



## SUPPLEMENTAL / BID BULLETIN NO. 1

This Supplemental/Bid Bulletin is issued to all prospective bidders to clarify, modify and/or amend items in the Bidding Documents as discussed and agreed during the Pre-bid Conference held on March 28, 2019 for the **Documentation, Training and Consultancy Services for the Maintenance of the ISO 9001:2015 Quality Management System (QMS) of the Department of Tourism (DOT-BAC-REI No. 2019-003)**. This shall form an integral part of the Bidding Documents.

### *Amendments in the Terms of Reference*

#### 1. On Item II. Requirements

5. Must provide training and consultancy services for a minimum of **three (3)** additional Regional Offices and/or additional scope covering other processes to be included in the next stages of the ISO Certification of the DOT.
7. Lead Consultant and/or Team members shall report to the DOT Main Office **and/or Regional Office** for a minimum of four (4) man-days per month for the duration of the project to provide necessary technical assistance **in consultation with DOT Planning Service.**

#### 2. On Item III. Scope, Coverage and Deliverables

##### B. PROVISION OF THE FOLLOWING TRAINING/WORKSHOP

TITLE OF TRAINING	Estimated Number of Batches	Estimated number of Participants per Batch	Proposed Minimum Duration
QMS Awareness Training	10	50	1 day each batch
QMS Auditor Retooling Training	1	30	2 days
QMS New Auditors Training	1	50	2 days
QMS Documentation Training	2	50	2 days each batch
QMS Risk Management Training	2	50	2 days each batch
QMS Document Control System Training	1	50	2 days
QMS Train the Trainers (Procedural Training at 3 days, QMS Awareness at 1 day Training, and 7s Training at 1 day)	1	50	5 days
7S Training	3	50	1 day each batch

### C. OTHER DELIVERABLES

- Bidder must submit proposed activities and timeline.
- Selected company shall render deliverables (QMS) Work Plan) within the agreed timeline.
- 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 etc.
- The Consultant shall lead his/her counterpart DOT support team and take part in the editing and revision of content, format and presentation of Quality Manual, Quality Procedures and other reportorial requirements compliant with the ISO 9001:2015 Standard.
- Assist the Document Control Custodian (DCC) and DCC Assistant on the process of QMS documentation.
- Ensure the conduct of relevant training programs, and coaching/mentoring sessions in accordance with the ISO 9001:2015 Standard.
- **Capacitate the Quality Management System Core Team, Internal Auditors and Planning Service in the conduct of Train the Trainers to include Awareness Training, 7S Training, and Procedural Training (QMS Documentation, Context of the Organization, SWOT Analysis, Risk Assessment Registry, Opportunities Action Plan, and Quality Objectives Monitoring).**
- Ensure implementation of relevant activities and provide policy support for the Implementation of quality systems and procedures adopted by the DOT.
- **Must provide technical assistance to DOT during its Third Party Surveillance Audits such as how to answer audit questions and how to arrange offices to be acceptable to the auditors.**
- **Ensure the successful renewal of DOT's ISO 9001:2015 Certification in the Office of the Tourism Standards and Regulations and Regions 4B, 7, 11 and NCR with the scope Public Administration covering the Accreditation and Enforcement of Rules and Regulations to Tourist enterprises.**
- **Ensure the successful ISO 9001:2015 Certification of DOT regions 1, 6, and 9 with the scope Public Administration covering the Accreditation and Enforcement of Rules and Regulations to Tourist Enterprises.**
- **Ensure the successful expansion of the existing scope of DOT's ISO Certification to include the Tourism Industry Manpower Development Service in Regions 1, 4B, 6, 7, 9, 11 and NCR as well ensure its successful ISO 9001:2015 Certification.**
- **Must assign a minimum of four (4) team members including the Lead Consultant but excluding the support staff.**
- **Must provide training kits/materials and certificates to participants who completed the trainings at no additional cost to the DOT.**
- **The consultant shall shoulder airfare, accommodation, and meal expenses for activities covered in their methodology and/or plan of action. Should there be activities requested by the end-user outside the scope of methodology, the DOT shall shoulder the expenses of the above-mentioned activities.**
- **The winning bidder must submit the training modules to the DOT prior to the conduct of training.**

### ***Clarification on the Bidding Documents***

#### **1. On Section VII. Bidding Forms**

☐ FPF 5. – Reimbursable Per Activity

- indicate "NOT APPLICABLE"

Please find attached revised Terms of Reference (TOR) for the guidance and information of all concerned.

  
/ **ASEC. ROBERTO P. ALABADO III**  
DOT-BAC Chairperson

05 April 2019