

## **TERMS OF REFERENCE**

### **DOCUMENTATION, TRAINING, AND CONSULTANCY SERVICES FOR THE MAINTENANCE OF THE ISO 9001:2015 QUALITY MANAGEMENT SYTSEM (QMS) OF THE DEPARTMENT OF TOURISM**

#### **I. BACKGROUND**

In compliance with Executive Order No. 605 institutionalizing the structure, mechanism and standards to implement the Government Quality Management Program (GQMP), all government agencies are directed to adopt a Quality Management System (QMS) certifiable to ISO 9001 in the delivery of its priority government services. Relevant to the ISO 9001:2015 Certification of the Department of Tourism (DOT), the agency is committed to the maintenance and continuous implementation of QMS throughout the to ensure the successful Surveillance Audit to be conducted in the second half of the year. As we progress through the Department's QMS, the agency will expand the coverage to a minimum of Four (4) additional Regional Offices and/or additional scope covering other processes.

In view thereof, there is a need to engage the services of a Consultancy Firm who will provide expert knowledge through training and consultation throughout the project stages from documentation to implementation and surveillance audits, and ensure that the DOT will achieve its objective and benefit from an effective ISO 9001:2015 QMS in the most economic and timely manner.

#### **II. REQUIREMENTS**

The DOT is in need of a Consultancy Firm/Company to provide professional and technical consultancy services in order to ensure the long term maintenance of a Management System compliant to ISO 9001:2015, and enhance the knowledge and competence of the DOT Officials and employees through training, coaching, and other activities for the successful QMS documentation and Annual Surveillance Audits. The requirements are as follows:

1. Must have been engaged and have successfully led at least ten (10) government agencies and private companies, to the establishment of their QMS and Certification to at least ISO 9001:2015. Bidder/s to submit the appropriate supporting documents.
2. Assign a Lead Consultant who possess the following qualifications:
  - Has attended an Internal Auditing Course – Auditing Practices Group Guidance for 3<sup>rd</sup> Party Auditors to ensure the alignment of the consultant in the process of certification.
  - Must have at least fifteen (15) years work experience in local and/or international companies engaged in consulting, training and establishing Quality Management System for certification to ISO 9001 Standard.
3. Assign Team Members that must possess the following qualifications:
  - Must have at least a total of fifteen (15) years of combined work related experience, excluding that of the Lead Consultant, in local and/or international companies engaged in consulting, training and establishing Quality Management System for certification to ISO 9001 Standard.
  - Must have attended at least one (1) International Training of any related ISO Standard to ensure their capacity to establish system procedures based on the ISO Standard.

4. Must provide technical assistance and consultancy services for the continuous implementation of QMS in the existing ISO Certified Offices of the Department namely, the DOT Main Office, Regions 4B, 7, 11 and NCR.
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.
6. Must conduct QMS related trainings to DOT Officials and personnel such as those stated in Item III-B (Scope, Coverage, and Deliverables)
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.**
8. The consultancy firm/company must be duly ISO 9001:2015 certified.

### III. SCOPE, COVERAGE AND DELIVERABLES

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

#### A. CONSULTANCY

Description of Activities	Location	Tentative Implementation	Tentative Duration	Minimum No. of Consultants	Deliverables (when applicable)
1. Evaluate the current QMS documented information of DOT and identify the gaps	DOT Main	5 days after the issuance of the Notice to Proceed and approval of the Contract	4 Man-Days	2	Gap Report
2. Assist in the revision, if required and preparation of new Quality Manual and Management System procedures in compliance with the requirements of ISO 9001:2015 standard, operational requirements, work instructions, flowchart and forms	DOT Main	5 days after the submission of Gap Report	4 Man-Days	2	Revised Manuals, Forms, Procedures, Work Instructions
3. Assist the Internal Audit Team in developing Annual Internal QMS Audit Plan, Conduct of actual IQA, issuance of NC if any, conduct of Management Review and preparation of Management Review Report and follow up of NC actions for the 1 <sup>st</sup> Surveillance Audit	DOT Main Office and Regional Offices	5 days after the submission/preparation of Revised Quality Manual and Management System procedures, if needed	4 Man-Days	1	Audit Plan, IQA Reports, NCs Minutes of Meeting
4. Pre-certification Audit prior to 1 <sup>st</sup> surveillance audit, review the internal audit results and assist in correcting non-conformities and other inadequacies found during the audit and review the adequacy and completeness of corrective actions taken	DOT Main Office and Regional Offices	5 days after the submission of Audit Plan, IQA Reports, NCs Minutes of Meeting	4 Man-Days	1	Pre-certification Audit Report

5. Review the initial stage results and assist in correcting non-conformities	DOT Main Office	5 days after the submission of the Pre-certification Audit Report	4 Man-Days	2	Root Cause Analysis Report
6. Provide professional assistance to carry-out corrective action identified on non-conformances found by accrediting party during the accreditation assessment	DOT Main and Regional Offices	5 days after the submission of the Root Cause Analysis Report	4 Man-Days	1	Completed NC report
7. Enrolment of additional and revision of documented information, if needed.	DOT Main	5 days after the submission of NC Report	4 Man-Days	2	Revised procedures/forms
8. Conduct of Gap Assessments in regional offices.	Regional Offices	5 days after the submission of the revised procedures/forms, if needed.	4 Man-Days	1	Region Offices' Gap Report
9. Conduct of actual IQA, issuance of NC if any, Management Review and follow up of NC actions in preparation for the 2 <sup>nd</sup> surveillance audit.	DOT Main and Regional Offices	5 days after the submission of the Regional Offices' Gap Report	4 Man-Days	2	Regional Offices' IQA report
10. Pre-certification Audit prior to 2 <sup>nd</sup> surveillance audit, review the internal audit results and assist in correcting non-conformities and other inadequacies found during the audit and review the adequacy and completeness of corrective actions taken.	DOT Main and Regional Offices	5 days after the submission of the Regional Offices' IQA report	4 Man-Days	1	Regional Offices' Pre-certification IQA report
11. Review the initial stage results and assist in correcting non-conformities.	DOT Main and Regional Offices	November 2019	4 Man-Days	1	Regional Offices' Root Cause Analysis Report
12. Renewal of ISO Certification of DOT		December 2019			
13. ISO 9001:2015 Certification of at least 4 (four) additional Regional Offices and/or additional scope covering other processes.		December 2019			

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

<b>TITLE OF TRAINING</b>	<b>Estimated Number of Batches</b>	<b>Estimated number of Participants per Batch</b>	<b>Proposed Minimum Duration</b>
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.**

The Bidder must submit the following documentary requirements:

1. Company Profile
2. Curriculum Vitae of Lead Consultants and Team Members who will handle the project
3. List of relevant projects, both in public and private sector in the last three (3) years

**IV. PROJECT DURATION: UNTIL 31 DECEMBER 2019**

**V. PROJECT INVESTMENT/ APPROVED BUDGET COST (ABC):**

The Consultant shall be paid the amount of Two Million Eight Hundred Ninety-Five Thousand Pesos (Php 2,895,000.00) inclusive of all applicable government taxes in accordance with government procedure and based on the following tranches:

- 20% of the total contract cost after the completion of the Gap Analysis, conduct of Awareness Training, Documentation Training and Risk & Opportunities Training, and completion of the required documented information such as review and propose revisions on the Quality Manual, Quality Procedures, and other ISO 9001:2015 standard, operational requirements, work instructions, flowcharts and forms, if needed;
- 30% of the total contract cost after the conduct of the Retooling for QMS Internal Auditors, Internal Quality Audit Training for New Auditors, completion of the Internal Quality Audit Report, Management Review Report, and Risk Assessment Registry.
- 30% of the total contract cost after the conduct of the 7s Training, Internal Quality Audit Trainings, QMS Interpretation Training (Train the Trainers), and Document Control Custodian Training and conduct of pre-certification audits as well as closure and verification of non-conformances;
- 20% of the total contract cost after the conduct of records coaching, completion of ISO 9001:2015 requirements for the Surveillance Audits and successful renewal of the ISO Certification of the DOT and certification of four (4) additional Regional Offices and/or additional scope covering other processes of DOT;
- If the man-days will exceed, no additional cost shall be charged to the DOT, as long as the activities are within the scope and deliverables set forth between the DOT and winning bidder.