



MINISTERUL AGRICULTURII ȘI
INDUSTRIEI ALIMENTARE
AL REPUBLICII MOLDOVA

MINISTRY OF AGRICULTURE AND
FOOD INDUSTRY OF THE
REPUBLIC OF MOLDOVA

UNITATEA CONSOLIDATĂ PENTRU IMPLEMENTAREA PROGRAMELOR IFAD
THE CONSOLIDATED UNIT FOR THE IMPLEMENTATION OF IFAD PROGRAMMES



Investing in rural people

Source: RFSADP – (IFAD V)
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Loan/Grant IFAD Grant

Terms of Reference:

Service provider for support and technical expertise on implementation of Quality Management System QMS (ISO 9001:2015) at the Ministry of Agriculture and Food industry (Republic of Moldova)

The Rural Financial Services and Agribusiness Development Project (RFSADP), financed by the International Fund for Agriculture Development and implemented by Consolidated IFAD Program Implementation Unit, is designed to contribute to reducing rural income poverty in Moldova, through promoting access to a full range of appropriate and mainstreamed financial services. Specific assistance is provided to strength the capacity of project partners, APEX organizations and State Implementation Agencies.

Background

Ministry of Agriculture and Food industry (MAFI) since 2000 is the Lead Programme Agency for implementation of the IFAD financed projects, which participate in design, negotiation, supervision and implementation of the projects.

Currently MAFI is in process of management reforms for staff and staff function optimization. This is a strict necessity, as MAFI has the Government responsibility for one of the main branch of the Moldavian economy. Current structure and functionality does not satisfy requirements for such a Government organization.

The lack of qualified staff, improper staff job description, lack of the quality management system, missed logistic system in documents flow and communications with other agencies and organization, as well with agriculture beneficiaries, makes MAFI to proceed to urgent reforms and implementation of Quality Management Standards.

In this context the Ministry of Agriculture and Food Industry has submitted a request (#09-03/16 dated 14.04.2016) to CPIU-IFAD in providing financial support in **implementation of Quality Management System (ISO 9001:2015) at MAFI, AIPA (State Agency of payment in Agriculture) and CPIU-IFAD**

The quality management system (QMS) is a formalized system for tracking processes, procedures, and responsibilities for achieving quality policies and objectives. QMS helps coordinate and direct organization's activities to meet customer and regulatory requirements and improve its effectiveness and efficiency on a continuous basis.

ISO 9001:2015, the international standard specifying requirements for quality management systems, is the most prominent approach to quality management systems.

Benefits of quality management systems

Implementing a quality management system affects every aspect of an organization's performance.

The benefits of design and implementation of quality management systems include:

- Meeting the customer's requirements, which helps to instill confidence in the organization, in turn leading to more customers, and better services;
- Meeting the organization's requirements, which ensures compliance with regulations and provision of products and services in the most cost- and resource-efficient manner, creating room for expansion and growth;
- Helping to communicate a readiness to produce consistent results, preventing mistakes, reducing costs, ensuring that processes are defined and controlled, and continually improving the organization's offerings.

Scope of works

The CPIU-IFAD will contract an organization as service provider to provide support and technical expertise to MAFI, AIPA and CPIU-IFAD in design and implementation of the QMS. The service provider, before establishing a quality management system, will provide assistance to MAFI and its allied organizations (AIPA and CPIU-IFAD) to identify and manage various connected and multi-functional processes, in order to ensure customer satisfaction that is the main target to be achieved. Assist the MAFI, AIPA and CPIU-IFAD to achieve ISO 9001:2015 registration at 30-35 divisions by completion of documentation, training and undertaking an initial complete audit at all divisions.

Tasks of the assignment

A consulting service provider will be selected and contracted by CPIU-IFAD to undertake the **following tasks**:

Task 1- Inception Report

- Conduct an assessment of all existing ISO documentation, and evaluate current system of quality management within the MAFI, MAFI and CPIU-IFAD;
- Identify non-conformity and provide recommendation for addressing non-conformances found;
- Prepare an Inception Report which details the methodology, including chart, schemes and approaches for achieving objectives; The outputs will be explicitly documented and incorporated in the inception report;

Task 2 -Prepare for implementation of the service

- Assess the current policies, procedures and practices in place for quality management in the MAFI and its allied organizations;
- Assess the requirements as stipulated in the ISO 9001:2015 to determine what process apply to the proposed quality management system;
- Undertake a gap analysis that clearly shows the difference between current process and the requirements stipulated by ISO 9001:2015. The gap analysis shall focus on the sequence and interaction of processes, monitoring/feedback method employed , documents management systems and the difference between existing documented procedures and actual procedures;
- Identification of each division portfolios, function areas and activities. This will be done by undertaking the review of organization structure, past activities and consultation with MAFI and its allied organizations.
- Identification of the process life cycle at each division. The life cycle assessment would include planning and design aspects, implementation, performance monitoring, operation, and maintenance;

- Identification of current practices will be assessed at each structural division with regards to identification of quality issues, customer requirements, and will compare with ISO 9001:2015 requirements;
- Identification of gap in documents flow and justification for implementation of QMS;
- Identify/design remedial actions to close the gap between existing practices and ISO 9001:2015 requirements;
- The service provider shall bring together the results of gap analysis in an Assessment Report and develop an Action Plan for implementation. The Action Plan shall detail responsibilities, resources and timeframe for implementation of ISO 9001:2015.

Task 3 – Development and implementation of QMS

- It is expected that the service provider will support divisions and departments of the MAFI, AIPA and CPIU-IFAD in the preparation of documentation as required by ISO 9001:2015 and implementation strategies to maintain the system of documentation;
- Service provider shall develop a Quality Manual MAFI and its allied organizations that would include Standardized system design aspects and Procedures, Quality Policy and an institutional mechanism;
- Develop of Standard Operation Procedures(SOP), covering standardized operational procedures in line with different requirement of the divisions including templates, Work instructions and guide in transforming templates into organizations specific documents, its registration, follow up and archiving.
- Develop the templates for supporting documents: monitoring forms, worksheets, maintenance forms, etc. and guiding staff in transforming templates into specific documents;
- Assistance for the implementation of the requirements for operating processes (planning and control requirements for goods and services, design and development of products and services, control of the goods and services supplied from outside, the production and delivery of services, release of the products and services, control of non-conforming output elements);
- Assistance for the implementation of requirements for support processes (human resources, infrastructure, environment for the operation of processes, resource monitoring and measurement);
- Changes in procedures and forms arising during the implementation.
- A Detailed Standardization Session shall be organized with representative of all divisions and other concerned officials for procedure development;

Task 4 – Training and capacity building on the QMS

- The training need will be identified considering identification of ISO 9001:2015 requirements, organization polices and outcome of the Task 2&3;
- The Training Plan will be developed, which would cover all aspects of QMS;
- Deliver training and certify the staff (30-35 officers, one from each division) for proper application of QMS and quality auditing, through class work, team exercises, and on-the-job training. The trainers will be asked to conduct at least one training module in the presence of the service provider professionals.
- Certificates provided to the participants on training should be international recognized.

Task 5 – Assessing MAFI and its allied organizations in obtaining certification for the QMS

The service provider shall undertake a complete Internal Audit of the QMS put in place in at all divisions seeking the registration/certification, immediately prior to the MAFI seeking third party registration. The service provider shall prepare a short audit report. The service provider shall also provide a limited advisory support through registration process, which will to be conducted.

Deliverables and timeframe

The timeframe for this assignment is tentatively June-October, 30th 2016, but not more than 70 working days. Performing the mentioned above activities, the consultant will be responsible for the following deliverables:

Task 1

1. Inception Report (5 copies) giving methodology and any modification to ToR if any found necessary, timeframe one month.

Task 2

2. Assessment Report and Action Plan(30-35 copies), time frame 1,5 month.

Task 3

3. Quality Manual, Standard Operation Procedures manual, templates, forms(30-35 copies), timeframe 5 month.
4. Detail Standardization session, timeframe 3-4 month.

Task 4

5. Training Plan(2 copies), timeframe 1,5 month.
6. Delivery of training and ISO standards provided to 30-35 divisions, timeframe 3 month,
7. Certified individuals(30-35 persons) in audit quality, staff which will further contribute to the implementation of ISO 9001: 2015 within its institutions. 3,5 month

Task 5

7. Internal audit report and assisting the MAFI and allied organizations in closing on non-conformities.
8. Strategy for maintenance of quality system documentation.
9. Final report on the undertaken assignment, 5 month.

Eligibility criteria

- National or international service provider for consulting services in implementation of QMS with experience in ISO training / may participate in association with another organization for staff training and staff certification in auditing;
- Service provider with at least 5 years experience in consulting/training services for implementation QMS;
- An outstanding track record of participating, guiding formulation, implementation and internal auditing of a QMS;
- Service provider shall have at least one contract for implementation/training of **QMS** in each of last three years.
- Service provider shall have at least one contract of similar value, and complexity implemented in the last 3 years.
- Service provider shall have experience in the implementation/consulting on QMS in the ministries and public institutions in the European Union countries, preference will be given to companies with experience in the Republic of Moldova

General requirements for qualification

1. Service provider possess experience in implementing quality management in public institutions an advantage would be the experience of implementation in the institutions of the agricultural sector and the agro-food industry and to know the specifics of the legal framework of the Republic of Moldova and the countries of the European Union in the field of public administration.
2. Service provider's experts possess knowledge in the analysis and description of processes and documentation in central public administration of the Republic of Moldova.
3. Service provider's key experts should possess the Romanian language, or ensure translation/interpretation.
4. Service provider expert possess good knowledge of IT infrastructure that are involved in the development of QMS.
5. The service provide shall hold international recognized certificate in QMS.

Evaluation criteria

- Practical Experience of the company in consulting and training on implementation of QMS (40 points).
- Experience in consulting and training in implementation of QMS in institutions of the agricultural sector and the agro-food industry (10 points).
- Staff experience and qualification in the field of implementation of QMS (20 points).
- Experience working in Republic of Moldova with central public administration in consulting and training on implementation of QMS (20 points).
- Meeting the requirements of timeframe of this assignment (10 points).

OFFER CONTENT

Interested consulting companies should submit their applications consisting of the following documents/information to demonstrate their qualifications:

1. Technical Proposal will include:
 - a. The company profile;
 - b. List of the contracts of consulting services on implementation of QMS for the period of the last 3 years, indicating information on: contractor, year when services were provided, name of the standards implemented, cost of the contract;
 - c. List of the contracts for certification/registration on QMS for the period of the last 3 years, indicating: name of contractor, year when services were provided, name of the standards implemented, cost of the contract;
 - d. List of the contracts for consulting and training on QMS for the period of the last 3 years, indicating: name of contractor, year when services were provided, name of the standards implemented, cost of the contract;
 - e. Key personal requirements and estimated inputs(working days) for each task;
 - f. CVs of the key personal
 - g. Time frame with description of the activities on each task;
 - h. Proposed methodology to perform the implementation of the QMS at the MAFI and its allied structures, detailing the approach intending to employ for the assignment. The methodology should include stepwise deliverables and the timeframe for each deliverable.
2. Financial proposal Detailed Financial proposal shall include costs per each task for consulting and training activities for implementation of the QMS. Costs shall include

consulting fee, and other relevant administrative, operational, travel costs, etc.; cost for services must be provided in USD at 0% VAT¹.

THE EVALUATION

The consulting company will be selected in accordance with the procedures set out in the current edition of IFAD Procurement Guidelines, based on selection method "Quality and Cost-Based Selection (QCBS)", the final score obtained by each company being composed of 70% of the score for the parameter, Quality" (evaluated based on technical bid) and 30% - score obtained for the parameter, Cost" (established based on financial bid). The financial offer will be opened only if the provided technical offer will pass the minimum technical score of 70 points.

CONDITIONS FOR OFFER'S SUBMISSION

To be considered, interested companies should submit their proposal (technical and financial) one as "Original" and second as "Copy" in separate sealed envelopes. Each envelope will consist of the technical and financial offer sealed in separate envelopes as well (a total of 2 envelopes, each with 2 envelopes inside). Offers to be submitted to the following address: CPIU-IFAD, 162, Stefan cel Mare si Sfint blvd., office 1303, MD-2004 Chisinau, Republic of Moldova no later than **27th June 2016, 10:00**. Any request for clarification must be sent in writing by standard electronic communication to office@ifad.md.

Additional information

CPIU-IFAD is entitled to cancel the tender at any stage of the competition due to the impossibility of financial coverage or due to unconformity of tenders to the requirements set out in the tender documents or other justified reason.

¹ As per the Government Decree no.246 dd. 08.04.2010 procurement of goods and services under the IFAD-funded programmes shall be carried out applying 0% VAT.