

TERMS OF REFERENCE

I. PROJECT TITLE

Procurement of ISO 9001:2015 – Quality Management System (QMS) Certifying Body for the Fifteen (15) DepEd Regional Offices

II. BACKGROUND AND/OR RATIONALE

The Department of Education (DepEd) is mandated under the Republic Act No. 9155, also known as “An Act Instituting a Framework of Governance for basic Education, Establishing Authority and Accountability, Renaming the Department of Education, Culture and Sports as the Department of Education, and for Other Purposes”, to formulate, implement and coordinate policies, plans, programs and projects in the areas of formal and non-formal basic education; supervise all elementary and secondary education institutions, including alternative learning systems, both public and private; and provide for the establishment and maintenance of a complete, adequate and integrated system of basic education relevant to the goals of national development.

In line with the thrusts of the government to be responsive to the needs of its clients by improving productivity on its operations and delivery of quality services, and in support to the DepEd’s mission to protect and promote the right of every Filipino to quality, equitable, culture-based, and complete basic education, all DepEd Regional Offices (I, II, III, IV-B, V, VI, VII, VIII, IX, X, XI, XII, CARAGA, CAR, and NCR) have signified interest and commitment to harmonize their existing management system and processes with the National Quality Management System (NQMS) certifiable to ISO 9001:2015 standards. DepEd as one of the Government Quality Management Program (GQMP) Beneficiary Agencies will receive technical assistance from the Development Academy of the Philippines (DAP) to harmonize the processes and services and institutionalize NQMS across all regions. The series of capability-building and assessment activities to be conducted by DAP to DepEd Regional Offices allows the synchronization of DepEd Regional Offices' current management system to a certifiable QMS which is expected to improve overall services leading to customer satisfaction.

For 2023, the project aims to procure the services of a Certifying Body to conduct an audit and certify the conformance of the 15 Regional Offices to ISO 9001:2015 QMS in November 2023. The detailed address and number of employees per site is attached as Annex A.

III. GENERAL TERMS AND CONDITIONS

The certifying body must comply with the following:

1. Provide the procuring entity with the following information and/or supporting documents:
 - a. Company profile highlighting the scope of work, methodology, and implementation of:
 - a.1 At least one multisite project/s in the education sector or in other government or private organizations;
 - a.2 Single site government (NGAs, LGUs, GOCCs) project/s; and
 - a.3 Private organization certification projects
 - b. Auditor Profiles of the proposed certification audit team containing:
 - b.1 Curriculum Vitae highlighting their audit experience relevant to Basic Education and/or Public Administration
 - b.2 A valid Certificate of Achievement in a CQI-IRCA-certified Lead Auditor Training Course for ISO 9001:2015
 - b.3 Proof of IRCA membership (if any)
 - b.4 The certifying body must identify the Lead Auditor for the project
 - c. The certifying body must have a track record of at least **five years** of experience in the auditing and certification of management systems in the government sector.
 - d. The certifying body must have experience in auditing and certifying at least **10 organizations under Education and/or Public Administration** which consist of LGUs, NGAs, and GOCCs;
 - e. The certifying body must be accredited by the Department of Trade and Industry- Philippine Accreditation Bureau with *PNS ISO/IEC 17021-1:2015 – Conformity assessment – Requirements for bodies providing audit and certification of management systems – Part 1: Requirements; PNS ISO/IEC 17021-3:2018 Conformity Assessment – Requirements for bodies providing audit and certification of management systems – Part 3: Competence requirements for auditing and certification of quality management systems for scope IAF 36 (Public Administration) and IAF 37 (Education)*
 - f. The certifying body shall have a locally SEC-registered office accredited to both the Philippine Accreditation Bureau;
 - g. PhilGEPS platinum registration certificate.
2. The Bureau of Human Resource and Organizational Development shall take the lead and provide guidance and instructions to the certifying body on the Organizational Development expectations for the Department of Education.

IV. SCOPE OF SERVICES

Activity	Output	Man-days	Target Date
1. Initial Engagement with DepEd and the Certifying Body (CB)	Meeting conducted	1 calendar day	November 15, 2023
2. Submission of required documents to the CB for the preparation of their Audit Plan	Documents (Audit Program 2023, Audit Plan 2023, MR Minutes) submitted	1 calendar day	November 17, 2023
3. Preparation and Communication of the Stage 1 Audit Plan	Stage 1 Audit Plan prepared and communicated to the Auditees	2 calendar days	November 20-21, 2023
4. Conduct of Stage 1 Certification Audit and submission of audit report	Stage 1 Certification Audit conducted	3 calendar days	November 22-24, 2023
5. Preparation and Communication of the Stage 2 Audit Plan	Stage 2 Audit Plan communicated	2 calendar days	November 27-28, 2023
6. Conduct of Stage 2 Certification Audit and Submission of Audit report	Stage 2 Certification Audit conducted	22 calendar days	November 29-December 20, 2023
7. Issuance of Corrective Action Reports (if any)	Corrective Action reports issued	1 calendar day	December 21, 2023
8. Awarding of ISO 9001:2015 certificate per Region	ISO 9001:2015 Certificate	1 calendar day	February 23, 2024
TOTAL		33 calendar days	

V. QUALIFICATION OF SERVICE PROVIDER

Below are the minimum qualifications of the service provider:

1. Expertise required	Working experience in the conduct of ISO 9001:2015 certification audits for business organizations; preferably in the Philippine Basic Education Sector
2. Minimum no. of projects undertaken/managed of similar nature	At least five (5) similar projects Similar projects include:

	<ol style="list-style-type: none"> 1. the conduct of ISO 9001:2015 certification audit in the education sector. 2. Multi-site ISO 9001:2015 certification audit
3. Minimum number of years of ISO 9001:2015 Auditing and Certifying experience	Ten (10) years
4. Accreditation	Must be accredited by the Philippine Accreditation Bureau (PAB)

Minimum Qualifications of Team Members

Key Staff	Educational Qualification	Experience
One (1) Lead Auditor	Bachelor's Degree <i>Graduate Degree is a plus</i>	<ol style="list-style-type: none"> 1. A valid Certificate of Achievement in a CQI-IRCA certified ISO 9001:2015 Lead Auditor Training Course 2. At least seven (7) years of experience in ISO 9001:2015 Certification Audit 3. At least five (5) similar projects – ISO 9001:2015 Certification Audit for Philippine Basic Education Sector 4. At least ten (10) relevant projects – ISO 9001:2015 Certification Audit for government and private organizations
At least four (4) Member Auditors	Bachelor's Degree <i>Graduate Degree is a plus</i>	<ol style="list-style-type: none"> 1. A valid Certificate of Achievement in a CQI-IRCA certified ISO 9001:2015 Lead Auditor Training Course 2. At least five (5) years of experience in ISO 9001:2015 Certification Audit 3. At least three (3) similar projects – ISO 9001:2015 Certification Audit for Philippine Basic Education Sector

		4. At least five (5) relevant projects – ISO 9001:2015 Certification Audit for government and private organizations
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VI. SHORTLISTING CRITERIA

Criteria and Rating System for Short Listing are as follows:

1	Applicable Experience of the FIRM	40 points
a.	Years of experience in ISO 9001 Certification Audit	
	10 years	5 points
	more than 10 up to 15 years	8 points
	more than 15 up to 19 years	12 points
	more than 19 years	15 points
b.	No. of Multisite projects in ISO 9001 Certification Audit	
	1 multisite project	5 points
	2 multisite projects	8 points
	3-4 multisite projects	12 points
	more than 4 multisite projects	15 points
c.	No. of Single-site projects in ISO 9001 Certification Audit	
	10 single-site projects	5 points
	11-14 single-site projects	10 points
	more than 14 single-site projects	15 points
2	Qualification of Personnel	60 points
a.	LEAD AUDITOR	
a.1	Education	
	Bachelor's Degree	1 point
	Bachelor's degree in Education or Public Administration	3 points
	Graduate degree or at least 18 units	4 points
	Graduate degree (or at least 18 units) in Education or Public Administration	5 points
a.2	Training & Eligibility	
	Trained with a CQI-IRCA certified Lead Auditor Training Course on ISO 9001:2015	3 points
	Included in the IRCA registry (IRCA membership)	5 points
a.3	Years of experience in ISO 9001 Certification Audit	
	7 years	1 point
	more than 7 up to 9 years	3 points
	more than 9 years	5 points
a.4	No. of Similar Projects (Basic Education Sector)	
	5 similar projects	5 points
	6-9 similar projects	8 points
	more than 9 similar projects	15 points
a.5	No. of other relevant projects (private and government)	

	10 other relevant projects	1 point
	11-14 other relevant projects	3 points
	more than 14 relevant projects	5 points
b.	MEMBER AUDITORS	
b.1	Education	
	Bachelor's Degree	1 point
	Bachelor's degree in Education or Public Administration	3 points
	Graduate degree or at least 18 units	4 points
	Graduate degree (or at least 18 units) in Education or Public Administration	5 points
b.2	Training & Eligibility	
	Trained with a CQI-IRCA certified Lead Auditor Training Course on ISO 9001:2015	3 points
	Included in the IRCA registry (IRCA membership)	5 points
b.3	Years of experience in ISO 9001 Certification Audit	
	5 years	1 point
	more than 5 up to 9 years	3 points
	more than 9 years	5 points
b.4	No. of Similar Projects (Basic Education Sector)	
	3 similar projects	5 points
	4-5 similar projects	8 points
	more than 5 similar projects	15 points
b.5	No. of other relevant projects (private and government)	
	5 other relevant projects	1 point
	6-9 relevant projects	3 points
	more than 9 relevant projects	5 points

Note:

1. The scores of all Member Auditors shall be averaged for each qualification of the Personnel criterion.
2. The minimum score required to pass the shortlisting criteria is **65**.

VII. TECHNICAL EVALUATION

1	Applicable Experience of the FIRM	30 points
a.	Years of experience in ISO 9001 Certification Audit	
	10 years	3 points
	more than 10 up to 15 years	5 points
	more than 15 up to 19 years	7 points

	Education or Public Administration	
b.2	Training & Eligibility	
	Trained with a CQI-IRCA certified Lead Auditor Training Course on ISO 9001:2015	3 points
	Included in the IRCA registry (IRCA membership)	5 points
b.3	Years of experience in ISO 9001 Certification Audit	
	5 years	1 point
	more than 5 up to 9 years	3 points
	more than 9 years	5 points
b.4	No. of Similar Projects (Basic Education Sector)	
	3 similar projects	1 point
	4-5 similar projects	3 points
	more than 5 similar projects	5 points
b.5	No. of other relevant projects (private and government)	
	5 other relevant projects	1 point
	6-9 relevant projects	3 points
	more than 9 relevant projects	5 points
3	Plan of Approach	20 points
a.1	The proposed timeline is in adherence with the set relationship between the effective number of personnel and audit time	5 points
a.2	The certifying body has a locally SEC-registered office accredited to both the Philippine Accreditation Bureau and an international accreditation body	5 points
a.3	Feasibility and Sustainability as evidenced by previous and current projects	10 points

Note:

1. The scores of both Auditor Members shall be averaged for each Qualification of Personnel criterion.
2. The minimum score required to pass the technical evaluation is **70**.

VIII. RECOMMENDED TERMS OF PAYMENT

The Approved Budget for the Contract (ABC) on the project is **Three Million Pesos Only (3,000,000.00)** for the ISO 9001:2015 Initial Certification Audit of the 15 Regional Offices, **exclusive of travel expenses but inclusive of all incidental costs, applicable taxes, and fees**. Financial proposals received in excess of the ABC shall be automatically rejected.

Full payment shall be made through Land Bank's LDDAP-ADA/Bank

	more than 19 years	10 points
b.	No. of Multisite projects in ISO 9001 Certification Audit	
	1 multisite project	3 points
	2 multisite projects	5 points
	3-4 multisite projects	7 points
	more than 4 multisite projects	10 points
c.	No. of Single-site projects in ISO 9001 Certification Audit	
	10 single-site projects	5 points
	11-14 single-site projects	10 points
	more than 14 single-site projects	15 points
2	Qualification of Personnel	50 points
a.	LEAD AUDITOR	
a.1	Education	
	Bachelor's Degree	1 point
	Bachelor's degree in Education or Public Administration	3 points
	Graduate degree or at least 18 units	4 points
	Graduate degree (or at least 18 units) in Education or Public Administration	5 points
a.2	Training & Eligibility	
	Trained with a CQI-IRCA certified Lead Auditor Training Course on ISO 9001:2015	3 points
	Included in the IRCA registry (IRCA membership)	5 points
a.3	Years of experience in ISO 9001 Certification Audit	
	7 years	1 point
	more than 7 up to 9 years	3 points
	more than 9 years	5 points
a.4	No. of Similar Projects (Basic Education Sector)	
	5 similar projects	1 point
	6-9 similar projects	3 points
	more than 9 similar projects	5 points
a.5	No. of other relevant projects (private and government)	
	10 other relevant projects	1 point
	11-14 other relevant projects	3 points
	more than 14 other relevant projects	5 points
b.	MEMBER AUDITORS	
b.1	Educations	
	Bachelor's Degree	1 point
	Bachelor's degree in Education or Public Administration	3 points
	Graduate degree or at least 18 units	4 points
	Graduate degree (or at least 18 units) in	5 points

Transfer facility, within thirty (30) days after submission of billing and user acceptance of the service provided. A bank transfer fee shall be charged against the creditor's account.

IX. EVALUATION PROCEDURE

Quality Cost Based Evaluation (QCBE); Recommended Ratio of Technical vis-à-vis Financial Proposal: 70:30

Minimum Total Passing Rate (Tech and Financial Proposals): 75 points

Prepared by:


KRIZIA D. RODRIGUEZ
Technical Assistant II

Approved by:


CECILIA G. TIAMSON
Project Development Officer IV
Officer-in-Charge, Organization
Effectiveness Division