



## Bid Notice Abstract

### Request for Proposal (RFP)

**Reference Number** 8073433  
**Procuring Entity** DEPARTMENT OF TOURISM  
**Title** Procurement of Consulting Services of a Certification Body for the Department of Tourism's ISO 9001:2015 Certification under Multi Year Contracting Authority for FY 2021 to 2023 (3rd posting)

#### Area of Delivery

<b>Solicitation Number:</b>	RFP No. 2021 - 10 - 0126	<b>Status</b>	<b>Pending</b>
<b>Trade Agreement:</b>	Implementing Rules and Regulations	<b>Associated Components</b>	5
<b>Procurement Mode:</b>	Negotiated Procurement - Small Value Procurement (Sec. 53.9)	<b>Bid Supplements</b>	0
<b>Classification:</b>	Consulting Services	<b>Document Request List</b>	0
<b>Category:</b>	Consulting Services	<b>Date Published</b>	12/10/2021
<b>Approved Budget for the Contract:</b>	PHP 747,000.00	<b>Last Updated / Time</b>	11/10/2021 16:30 PM
<b>Delivery Period:</b>		<b>Closing Date / Time</b>	15/10/2021 10:00 AM
<b>Client Agency:</b>			
<b>Contact Person:</b>	John Paulo Samonte Francisco Administrative Assistant III 351 Sen. Gil Puyat Avenue Makati City Metro Manila Philippines 1200 63-02-4595200 Ext.425 63-02-4595200 jsfrancisco@tourism.gov.ph		

#### Description

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TERMS OF REFERENCE  
PROCUREMENT OF THE MULTI YEAR CONTRACTING AUTHORITY FOR THE SERVICES OF A CERTIFICATION BODY FOR THE DEPARTMENT OF TOURISM'S ISO 9001:2015 CERTIFICATION FOR FY 2021 TO 2023  
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. 2020-1 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 Fiscal Year (FY) 2020 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 2020. The said certification covers the Central Office and ten (10) Regional Offices namely, Regions I, II, IV-B, VI, VII, VII, IX, XI, XII, and NCR. 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 2021, the DOT's objective is continued compliance to ISO 9001:2015 Standard, expansion of coverage to three (3) additional regional offices/and or additional scope per year. 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 to the ISO Standard. The Certification Body shall conduct annual Surveillance Audits for three (3) years for the DOT's ISO Certification/Re-certification.

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## 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 5 years of experience and must provide the following:

Company profile highlighting a minimum of 10 related government certification projects for Quality Management Systems including LGU's, Government Agencies, and at least 10 transitions or certification to the 2015 version of the ISO 9001 Standard within the last (five) 5 years.

Complete and clear scope of work and implementation methodology.

Curriculum vitae of the proposed full time certification audit team with audit experience relevant to this project.

2.1.2. Must be duly accredited by the Department of Trade and Industry – Philippine Accreditation Bureau (DTI-PAB) with PNS ISO/IEC 17021-1:2015 to provide QMS Certification to ISO 9001:2015 for Public Administration. (Attach proof of full permissible accreditation scope)

2.1.3. The CB must be compliant to ISO 17021. This shall be demonstrated by maintaining its impartiality in conducting certification to ISO 9001:2015, particularly by not providing management system consultancy services, by not conducting in-house non-accredited training courses, and by not conducting internal audits on clients for ISO 9001:2015 certification.

2.1.4. Adhere to the agreed scope of work and submit stated deliverables per agreed schedule with the highest standards of professional and ethical competence, and integrity.

2.1.5. Closely and promptly with DOT or their duly authorized representatives, all the matters relating to contract implementation which, among others, may include the following:

2.1.5.1. Change of audit methodology;

2.1.5.2. Replacement of any team member per submitted audit plan;

2.1.5.3. Changed on the dates of the audit schedule at least five (5) working days before the activity

2.1.5.4. Any delays that were prior agreed and approved by both parties

2.1.6. Treat with due care, diligence, and confidentiality all the reviewed and recorded information by their audit team in accordance with Republic Act (RA) No. 10173 or the Data Privacy Act of 2012

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2.1.7. CB shall have the capacity to deploy a team composed of at least five (5) qualified experts, i.e., one (1) lead auditor and four (4) members of the audit team, in accordance with the qualification and competencies of key personnel

### 2.2. Audit Team Leader

2.2.1. At least five (5) 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 three (3) 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 three (3) years.

## 3. OUTPUTS AND DELIVERABLES

Activity Output Target Date  
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  
Surveillance Audits  
2 Surveillance Audits  
conducted  
Based on the validity of the  
certificate  
Preparation and  
submission of audit  
reports  
1 Audit Report per  
audit conducted  
At least five (5) days after  
the conduct of the  
Recertification/Surveillance  
Audit  
Evaluation of  
correction/corrective  
and preventive  
actions  
Acceptance Report of  
Correction/Corrective  
Actions  
To be determined

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Activity Output Target Date  
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  
Based on the processing  
rule of the certifying body  
shall be explicitly  
mentioned in the approved  
Service Agreement of the  
winning bidder.

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. Must shoulder airfare, accommodation, and meal expenses for activities to be conducted physically.
- 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.

#### 5. PROJECT DURATION: Until 31 December 2023

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

- 6.1. The Certification Body shall be paid the amount of Seven Hundred Forty-Seven Thousand Pesos (Php 747, 000.00) inclusive of all applicable government taxes in accordance with government procedure based on the following tranches:
  - 6.1.1. 30% of the total contract cost after the conduct of the Surveillance conducted in 2021 and successful DOT's ISO 9001:2015 Re-Certification and expansion of its certification coverage and/or scope to include three (3) Regional Offices.
  - 6.1.2. 30% of the total contract cost after the conduct of the Surveillance conducted in 2022 and successful DOT's ISO 9001:2015 Re-Certification

and expansion of its certification coverage and/or scope to include three (3) Regional Offices.

6.1.3. 40% of the total contract cost after the conduct of the Surveillance Audit conducted in 2023 and successful DOT's ISO 9001:2015 Re-Certification in Page 5 of 5

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 included on the scope of certification & in case of additional services of DOT at no additional cost to DOT.

#### 7. CONTACT PERSONS

Alyssa Coline C. Malabanan / Leslie Marie S. Zaldua

Department of Tourism

Planning Service

dcc@tourism.gov.ph

Noted by:

Milagros Y. Say

Director, Planning Service

#### Line Items

Item No.	Product/Service Name	Description	Quantity	UOM	Budget (PHP)
1	Consulting Services	Procurement of Consulting Services of a Certification Body for the Department of Tourism's ISO 9001:2015 Certification under Multi Year Contracting Authority for FY 2021 to 2023	1	Lot	747,000.00

#### Other Information

##### Eligibility Requirements

1. Registration Certificate from Security and Exchange Commission (SEC), Department of Trade and Industry (DTI) for sole proprietorship, or CDA for cooperatives.

2. Mayor's/Business Permit issued by the city or municipality where the principal place of business of the prospective bidder is located, or the equivalent document for Exclusive Economic Zone Area,

In cases of recently expired Mayor's/Business permits, it shall be accepted together with the official receipt as proof that the bidder has applied for renewal within period prescribed by the local government unit.

For individual consultants not registered under a sole proprietorship, a BIR Certificate of Registration shall be submitted, in lieu of DTI registration and Mayor's/Business permit.

3. PhilGEPS Registration Number

4. Latest Income/Business Tax Return (For ABC above PHP500, 000.00)

5. Professional License/Curriculum Vitae

6. List of key personnel to be assigned to the contract to be bid, with their complete qualification and experience data.

7. Statement of the prospective bidder of all its ongoing and completed government and private contracts, including contracts awarded but not yet started, if any, whether similar or not similar in nature and complexity to the contract to be bid, within the relevant period as provided in the Terms of Reference. (See attached Annexes TD 1 & 2)

8. Original or Certified True Copy of Duly Notarized Omnibus Sworn Statement

Note: Kindly submit your proposals together with your eligibility requirements thru email and sent it to jsfrancisco@tourism.gov.ph on or before 15 October 2021 at 10:00 am. Late and unsigned proposals shall not be accepted.

**Created by** John Paulo Samonte Francisco

**Date Created** 11/10/2021

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