



Republic of the Philippines
Department of Education
DIVISION OF SOUTH COTABATO

TERMS OF REFERENCE

I. PROJECT TITLE

ENGAGEMENT OF SERVICES OF A CERTIFYING BODY TO PROVIDE CERTIFICATION AUDIT FOR THE ISSUANCE OF ISO 9001:2015 CERTIFICATE AND SURVEILLANCE AUDITS FOR THE QUALITY MANAGEMENT SYSTEM (QMS) OF DEPED SCHOOLS DIVISION OFFICE OF SOUTH COTABATO

II. BACKGROUND

In line with the need for government agencies to improve quality in their operations and service delivery, Executive Order No. 605: *Institutionalizing the Structure, Mechanisms and Standards to Implement the Government Quality Management Program (GQMP)*, was issued on February 23, 2007 to all departments and agencies of the executive branch, including all Government-Owned and/or Controlled Corporations (GOCCs) and Government Financial Institutions (GFIs) to enhance public sector efficiency and customer satisfaction.

The Philippine Development Plan (PDP) 2017-2012 strengthens compliance to E.O. No. 605 to enhance and sustain government performance in the delivery of quality services by upgrading the Government Quality Management Systems (QMS) to be more client- and citizen-oriented and driving agencies towards performance excellence to boost citizen trust in government. Thus, GQMP is considered a tool and among the priorities to ensure people-centered, clean and efficient governance.

DepEd Schools Division Office of South Cotabato, on its journey towards establishment of Quality Management System (QMS) Certifiable to ISO 9001:2015 aims to render excellent service and continuously improve performance and shall pursue certification of its established QMS in all its educational services and all offices in the Schools Division Office using ISO 9001:2015 Standard.

III. OBJECTIVES

The overall objective of the engagement is to provide independent confirmation that DepEd Schools Division Office meets ISO 9001:2015 requirements, and if found compliant, issue corresponding Certification and conduct of required surveillance audits.

Meeting the following specific objectives is expected to contribute to the

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attainment of the primary objective:

1. to conduct initial audits (Stage 1 and 2) of DepEd Schools Division Office of South Cotabato based on ISO 9001:2015 Standard; and
2. to conduct surveillance audits within a three-year period after DepEd Schools Division Office of South Cotabato ISO 9001:2015 QMS gains certification.

IV. SCOPE OF WORK/SERVICES

The Certification and Surveillance Audits shall cover the DepEd Schools Division Office of South Cotabato QMS, which covers management of schools' division office operations for basic education delivered by all offices. The said Third Party Certification Audit shall involve the following activities:

1. Conduct ISO 9001:2015 Certification Audits of DepEd Schools Division Office of South Cotabato, as following:
 - a. Stage 1 Audit – ISO 9001:2015 QMS adequacy and readiness review; and
 - b. Stage 2 Audit – ISO 9001:2015 QMS implementation audit.
2. Issue ISO 9001:2015 Certificate to DepEd Schools Division Office of South Cotabato QMS upon satisfactory compliance to the Standard and Certification requirements;
3. Conduct at least one surveillance audit every year for two consecutive years after issuance of Certificate to maintain DepEd Schools Division Office of South Cotabato QMS Certification.

V. CLIENT'S RESPONSIBILITY

On behalf of DepEd Schools Division Office of South Cotabato, the Quality Management Representative (QMR) or his duly designated representative, shall evaluate the quality of work delivered by the Certifying Body based on this TOR to ensure the quality and relevance of work being conducted.

The following comprise the general expectation from DepEd Schools Division Office of South Cotabato as client:

1. The QMR and the ISO Quality Management Team shall be responsible for providing technical assistance for the project. They shall closely coordinate with the representatives of the Certifying Body in the conduct of the audit and other related certification activities, including monitoring of the progress of the various tasks;
2. The QMR and the ISO Quality Management Team shall cooperate in the conduct of audit activities, ensuring that the process owners and concerned officials and staff are available on the scheduled dates of audits. And
3. Provision of meals, hotel accommodation, work space, and transport services as may be needed in the course of the project.

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VI. CONSULTANT'S RESPONSIBILITY

The Certifying Body shall provide information that indicates experience, educational/ training qualifications and capacity to undertake the work outlined herein, within the specified timelines. As part of this, the certifying body is expected to provide an indication of public QMS-related engagements, as well as QMS certification audit engagements that are currently committed, ongoing or completed. This will be considered in the assessment of the Certifying Body's QMS-related qualification.

The Certifying Body undertakes to perform the Audit with the highest standards of professional and ethical competence and integrity.

The following are the general expectations from the Certifying Body:

1. Commitment to treat with utmost confidentiality, all information and materials gathered and used relating to this engagement or the Client's business or operations;
2. Preparation of the Certification or Surveillance Audit Plan, as the case may be, with schedule of activities for the entire duration of the engagement. The representatives from the Certifying Body shall coordinate with the QMR regarding any changes on the dates of audit schedules or any delay in the activities related to ISO certification;
3. Adherence to certification or surveillance audit schedule/appointment and any changes or adjustments of schedules as may be agreed upon. For any request for change or cancellation of schedule, however, at least a one (1) week notice shall be given and the said change/adjustment shall be made based on mutual agreement by both parties;
4. Provision of information on any conflicts of interest and proposed approach to the resolution thereof;
5. The duly authorized representative of the Certifying Body shall submit an audit report after conducting the certification audit and surveillance audits, as the case may be, on mutually agreed schedules; and
6. Conduct of at least two (2) surveillance audits within the period of certification of DepEd Schools Division Office of South Cotabato QMS to ISO 9001:2015 Standard, but not more than a year for the first and more than two (2) years after for the second audit, respectively.

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VII. CONSULTANT'S QUALIFICATION REQUIREMENTS

A. Qualification and Competencies

1. The Certifying Body 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 L75: Public Administration. Furthermore, the Certifying Body shall have a locally SEC-registered office accredited to both the DTI-PAB and an international accreditation body;
2. The Certifying Body must have the following
 - a. Minimum of five (5) years of experience in conducting ISO QMS audits/certification; and
 - b. Minimum of ISO QMS government certification projects conducted, specifically for at least a minimum of five (5) DepEd Regional Offices and at least a minimum of three (3) Schools Division Offices of DepEd.
3. The certifying body must field auditor/s with the following qualifications:
 - a. Degree relevant to the job
 - b. At least three (3) similar projects (ISO certification of for DepEd); and at least five (5) relevant projects (ISO QMS certification for other government institutions).

B. Documentary Requirements

Interested firms are required to submit one (1) original and four (4) copies of the following in three (3) separate sealed envelopes:

1. Eligibility Requirements:
 - a. DTI-PAB certification/accreditation;
 - b. SEC registration;
 - c. 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 Zones or Areas. 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 the period prescribed by the concerned local government unit: Provided, That the renewed permit shall be submitted as a post qualification requirement in accordance with Section 34.2 of the IRR of RA 9184;
 - d. PhilGEPS registration certificate/number;
 - e. Statement of the certifying body specifying its nationality and confirming that those who will actually perform the service are registered professionals authorized by the appropriate regulatory

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body to practice these professions and allied professions;

- f. Income/Business Tax Returns; and
- g. Omnibus Sworn Statement (use Form A).

2. Technical Proposal:

- a. List of ongoing and completed certification projects;
- b. Curriculum vitae of the proposed certification audit team with audit experience relevant to this project; and
- c. Certificate of satisfactory service from at least one (1) of its previous DepEd clients on delivering quality output on time.
- d. Complete and clear scope of work and implementation methodology, including team composition and tasks, time schedule, and activity work schedule.

3. Financial Proposal

The envelopes shall be properly marked as “Eligibility Requirements-Original”, “Technical Proposal-Original” and “Financial Proposal-Original” and shall bear the name of the procurement and the Certifying Body. All envelopes marked original shall be enclosed in a single envelope marked “Original Submission” and shall bear the name of the procurement and the Certifying Body. The same shall be done for Copies 1-4.

C. Evaluation and Selection Criteria

1. Evaluation Procedure

Pursuant to RA No. 9184 and its Revised IRR, the proposals shall be evaluated using Quality-Cost Based Evaluation (QCBE), at 80% (Technical Proposal) and 20% (Financial Proposal) allocation ratio;

2. Selection Criteria

The certifying body must attain a hurdle rate of 70% based on the following set of selection criteria for Technical Proposal with their corresponding weight assignment:

Criteria for Technical Evaluation	Weight	Total Weight
A. Applicable Experience and Track Record of the Certifying Body <ul style="list-style-type: none">1. Years of experience in conducting ISO QMS audits/certification<ul style="list-style-type: none">Less than 5 years – 05 years – 5 pts6 years – 7 pts7 years – 9 pts	15%	

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	8 years – 11 pts 9 years – 13 pts 10 years and up – 15pts 2. ISO QMS in DepEd certification projects 5 DepEd RO – 5 pts; 3 DepEd SDO – 5 pts 6 DepEd RO – 6 pts; 4 DepEd SDO – 6 pts 7 DepEd Ro – 7.5pts; 5 DepEd SDO- 7.5 pts 3. ISO QMS in other government institution certification project 5 Govt Inst. – 5 pts 6 Govt Inst – 7 pts 7 and up Govt Inst – 10 pts	15% 10%	40%
	B. Qualification of Auditors 1. Experience in auditing for ISO QMS Certification in DepEd 3 DepEd Offices – 10 pts 4 DepEd Offices – 12 pts 5 DepEd Offices – 15 pts 6 DepEd Offices – 17 pts 7 and up DepEd Offices – 20pts 2. Experience in auditing for ISO QMS Certification in other government institutions. 3 Govt Inst. – 10 pts 4 Govt Inst. – 12 pts 5 Govt Inst. – 15 pts 6 Govt Inst. – 17 pts 7 and up Govt Inst. – 20pts	20% 20%	40%
	C. Plan of Approach and Methodology 1. Completeness of the Proposal All components of the proposal are complete. – 10 pts At least 1-2 components are not readily available in the proposal –	10%	

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	7 pts At least 3-4 components are not readily available in the proposal – 5 pts 5 or more components are not available in the proposal – 3 pts 2. Clarity of Methodologies and Approaches. All components are clear and easily understood – 10pts Some of the components needs to be clarified from the bidder – 7 pts Majority of the components are unclear and needs verification from the bidder – 5 pts	10%	20%
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VIII. CONTRACT DURATION AND APPROVED BUDGET FOR THE CONTRACT (ABC)

The services of the Certifying Body will be engaged for three (3) years. The project is expected to commence upon receipt of the Notice to Proceed and will end in 2022.

The approved budget for the contract (ABC) is TWO HUNDRED FIFTY THOUSAND PESOS Only (250,000) and shall deemed to include all taxes and other charges imposed under applicable laws.

IX. DELIVERABLES AND TERMS OF PAYMENT

- The following services and outputs will be expected from the Certifying Body to submitted/delivered to DepEd Schools Division Office of South Cotabato with the specified timelines.

Activity	Output	Timeline
a. Preparation of certification audit plan	Stage 1 Audit Plan Stage 2 Audit Plan	Within 5 days upon CB's receipt of Notice to Proceed (NTP)
b. Conduct of certification audits	Stage 1 audit conducted Stage 2 audit conducted	Stage 1 Audit – December 4-, 2019 Stage 2 Audit –

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			December 18-19, 2019
c. Preparation of audit results	Stage 1 audit reports Stage 2 audit reports		Within 1 day from last day of audit schedule
d. Evaluation of correction/ corrective and preventive action	Acceptance Report of Correction/Corrective Action		Within 1 week from receipt of correction/correction action.
e. Issuance of ISO 9001:2015 Certificate.	ISO 9001:2015 Certificate		Within 1 month from satisfactory results of assessment audit
f. Conduct of two (2) surveillance audits and confirmation of ISO 9001:2015 certificate within Year 1 and Year 2	Annual surveillance audits, plans, procedures, schedules and reports: 1 st Surveillance Audit 2 nd Surveillance Audit		Within Year 1 after the Certification Within Year 2 after the Certification

2. Payment shall be made through invoiced in accordance with the amounts and description contained within the certification contract.

Conforme:

 Bidder's Company Name

 Name & Signature of Authorized Representative

 Designation

 Date

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Date: November 14, 2019

RFQ No.: DSC-19-11-208

Procurement Method: NP-Small Value Procurement

Request for Proposal (RFP)

Name of Consultant: _____

Address: _____

PhilGEPS Registration No.: _____

The Department of Education-South Catabato Division, through its Bids and Awards Committee (BAC) invites reputable certifying bodies to submit their proposal for the Engagement of Services of Certifying Body to provide certification audit for the issuance of ISO 9001:2015 certificate and surveillance audits for the quality management system (QMS) of DepEd Schools Division Office of South Cotabato which the entity will procure through Small Value Procurement in accordance with the Sec. 53.9 of the Implementing Rules and regulations of

Name of Project	:	ENGAGEMENT OF SERVICES OF A CERTIFYING BODY TO PROVIDE CERTIFICATION AUDIT FOR THE ISSUANCE OF ISO 9001:2015 CERTIFICATE AND SURVEILLANCE AUDITS FOR THE QUALITY MANAGEMENT SYSTEM (QMS) OF DEPED SCHOOLS DIVISION OFFICE OF SOUTH COTABATO
Brief Description	:	The Certifying Body shall provide independent confirmation that DepEd Schools Division Office meets ISO 9001:2015 requirements, and if found compliant, issue corresponding Certification and conduct of required surveillance audits. The Certification and Surveillance Audits shall cover the DepEd Schools Division Office of South Cotabato QMS, which covers management of schools' division office operations for basic education delivered by all offices.
Delivery Site	:	DepEd-Division of South Cotabato, Alunan Ave., Koronadal City
Approved Budget for the Contract (ABC)	:	Php 250,000.00
Fund Source	:	Division MOOE

Prospective bidders shall accomplish and submit duly signed Annex A (Terms of Reference) & Price Quotation Form (PQF) not later than 8:00am of **November 18, 2019**, at the DepEd-Division of South Cotabato BAC Office, Alunan Avenue, Koronadal City. Submit your sealed proposal (indicate the project name) duly signed by your authorized representative. For any clarifications, you may contact the BAC Secretariat Office at telephone no. 083 228 3742 or email address at bacsec_depedsocot@yahoo.com. Use of forms other than the attached DepEd-South Cotabato prescribed format is not acceptable.

Any alterations, erasures, or overwriting shall be valid only if they are signed or initialed by the bidder or his/her duly authorized representative. The penalty for late deliveries is one-tenth (1/10) of one (1) percent of the cost of the unperformed portion for everyday of delay. The maximum deduction shall be ten (10) percent of the contract price. Once the cumulative amount of liquidated damage reaches ten (10) percent of the contract price, the procurig entity shall rescind the contract wihtout prejudice to other courses of action and remedies open to it.

The DepEd-Division of South Cotabato reserves the right to accept or reject any or all bids, waive any defect or informality therein, accept the bid and award the contract to the most advatageous offer, for and in behalf of the project.

LALAINÉ SJ. MANUNTAG, Ph.D.

BAC Chairperson (AMP) *[Signature]*

PRICE QUOTATION FORM

**The Bids and Awards Committee
DepEd-Division of South Cotabato
Koronadal City**

Sir/Madam:

After having carefully read and accepted the terms and conditions in the Request for Proposal, hereunder are our financial proposal for the items identified below:

ARTICLE AND DESCRIPTIONS	QUANTITY	UNIT PRICE	TOTAL PRICE
ENGAGEMENT OF SERVICES OF A CERTIFYING BODY TO PROVIDE CERTIFICATION AUDIT FOR THE ISSUANCE OF ISO 9001:2015 CERTIFICATE AND SURVEILLANCE AUDITS FOR THE QUALITY MANAGEMENT SYSTEM (QMS) OF DEPED SCHOOLS DIVISION OFFICE OF SOUTH COTABATO	1		

AMOUNT IN WORDS: _____

We agree to abide by the quotation or a period of sixty (60) days after the dated deadline of submission specified in your RFP.

The above-quoted price is inclusive of all costs and applicable taxes.

Name: _____

Address: _____

Office Tel. no. & Mobile No.: _____

NAME OF AUTHORIZED REPRESENTATIVE: _____

Signature _____

Date: _____