

## TERMS OF REFERENCE

### Procurement of Services of a Certification Body for The Department Of Tourism's ISO 9001:2015 Certification For FY 2024 To 2026 (Multi Year Contracting Authority)

#### 1. BACKGROUND AND/OR RATIONALE

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 addition, the Government Quality Management Committee Memorandum Circular No. 2023-1 issued "Guidelines on the Validation of ISO 9001:2015 Quality Management System (QMS) Certification/ Recertification as a Requirement under the Support to Operations (STO) Target for the Grant of the Performance-Based Bonus (PBB). The circular prescribes government agencies to submit the ISO 9001:2015 QMS certification/recertification which covers at least one (1) critical frontline services or core process as mandated under its existing pertinent laws.

To manifest compliance, the DOT undertook the successful expansion of its ISO 9001:2015 Certification coverage with Zero Nonconformities in 2023. The said certification covers the Central Office and all Regional Offices. This certificate also 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's objective is continued compliance to ISO 9001:2015 Standard. Furthermore, the DOT will also focus on the continuous improvement of its services to satisfy or exceed client satisfaction.

In view thereof, there is a need to procure the services of a Certification Body (CB), who shall validate the DOT's compliance with the ISO Standard. The Certification Body shall conduct 1 Re-certification and 2 Surveillance Audits for three (3) years (2024-2026) for the DOT's ISO Re-certification.

#### 2. QUALIFICATIONS/REQUIREMENTS

The Certification body must comply with the following:

##### 2.1. Qualification of the Company/Consultancy Firm

2.1.1. The CB must have the at least 10 years of experience and must provide the following:

- Company profile highlighting a minimum of 20 related government certification projects for Quality Management System.

- Complete and clear scope of work and implementation methodology.
- Curriculum vitae of the proposed certification audit team with the audit experience relevant to this project and the auditors' lead team must have 10 years of experience both local and international as auditors to the different disciplines of ISO Standards. The CB must have at least three (3) full-time auditors.
- PhilGEPS registration certificate
- The certifying body should have traceability by being a member of the IAF (International Accreditation Forum) as a legitimate certification body with complete traceability as a coded certification body for government organizations. The certification body must have a good standing status and no history that the accreditation was withdrawn. Please attach proof of the code of the CB from the accreditation body.

2.1.2. Demonstrate full compliance to the ISO/IEC 17021 specifically on impartiality requirements by not providing consultancy services and training to its certified clients.

## **2.2. Audit Team Leader**

- 2.2.1. At least ten (10) years of work experience as Lead Auditor engaged in certifying ISO 9001 Projects and at least (1) other ISO Standard.
- 2.2.2. Must have attended at least one Lead Auditor Course within the last five (5) years.
- 2.2.3. Must assign sufficient number of auditors to conduct the audit activity based on the agreed schedule with DOT. The list of auditors and audit plan must be submitted to the DOT at least 14 days prior to the conduct of audit.

## **2.3. Audit Team**

- 2.3.1. At least five (5) years of work experience as auditors engaged in certifying ISO 9001 projects and at least one (1) other ISO Standard.
- 2.3.2. Must have attended at least one (1) international training related to ISO 19011:2018 and/or other audit capacity building programs within the last five (5) years.

### 3. OUTPUTS AND DELIVERABLES

<b>Activity</b>	<b>Output</b>	<b>Target Date</b>
Preparation of Certification of Audit Plan	Audit Plan with list of auditors per audit to be conducted	2 weeks before the conduct of the Audit Activity
Conduct of Re-certification Audit Conduct of Surveillance Audits	1 Re-certification Audit conducted 2 Surveillance Audits conducted	December 2024, 2025, and 2026: or July/August 2024, 2025, and 2026
Preparation and submission of audit reports	1 Audit Report per audit conducted	At least three (3) days after the conduct of the Surveillance Audit
Evaluation of correction/corrective and preventive actions	Acceptance Report of Correction/Corrective and Preventive Actions	To be determined
Issuance of Attestation Certificate	Certified True Copy of the Attestation Certificates	At least three (3) days after the DOT has complied with the audit requirements (if applicable)
Issuance of Original Copies of ISO 9001:2015 Certificate	ISO 9001:2015 Certificates	2024, 2025, and 2026

Note: Target Dates are subject to change based on the progress of QMS Activities and submission of the required documents.

### 4. OTHER REQUIREMENTS

- 4.1. The airfare, accommodation, and meal expenses of auditors shall be shouldered by the Department (maximum of 2 round trip airfare per year). In case of excess, the winning service provider must shoulder airfare, accommodation, and meal expenses for activities to be conducted physically. For audits in regional offices that require land transport, the Department shall shoulder 2 round-trip transfers, accommodation, and meal expenses. Any excess shall be shouldered by the winning service provider
- 4.2. In cases of remote audit or online meetings, video conferencing platforms must accommodate more than 100 participants. The subscription expenses must be shouldered by the CB.

4.3. The CB must have a physical office in the Philippines.

4.4. Winning CB shall accommodate requests of the Government Quality Management Committee (GQMC)-DBM Secretariat, i.e., Systems and Productivity Improvement Bureau (SPIB) and/or other oversight/validating agencies/units for information or documents relative to their ISO QMS certification/recertification

5. **PROJECT DURATION:** Until 31 December 2026

6. **PROJECT INVESTMENT/ APPROVED BUDGET FOR THE CONTRACT (ABC):**

6.1. The Certification Body shall be paid the amount of **Seven Hundred Seventy Thousand Pesos (Php 770, 000.00)** inclusive of all applicable government taxes in accordance with government procedure based on the following tranches:

6.1.1. 59% of the total contract cost after the conduct of the Surveillance conducted in 2024 and successful DOT's ISO 9001:2015 Re-Certification and expansion of its certification coverage and/or scope.

6.1.2. 20.5% of the total contract cost after the conduct of the Surveillance conducted in 2025 and successful DOT's ISO 9001:2015 Re-Certification and expansion of its certification coverage and/or scope.

6.1.3. 20.5% of the total contract cost after the conduct of the Surveillance Audit conducted in 2026 and successful DOT's ISO 9001:2015 Re-Certification in the Central Office and all Regional Offices and/or expansion of its scope of certification.

6.2. Audit Reports, Original Copies of ISO 9001:2015 Certificates, and other documentary requirements shall be submitted to the DOT to facilitate payment.

6.3. 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 the CB.

6.4. ISO 9001:2015 Certificates should be provided to all Regional Offices and Central Office (in case of additional scope of certification or change of address) at no additional cost to DOT.

7. **CONTACT PERSONS**

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**NOTED BY:**

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