

TERMS OF REFERENCE

ENGAGEMENT OF SERVICES OF A CERTIFYING BODY FOR THE RECERTIFICATION AND SURVEILLANCE AUDITS OF THE PUBLIC ADMINISTRATION COVERING THE PROJECT MANAGEMENT PROCESS AND THE FACILITATION OF THE PROJECT MANAGEMENT APPROVAL PROCESS OF THE METROPOLITAN WATERWORKS AND SEWERAGE SYSTEM CORPORATE OFFICE Contract No. MWSS-2021-ISO

A. GENERAL

In line with the need for government agencies to improve quality in their operations and service delivery, Executive Order No. 605: Institutionalizing the Structure, Mechanisms and Standards to Implement the Government Quality Management Program (GQMP), was issued on February 23, 2007 to all departments and agencies of the executive branch, including all Government-Owned and/or Controlled Corporations (GOCCs) and Government Financial Institutions (GFIs) to enhance public sector efficiency and customer satisfaction.

The Philippine Development Plan (PDP) 2017-2022 strengthens compliance to E.O. No. 605 to enhance and sustain government performance in the delivery of quality services by upgrading the Government Quality Management Systems (QMS) to be more client- and citizen-oriented and driving agencies towards performance excellence to boost citizen trust in government. Thus, GQMP is considered a tool and among the priorities to ensure people centered, clean and efficient governance. The MWSS, in the previous years has complied with the Governance Commission for GOCCs (GCG) and Inter-Agency Task Force (IATF) Requirements for ISO via the submission of the Quality Manual and conduct of Internal Audit, which satisfied the GCG requirements. However, for 2018 all GOCCs are required to acquire certification for ISO 9001:2015 of at least one (1) process.

B. OBJECTIVES

For MWSS, we are aiming for ISO Recertification of the Project Management process which is considered to be one of the core processes relative to our mandate.

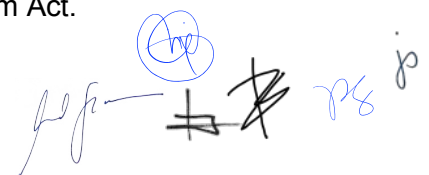
In pursuit of continuous improvement and to ensure conformance to ISO 9001:2015 standards, there is a need to engage the services of a Certifying Body (CB).

The objectives of the engagement shall be for the conduct of the following:

1. ISO 9001:2015 recertification audit of MWSS's QMS for the Project Management Process including support processes, and
2. Periodic Surveillance audits thereafter to maintain the said ISO Recertification.

C. MODE OF PROCUREMENT

The mode of Procurement shall be under small value procurement pursuant to the 2016 Revised Implementing Rules and Regulations (RIRR) of the Republic Act No. 9184, otherwise known as the Government Procurement Reform Act.



D. SCOPE OF WORKS

The Recertification and Surveillance Audits shall cover the MWSS QMS, in particular, the project management process conducted by the MWSS Project Management Team, and the facilitation of the project management approval process, limited to procedures conducted and within the control of the MWSS. The said Third Party Certification Audit shall involve the following activities:

1. Conduct of a recertification audit of MWSS' QMS on the project management process including support processes before 12 October 2021 to review the effectiveness of QMS implementation, and its conformity to all the requirements of ISO 9001: 2015;
2. Issue ISO 9001:2015 Certificate for the scope "Public Administration covering the Project Management Process and the Facilitation of the Project Management Approval Process" with a 3-year validity period within 1 month after the conduct of the recertification audit or upon submission by MWSS to, and approval by, the CB of corrections and corrective actions on non-conformity findings, if any, arising from the Recertification Audit;
3. Conduct at least one surveillance audit every year for two consecutive years after the issuance of Certificate to maintain MWSS QMS Certification;
4. Provide a full report on processes audited within seven (7) working days after the end of each audit unless otherwise specified by MWSS and the CB; and
5. Provide regular updates on the standards as they become available.

E. SUBMITTALS

The following services and outputs will be expected from the Certifying Body to be submitted/delivered to MWSS with the timelines specified below and based on the agreed general Work Plan:

DELIVERABLES	OUTPUT	TIMELINE
1. Preparation of certification audit plan	Recertification Audit Plan	At least 1 month prior to each audit schedule
2. Conduct of certification audits	Recertification Audit conducted	To be agreed upon between MWSS and the CB; and Initial Audit Report to be presented at the closing meeting of the Re-certification Audit

DELIVERABLES	OUTPUT	TIMELINE
3. Preparation of audit reports	Recertification audit report	Within 1 month after the conduct of the re-certification audit and/or upon submission by MWSS to, and approval by, the CB of corrections and corrective actions on non-conformity findings, if any arising from the Re-Certification Audit
4. Evaluation of correction/corrective and preventive actions	Acceptance Report of Correction/Corrective and Preventive Actions, if specified in the Audit Report	To be agreed upon between MWSS and the CB; Initial Audit Report to be presented at the Closing Meeting of the 1 st Annual Surveillance audit
5. Issuance of ISO 9001:2015 certificate	ISO 9001:2015 Certificate	Within one week after passing the audit, or implementation of corrective actions on non-conformity findings, if any, arising from the Recertification Audit
6. Conduct of annual surveillance audit	Annual surveillance audit, plans, procedures, schedules and reports <ul style="list-style-type: none"> - 1st Surveillance Audit - 2nd Surveillance Audit 	To be agreed upon between MWSS and the CB; Audit Report to be presented at the closing meeting of the Re-certification Audit

Modification in the foregoing deliverables and timeline shall be allowed subject to MWSS's written approval.

F. QUALIFICATIONS AND SELECTION CRITERIA

A. Qualification and Competencies

1. The Certifying Body must provide MWSS with the following information and/or supporting documents:
 - a. The Certifying Body must have the applicable experience and good track record with more than 10 years of auditing experience and must provide the following, but not limited to:
 - Company profile highlighting a minimum of 20 related government certification projects for Quality Management Systems including at least

- 15 successful transitions or certification to the 2015 version of the ISO 9001 standard;
 - Complete and clear scope of work and implementation methodology;
 - Curriculum vitae of the proposed certification audit team with audit experience relevant to this project; and
 - PhilGEPS Platinum registration certificate
- b. The certifying body shall be accredited with the Department of Trade and Industry- Philippine Accreditation Bureau with PNS ISO/IEC 17021:2011 to provide Quality Management Systems (QMS) certification to ISO 9001:2015 for L75: Public Administration. Furthermore, the certifying body shall have a locally SEC-registered office accredited to both the Philippine Accreditation Bureau and an international accreditation body.
2. The Certifying Body shall field a team of 1 lead auditor and at least one (1) assisting auditor with the following qualifications:

PERSONNEL	QUALIFICATIONS
Lead Auditor	<ul style="list-style-type: none"> • Degree relevant to the job • At least five (5) similar projects (i.e., ISO QMS Certification) for government institutions; • At least five(5) relevant projects (i.e., ISO QMS Certification) for private companies
Audit Members	<ul style="list-style-type: none"> • Degree relevant to the job • At least three (3) similar projects (i.e., ISO QMS Certification) for government institutions; • At least three (3) relevant projects (i.e., ISO QMS Certification) for private companies

B. Documentary Requirements/Submissions

Interested Certifying Bodies must submit one (1) original and three (3) certified true copies of the following in three (3) separate sealed envelopes of the following requirements upon bid submission:

1. Eligibility Requirements

- a. DTI-PAB certification/accreditation;
- b. SEC registration;
- c. Mayor's/Business permit issued by the city or municipality where the principal place of business of the prospective bidder is located, or the equivalent document for Exclusive Economic Zones or Areas. In cases of recently expired Mayor's/Business permits, it shall be accepted together with the official receipt as proof that the bidder has applied for renewal within the period prescribed by the concerned local government unit: Provided, That the renewed permit shall be submitted as a post qualification requirement in accordance with Section 34.2 of the IRR of RA 9184;

- d. PhilGEPS registration certificate, pursuant to requirements under Section II, 2.1, a, i of Philippine Bidding Documents, August 2016, 5th edition;
- e. Income/Business Tax Returns; and
- f. Omnibus Sworn Statement.

2. Technical Proposal

- a. Statement of the prospective bidder of all its ongoing 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 provided. The statement shall include, for each contract, the following:
 - i. The name and location of the contract;
 - ii. Date of award of the contract;
 - iii. Type and brief description of consulting services;
 - iv. Consultant's role (whether main consultant, sub-consultant, or partner in a JV)
 - v. Amount of contract;
 - vi. Contract duration; and
 - vii. Certificate of satisfactory completion or equivalent document issued by the client, in the case of a completed contract.
- b. Statement of the consultant specifying its nationality in compliance with Section 24.3.1 of the 2016 Revised IRR of RA 9184, and confirming that those who will actually perform the service are registered professionals authorized by the appropriate regulatory body to practice these professions and allied professions;
- c. Curriculum vitae of the proposed certification audit team with audit experience relevant to this project; and
- d. Complete and clear scope of work and implementation methodology, including team composition and tasks, time schedule for professional personnel, and activity work schedule.

3. Financial Proposal

The quotation should be stated simply on a lump sum basis contained in a sealed letter addressed to:

The Chairperson

Bids and Awards Committee
MWSS Corporate Office
4th Flr., Admin Building, MWSS Complex
Balara, Quezon City

Only the financial proposals of those bidders who have complied with the eligibility and technical requirements will be opened. The complying bidder who submits the lowest quotation will be declared the winner.

MWSS reserves the right to disapprove any of the team member/s nominated prior to award. Reason for disapproval shall be made clear to the Certifying Body. The

Certifying Body shall nominate an equally capable team member having the same qualifications stated in the TOR to be approved by MWSS. Any changes in the composition of the Project Team members after the contract has been awarded shall be formally communicated to the MWSS for its approval.

G. DURATION OF THE CONTRACT

The Services is to commence from the receipt of the Notice to Proceed (NTP) until the complete submission of deliverables for the 2nd Surveillance Audit. The duration includes the required time for undertaking the Scope of Work as specified above, the finalization of the reports and full submittal of documents to MWSS.

H. PAYMENT SCHEME

Payment shall be made in three (3) installments, net of all applicable withholding taxes, upon issuance by MWSS of the Certificate of Satisfactory Completion of the following milestones and submission of the required deliverables:

MILESTONE/DELIVERABLE	PAYMENT
After Recertification Audit and Issuance of ISO 9001:2015 Certificate valid for Three (3) Years	50%
Upon Completion of 1 st Surveillance Audit and submission of Audit Report	25%
Upon Completion of 2 nd Surveillance Audit and Submission of Audit Report	25%

Each payment shall be supported by a Certificate of Satisfactory Service based on the work rendered comprising the actual outputs as certified by the Certifying body and duly accepted by the QMR or his authorized representative.

I. CONFIDENTIALITY AGREEMENT

The winning CB and each CB Audit Team Member shall execute and sign a Confidentiality and Non-Disclosure Undertaking and shall provide MWSS with a notarized copy of the same prior to the start of engagement.

Prepared by:

TECHNICAL WORKING GROUP (TWG)


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Chairperson

Approved by:

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