

## **TERMS OF REFERENCE**

### **DOCUMENTATION, TRAINING, AND CONSULTANCY SERVICES ON THE MAINTENANCE OF THE ISO 9001:2015 QUALITY MANAGEMENT SYSTEM (QMS) OF THE DEPARTMENT OF TOURISM FOR FY 2021**

#### **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 addition, the Government Quality Management Committee Memorandum Circular No. 2020-1 issued “Guidelines on the Validation of ISO 9001:2015 Quality Management System (QMS) Certification/ Recertification as a Requirement under the Support to Operations (STO) Target for the Grant of the Fiscal Year (FY) 2020 Performance-Based Bonus (PBB). The circular prescribes government agencies to submit the ISO 9001:2015 QMS certification/recertification which covers critical frontline services or core process as mandated under its existing pertinent laws.

The DOT undertook successful expansion of its ISO 9001:2015 Certification coverage with Zero Nonconformities in 2020. It covers Central Office and ten (10) Regional Offices namely, Regions I, II, IV-B, VI, VII, VIII, IX, XI, XII, 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 2021, the DOT’s certification will include Regions CAR, IV-A and X and to cover other scope and processes. The DOT will also focus on continuous improvement of its services to satisfy and exceed client satisfaction.

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 is in need of a Consultancy Firm to provide professional, technical and consultancy services in order to enhance its QMS as compliance to 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 25 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.** 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.
- 2.1.3.** Must have valid recognition for environment from government agency/ies to ensure that the trainings to be conducted by the bidder is in compliance to the Environmental Laws since the DOT Accreditation and Training Processes require competency in the said field. Bidder must submit proof of recognition
- 2.1.4.** Must have experience in developing and establishing an Online Document Control System. List of completed Online Document Control System projects must be submitted.
- 2.1.5.** Must be duly ISO 9001:2015 certified organization at the time of opening of bids.

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

- 2.2.1.** Assign a Lead Consultant with the following qualifications and responsibilities:
  - 2.2.1.1.** Must have passed a Lead Auditor Course conducted by a Training Service Provider traceable to Training Provider & Examiner Certification Scheme (TPECS) within the last three (3) years.
  - 2.2.1.2.** Must have attended at least one (1) International training of any ISO related Standard within the last four (4) years.
  - 2.2.1.3.** Must have also attended three (3) additional trainings related to the International Standard 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.
  - 2.2.1.4.** Must have at least twenty (20) years of work experience as lead consultant and/or trainer engaged in consulting, training and establishing a Quality Management System for certification to ISO 9001 Standard
  - 2.2.1.5.** Must assign at least four (4) consultants as team members with at least two (2) assigned as a full-time consultants.

**2.2.2.** The assigned team members shall have the following qualifications:

- 2.2.2.1.** At least five (5) years of work experience as 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 such as Health, Safety, and Environment Management System as these are timely for the Pandemic and is related to the DOT Accreditation and Training processes.
- 2.2.2.2.** Must have attended at least one (1) International training of any ISO related Standard within the last four (4) years.
- 2.2.2.3.** Must have also attended two (2) additional trainings to other ISO Standards within the last four (4) years years to maintain their competency as consultant.

### **2.3. Consultancy Services**

- 2.3.1.** Ensure the successful ISO 9001:2015 Certification of the three (3) additional Regional Offices namely, Regions IV-A, X, and CAR and/or additional scope.
- 2.3.2.** Must provide technical assistance and consultancy services the existing DOT ISO Certified Offices namely DOT Main Office, Regions 1,2 4B,6, 7, 8, 9, 11, 12 and NCR. The Consultancy firm shall also ensure the successful ISO Re-Certification of the DOT.  
  
Ascertain implementation of relevant activities and provide policy support for the implementation of required documented information of the Quality Management System and adopted by the DOT.
- 2.3.3.** Check and/or provide advise, whenever applicable, on the consistency of the 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 the Republic Act 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018.
- 2.3.4.** Review the existing work/documents prepared by the DOT such as Quality Manual, Quality Procedures, Context of the Organization, 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.** Assist the Document Control Custodian (DCC) and Document Control Assistants (DCA) on the process and readiness of online QMS documentation's control.
- 2.3.6.** Must provide technical assistance to DOT during its Third Party Audits 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.

**2.3.7.** Selected Consultant shall render deliverables (QMS Work Plan) within the agreed timeline.

**2.3.8.** Lead consultant and/or Team Members shall strictly report to DOT Main Office and/or Regional Office for a minimum of four (4) man-days per month physically or virtually thru online platforms in order to guide the DOT in checking the totality of the QMS readiness. To monitor attendance of Lead consultant and/or Team Members, terminal reports shall be submitted to the end user at least three (3) days after the activity

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

<b>Description of Activities</b>	<b>Location</b>	<b>Tentative Implementation</b>	<b>Tentative Duration</b>	<b>Minimum No. of Consultants</b>	<b>Deliverables (when applicable)</b>
1. Evaluate and analyze the gaps in DOT's current QMS documentation, implementation, and knowledge	DOT Main Office and Regional Offices	5 days after the issuance of the Notice to Proceed and approval of the Contract	2 Man-Days	2	Gap Analysis Report Learning Needs Assessment results
2. Assist Central and Regional Offices on the revising of procedures and establish new procedures including forms, and flowchart an effect of the COVID-19 Pandemic	DOT Main Office and Regional Offices	3 days after the conduct of the Gap Analysis and Learning Needs Assessment	3 Man-Days	2	Draft Quality Procedures
3. Provision of necessary documentation coaching sessions such as but not limited to Aligned Documents, and other ISO 9001:2015 requirements	DOT Main Office and Regional Offices	5 days after the updating of the Quality Manual	4 Man-Days per consultant	4	Updated QMS Aligned Documents

Description of Activities	Location	Tentative Implementation	Tentative Duration	Minimum No. of Consultants	Deliverables (when applicable)
4. Facilitate the updating of Quality Manual and Management System procedures operational requirements, work instructions, flowchart and forms	DOT Main Office and Regional Offices	3 days after the updating of the QMS Aligned Documents	1 Man-Day	2	Updated Quality Manual
5. Assist the Internal Audit Team in development and preparation of Annual Audit Plan, Internal Audit Checklist, conduct of actual IQA(issuance of NC, if any), assessment of corrective actions to address the nonconformities, and preparation of IQA Report.	DOT Main Office and Regional Offices	July and November 2021	4 Man-Days per consultant	3	Annual Audit Plan, IQA Reports, CAR Registry, Minutes of the Meeting
6. Conduct of QMS Trainings	DOT Main Office and Regional Offices	July to October 2021	Refer to table 2.4	Refer to table 2.4	Modules, Training Certificates
7. Consultation/ Coaching on the Online Document Control System.	DOT Main Office	August 2021	4 Man-Days per consultant	2	Preparedness on online documentation control system thru submission of report

Description of Activities	Location	Tentative Implementation	Tentative Duration	Minimum No. of Consultants	Deliverables (when applicable)
8. Assist in the conduct of Management Review and coaching on the finalization of Management Review Report.	DOT Main Office and Regional Offices	Based on the schedule of the Management Review Meeting	2 Man-Days	2	Management Review Report
9. Conduct Systems Audit prior to Third Party Audit and identify areas for improvement.	DOT Main Office and Regional Offices	1 month prior to 2 <sup>nd</sup> Third Party Audit	5 Man-Days per consultant	4	Systems Audit Report
10. Assist the DOT in the entire duration of Third-Party Audit activities such as, but not limited to, review Third Party Audit results, assist in correcting non-conformities, and conduct of TPA validation audit, if applicable	DOT Main and Regional Offices	November 2021	4 Man-Days	2	Regional Offices' Root Cause Analysis Report
11. Assist in rectifying the NC during the Re-certification audit if any	Main and Regional Offices	November 2021	2 Man-Days	2	Acceptance of the response to NC
12. Re-Certification of the DOT covering 10 Regional Offices and Central Office	DOT Main and Regional Offices	November 2021	1 Man-Day	2	Successful result of the 3 <sup>rd</sup> party audit thru issuance of Attestation Certificate
13. ISO 9001:2015 Certification of at least 3 (three) additional regional offices and/or coverage/scope	DOT Main and Regional Offices	November 2021	1 Man-Day	2	ISO Certificate

## 2.4. Training Programs

<b>TITLE OF TRAININGS</b>	<b>Estimated Number of Batches</b>	<b>Estimated number of Participants per Batch</b>
ISO 9001:2015 Awareness Training for New Employees	1	50
ISO 9001:2015 Awareness Training	3	50
Documentation Training	3	50
Establishment of Quality Objectives Training	3	50
Risk Management Training	3	50
Root Cause Analysis Training	3	50
Refresher Course for ISO 9001:2015 Internal Audit Training	1	50
Corrective Action Request Training	1	30
Internal Audit Checklist Preparation	1	30
Training for New Internal Quality Auditor	1	50
Remote Audit Training	3	50
Training on updating the QMS Aligned Documents	3	50

- 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 transfer to the end-user.
- 2.4.3.** Conduct of trainings, consultations, and other activities through physical, online, or hybrid format depending on the agreement of DOT and consultancy firm.
- 2.4.4.** Number of training participants and timelines shall be determined by the DOT.
- 2.4.5.** The Consultant may propose other relevant trainings depending on their assessment to the QMS implementation of the DOT.

For online trainings, the training modules, duration, and strategies must be appropriate for virtual set-up (e.g., duration of trainings must be at most 4 hours per day, workshop activities must be interactive and engaging).

- 2.4.6.** Must provide soft copy of training kits/materials before the activity.

- 2.4.7. Provision of soft and hard copies of certificates to participants who completed the trainings at no additional cost to the DOT at least two (2) weeks after the conduct of the activity.

## **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. Provision of copies of recordings for coaching, consultation and others to the Planning Service.
- 2.5.3. Provision of copies of comments from participants based on the conduct of training at least one (1) day after the activity.
- 2.5.4. 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.
- 2.5.5. In cases of remote audit, online meetings and other activities, video conferencing platforms must accommodate more than 100 participants.
- 2.5.6. The subscription expenses must be shouldered by the Consultancy Firm.
- 2.5.7. 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. Curriculum Vitae and proof of trainings of the Lead Consultant and Team Members who will handle the project
- 2.6.3. List of relevant projects, both in public and private sector in the last three (3) years.
- 2.6.4. Consultancy Firm's ISO 9001:2015 Certificate
- 2.6.5. Propose activities, timeline, and methodology.
- 2.6.6. Breakdown of expenses to be incurred for the activities to be conducted.

## **3. PROJECT DURATION: UNTIL 31 DECEMBER 2021**

#### 4. PROJECT INVESTMENT/ APPROVED BUDGET FOR THE CONTRACT (ABC):

The Consultancy Firm shall be paid the amount of **Two Million One Hundred Ninety Six Thousand Pesos (Php2,196,000.00)** inclusive of all applicable government taxes in accordance with government procedure and based on the following tranches:

Tranches	Deliverables/Requirements to support the processing of payment
30% of the total contract cost after the completion of the Gap Analysis, conduct of ISO 9001:2015 Awareness Training, Documentation Training, Risk Management Training, Refresher Course for ISO 9001:2015 Internal Audit Training and completion of the required documented information such as review and propose revisions on the Quality Manual, Quality Procedures, Aligned Documents and other ISO 9001:2015 Standard operational requirements, forms, if needed	<ul style="list-style-type: none"> <li>- Gap Analysis Report</li> <li>- Training Certificates and modules for the conduct of the ISO 9001:2015 Awareness Training, Documentation Training, Risk Management Training, Refresher Course for ISO 9001:2015 Internal Audit Training</li> <li>- Updated Quality Manual (if applicable)</li> <li>- Updated Procedures (if applicable)</li> </ul>
20% of the total contract cost after the conduct of the Root Cause Analysis Training, Training for New Internal Quality Auditors, Remote Audit Training, Corrective Action Request Training, Internal Audit Checklist Preparation, and Training on updating the QMS Aligned Documents	<ul style="list-style-type: none"> <li>- Training Certificates and modules for the conduct Root Cause Analysis Training, Training for New Internal Quality Auditors, Remote Audit Training, Corrective Action Request Training, Internal Audit Checklist Preparation, and Training on updating the QMS Aligned Documents</li> <li>- Copies of comments raised during the trainings conducted</li> </ul>
30% of the total contract cost after the conduct of the Systems Audit and 2 <sup>nd</sup> Internal Quality Audit, verification and closure of the nonconformities, completion of the revised QMS aligned documents based on the audits conducted, if necessary.	<ul style="list-style-type: none"> <li>- Systems Audit Report</li> <li>- 2<sup>nd</sup> Internal Quality Audit Report</li> <li>- Reviewed Corrective Action Requests or CAR Control Registry</li> <li>- Consultant's report on the coaching sessions conducted in updating the QMS Aligned Documents</li> <li>- Copies of comments raised during the trainings conducted</li> </ul>
20% of the total contract cost after the completion of the ISO 9001:2015 requirements for the Third Party Audits such as, but not limited to the and 2 <sup>nd</sup> Management Review Report for FY 2021 and successful ISO Re-Certification of the	<ul style="list-style-type: none"> <li>- 2<sup>nd</sup> Management Review Report</li> <li>- Attestation Certificate of the DOT</li> <li>- ISO 9001:2015 Certificate of Regions IV-A, X, and CAR</li> <li>- Renewed ISO 9001:2015 Certificate of the 10 Regional Offices covered by the DOT's certification</li> </ul>

Tranches	Deliverables/Requirements to support the processing of payment
DOT and certification of three (3) additional Regional Offices.	<ul style="list-style-type: none"> <li>- CAR Response and action plans acceptable to the Certification Body (if applicable)</li> </ul>

4.1. 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.

4.2. Consultant shall submit Terminal Reports and other requirements requested by the end-user, if applicable prior to the processing of payment.

**5. Contact Persons**


  
**Ms. Alyssa Coline C. Malabanan / Ms. Leslie Marie Zaldua**  
 Planning Service  
 dcc@tourism.gov.ph