

The Daily Star

Date:- 23/04/2015

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## Telephone Shilpa Sangstha Limited

Tongi, Gazipur-1710 Bangladesh.  
Tel : +88-02-9814747, Fax : +88-02-9812700, Web : www.tss.com.bd

1. Invitation Entity : Telephone Shilpa Sangstha Limited (TSS)
2. Invitation for : "Expression of Interest (EOI) for Consultant and Auditor for ISO:9001 certification of TSS"
3. Invitation Ref No. : TSS/ISO:9001 license/2015/01
4. Date of Invitation : 23 April, 2015
5. Source of Fund : Own fund
6. EOI Closing Date, Time & Dropping Place : 20 May, 2015, 12:00 Hrs  
at Telephone Shilpa Sangstha Limited Conference room.
7. EOI Opening Date, Time & Place : 20 May, 2015, at 14:30 Hrs  
at Telephone Shilpa Sangstha Limited Conference room.
8. Eligibility of Bidder & Description of Work : As per schedule (available in TSS website:  
www.tss.com.bd under PRESS option)
9. Official Inviting person : GM (Administration and Service)  
Telephone Shilpa Sangstha Ltd.  
Tel : 88029802233, Fax : 880-2-9814747
10. The assessment process shall be guided by the Technical Committee of Telephone Shilpa Sangstha Ltd. (TSS). TSS reserves the right to accept or reject all or any Expression of Interest (EOI) without assigning any reason thereof.
11. The detail of EOI will be available at www.tss.com.bd.

GM (Administration and Service)  
for Managing Director

G/A  
A.E. (Samia)  
23/04/2015

G.M. (A.S.)

20/04/2015

## Telephone ShilpaSangstha Ltd.

Tongi, Gazipur, Bangladesh

Tel: +88029814747, Fax: +8802-9812700

Web: [www.tss.com.bd](http://www.tss.com.bd), E-mail: [mdtss@btcl.net.bd](mailto:mdtss@btcl.net.bd)

### **Schedule of Expression of Interest (EoI) for Consultant and Auditor for ISO:9001 certification of TSS:**

In line with the improvement program for Telephone Shilpa Sangstha (TSS) and its positioning in the competitive market, it is planning to establish its Quality Management System in line with ISO 9001:2008, as well as to get the certification through a third party audit process, from a world famous Certification Body with UKAS (United Kingdom Accreditation Services) accreditation.

Proposals will be evaluated by Technical Evaluation Committee (TEC), all interested consulting firm can submit the proposal including brief information about the followings:

- a) Company profile of the applicant & the profile of JV partner(s) of any.
- b) Description of experience in respective field.
- c) Profile and experience with proper documents, concerned audity farm (s) with supported documents.
- d) Financial proposal for both consultant and auditor individually as well as in a package.

Following is the synopsis of the project that aims at getting TSS certified to ISO 9001:2008 standard. So the Consultant should prepare or help TSS to prepare the following tasks for getting ISO Certification.

#### **1. Scope of the certification:**

Manufacture of Digital meter, Mobile Battery & Charger, Telephone set, Maintenance Free Battery, Cell Phone and Assembling of laptop as well as services of PSTN and DPX.

#### **2. Certification standard:**

ISO 9001:2008 upgradable to ISO 9001:2015-Quality Management System.

#### **3. Establishing quality management system in line with ISO: 9001:**

- a) Find major improvement areas in the existing system in consultation with key persons

Consultant will identify major improvement areas of the existing system to comply the ISO 9001 requirements in consultation with the key person.

- b) Selection of MR for the system.

TSS will select an appropriate person to lead successful implementation of the entire system.

- c) Establish QMS policy, objective and prepare all manual and procedure

TSS will prepare organization's QMS policy, set departmental objectives. TSS will draft, prepare all mandatory document needed for the ISO 9001 in consultation with consultant.

- d) Train the personnel in all functional levels on respective documents prepared.

A training session will be conducted by consultant to aware and introduce the prepared document, forms etc among the users.

- e) Calibrate all measuring equipment if available



TSS will calibrate all monitoring and measuring equipment that are needed to ensure product conformity.

f) Internal auditor training in line with ISO 19011

It is a basic requirement of implementing of QMS. TSS will have to develop some auditors internally who will audit TSS's own system internally. Consultant will train the selected person in line with ISO 19011- Quality management auditing system.

g) Conduct internal audit in all department.

Trained auditors will audit each and every relevant department and section of the organization with the help of consultant.

h) Make report on internal audit highlighting all non-compliance, PNC, Observation

Internal auditors will make a report with the help of consultant. Audity will close all NC's identified in the audit. Audity will be also trained by consultant on how to close NCs.

i) Arrange management review meeting

Top management will arrange a management review meeting presenting all inputs described in the ISO 9001 standards. Consultant will also help to conduct the meeting if needed.

4. **Stage I Audit:** TSS will offer selected auditing firm to conduct the stage I audit or preliminary audit.
5. **Stage II Audit:** After closing all NC's identified in Stage I audit TSS will offer auditing firm to conduct the stage II audit or final certification audit.
6. **The interested consultant should propose Costs of the above projects.** World famous Certification Body (CB) will be selected within the price frame.
7. The consultant should include miscellaneous work in the offer if necessary.
8. **Completion time:** Total completion time up to certification is 3 (three) months.

**For TEC Total 3(Three) copies of EoI should be submitted at the date of submission. (1copy of originals and other 2 photocopies of EoI.)**

*Darius*

*RH*

*[Signature]*