

TERMS OF REFERENCE

FOR THE PROCUREMENT OF CONSULTANCY SERVICES ON THE MAINTENANCE OF THE ISO 9001:2015 QUALITY MANAGEMENT SYSTEM(QMS) OF THE DEPARTMENT OF TOURISM FOR FY 2024

1. BACKGROUND

Pursuant to Executive Order No. 605 series 2007 "Institutionalizing the Structure, Mechanisms, and Standards to implement the Government Quality Management Program", all government agencies are directed to adopt a QMS certifiable to ISO 9001 in the delivery of its priority government services.

In 2023, DOT undertook the Recertification audit of its ISO 9001:2015 Certification covering the Central Office and sixteen (16) Regional Offices namely, Regions 1, 2, 3, 4A, 4B, 5, 6, 7, 8, 9, 10, 11, 12, 13, CAR, and NCR. The certification includes the following scopes: (1) Accreditation of Tourism Enterprises, Monitoring and Enforcement to Tourism Enterprises and (2) Tourism Industry Training and Development Service.

For CY 2024, the DOT will focus on continuous improvement of its services to satisfy and exceed client satisfaction and will undergo an ISO 9001:2015 Re-Certification audit.

In view thereof, there is a need to engage the services of a Consultancy Firm who will provide expert knowledge throughout the DOT QMS project stages. The consultancy firm shall conduct review of DOT's processes, trainings, coaching sessions, capacity building, and other activities to ensure the objective and benefit from an efficient ISO 9001:2015 QMS implementation.

2. REQUIREMENTS, SCOPE, COVERAGE AND DELIVERABLES

The DOT needs a Consultancy Firm to provide professional, technical and consultancy services for its QMS in compliance with the ISO 9001:2015. Furthermore, the consultancy firm shall capacitate DOT Officials and employees through trainings, coaching, and other activities for the maintenance of QMS and Annual Third-Party Audit. The requirements are as follows:

2.1. Company Profile

- 2.1.1.** The Consultancy Firm must have successfully led at least 35 government agencies and private companies within the last three (3) years, for the establishment of QMS Certification/Re-certification to ISO 9001:2015
- 2.1.2.** The consultancy firm must be in the industry for at least twenty-five years in doing training and consultancy of ISO 9001:2015 and at least three (3) other discipline of ISO standard.
- 2.1.3.** Must be an independent consultancy firm and does not have any affiliation with any Certification Body, a notarized sworn statement must be submitted by the bidder.

- 2.1.4. Must have experience in developing and establishing an Electronic Document Control System. A list of completed Electronic Document Control System projects must be submitted.
- 2.1.5. Must have any government recognition as a training organization/ institution.
- 2.1.6. Must be an ISO 9001:2015 certified organization during the time of opening of bids.
- 2.1.7. Must be an ISO 21001:2018 certified organization or at least undergo assessment at the time of opening of bids.

2.2. Profile and Composition of Team

- 2.2.1. Must have at least 4 Consultants (the 3 must be fulltime and 1 can be part-time).
- 2.2.2. Assign a Lead Consultant with the following qualifications and responsibilities:
 - 2.2.2.1. Must have passed a valid Lead Auditor Course conducted by a Training Service Provider traceable to the Training Provider & Examiner Certification Scheme (TPECS).
 - 2.2.2.2. Must have attended at least one (1) International training of any ISO-related Standard within the last five (5) years.
 - 2.2.2.3. Must have attended three (3) additional trainings related to the International Standards and Legal Laws to maintain his/her competency as Lead consultant for the last three (3) years at the time of the opening of bids.
 - 2.2.2.4. Must have at least twenty-five (25) years of work experience as lead consultant and/or trainer engaged in consulting & and training for establishing a Quality Management System or other discipline of ISO Standards for certification.
- 2.2.3. The assigned team members shall have the following qualifications:
 - 2.2.3.1. At least Six (6) years of work experience as a consultant and/or trainer engaged in establishing a Quality Management System for certification to ISO 9001 Standard and at least two (2) other ISO Standards and other industry-specific standards such as Environmental, HALAL standard, and Health & Safety Management System as these are timely for the Pandemic and is related to the DOT Accreditation and Training processes.
 - 2.2.3.2. Must have attended at least one (1) International training of any ISO-related Standard within the last Six (6) years.
 - 2.2.3.3. Must have attended two (2) additional training on other ISO Standards within the last three (3) years to maintain their competency as a consultant.

2.3. Consultancy Services

- 2.3.1.** Provide technical assistance and consultancy services to the existing DOT ISO Certified Offices namely DOT Main Office, Regions 1, 2, 3, 4A, 4B, 5, 6, 7, 8, 9, 10, 11, 12, 13, CAR, and NCR. The Consultancy firm shall also ensure the successful ISO Re-Certification of the DOT.

Ascertain implementation of relevant activities and provide policy support for the implementation of required documented information of the Quality Management System adopted by the DOT.

- 2.3.2.** Check and/or provide advice, whenever applicable, on the consistency of the Quality Manual, Quality Procedures, and other documentation requirements to be prepared /updated by the DOT with the ISO 9001:2015 Standard and other legal laws such as, but not limited to Republic Act 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018.
- 2.3.3.** Check and/or provide advice, whenever applicable, on the Electronic Document Control Center's compliance with the ISO 9001:2015 Standard.
- 2.3.4.** Review existing work/documents prepared by DOT such as Quality Manual, Quality Procedures, Context of the Organization, SWOT Analysis, Risk Assessment Registry, Opportunities Action Plan, Quality Objectives Monitoring, and other reportorial requirements and submit the reviewed documents based on the agreed timeline.
- 2.3.5.** Provide technical assistance to DOT during its Third-Party Audit and validation audits, if applicable such as, but not limited to, how to answer audit questions and how to arrange offices to be acceptable to the auditors.
- 2.3.6.** Render deliverables (QMS Work Plan) within the agreed timeline.

The Consultancy Firm shall provide the following services necessary for the continuous development of the DOT's ISO 9001:2015 Quality Management System:

Description of Activities	Location	Tentative Implementation	Tentative Duration	Minimum No. of Consultants	Deliverables and deadline of submission (When applicable)
1. Provision of necessary documentation coaching sessions such as but not limited to Aligned Documents, electronic document control center system in term of clarifying process only against ISO standard, and other ISO 9001:2015 requirements	DOT Main Office and Regional Offices	March to December 2024	16 Man-Days to 16 Regional Office) 4 Man-Days (Central Office)	2	Terminal Report (3 days after the conduct of the activity)
2. Facilitate the updating of Quality Manual and Management System procedures operational requirements, work instructions, flowchart and forms, if necessary	DOT Main Office	March to December 2024	4 Man-Days (Central Office)	1	Updated Quality Manual (3 days)
3. Assist the Internal Audit Team in development and preparation of Annual Audit Plan, Internal Audit Checklist, conduct of actual IQA (issuance of NC, if any), assessment of corrective actions to address the nonconformities, and preparation of IQA Report, if necessary	DOT Main Office and Regional Offices	May and October 2024	4 Man-Days	2	Annual Audit Plan, IQA Reports, CAR Registry, Minutes of the Meeting (3 days)
4. Conduct of QMS Trainings	DOT Main Office and Regional Offices	March to December 2024	Refer to table 2.4	Refer to table 2.4	Training kits/material (5 days before the training), training report (3 days, after each batch), Training Certificates (2weeks)
5. Assist in the conduct of Management Review and coaching on the finalization of Management Review Report, if necessary	DOT Main Office and Regional Offices	Based on the schedule of the Management Review Meeting	2 Man-Days	2	Management Review Report (3 days)

Description of Activities	Location	Tentative Implementation	Tentative Duration	Minimum No. of Consultants	Deliverables and deadline of submission (when applicable)
6. Conduct Systems Audit prior to Third Party Audit and identify areas for improvement.	DOT Main Office and Regional Offices	2 months prior to Third Party Re-Certification Audit	16 Man-Days	3	Systems Audit Report (3 days after the audit)
7. Assist DOT in the entire duration of Third-third-party audit activities such as, but not limited to, reviewing the Third-Party Audit results, assisting in correcting non-conformities, and conducting TPA validation audit, if necessary	DOT Main and Regional Offices	Depending on the agreed schedule with the TPA	4 Man-Days	2	Terminal Report (3 days after the TPA)
8. Assist in rectifying the NC during the Re-Certification Audit, if any	Main and Regional Offices	Depending on the agreed schedule with the TPA	2 Man-Days	2	Acceptance of the response to NC
9. Recertification covering 16 Regional Offices and Central Office	DOT Main and Regional Offices	November 2024 or depending on the agreed schedule with the TPA	1 Man-Day	1	Successful result of the 3 rd party audit thru issuance of Attestation Certificate and ISO Certificate

2.4 Training Programs

Title of Trainings	Estimated Number of Batches	Estimated number of Participants per Batch
ISO 9001:2015 Awareness Training	1	50
Comprehensive Risk Management Training	1	50
Root Cause Analysis with Corrective Action Request Training	1	50
Comprehensive Refresher Course on Internal Audit for ISO 9001:2015 in correlation with ISO 19011:2018	1	50
Training for New Internal Quality Auditor	1	300
Effective Writing of Internal Audit Report and Management Review Report	1	50
7S for Good Housekeeping	1	50

- 241 Ensure the conduct of relevant training programs in accordance with the ISO 9001:2015 Standard and other legal laws (e.g., Republic Act 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018).
- 242 Must ensure that the team members are consistent with the module, teaching method, and information transferred to the end-user.
- 243 Conduct of trainings, consultations, and other activities through physical or hybrid format depending on the agreement of DOT and consultancy firm.
- 244 The conduct of training to be facilitated should be amenable to a physical or hybrid set-up, subject to the agreement of the DOT and the consultant.
- 245 The Consultant may propose other relevant trainings depending on their assessment of the QMS implementation of the DOT.
- 246 Must provide soft copy of training hand-outs/materials at least five (5) days before the activity.
- 247 Provision of names of participants who completed the training at least two (2) days after each training and provision soft and hard copies of certificates to participants at no additional cost to the DOT at least two (2) weeks after DOT's confirmation of names of participants.

2.5 Other Deliverables

- 251 Submission of topics and/or agenda for meetings at least three (3) days before the scheduled meeting to support the conduct of said meeting.
- 252 Provision of training reports including the comments of participants at least 3 days after each batch of training.
- 253 For on-site conduct of activities, consultation firm must shoulder airfare, accommodation, and meal expenses (if applicable) for activities covered in their methodology and/or plan of action for the defined areas of training and consultancy job. Payment will depend on the actual expenses incurred for on-site visits based on the submitted breakdown of expenses.
- 254 In cases of remote audit, online or hybrid meetings and other activities, video conferencing platforms must accommodate more than 100 participants.

255 The subscription expenses must be shouldered by the Consultancy Firm.

256 Trainings and other activities may be requested outside the scope and methodology if deemed necessary by the DOT.

2.6 Other Requirements

261 Company Profile

262 Consultancy Firm's ISO 9001:2015 Certificate

3 PROJECT DURATION: UNTIL 31 DECEMBER 2024

4 AWARD OF CONTRACT

Award of contract shall be in accordance with RA 9184 and other related issuances.

5 PROJECT INVESTMENT/ APPROVED BUDGET FOR THE CONTRACT (ABC):

The Consultancy Firm shall be paid the amount of **Eight Hundred Pesos (Php800,000.00)** based on the approved Work and Financial Plan of Planning Service GAA for FY 2024.


Tranches	Deliverables/Requirements to support the processing of payment
30% of the total contract cost after the completion of the conduct of ISO 9001:2015 Awareness Training, Comprehensive Risk Management Training, 7S for Good House Keeping Training, Training for New Internal Quality Auditors, and completion of the required documented information such as review and propose revisions on the Quality Manual, Quality Procedures, Aligned Documents and other ISO 9001:2015 Standard operational requirements, forms, if needed	<ul style="list-style-type: none">- Training Certificates, training reports, modules for the conduct of the ISO 9001:2015 Awareness Training, Comprehensive Risk Management Training, 7S for Good House Keeping Training, Training for New Internal Quality Auditors,- Updated Quality Manual (if applicable)- Updated Procedures (if applicable)
20% of the total contract cost after the conduct of the Root Cause Analysis with Corrective Action Request Training, Refresher Course for ISO 9001:2015 Internal Audit Training, Effective Writing of Internal Audit Report and Management Review Report and 1 st Internal Quality Audit and 1 st Management Review for FY 2024.	<ul style="list-style-type: none">- Training Certificates, training reports and modules for the conduct Root Cause Analysis with Corrective Action Request Training, Refresher Course for ISO 9001:2015 Internal Audit Training, Effective Writing of Internal Audit Report and Management Review Report.- 1st Internal Quality Audit Report- Reviewed Corrective Action


	Requests and/or CAR Control Registry - 1 st Management Review Report for FY 2024
30% of the total contract cost after the conduct of the Systems Audit and 2 nd Internal Quality Audit and Management Review, verification and closure of the nonconformities, completion of the revised QMS aligned documents based on the audits conducted, if necessary.	- Systems Audit Report - 2 nd Internal Quality Audit Report - Reviewed Corrective Action Requests and/or CAR Control Registry - Terminal reports on the coaching sessions conducted in updating the QMS Aligned Documents (if applicable) - CAR Response and action plans acceptable to the Certification Body (if applicable) - 2 nd Management Review Report for FY 2024
20% of the total contract cost after the completion of the ISO 9001:2015 surveillance audit by the Third-Party Audits such as, but not limited to the 2 nd Management Review Report for FY 2024 and successful ISO Re-Certification of the DOT.	- 2 nd Management Review Report - Attestation Certificate of the DOT (if applicable) - ISO 9001 :2015 Maintenance of the Certificate of DOT - CAR Response and action plans acceptable to the Certification Body (if applicable).

5.1 If the man-days will exceed, no additional cost shall be charged to the DOT, as long as the activities are within the scope and deliverables set forth between the DOT and winning bidder.

5.2 Consultant shall submit Terminal Reports and other requirements requested by the end-user, if applicable prior to the processing of payment.

6 Contact Persons


MR. RONELL M. ALICANTE
 Planning Officer II / Project Officer
 Planning Service
dcc@tourism.gov.ph

Noted by: 

ALAIN C. QUESEA
 Planning Officer V
 Monitoring Division

Approved by:


DIR. MILAGROS Y. SAY
 Planning Service

PROCUREMENT OF CONSULTANCY SERVICES ON THE MAINTENANCE OF THE ISO 9001:2015 QUALITY MANAGEMENT SYSTEM (QMS) OF THE DEPARTMENT OF TOURISM FOR FY 2024

Technical Bid/Proposal Criteria and Rating (70% passing score)

CRITERIA		RATING
Quality of Personnel to be assigned to the project		45%
1	Lead Consultant	
1.1	Passed a certified Lead Auditor Course for ISO 9001 standard.	15%
	a. Have passed a valid Lead Auditor Course conducted by a Training Service Provider duly accredited by Training Provider & Examiner Certification Scheme (TPECS).	15
1.2	Trainings attended	15%
	a. Attended more than one (1) International Trainings of any ISO related Standard within the last five (5) years and attended more than three (3) additional trainings related to the International Standard and Legal Laws to maintain his/her competency as Lead Auditor for the last three (3) years.	15
	b. Attended at least one (1) International Training of any ISO related Standard within the last five (5) years and attended at least three (3) additional trainings related to the International Standard and Legal Laws to maintain his/her competency as Lead Auditor for the last three (3) years.	10
2	Team Members	
2.1	Attendance to International Training of any related ISO Standard	15%
	a. Attended more than one (1) International Trainings of any ISO related Standard within the last six (6) years and attended more than two (2) additional trainings related to the International Standard with in the last three (3) years to maintain their competency as consultants.	15
	b. Attended at least one (1) International Training of any ISO related Standard within the last six (6) years and attended at least two (2) additional trainings related to the International Standard with in the last three (3) years to maintain their competency as consultants.	10
2	Experience and Capability	40%
3.1	Company	
3.1.1	Establish Electronic Document Control System	15%
	a. Developed and established an Electronic Document Control System to more than one (1) government agency/ies or private entity/ies	15
	b. Developed and established an Electronic Document Control System to at least one (1) government agency or private entity	10
3.1.2	Professional Engagement	15%
	a. Provided assistance to more than 35 government agencies and private companies within the last three (3) years, for the establishment of QMS Certification/Re-Certification to ISO 9001:2015	15

	b.	Provided assistance at least 35 government agencies and private companies within the last three (3) years, for the establishment of QMS Certification/Re-Certification to ISO 9001:2015	10
3.2. Lead Consultant			
	3.2.1	Work experience as lead consultant and/or trainer engaged in consulting, training and have actual experience in establishing the Quality Management System for certification to ISO 9001 Standard.	10%
	a.	More than 25 years	10
	b.	25 years	5
3	Plan of Approach and Methodology (Cumulative)		15%
	4.1	Compliance with the deliverables required by the DOT in accordance with the ISO 9001:2015 Standard	15%
	a.	100% of deliverables required by DOT are manifested on the proposal of the consultancy firm	10
	b.	Proposed other strategies outside of the TOR than can further the goals of this project without additional cost to the proposed budget	5
TOTAL			100%



 RONELL M. ALICANTE
 Project Officer