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## Bid Notice Abstract

### Request for Expression of Interest

**Reference Number** 11795704  
**Procuring Entity** DEPARTMENT OF TOURISM  
**Title** CONSULTANCY SERVICES ON THE MAINTENANCE OF THE ISO 9001:2015 QUALITY MANAGEMENT SYSTEM (QMS) OF THE DEPARTMENT OF TOURISM FOR FY 2025

#### Area of Delivery

<b>Solicitation Number:</b>	RFQ 2025-02-0033	<b>Status</b>	<b>Active</b>
<b>Trade Agreement:</b>	Implementing Rules and Regulations	<b>Associated Components</b>	1
<b>Procurement Mode:</b>	Negotiated Procurement - Small Value Procurement (Sec. 53.9)	<b>Bid Supplements</b>	0
<b>Classification:</b>	Consulting Services	<b>Document Request List</b>	5
<b>Category:</b>	Consulting Services	<b>Date Published</b>	22/02/2025
<b>Approved Budget for the Contract:</b>	PHP 800,000.00	<b>Last Updated / Time</b>	22/02/2025 00:00 AM
<b>Delivery Period:</b>		<b>Closing Date / Time</b>	25/02/2025 15:00 PM
<b>Client Agency:</b>			
<b>Contact Person:</b>	Norjannah P Lucman Admin. Officer III 351 Sen. Gil Puyat Avenue Makati City Metro Manila Philippines 1200 63-02-4595200 Ext.425  nplucman@tourism.gov.ph		

#### Description

##### TERMS OF REFERENCE

##### 1. BACKGROUND

Pursuant to Executive Order No. 605 series 2007 "Institutionalizing the Structure, Mechanisms, and Standards to implement the Government Quality Management Program", all government agencies are directed to adopt a QMS certifiable to ISO 9001 in the delivery of its priority government services.

In 2024, DOT undertook the Recertification audit of its ISO 9001:2015 Certification covering the Central Office and sixteen (16) Regional Offices namely, Regions 1, 2, 3, 4A, 4B, 5, 6, 7, 8, 9, 10, 11, 12, 13, CAR, and NCR. The certification includes the following scopes: (1) Accreditation of Tourism Enterprises, Monitoring and Enforcement to Tourism Enterprises and (2) Tourism Industry Training and Development Service.

For CY 2025, the DOT will focus on continuous improvement of its services to satisfy and exceed client satisfaction and will undergo an ISO 9001:2015 Re-Certification audit.

In view thereof, there is a need to engage the services of a Consultancy Firm who will provide expert knowledge throughout the DOT QMS project stages. The consultancy firm shall conduct review of DOT's processes, trainings, coaching sessions, capacity building, and other activities to ensure the objective and benefit from an efficient ISO 9001:2015 QMS implementation.

##### 2. REQUIREMENTS, SCOPE, COVERAGE AND DELIVERABLES

The DOT needs a Consultancy Firm to provide professional, technical and consultancy services for its QMS in compliance with the ISO 9001:2015. Furthermore, the consultancy firm shall capacitate DOT Officials and employees through trainings, coaching, and other activities for the maintenance of QMS and Annual Third-Party Audit. The requirements are as follows:

##### 2.1. Company Profile

2.1.1. The Consultancy Firm must have successfully led at least 35 government agencies and private companies within the last three (3) years, for the establishment of QMS Certification/Re-certification to ISO 9001:2015

2.1.2. The consultancy firm must be in the industry for at least twenty-five years in doing training and consultancy of ISO 9001:2015 and at least three (3) other discipline of ISO standard.

2.1.3. Must be an independent consultancy firm and does not have any affiliation with any Certification Body, a notarized sworn statement must be submitted by the bidder.

2.1.4. Must have experience in developing and establishing an Electronic Document Control Center System. A list of completed Electronic Document Control Center System projects must be submitted.

2.1.5. Must have any government recognition as a training organization/ institution.

2.1.6. Must be an ISO 9001:2015 certified organization during the time of opening of bids.

2.1.7. Must be an ISO 21001:2018 certified organization or at least undergo assessment at the time of opening of bids.

##### 2.2. Profile and Composition of Team

2.2.1. Must have at least 4 Consultants (the 3 must be fulltime and 1 can be part-time).

2.2.2. Assign a Lead Consultant with the following qualifications and responsibilities:

2.2.2.1. Must have passed a valid Lead Auditor Course conducted by a Training Service Provider traceable to the Training Provider & Examiner Certification Scheme (TPECS).

2.2.2.2. Must have attended at least one (1) International training of any ISO-related Standard within the last five (5) years.

2.2.2.3. Must have attended three (3) additional trainings related to the International Standards and Legal Laws to maintain his/her competency as Lead consultant for the last three (3) years at the time of the opening of bids.

2.2.2.4. Must have at least twenty-five (25) years of work experience as lead consultant and/or trainer engaged in consulting & and training for establishing a Quality Management System or other discipline of ISO Standards for certification.

2.2.3. The assigned team members shall have the following qualifications:

2.2.3.1. At least Six (6) years of work experience as a consultant and/or trainer engaged in establishing a Quality Management System for certification to ISO 9001 Standard and at least two (2) other ISO Standards and other industry-specific standards such as Environmental, HALAL standard, and Health & Safety Management System as these are timely for the Pandemic and is related to the DOT Accreditation and Training processes.

2.2.3.2. Must have attended at least one (1) International training of any ISO-related Standard within the last Six (6) years.

2.2.3.3. Must have attended two (2) additional training on other ISO Standards within the last three (3) years to maintain their competency as a consultant.

##### 2.3. Consultancy Services

2.3.1. Provide technical assistance and consultancy services to the existing DOT ISO Certified Offices namely DOT Central Office, Regions 1, 2, 3, 4A, 4B, 5, 6, 7, 8, 9, 10, 11, 12, 13, CAR, and NCR. The Consultancy firm shall also ensure the successful ISO Re-Certification / Surveillance audit of the DOT.

Ascertain implementation of relevant activities and provide policy support for the implementation of required documented information of the Quality Management System adopted by the DOT.

2.3.2. Check and/or provide advice, whenever applicable, on the consistency of the Quality Manual, Quality Procedures, and other documentation requirements to be prepared /updated by the DOT with the ISO 9001:2015 Standard and other legal laws such as, but not limited to Republic Act 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018.

2.3.3. Check and/or provide advice, whenever applicable, on the Electronic Document Control Center's compliance with the ISO 9001:2015 Standard.

2.3.4. Review existing work/documents prepared by DOT such as Quality Manual, Quality Procedures, Context of the Organization, SWOT Analysis, Risk Assessment Registry, Opportunities Action Plan, Quality Objectives Monitoring, and

other reportorial requirements and submit the reviewed documents based on the agreed timeline.

2.3.5. Provide technical assistance to DOT during its Third-Party Audit and validation audits, if applicable such as, but not limited to, how to answer audit questions and how to arrange offices to be acceptable to the auditors.

2.3.6. Render deliverables (QMS Work Plan) within the agreed timeline.

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

-----PLEASE SEE ATTACHED TERMS OF REFERENCE FOR THE COMPLETE DETAILS OF TABLES-----

2.4.1 Ensure the conduct of relevant training programs in accordance with the ISO 9001:2015 Standard and other legal laws (e.g., Republic Act 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018).

2.4.2 Must ensure that the team members are consistent with the module, teaching method, and information transferred to the end-user.

2.4.3 Conduct of trainings, consultations, and other activities through physical or hybrid format depending on the agreement of DOT and consultancy firm.

2.4.4 The conduct of training to be facilitated should be amenable to a physical or hybrid set-up, subject to the agreement of the DOT and the consultant.

2.4.5 The Consultant may propose other relevant trainings depending on their assessment of the QMS implementation of the DOT.

2.4.6 Must provide soft copy of training hand-outs/materials at least five (5) days before the activity.

2.4.7 Must submit the list of participants who completed the training within two (2) days after each training. Additionally, the contractor shall provide both soft and hard copies of certificates to the participants at no cost to the DOT, within two (2) weeks after the DOT's confirmation of the participants' names.

2.5 Other Deliverables

2.5.1 Submission of topics and/or agenda for meetings at least three (3) days before the scheduled meeting to support the conduct of said meeting.

2.5.2 Submission of training reports including the comments of participants and feedback on the conducted training at least 3 days after each batch of training.

2.5.3 For on-site conduct of activities, consultation firm must shoulder airfare, accommodation, and meal expenses (if applicable) for activities covered in their methodology and/or plan of action for the defined areas of training and consultancy job. Payment will depend on the actual expenses incurred for on-site visits based on the submitted breakdown of expenses.

2.5.4 In cases of remote audit, online or hybrid meetings and other activities, video conferencing platforms must accommodate more than 100 participants. The subscription expenses of the online platform must be shouldered by the Consultancy Firm.

2.5.5 Trainings and other activities may be requested outside the scope and methodology if deemed necessary by the DOT.

2.6 Other Requirements

2.6.1 Company Profile

2.6.2 Consultancy Firm's ISO 9001:2015 Certificate

Line Items

Item No.	Product/Service Name	Description	Quantity	UOM	Budget (PHP)
1	Consulting Services	Maintenance of the ISO 9001:2015 QMS of the DOT for FY 2025	1	Lot	800,000.00

Other Information

Kindly submit your Proposal (with timeline, plan and methodology) and the following eligibility documents on or before 25 February 2025, 3 p.m., to: nplucman@tourism.gov.ph, to wit:

1. Registration Certificate

2. Mayor's Permit

3. PhilGEPS Registration Number

4. Latest Income Tax Return (for ABC above Php500,000.00)

5. List if Key personnel to be assigned to the Contract to be bid, with their complete qualifications and experience data.

6. Professional License/Curriculum Vitae of the (main) Consultant and the Support Staff

7. Statement of the Prospective Bidder of all its going and completed government and private contracts, including contracts awarded but not yet started, if any, whether similar or not similar in nature and complexity to the Contract to be bid, within the relevant period as provided in the Terms of Reference

8. Omnibus Sworn Statement

9. Company Profile (with organizational structure)

Created by

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Date Created

21/02/2025

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