Non-Conformities – the Certification Body shall be responsible to follow-up on the effective closure of NCs, the Certification Body shall issue verification of closure report to IDIs not later than 60 days upon stage 2 audit site exit.

IV. Issuance of ISO 9001:2015 and 14001:2015 Certificate: upon successfully closure of the Non-Conformities, the Certification Body shall issue to IDI a draft soft copy of the Certification for IDI's review and upon IDI's review. The Certification Body shall issue both softy copy and hard copy of the ISO certificates (One for 14001:2015 and 1 for

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9001:2015). The certificate shall be valid three (3) years. The final certificate shall be issued within 60 days upon site exit of stage 2 audit.

V. Surveillance Audits: The Certification Body shall be responsible for planning and conducting 2(two) surveillance audits within the certification cycle. The Certification Body shall issue surveillance audit to IDI within 2 (two) weeks upon site exit and it shall be the responsibility of the Certification Body to follow-up the closure of Identified NC, a formal verification of NC closure report shall be issued to IDI with 30 days upon site exit.

Scope of Certification:

Certification criteria: ISO 9001:2015 and 14001:2015

Departments covered: IDI opted for a phased approach to the organization's certification, therefore this phase include 3 departments as follows:

a) Training and capacity development department
b) Human Resources Department
c) Finance and administration department

Note: Where information required during audit is best provided by the process outside the 3 departments, the Certification Body's auditors in coordination with the IDI Quality and Environmental Management Team (QEMT) shall coordinate the provision of such information, the Certification Body may as well visit the process where audit information is needed for this purpose.

Project duration:

The project duration shall be three years

Project deliverables

The following services and outputs will be expected from the Certification Body to be submitted/delivered to IDI with the timelines specified below and based on the agreed general Work Plan:

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No.	Activity	Out put	Timeline s
1.	Preparation of an ISO 9001:2015 & 14001:2015 certification audit schedule for three (3) years	Certification Schedule	10 working days from commencement of contract
2.	Preparation for Stage one audit	Stage1 Audit plan	2 weeks from commencement of contract
3.	Conducting stage 1 audit	Audit report	2 weeks from site exit
4.	Follow -up on closure of Non-Conformities (NCs)	Verification of closure report	30 days from sit exit
5.	Preparation for Stage 2 audit	Audit plan	30 days to the audit
6.	Conduct stage 2 audit	Audit report	To Be Determined
7.	Follow-up on closure of stage 2 NCs	Verification of closure report	30 days from site exit
8.	Issuance of Certification	Certificates (Both Hard and softy copies- one certificate per standard.	60 days from site exit
9.	Plan and prepare for Surveillance audit 1	Audit plan	90 days to the audit date
10.	Conduct surveillance Audit 1	Audit report	2 weeks from site exit.
11.	Follow-up on NCs in Surveillance audit 1	Verification of closure report	30 days from sit exit
12.	Issuance of Surveillance Audit 1 compliance sticker.	Stickier	30 days from sit exit
13.	Plan and prepare for Surveillance audit 2	Audit plan	90 days to the audit date

14.	Conduct surveillance Audit 2	Audit report	2 weeks from site exit.
15.	Follow-up on NCs in Surveillance audit 2	Verification of closure report	30 days from sit exit
16.	Issuance of Surveillance Audit 2 compliance sticker.	Stickier	30 days from sit exit

PART 3: PROPOSAL QUALIFICATION, EVALUATION AND AWARD CRITERIA

Qualification criteria

1. The certification body shall demonstrate that it complies to International Accreditation Forum (IAF) Guidelines and the requirements of ISO/IEC 17021: 2015 Conformity Assessment. The Certification Body should be accredited for ISO 9001:2015 and 14001:2015 certification/conformity assessment activities by a recognized international accreditation body(s) such as; United Kingdom Accreditation Services (UKAS), ANSI-ASQ National Accreditation Board (ANAB), International Accreditation Service (IAS), Norwegian Accreditation (NA), Joint Accreditation System of Australia and New Zealand (JAS-ANZ), South African Technical Auditing Services (SANAS), Japan Accreditation Boards (JAP), Comité français d'accréditation (COFRAC), Entidad Nacional de Acreditacion (ENAC), Dubai Accreditation Department (DAC), Dutch Accreditation Council (Raad Voor Accreditatie) (RvA), Egyptian Accreditation Council (EGAC), And any other equally approved Accreditation body by the International Accreditation Forum (IAF). (Submit a current accreditation certificate by any of the above accreditation body(s)).

2. The Certification Body must have valid Membership to Uganda National Accreditation Services (UGNAS) and Institute of Conformity Assessment Uganda (ICAU) is added advantage.

3. The Certification Body must have experience of at least three (03) ISO 9001:2015 and 14001:2015 Certifications issued to a NGO organization. The Curriculum vitae of

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the proposed certification team shall include a team leader and at least three (3) auditors submitted to IDI including;

Certification Team composition:

a) **Lead Auditor** (Qualifications and Experience)

At least a professional qualification as an ISO 9001:2015 and 14001:2015 Certified Lead Auditor. (Submit copies of qualifications).

At least a Bachelor's degree

At least Eight (8) years' experience in Audit of ISO 9001:2015 and 14001:2015 international Standard and should have audited at least three (3) organizations to whom ISO 9001:2015 and 14001:2015 Certificate was issued. (Show clearly in CV).

b) **Audit Team** (Qualifications and experience)

At least a Bachelor's degree

At least Six (6) years' experience in the Audit of ISO 9001:2015 and 14001:2015 international standard and should have audited at least two (2) organizations to whom ISO 9001:2015 and 14001:2015 Certificate was issued. (Show clearly in CV for all the three auditors).

NOTE: Shall not be a member of the audit team who has provided consultancy services for IDI or who has been a former IDI employee within two (2) years prior to the audit;

c) **Technical expert** (Optional)

The Certification Body may at its own discretion opt to enhance its Team composition with the provision of a Technical Expert as define in ISO 19011:2018 standard. Where a Technical Expert is opted for, The Certification Body shall inform IDI and the details of the Technical expert shall be included on the audit plan.

d) **Observer** (Optional)

Like the technical expert, the CERTIFICATION BODY may opt, at it discretion, incorporate the role of the Observer as defined under ISO 19011:2018 standard, such person shall be included in the audit plan.

Special requirements

The Certification Body Audit Team shall satisfy the following:

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- Shall have different auditors (With qualifications in 3 above) for each subsequent surveillance audit. However, at least one auditor of the certification Audit Team should participate in all audits of the three-year audit cycle;

- Shall seek written approval from IDI prior to replacement of any Audit Team member.

- All information reviewed and recorded by the Certification Body Audit Team would be treated in the strictest confidence at all times.

- The Certification Body shall adhere to the agreed scope of work / deliverables as above.

- The Certification Body Audit Team shall abide with the auditing principles, terminologies and guidelines as specified in the ISO 19011:2018 – Guidelines for auditing management systems

- The Certification Body shall ensure that national content is considered in their audit team. Where a non-national is preferred, the Certification Body shall seek authorization from the relevant national authority.

Evaluation criteria

IDI established the following key evaluation criteria and scoring:

Technical Proposal (Total 75%)

No.	Requirement	Marks
1.	Firm's characteristics (Legally trading entity, valid trading license, valid accreditation and licensure as stated in the qualification criteria above)	10%
2.	Understanding of the TORs and response to each requirement	10%
3.	Evidence of similar assignment	20%
4.	Team composition and qualification	20%
5.	Methodology suitability	10%
6.	National content	5%

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Financial proposal (Total 25%)

NOTE: only firms that score at least **60 marks** in the technical proposal will qualify for the financial proposal evaluation.

PART 4: PROPOSAL PREPARATION PROCEDURES

Preparation and Submission of Proposals

Successful firm(s) may be called for a meeting with the Institute management prior to the contract award to provide more information.

Any resulting contract shall be subject to these Terms of Reference.

The Institute reserves the right to add any terms and conditions in the resultant contract.

Preparation of Proposals:

You are requested to prepare your proposal by completing and returning:

- The Bid Submission sheet;

- Documented evidence indicating your eligibility as a firm/ partnership (MOU & Articles of Association, Trading License, Certificate of Incorporation, applicable certificates of membership or affiliation to professional and regulatory bodies or authorities)

- Proof of compliance to International Accreditation Forum (IAF) Guidelines and the requirements of ISO/IEC 17021: 2015 Conformity Assessment.

- Proof of Accreditation for ISO 9001:2015 and 14001:2015 certification/conformity assessment activities by a recognized international accreditation body(s)

- Proof of membership to Uganda National Accreditation Services (UGNAS) and Institute of Conformity Assessment Uganda (ICAU) is added advantage.

- Tax registration and compliance documents,

- Proof of performance of similar assignments with other organizations.

- Proof of relevant training and qualification of the members of the certification Team

- Any other relevant information that you may deem important for submission to IDI in response to this RFP.

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Sealing and marking of Proposals:

Proposals should be sealed in **TWO** separate envelopes, clearly marked with the subject of procurement and a sub-heading on each envelope indicating **"Technical Proposal"** and another **"Financial Proposal".** Envelopes should be sealed in such a manner that opening and resealing cannot be achieved.

Deadline and Place of Submission of bids;

Bids shall be submitted to IDI reception located at MKC Building, Makerere University or on email: **EAkankwasa@idi.co.ug** in PDF format **NOT LATER THAN WEDNESDAY 27TH JUNE 2025 4:00PM local Time.**

Your bid(s) should be addressed to the undersigned at the address below.

Shadia Namaganda

Procurement Manager

Infectious Diseases Institute — Knowledge Centre Building, Makerere University Main Campus

P.O. Box 22418 | Kampala | Uganda

Email: snamaganda@idi.co.ug

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PART5: BID SUBMISSION SHEET

(Complete this form with all the requested details and submit it as the first page for your Proposal, with the documents requested above as attachments. Ensure that your Proposal is authorized in the signature block. A signature and authorization on this form will confirm that the terms and conditions of this RFP prevail over any attachment. If your Proposal is not authorized, it may be rejected).

Proposal addressed to:	
Date of Proposal:	
Subject of procurement:	

1. We offer to provide the said service in accordance with the terms and conditions stated in your Request for Proposal referenced above.

2. We confirm that we are eligible and meet the eligibility criteria specified in part 2 & 3

3. We undertake to abide by the code of ethical conduct for bidders and providers during the procurement process execution of any resulting contract.

4. Having read and understood the scope of work and having obtained all the requisite information affecting this Bid, I/We the undersigned hereby offer to execute and complete the whole of the said consultancy for the Sum of: USD (in figures) ………………………… USD (in words) …………………………………………………………………

5. The validity period of our Proposal is _____ months from the time and date of the submission deadline.

6. We confirm that the fees quoted in the activity schedule are fixed and shall not be varied during the period of execution of services.

7. We confirm that our firm is not under any form of conflict of interest in responding to this Request for Proposal. We pledge to disclose any form of Conflict of Interest, real or perceived should a situation arise presenting this state.

Authorized for and on behalf of:

Company: _____

Name and position _____

Address: _____

Date: _____

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