

TERMS OF REFERENCE

I. PROJECT:

Engagement of a Certification Body for ISO 9001:2015 Certification of the Tourism Promotions Board (TPB) Quality Management System

II. BACKGROUND

Executive Order No. 605 (Institutionalizing the Structure, Mechanism and Standards to Implement the Government Quality Management Program), series of 2007 directs all government agencies to adapt to the Quality Management System standards set forth in ISO 9001. In compliance with the said directive, the Tourism Promotions Board, has established and implements a Quality Management System (QMS) that is committed to consistently deliver effective, efficient and timely services to its customers in compliance with the standards of ISO 9001:2015.

III. OBJECTIVE

The TPB intends to engage a qualified Certification Body (CB) that shall provide independent confirmation that the TPB QMS complies with ISO 9001:2015 requirements, and if found compliant, issue the corresponding ISO Certification valid for three (3) years. The engagement also covers the conduct of surveillance audits for two (2) years after the issuance of the ISO Certification.

IV. SCOPE OF SERVICES

The CB is expected to provide the following services:

1. Conduct of certification audit (Stage 1 and 2)
2. Issuance of ISO 9001:2015 Certificate (valid for 3 years); and
3. Conduct at least one (1) surveillance audit every year for two consecutive years after the issuance of Certificate

V. DELIVERABLES

The Certification and Surveillance Audits shall cover the scope of the TPB QMS. It shall involve the following deliverables and activities:

DELIVERABLES	ACTIVITIES
<ol style="list-style-type: none"> 1. Audit Plan 2. Certification Audit (October 2021) 3. Audit Report (7 calendar days after the conduct of audit) 	<ul style="list-style-type: none"> • Prepare and submit Certification Audit Plan at least seven (7) calendar days prior to the Audit engagement
<ol style="list-style-type: none"> 4. Issuance of ISO 9001:2015 Certificate valid for three (3) years (Not later than December 20, 2021) 	<ul style="list-style-type: none"> • Conduct Stage 1 and Stage 2 Certification Audit; • Prepare and submit Audit Report detailing observations such as best practices, opportunities for improvement, and any non-conformity to ISO 9001:2015 standards or on documented procedures and suggestions on how to address them within seven (7) calendar days after the conduct of the off-site or onsite audit • Issue ISO 9001:2015 Certification valid for 3 years
<ol style="list-style-type: none"> 1. Surveillance Audit for the 2nd Year (2022) and Surveillance Audit for the 3rd Year (2023) 2. Surveillance Audit Report (within seven (7) calendar days after the conduct of audit) 	<ul style="list-style-type: none"> • Prepare and submit Certification Audit Plan at least seven (7) calendar days prior to the audit engagement • Conduct Surveillance Audit; and • Prepare and submit Surveillance Audit Report detailing observations such as best practices, opportunities for improvement, and any non-conformity to ISO 9001:2015 standards or on documented procedures and suggestions on how to address them within seven (7) calendar days after the conduct of the off-site or onsite audit • Provide Confirmation of ISO 9001:2015

	certificate
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VI. IMPLEMENTING ARRANGEMENTS

The Tourism Promotions Board's ISO point person shall be:

Contact person: MS. LEAH MARIE C. SY
Designation : Quality Management Representative
Contact Info : Email: leah_sy@tpb.gov.ph

VII. QUALIFICATION OF THE CERTIFICATION BODY

1. The CB shall be duly accredited by the Philippine Accreditation Bureau (PAB) of the Department of Trade and Industry (DTI) to provide QMS Certification to ISO 9001:2015 for L75: Public Administration. – present the Certificate of Accreditation and Scope of Accreditation.
2. The CB shall comply with the requirements of Section 53.9 Small Value Procurement and other applicable provisions of the Revised Implementing Rules and Regulations of R.A. 9184.
3. The CB must have at least 10 years of experience in conducting ISO QMS audits with clients from the private and government sector. CB to submit its company profile, List of ongoing and completed projects highlighting related government and private certification projects.
4. In order to avoid conflict of interest, certification bodies that have provided quality management system consulting services or site-specific auditor training within the prior two (2) years to TPB, shall not be engaged as a CERTIFICATION BODY.

Note: Consulting refers to the provision of training documentation development, or assistance with implementation of quality management systems to a specific organization. Trainings that are open to the public, not organization specific, and held at a public forum is not considered as consulting.

5. The CB shall include in their audit activities, a procedure for client appeals. If resolutions on good terms for disputes between TPB and the

CB cannot be made, TPB shall be afforded the right to lodge appeals about the decisions of the audit team to an independent arbitrator. Independently from this, the legal path is open to both parties.

6. The CB shall adhere to the scope of work and deliverables of the project.
7. The CB audit teams, including surveillance, shall satisfy the following:
 - a. Consist of one (1) lead auditor and at least two (2) other member auditors qualified to conduct audit in the name of the CB; Note: The audit team may use external experts on the specified QMS process scope as necessary.
 - b. No member of the CB audit team should have provided consultancy for TPB in the two (2) years prior to the audit; and
 - c. For each audit cycle, different auditors may be used. However, at least one auditor of the initial team should participate in all audits of the three-year audit cycle.
8. All information reviewed and recorded by the CB audit team would be treated in the strictest confidence at all times.

VIII. APPROVED BUDGET

An amount of Four Hundred Eighty Thousand (PhP480,000.00) inclusive of VAT covering a reassessment audit on ISO 9001:2015 covering three (3) year audit activities.

IX. TERMS OF PAYMENT

Payments shall be based on the following terms as evidenced by the submission and acceptance of the required deliverables

Deliverables	Payment
After certification audit and issuance of ISO 9001:2015 Certificate valid for three (3) years	50%
After Surveillance Audit and submission of Surveillance Audit Report for the second year	25%
After Surveillance Audit and submission of Surveillance Audit Report for the third year	25%

Payment will be made through LBP bank deposit. In case the supplier does not have a Landbank account, bank charges will be shouldered by the supplier.