



REQUEST FOR PROPOSAL

Date: 19 September 2023

Reference: **RFP CO-23-034SVP**

1. The **Philippine Institute of Traditional and Alternative Health Care (PITAHC)** through its **Bids and Awards Committee (BAC)** invites interested bidders to submit a proposal for the procurement of the item stated below with the total Approved Budget for the Contract (ABC) amounting to **Five Hundred Thousand Pesos (PhP500,000.00) inclusive of VAT and other applicable taxes:**

2.

PITAHC 2023 APP Ref	PR Number	Item Description
50299990 99	23-09-0150	ENGAGEMENT OF AN ISO TECHNICAL CONSULTANT OR FIRM TO DELIVER TECHNICAL ASSISTANCE FOR THE PITAHC ISO 9001:2015 RECERTIFICATION SURVEILLANCE AND ISO 27001 <i>(See Terms of Reference for detailed requirements)</i>

3. Procurement shall be conducted through Small Value Procurement under Section 53.9 - Negotiated Procurement as prescribed under Rule XVI- Alternative Methods of Procurement of the 2016 Revised Implementing Rules and Regulations (IRR) of Republic Act (R.A.) No. 9184, otherwise known as the "Government Procurement Reform Act".
4. The proposal must be duly signed by the bidder and must be submitted to the BAC Secretariat, PITAHC Building, Matapang St., East Avenue Medical Center Compound, Barangay Central, Quezon City or sent thru fax at (02) 8376-3067 or email at bac@pitahc.gov.ph. The proposal shall be received until **28 September 2023, 11:59PM.**
5. The bidder must **submit a copy** of the following documents, **together with the proposal**, to ensure that the said bidder is technically, legally and financially capable to undertake the proposed project:
 - a. Valid and current Mayor's/Business Permit 2022/2023
 - b. Notarized Omnibus Sworn Statement by the prospective bidder in the new prescribed form as per GPPB Resolution No. 16-2020
 - c. Income/Business Tax Return/s 2022/2023
 - d. PHILGEPS Registration Number *(to be indicated in the Price Proposal Form)*
 - e. Professional License/Curriculum Vitae
6. PITAHC reserves the right to waive any formality in the responses to the eligibility requirements and to this invitation. PITAHC further reserves the right to reject all proposals, or declare a failure of small value procurement, or not award the contract, and makes no assurance that the contract shall be entered into as a result of this invitation without thereby incurring any liability to the affected bidder or bidders in accordance with R.A. No. 9184 and its Implementing Rules and Regulations.
7. For any clarification, you may contact Mr. **Louie Sibug** at telephone no. (02) 8376-3067.

(Sgd.)

ATTY. CARMENCITA D. CASTRO-SANTOS

Chairperson, PITAHC BAC



TERMS AND CONDITIONS

1. Bidders shall provide the **correct and accurate information** required in this form.
2. Delivery Schedule: **See Section VIII of the Terms of Reference**
3. Delivery Site: **PITAHC Central Office, Quezon City.**
4. Payment Term: **See Section VII of the Terms of Reference.**
5. Price proposal must be valid for a period of **thirty (30) calendar days** from the date of submission.
6. Price proposal to be denominated in **Philippine Peso (Php)**, include all taxes and duties and/or levies payable.
7. Proposals exceeding the ABC shall be automatically rejected.
8. As part of the submission aside from Item No. 5 of the RFP and the Price Proposal Form, **bidder shall submit a Certificate of Satisfactory Completion/Performance for those who have previous contracts with PITAHC**, if applicable.
9. The **award of contract** shall be made to the single or highest rated and responsive proposal, which complied with the minimum technical specifications and other terms and conditions stated herein.
10. Any interlineations, erasures, or overwriting shall be valid only if they are signed or initialed by the bidder or any of his/her duly authorized representative/s.
11. Liquidated damages equivalent to one tenth of one percent (0.001%) of the value of the goods not delivered within the prescribed delivery period shall be imposed per day of delay. PITAHC shall rescind the contract once the cumulative amount of liquidated damages reaches ten percent (10%) of the amount of the contract, without prejudice to other courses of action and remedies open.



PRICE PROPOSAL FORM

Date: _____

The Bids and Awards Committee

PITAHC Building, Matapang Street, East Avenue Medical Center Compound,
Barangay Central Quezon City

Sir/Madam:

After having carefully read and accepted the Terms and Conditions, I/we submit our proposal for
the item as follows:

Item Description	Total Price (VAT exclusive) (in PhP)	Total Price (VAT inclusive) (in PhP)
ENGAGEMENT OF AN ISO TECHNICAL CONSULTANT OR FIRM TO DELIVER TECHNICAL ASSISTANCE FOR THE PITAHC ISO 9001:2015 RECERTIFICATION SURVEILLANCE AND ISO 27001		

Amount in Words:_____

The above-quoted price is inclusive of **all costs** and applicable taxes.

Very truly yours,

Signature : _____

Printed Name : _____

Date : _____

Company Name : _____

Contact Number : _____

PHILGEPS Registration Number: _____



TERMS OF REFERENCE

FOR THE ENGAGEMENT OF AN ISO TECHNICAL CONSULTANT OR FIRM TO DELIVER TECHNICAL ASSISTANCE FOR THE PITAHC ISO 9001:2015 RECERTIFICATION SURVEILLANCE and ISO 27001

I. BACKGROUND AND RATIONALE

Pursuant to the Republic Act No. 8423, also known as the "Traditional and Alternative Medicine Act (TAMA) of 1997", the Philippine Institute of Traditional and Alternative Health Care (PITAHC) has been in pursuit of its goal of Traditional and Complementary Medicine (T&CM) to be integrated into the Universal Health Care for better health outcomes for Filipino patients. PITAHC's mandate focuses on the Research and Development of Traditional and Complementary Medicine (T&CM), Regulation of Traditional and Alternative Practices, and Technical Advisory and Advocacy Services.

Executive Order no. 605 entitled "INSTITUTIONALIZING THE STRUCTURE, MECHANISMS AND STANDARDS TO IMPLEMENT THE GOVERNMENT QUALITY MANAGEMENT PROGRAM, AMENDING FOR THE PURPOSE ADMINISTRATIVE ORDER NO. 161, S. 2006", directs all departments and agencies of the Executive branch, including all Government-Owned and/or Controlled Corporations (GOCCs) and Government Corporations (GOCCs) and Government Financial Institutions to adopt ISO 9001:2000 Government Quality Management Systems Standards (GQMSS) as part of the implementation of a Government-wide Quality Management Program (GQMP).

Relatedly, PITAHC was ISO 9001:2015 certified in 2018 and recertified in 2021. Being ISO certified, the general public is assured that PITAHC continuously operates with utmost efficiency with herbal/medicinal products and references that are of quality, safe, accessible and affordable. This will lead to better customer satisfaction including its suppliers and staff.

A certification body issues a certificate of compliance valid for a period of three years. An auditor from the certifying body conducts an annual or periodic surveillance audit to determine compliance to the standard and implementation of the organization's key QMS processes. The audit includes management review, review of preventive and corrective actions taken and review of internal audit processes.

Relative to this, the services of an ISO expert/specialist or firm is needed to provide technical assistance in running a series of highly specialized training for managers, staff, and process owners, as well as, in the review and documentation of core and support processes of PITAHC in connection with its efforts in sustaining its ISO Recertification.

II. OBJECTIVES

General Objective:

To be able to acquire the services of a qualified Firm or Consultant/s to engage, guide and provide technical assistance to PITAHC for sustaining its ISO 9001:2015 recertification and the continual improvement of its Quality Management System.

Specific Objectives:

1. To capacitate PITAHC Central Office and its Herbal Processing Plant key officials and staff in the preparation for the surveillance audit of the certifying body through:
 - a. Conduct ISO 9001:2015 awareness and orientation course/s to enhance the understanding and appreciation of PITAHC newly hired and HPPs staff on the principles, concepts and requirements of ISO 9001:2015;
 - b. Conduct general orientation and overview of ISO 27001 "Information Security Management System" standards and requirements for better appreciation which the Institute may decide to implement;
 - c. Facilitate trainings, workshops and other similar activities on documentation requirements, risk management, review of strategic directions, quality objective setting and action



- planning, review of the needs and expectations of internal and external clients, and process improvement;
 - d. Conduct of Gap Analysis for the Herbal Processing Plan, Advanced Auditing Skills based on ISO 19011:2018 and Root Cause Analysis for Central Office personnel.
 - e. Conduct of other related workshops and trainings as may be required or identified during the course of the consultancy project.
2. Establishment of mechanisms to maintain and sustain PITAHC ISO 9001:2015

III. SCOPE OF WORK

A. Responsibilities of the Consultant/s:

To meet the above-mentioned objectives, the consultant /s should be able to:

1. Develop and submit an Inception Report including related activities or steps in the conduct of this project and timeline, but not limited to training objectives, technical assistance to PITAHC, etc.;
2. Organize and conduct the trainings in coordination with the Management Services Division (MSD);
3. Act as resource person/facilitator for the following trainings to PITAHC officials and staff including HPPs as agreed with the PITAHC's QMR, but not limited to;
 - a. Executive briefer on ISO 27001 ISMS
 - b. ISO 9001 Training Course on Seven Quality Management Principles and Workplace Organization (7S)
 - c. Awareness on ISO 9001:2015 Requirements and Documentation
 - d. Training-Workshop on Risk-based Thinking
 - e. Quality Objective Setting and Action Planning Workshop
 - f. Training-Workshop on Advanced Internal Quality Auditing based on ISO 19011
4. Evaluation of all ISO courses conducted and awards training certificates;
5. Review the current PITAHC Quality Manual, QOPs, QOMs, Risk Registry and IQA Audit program;
6. Conduct and facilitate pre-audit activities prior to surveillance audit;
7. Prepare and submit accomplishment reports containing the documentation of the conduct of activities but not limited to narrative reports and photo-documentations.
8. The Consultant shall treat all information reviewed and recorded strictly confidential at all times and he/she shall:
 - a. sign a non-disclosure agreement;
 - b. warrant, represent, and undertake reliability of the services required;
 - c. agree to hold the Propriety Information in strict confidence;
 - d. agree not to reproduce, transcribe or disclose the Propriety Information to third parties without prior written approval from PITAHC, and;
 - e. uphold with strict confidentiality any and all information that will come to his or her knowledge.

B. Responsibilities of the PITAHC

1. Allocate the contract amount inclusive of applicable taxes, chargeable against the funds of PITAHC- Management Services Division (MSD), the disbursement of which shall follow the schedule of payment;
2. PITAHC through the Management Services Division shall oversee the overall conduct of this project;
3. Responsible for the timely provision of access, information, decision-making which are necessary for the achievement of the project
4. Make prompt review of the work produced and presented by the Firm/Consultant in the different phases of the project;
5. Review and evaluate all the technical progress reports and final report submitted by the Firm/Consultant;
6. Process payment on schedules as stated in the section VII of this terms;
7. Issue certification of acceptance and recommendation for payment.



IV. METHODOLOGY

The Consultant, to ensure that the objectives of the ISO Project are realized, various methods such as lecture presentations, group discussions, demonstrations, workshops and trainings shall be utilized.

V. QUALIFICATIONS OF THE CONSULTANT/s

1. The Consultant must possess the following qualifications:
 - a. Post graduate degree and/or advance studies (at least Master's degree in Engineering or other related fields);
 - b. at least five (5) years professional experience working with government/private/non-government agencies on quality management system;
 - c. training on ISO 9000 project implementation, CQI/IRCA Certified ISO 9001 Lead Auditor;
 - d. excellent writing and communication skills

VI. CRITERIA FOR EVALUATION

PITAHC shall adopt the Quality Cost Based Evaluation (QCBE) in assessing the service provider's competence/qualifications, are as follows:

For this purpose, the quality (Technical Proposal) is given a weight of 60% while the cost (Financial Proposal) is 40% and is allocated as follows:

CRITERIA	PERCENTAGE
Technical Aspect: (60.0%)	
a. Qualification of the Proposed Professional Staff/Consultant	20.0%
b. Consultant Experience and Capability	20.0%
c. Methodology and Work Plan	20.0%
Financial Proposal (40.0%)	
a. Price Quotation	40.0%
TOTAL	100.0%

VII. APPROVED BUDGET FOR THE CONTRACT (ABC) AND PAYMENT SCHEDULE

1. The approved budget for the contract is Five Hundred Thousand Pesos (Php 500,000.00).
2. For and in consideration of the services of the CONSULTANT/s, PITAHC shall make the following payment (refer to the following table):



PAYMENT TRANCHE	ACCOMPLISHMENT	PERCENT	AMOUNT
1 st Tranche within 1 month from NTP acceptance	Acceptance of Notice to Proceed Submission of inception report Deliverable/s: <ul style="list-style-type: none">Signed NTPInception report with work plan to include initial list of documents & existing system for reviewDocumentation on the presentation of inception report (transcript/minutes of the meeting, photo documentation, recordings, etc.)	20%	Based on contract amount
2 nd Tranche 2-3 months from NTP acceptance	Conduct of Trainings/Workshops in coordination with MSD Deliverable/s: Documentation of trainings/workshop conducted but not limited to narrative reports and photos.	55%	Based on contract amount
3 rd Tranche 4 months from NTP acceptance	Present final report containing the PITAHC Strategic Plan for FY 2023-2028 that includes strategic direction, operational plan, staffing pattern, and financing plan. Deliverable/s: Signed-off all agreed deliverables <ul style="list-style-type: none">Schedule and actual trainings conducted (documentation such as narrative reports, photos, etc.)PITAHC Orders and Attendance Compilation of signed-off / agreed deliverables (hard, soft and e-copy, if applicable)	25%	Based on contract amount
	TOTAL ABC		<u>500,000.00</u>

3. Payments shall be based on the completion of the above-mentioned activities and submission of required deliverables/reports subject to acceptance of the authorized representative of the Head of the Procuring Entity.

VIII. DURATION OF ENGAGEMENT AND IMPLEMENTING ARRANGEMENT

The engagement of this project will cover a period of 4 months from the Notice of Proceed.

The Office of the Director General and Management Services Division of PITAHC shall be the focal office in this engagement and the highest oversight authority.



ANNABELLE PABIONA DE GUZMAN, MD, FPAFP, MHA, MA Med (UK), CESE

Director General

MA. OFELIA G. INFANTE, RND, PgDip

Planning Officer IV,
Management Services Division

IX. CONFIDENTIALITY

The CONSULTANT/s shall not use (except for PITAHC's benefit) or divulge to anyone-either during the term of this Agreement or thereafter - any of the PITAHC's trade secrets, the proprietary information, or other proprietary data, personal information covered by the Data Privacy Act, or information of any kind whatsoever acquired by the CONSULTANT/s in carrying out the terms of this agreement. In this regard, the CONSULTANT/s shall:

1. Warrant, represent and undertake reliability of the service required;
2. Agree to hold the proprietary information in strict confidence;
3. Agree not to reproduce, transcribe or disclose the proprietary information to third parties without prior written approval from the CLIENT; and
4. Uphold strict confidentiality of all information that will come to CONSULTANT's knowledge.

X. TERMINATION

The PITAHC may, in case of material default on the part of the CONSULTANT/s, terminate the contract, through written notice to the CONSULTANT/s at least thirty (30) days prior to the termination, and that the CONSULTANT/s failed to resolve the fault within the conditions and period specified in the Notice. The CLIENT shall only be liable to pay the CONSULTANT/s on the accomplishments delivered prior to the termination of the contract, and shall not in any way, prevent or prejudice any other claims which the parties may have against each other.

XI. OTHER DOCUMENTARY REQUIREMENTS

The following documents must be submitted by the interested Consultant or Firm in addition to the prescribed Documentary Requirements:

1. Professional License and/or curriculum vitae/company profile;
2. Proposed Methodology/ Approach; and
3. List of on-going and/or completed project/s.



TECHNICAL SPECIFICATIONS COMPLIANCE

Terms and Conditions/ Terms of Reference	Compliance to Terms and Conditions / Terms of Reference (Check the corresponding box)		
	Compliant	Non-Compliant	Remarks: (Counter Specs Offer)
SCOPE OF WORK: As per Section III of the Terms of Reference	Yes ()	No ()	
<ul style="list-style-type: none">Responsibilities of the Consultant/s as per Section III.A. INCLUDING all deliverables as per Section VII (Accomplishments per Tranche) of the Terms of Reference	Yes ()	No ()	
DURATION OF ENGAGEMENT: As per Section VIII of the Terms of Reference	Yes ()	No ()	
METHODOLOGY: As per Section IV of the Terms of Reference	Yes ()	No ()	
QUALIFICATIONS OF THE CONSULTANT/S: As per Section V of the Terms of Reference	Yes ()	No ()	
OTHER DOCUMENTARY REQUIREMENTS: As per Section XI of the Terms of Reference	Yes ()	No ()	
CONFIDENTIALITY: As per Section IX of the Terms of Reference	Yes ()	No ()	
TERMINATION: As per Section X of the Terms of Reference	Yes ()	No ()	
<ul style="list-style-type: none">Delivery Schedule: Covers a period of Four (4) months from the date of Notice to Proceed	Yes ()	No ()	
<ul style="list-style-type: none">Delivery Site: PITAHC Central Office, Quezon City	Yes ()	No ()	
<ul style="list-style-type: none">Payment Schedule: As per Section VII of the Terms of Reference	Yes ()	No ()	
<ul style="list-style-type: none">As part of the submission aside from Item No. 5 of the RFP and the Price Proposal Form, bidder shall submit a Certificate of Satisfactory Completion/Performance for those who have previous contracts with PITAHC, if applicable.	Yes ()	No ()	N/A ()

Conforme:

Name of the Authorized Representative

And signature

Name of Company

Date