

## TERMS OF REFERENCE

### DOCUMENTATION, TRAINING, AND CONSULTANCY SERVICES ON THE MAINTENANCE ON THE ISO 9001:2015 QUALITY MANAGEMENT SYSTEM (QMS) OF THE DEPARTMENT OF TOURISM FOR FY 2020

#### 1. BACKGROUND

In compliance with Executive Order No. 605 institutionalizing the structure, mechanism and standards to implement the Government Quality Management Program (GQMP), all government agencies are directed to adopt a Quality Management System (QMS) certifiable to ISO 9001 in the delivery of its priority government services. For Calendar Year 2019, the Department of Tourism (DOT) undertook the expansion of coverage and scope to its ISO Certification. The said certification covers the Central Office and seven (7) Regional Offices namely, Regions I, IV-B, VI, VII, IX, XI, and NCR with the scope Accreditation of Tourism Enterprises as well as Tourism Industry Training and Development. For CY 2020, the DOT's objective is continued compliance to ISO 9001:2015 Standard, expansion of coverage to a minimum of Three (3) additional regional offices and/or coverage/scope covering other processes. 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 engage the services of a Consultancy Firm who will provide expert knowledge throughout the project stages of the DOT QMS. The consultancy firm shall conduct a review of the DOT's processes, trainings, coaching sessions, capacity building, and other activities to ensure that the DOT will achieve its objective and benefit from an effective ISO 9001:2015 QMS in the most economic and timely manner.

#### 2. REQUIREMENTS

The DOT is in need of a Consultancy Firm to provide professional, technical and consultancy services in order to ensure the long term maintenance of the Quality Management System compliant to ISO 9001:2015. Furthermore, the consultant shall capacitate DOT Officials and employees through trainings, coaching, and other activities for the maintenance of QMS and Annual Surveillance Audit. The requirements are as follows:

- 2.1. Must have been engaged and have successfully led government agencies and private companies **within the last three (3) years**, for the establishment of their QMS and Certification to ISO 9001:2015. **Bidder/s to submit the appropriate supporting documents.**
- 2.2. The consulting firm must be an independent consultancy firm and does not have any affiliation to any certifying body to maintain its impartiality aspect of the certification process.
- 2.3. Assign a Lead Consultant who possess the following qualifications:

- 2.3.1.** Must have passed a Lead Auditor Course conducted by a Training Service Provider traceable to Training Provider & Examiner Certification Scheme (TPECS).
  - 2.3.2.** Must have work experience as lead consultant and/or trainer engaged in consulting, training and establishing a Quality Management System for certification to ISO 9001 Standard.
  - 2.3.3.** Must have assign at least four (4) consultants as team members with at least one (1) team member assigned as a full time consultant to ensure consistency on the delivery of the service contract.
- 2.4.** Assign Team Members that must possess the following qualifications:
- 2.4.1.** Must have at least five (5) years of work experience as consultant and/or trainer engaged in establishing a Quality Management System for certification to ISO 9001 Standard
  - 2.4.2.** Must have attended at least one (1) International Training of any related ISO Standard to ensure their capacity to establish system procedures based on the ISO Standard.
- 2.5.** Must provide training and/or consultancy services to a minimum of three (3) additional Regional Offices and/or additional coverage/scope covering other processes to be included in the next stages of the ISO Certification of the DOT.
  - 2.6.** Lead consultant shall ensure that the team members are consistent with the module, teaching method, and information transfer to the end user.
  - 2.7.** Must conduct QMS related trainings to DOT Officials and personnel such as those stated in Item 3.2 (Scope, Coverage, and Deliverables).
  - 2.8.** Must provide technical assistance and consultancy services for the continuous implementation of QMS for the existing ISO Certified Offices of the Department namely DOT Main Office, Regions 1, 4B,6, 7,9, 11 and NCR. The Consultancy firm shall also ensure the successful renewal of the DOT's ISO 9001:2015 Certification.
  - 2.9.** Ensure the successful ISO 9001:2015 Certification of the three (3) additional Regional Offices with the scope Public Administration covering the Accreditation and Enforcement of Rules and Regulations to Tourist Enterprises as well as Industry Training and Development Service.
  - 2.10.** Must provide technical assistance to DOT during its Third Party Surveillance Audits such as, but not limited to, how to answer audit questions and how to arrange offices to be acceptable to the auditors.
  - 2.11.** Lead consultant and/or Team Members shall strictly report to the DOT Main Office and/or Regional Office for a minimum of four (4) man-days per month including the man-days allotted for the Regional Offices for the duration of the project to provide necessary technical assistance in consultation & training with DOT Planning Service.

- 2.12. Must provide training kits/materials and certificates to participants who completed the trainings at no additional cost to the DOT.
- 2.13. The Consultancy Firm shall shoulder airfare, accommodation, and meal expenses for activities covered in their methodology and/or plan of action for the defined areas of training and consultancy job. Should there be activities requested by the end-user outside the scope of methodology, the DOT shall shoulder the expenses of the said activities.
- 2.14. **Must be duly ISO 9001:2015 certified organization at the time of opening of bids.**
- 2.15. The Bidder must submit the following documentary requirements:
  - 2.15.1. Company Profile
  - 2.15.2. Curriculum Vitae & proof of trainings of the Lead Consultant and Team Members who will handle the project
  - 2.15.3. List of relevant projects, both in public and private sector in the last three (3) years
  - 2.15.4. Consultancy Firm's ISO 9001:2015 Certificate

### 3. SCOPE, COVERAGE AND DELIVERABLES

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

#### 3.1. Consultancy Services

Description of Activities	Location	Tentative Implementation	Tentative Duration	Minimum No. of Consultants	Deliverables (when applicable)
1. Evaluate the current QMS documented information of DOT and identify the gaps	DOT Main Office and Regional Offices	5 days after the issuance of the Notice to Proceed and approval of the Contract	2 Man-Days	1	Gap Analysis Report
2. Assist in the revision, if required and preparation of new Quality Manual and Management System procedures in compliance with the requirements of ISO 9001:2015 Standard, operational requirements, work instructions, flowchart and forms	DOT Main Office and Regional Offices	5 days after the submission of Gap Report	4 Man-Days per consultant	3	Revised Manuals, Forms, Procedures, Work Instructions
3. Provision of necessary documentation coaching sessions and other ISO 9001:2015 requirements	DOT Main Office and Regional Offices	5 days after the submission of Gap Report	4 Man-Days per consultant	4	Terminal Report with Recommendations
4. Assist the Internal Audit Team in developing Annual Audit Plan, conduct of actual IQA (issuance of NC if any), assessment of corrective actions to address the nonconformities, and preparation of IQA Report.	DOT Main Office and Regional Offices	5 days after the submission/ preparation of Revised Quality Manual and Management System procedures, if needed	4 Man-Days per consultant	3	Audit Plan, IQA Reports, NCs Minutes of Meeting
5. Assist in the conduct of Management Review and preparation of Management Review Report.	DOT Main Office and Regional Offices	Based on the schedule of the Management Review Meeting	2 Man-Days	1	Management Review Report

Description of Activities	Location	Tentative Implementation	Tentative Duration	Minimum No. of Consultants	Deliverables (when applicable)
6. Conduct Systems Audit prior to 2 <sup>nd</sup> surveillance audit and identify areas for improvement.	DOT Main Office and Regional Offices	1 month prior to 2 <sup>nd</sup> Surveillance Audit	3 Man-Days per consultant	4	Systems Audit Report
7. Enrolment of additional and revision of documented information, if needed based on the Systems Audit	DOT Main	Based on the submission of the documented information	4 Man-Days	2	Revised procedures/forms
8. Assist the DOT in the entire duration of Third Party Surveillance Audit activities such as, but not limited to, review Third Party Audit results and assist in correcting non-conformities	DOT Main and Regional Offices	November 2020	4 Man-Days	2	Regional Offices' Root Cause Analysis Report
9. Renewal of ISO Certification of DOT		December 2020	1 Man-Day	1	Attestation Certificate
10. ISO 9001:2015 Certification of at least 3 (three) additional regional offices and/or coverage/scope		December 2020	1 Man-Day	1	Attestation Certificate

### 3.2. TRAINING PROGRAMS

- 3.2.1. ISO 9001:2015 Awareness Training for New Employees
- 3.2.2. ISO 9001:2015 Awareness & Documentation
- 3.2.3. Risk Management and Root Cause Analysis Training
- 3.2.4. Retooling for Internal Quality Auditors
- 3.2.5. Training for New Internal Quality Auditors
- 3.2.6. Root Cause Analysis Training for Internal Quality Auditors

Note:

- Number of training participants and timelines shall be determined by the DOT.
- The Consultant may propose other relevant trainings depending on their assessment to the QMS implementation of the DOT.

TITLE OF TRAININGS	Estimated Number of Batches	Estimated number of Participants per Batch	Proposed Minimum Duration	Venue
ISO 9001:2015 Awareness Training for New Employees	2	50	1 day each batch	NCR
ISO 9001:2015 Awareness & Documentation	3	50	2 days each batch	Regions 2, 8, and 12
Risk Management and Root Cause Analysis Training	3	50	2 days each batch	Regions 2, 8, and 12
Retooling for Internal Quality Auditors	1	30	2 days	Region 6
Training for New Internal Quality Auditors	1	40	2 days	Region 5
Risk Management and Root Cause Analysis Training for Internal Quality Auditors	1	50	3 days	NCR

### 3.3. OTHER DELIVERABLES

- 3.3.1. Bidder must submit proposed activities and timeline.
- 3.3.2. Selected Consultant shall render deliverables (QMS Work Plan) within the agreed timeline.
- 3.3.3. The Consultant shall review the existing work/documents prepared by the DOT such as Quality Manual, Quality Procedures, Context of the Company, Risk Assessment Registry, Opportunities Action Plan, Quality Objectives Monitoring, and other reportorial requirements and submit the reviewed documents based on the agreed timeline.

- 3.3.4. Assist the Document Control Custodian (DCC) and DCC Assistants on the process of QMS documentation's control.
- 3.3.5. Ensure the conduct of relevant training programs in accordance with the ISO 9001:2015 Standard.
- 3.3.6. Ensure implementation of relevant activities and provide policy support for the implementation of required documented information of the Quality Management System and adopted by the DOT.
- 3.3.7. Must provide technical support to DOT during its Third Party Surveillance Audits and ensure the successful continued maintenance of DOT's ISO Certification.
- 3.3.8. Must ensure the successful ISO Certification of a minimum of (three) 3 additional regional offices and/or coverage/scope to be included in the next stages of the ISO Certification of the DOT.

**4. PROJECT DURATION: UNTIL 31 DECEMBER 2020**

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

The Consultant shall be paid the amount of **One Million Six Hundred Eighty Pesos (Php 1,680,000.00) inclusive of all applicable government taxes** in accordance with government procedure and based on the following tranches:

- 5.1. 30% of the total contract cost after the completion of the Gap Analysis, conduct of ISO 9001:2015 Awareness and Documentation Training, Risk Management and Introductory Root Cause Analysis Training, and Retooling for 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;
- 5.2. 20% of the total contract cost after the conduct of the Training for New Internal Quality Auditors, Advanced Root Cause Analysis Training for Internal Quality Auditors and 100% completion of the 1<sup>st</sup> Internal Quality Audit Report and 1<sup>st</sup> Management Review Report for FY 2020.
- 5.3. 30% of the total contract cost after the conduct of the Systems Audit and 2<sup>nd</sup> Internal Quality Audit, verification and closure of the nonconformities, completion of the revised QMS aligned documents based on the audits conducted, if necessary.
- 5.4. 20% of the total contract cost after the completion of the ISO 9001:2015 requirements for the Surveillance Audits such as, but not limited to the Management Review Report and successful renewal of the ISO Certification of the DOT and certification of three (3) additional Regional Offices.

- 5.5. 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.
- 5.6. Consultant shall submit Terminal Reports and other requirements requested by the end-user, if applicable prior to the processing of payment.
- 5.7. Training Certificates shall be issued five (5) working days after the conduct of the training.

**6. CONTACT PERSON/S:**

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