

TERMS OF REFERENCE:

Engagement of the Services of a Certifying Body for the Re-Certification of the JHMC Quality Management System (QMS) to ISO 9001:2015 Standard

I. RATIONALE

Administrative Order No. 161 “Institutionalizing Quality Management System (QMS) in Government” was issued on 05 October 2006, as one of the National Competitiveness Summit (NCS) Action to effect actual improvements in public governance in recognition of the International Organization for Standardization (ISO) 9000 series which ensures consistency of products and services through quality processes.

Administrative Order No. 605 “Institutionalizing the Structure, Mechanisms and Standards to Implement the Government Quality Management Program, amending for the Purpose Administrative Order No. 161, s. 2006” was issued in 23 February 2007 to identify with more particularly guidelines in the pursuit of the components of the Government Quality Management Program (GQMP) for the effective implementation of the law, including the expansion in its coverage and the necessary structure that shall formulate the policies and oversee the GQMP.

A.O. No. 605 directs all departments and branches of the Executive branch, including all government-owned and/or controlled corporations (GOCCs) and government financial institutions (GFIs) to adopt the ISO 9001:2000 QMS as part of the implementation of a government-wide quality management program. The QMS shall be certified for demonstrated conformity with ISO 9001:2000 and the applicable Government Quality Management Systems Standards (GQMSS), with priority to be given to frontline services.

The JHMC, as the steward of the Camp John Hay, continues to develop the estate into a premier tourist and investment destination and center for human resource development. It continues to be a strong catalyst for economic growth and job generation, manages its forest watershed areas with a goal of sustainable multiple use and administers effective and efficient regulation in the John Hay Special Economic Zone (JHSEZ) and the John Hay Reservation Area (JHRA) and have been building partnership with various stakeholders for a lasting and positive impact in the City of Baguio and the country.

On 21 March 2019, JHMC was issued Registration Certificate for ISO 9001:2015 (Quality Management System) covering JHMC's processes in "Public Administration covering JHMC's core processes such as Business Development and Events Management, Provision of Regulatory Services, Forest and Environment Management, and Land and Asset Management" which will expire on 20 March 2022.

II. GENERAL TERMS AND CONDITIONS

1. The Certifying Body (CB) must be accredited by the International Accreditation Forum (IAF) members. Preferably, the CB is accredited by the Philippine Accreditation Bureau under the Department of Trade and Industry, which is an IAF member and the recognized national accreditation body in the Philippines pursuant to Executive Order No. 802, s. 2009.

Similar internationally recognized bodies promoting Total Quality Management (TQM) shall be considered.

2. The CB must have at least five (5) years ISO 9001:2015 auditing experience.
3. The CB must have conducted at least five (5) similar engagements within the last five (5) years for government institutions, of which three (3) are for government institutions.
4. Its audit team should satisfy the following:
 - Consist of at least two (2) auditors with actual hands-on experience on QMS who are qualified to conduct audits in the name of the CB;
 - With at least one (1) team member with a minimum of three (3) years ISO 9001: 2015 auditing experience; and,
 - With at least one (1) team member with actual hands-on experience on the Government QMS Process.
5. The CB must be duly registered with the Securities and Exchange Commission (SEC) or the Department of Trade and Industry (DTI) for sole proprietorship.
6. The CB must be duly registered with PhilGEPS.
7. The proponent is required to submit to JHMC, through its Bids and Awards Committee (BAC), copies of the following:
 - a. Mayor's/ Business Permit;
 - b. PhilGEPS Registration Number;

Note: Certificate of Platinum Membership may be submitted in lieu of the Mayor's/ Business Permit and PhilGEPS Registration Number.

- c. Accreditation from the IAF members (preferably from the Philippine Accreditation Bureau under the Department of Trade and Industry, which is an IAF member and the recognized national accreditation body in the Philippines pursuant to Executive Order No. 802, s. 2009);
 - d. Company Profile;
 - e. List of Clients (with contact person and contact number), services rendered and contract amount;
 - f. Curriculum Vitae of the proposed certification audit team; and,
 - g. Proposal, including a complete and clear scope of work and implementation methodology.
8. Proposals shall be evaluated based on Quality-Cost Based Evaluation (QCBE).

The criteria and rating system for the selection of the winning CB are as follows:

Evaluation Criteria	Weight
Technical Proposal	
<p><i>a. Applicable Experience and Track Record</i></p> <ul style="list-style-type: none"> ▪ Number of years of experience (10%) ▪ Similar projects completed within the last five (5) years (10%) ▪ Similar projects conducted for government institutions within the last five (5) years (10%) ▪ Client feedback (5%) 	35%
<p><i>b. Qualification of Audit Team</i></p> <ul style="list-style-type: none"> ▪ Audit team members with actual hands-on experience on QMS who are qualified to conduct audits in the name of the CB (10%) ▪ With at least one (1) team member with a 	

minimum of three (3) years ISO 9001: 2015 auditing experience (10%) <ul style="list-style-type: none"> ▪ With at least one (1) team member with actual hands-on experience on the Government QMS Process (10%) ▪ Educational attainment/applicable accreditation of Audit Team members (5%) 	35%
Financial Proposal	30%
TOTAL	100%

9. The contract will be awarded to the CB with the Highest Rated and Responsive Bid.

10. The winning CB shall assume all costs related to its assigned Audit Team members, including their salaries, allowances, meals, field accommodations, transportation and/or logistical support, and other expenses necessary to perform the services throughout the duration of the engagement.

11. The winning CB shall assume the cost of any required testings and other related medical expenses for its Audit Team members in connection with the COVID-19 pandemic.

12. JHMC shall not be liable for any injury, illness or death sustained by the CB's employees arising from the COVID-19 pandemic while in the performance of their duties and responsibilities in connection with this engagement.

III. OTHER RELEVANT INFORMATION PERTAINING to the ENGAGEMENT:

Audit Scope	Public administration covering JHMC's core processes such as Business Development and Events Management, Provision of Regulatory Services, Forest and
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	Environment Management, and Land and Asset Management.
Audit Site	JHMC Office Complex, John Hay Special Economic Zone, Camp John Hay, Baguio City
Total number of personnel (as of 28 April 2021)	79, consisting of 52 personnel on plantilla positions and 27 personnel on Contract of Services.
Outsourced services	General support services (e.g. security services, janitorial and ground maintenance, gardening, solid waste collection, forest care management, equipment/vehicle/facility repair and maintenance services) and real estate development.

IV. EXPECTED DELIVERABLES and OUTPUTS from the CB

Activity	Deliverable
1. Pre-Audit Capability Assessment	Assessment Report
2. Recertification Audit of the JHMC QMS to ISO 9001:2015	Preparation and submission of audit plan.
	Conduct of on-site/ remote assessment audit.
	Preparation and submission of audit report.
3. First Surveillance Audit (Year 2) of the JHMC QMS to ISO 9001:2015	Recertification/ issuance of ISO 9001:2015 Certificate.
	Preparation and submission of audit plan.
	Conduct of on-site/ remote assessment audit.
	Preparation and submission of audit report.
	Confirmation of ISO 9001:2015 Certificate.
	Preparation and submission of audit plan.
	Conduct of on-site/ remote assessment audit.

4. Second Surveillance Audit (Year 3) of the JHMC QMS to ISO 9001:2015	Preparation and submission of audit report. Confirmation of ISO 9001:2015 Certificate.
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V. EXPECTED DELIVERABLES OF JHMC

1. Designate a counterpart support team that will coordinate with the CB regarding the technical and administrative requirements of the activities, including progress monitoring;
2. Provide logistical requirements during the activities (e.g. venues, equipment, etc), as may be necessary;
3. Provide location guides during the audit activities, as may be necessary; and,
4. Ensure availability and participation of concerned staff during the conduct of the audits, and other activities necessary in the course of the audit process.

VI. APPROVED BUDGET

Total Approved Budget for the Contract for the three (3) – year audit cycle under the JHMC Corporate Operating Budget for CY 2021 is **Three Hundred Fifty Thousand Pesos (PhP 350,000.00)**, *inclusive of all applicable taxes and fees.*

VII. MODE OF PROCUREMENT

The mode of procurement under the approved JHMC Annual Procurement Plan CY 2021 is **Small Value Procurement under Section 53.9** of the R.A. 9184 Implementing Rules and Regulations (IRR), with assigned ***PAP Code of CON-04.***

VIII. TERMS OF PAYMENT

Payments, inclusive of applicable taxes and fees, shall be based on the completion of each of the following milestones and submission of the required deliverables, to wit:

Activity/ Deliverable	Payment
1. After the recertification audit and issuance of ISO 9001:2015 Certificate	50%



2. After the 1 st surveillance audit and confirmation of ISO 9001:2015 Certificate	25%
3. After the 2 nd surveillance audit and confirmation of ISO 9001:2015 Certificate	25%