



TERMS OF REFERENCE

FOR THE PROCUREMENT OF SERVICES OF A CERTIFYING BODY (CB) TO CONDUCT AUDIT
AND PROVIDE ISO 9001:2015 QUALITY MANAGEMENT SYSTEM (QMS)
CERTIFICATION FOR THE PHILIPPINE INSTITUTE OF TRADITIONAL AND ALTERNATIVE
HEALTH CARE (PITAHC)

I. Purpose

The purpose of this Terms of Reference (TOR) is to procure the services of a Third –Party Certification Body that will conduct an audit to assess the conformities of PITAHC based on ISO 9001:2015 that includes management review, review of preventive and corrective actions taken and review of internal audit processes.

II. BACKGROUND AND RATIONALE

The PITAHC ISO Certification is pursuant 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”, that 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) and Memorandum Circular No. 2023-1 dated August 22, 2023 which reiterated a requirement for the Institute to be compliant with ISO 9001:2015.

III. OBJECTIVES

1. To acquire the services of a qualified ISO Certifying Body to engage and provide independent confirmation that PITAHC Central Office meets ISO 9001:2015 requirements, and if found compliant, issue the corresponding Certification and conduct the required Surveillance Audits.
2. To conduct 3rd Cycle Certification Audit of PITAHC based on ISO 9001:2015 Standard
3. To conduct surveillance audits within a two-year period after the grant of certification.

IV. SCOPE OF WORK

1. Stage 1 Audit – Documents Review
Initial audit to be conducted for the purpose of assessing the sufficiency and adequacy of documented information as required by ISO 9001:2015 standard.



2. Stage 2 Audit – Certification Audit

Certification audit to be conducted for the purpose of validating the compliance of the documented QMS procedures that covers the different processes and operations prepared by PITAHC. Included are the following:

- a. Preparation and submission of audit report detailing observations, opportunities for improvement or any-non-conformity to ISO 9001:2015 standards or documented procedures and suggestions on addressing the same; and
- b. Issuance of ISO 9001:2015 compliance certificate valid for three (3) years.

3. Surveillance Audits – Maintenance Audits

Annual surveillance audits for the 2nd and 3rd year of the contract shall be conducted to verify if the established QMS requirements are continuously complied, sustained and improved.

V. Responsibilities of the Certifying Body (CB):

To meet the above-mentioned objectives, the CB should be able to:

1. Prepare and submit an Audit Plan within five (5) working days from the signing of the Contract of Services, subject to concurrence of PITAHC;
2. Conduct of 3rd Cycle Re-Certification Audit in accordance with the mutually agreed Audit Plan and schedule;
3. Issue ISO 9001:2015 Certificate after receipt and approval of corrective actions to the nonconformities noted during the audit, if any;
4. Conduct Surveillance Audit for the 2nd and 3rd year of certification;
5. Provide full report on the operations audited within the content and approved scope of work/deliverable to PITAHC within ten (10) working days after each audit unless agreed by the PITAHC. The report shall contain the following minimum items:
 - a. Summary of the activities performed
 - b. Details of the audit findings, substantiated by relevant objectives evidence; and
 - c. Statement on the status of the management system of the PITAHC and fulfillment of the applicable standard.
6. Provide in their audit activities a procedure for client appeals. If resolution on good terms for disputes between the PITAHC and the CB cannot be made, the PITAHC shall be afforded the right to lodge appeals about the decisions of the audit team to the management of CB
7. CB shall not be allowed to subcontract its services to any other person or entities



8. CB 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 Proprietary Information in strict confidence;
 - d. agree not to reproduce, transcribe or disclose the Proprietary 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.

VI. Responsibilities of the PITAHC

1. Allocate the amount of three hundred forty thousand pesos (Php 340,000.00) 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 CB in the different phases of the project;
5. Review and evaluate all the technical progress reports and final report submitted by the CB;
6. Process payment on schedules as stated in the Section X of this terms;
7. Issue certification of acceptance and recommendation for payment.

VII. METHODOLOGY

The Certifying Body, to ensure that the objectives of the Project are realized, various methods such as presentations, discussions, review of documentations and/or onsite or offsite audit shall be utilized.

VIII. QUALIFICATIONS OF THE CERTIFYING BODY

A. Qualifications and Credentials

1. The CB must possess the following qualifications:
 - a. Must be accredited by the or a member of the International Accreditation Forum (IAF);
 - b. Duly accredited by the Department of Trade and Industry-Philippine Accreditation Bureau (DTI-PAB) or must submit proof of application for



accreditation from the DTI-PAB and said accreditation must be available within the three (3)-year contract period;

- c. At least one (1) is a registered auditor in the International Register of Certificated Auditors (IRCA) to conduct audits in the name of the CB;
- d. Certificate issued must have the logo of International Accreditation Forum and compliant with International Organization for Standardization (ISO):
- e. Accredited to audit and certify QMS for the specified scopes which are deemed relevant to the nature and functions of PITAHC or IAF 38 (Health and Social Work);
- f. CB must have experience of successfully certifying ISO 9001:2015 of at least ten (10) Government Owned and Controlled Corporations (GOCCs) and/or government agencies or agencies that have similar nature and functions as that of PITAHC.
- g. Its audit teams, including surveillance, should satisfy the following:
 - i. Consists of auditor(s) with actual hands-on experience on QMS who are qualified to conduct audits in the name of the CB;
 - ii. Auditor(s) shall have a minimum of five (5) years ISO 9001 QMS auditing experience;
 - iii. Have team member(s) with actual hands-on experience on government agencies; and
 - iv. Replacement of any team shall require prior written approval from PITAHC.

IX. CRITERIA FOR EVALUATION

CRITERIA FOR TECHNICAL EVALUATION	QUALIFICATIONS
Lead Auditor	<ul style="list-style-type: none">• Degree relevant to the job• At least five (5) years experience as Lead Auditor• At least ten (10) similar projects (ISO QMS Certification for government institutions)• At least five (5) relevant projects (ISO QMS certification for private companies)
Audit Team member/s	<ul style="list-style-type: none">• Degree relevant to the job



	<ul style="list-style-type: none">• At least three (3) years experience as Auditor• At least three (3) similar projects, (ISO QMS Certification for government institutions)• At least three (3) relevant projects (ISO QMS certification for private companies)
--	--

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

1. The approved budget for the contract is Three Hundred Forty Thousand Pesos (Php 340,000.00) inclusive of all taxes.
2. For and in consideration of the services of the Certifying Body, PITAHC shall make the following payment:

PAYMENT TRANCHE	ACCOMPLISHMENT	PERCENT	AMOUNT
Certification Fee	Year 1 •On-site Audit •Audit Plan • Audit Report •Issuance of Certification not later than e.o. December 2024	50%	170,000.00
Annual Accreditation Fee	Year 2 •1st Surveillance Audit (On-site Audit) • Audit Plan • Audit Report	25%	85,000.00
	Year 3 • 2nd Surveillance Audit (On-site Audit) • Audit Plan • Audit Report	25%	85,000.00
	TOTAL ABC		<u>Php340,000.00</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.



4. The transportation and accommodations of the auditors for the entire period of audit and certification should be inclusive.

XI. DURATION OF ENGAGEMENT AND IMPLEMENTING ARRANGEMENT

The engagement of this project will cover a period of 3 years 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.

MA. TERESA CO-IÑIGO, MD, FPCAM, CESE

Director General

MA. OFELIA G. INFANTE, RND, PgDip

Planning Officer IV, MSD

XII. CONFIDENTIALITY

The CB 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 CB in carrying out the terms of this agreement. In this regard, the CB 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 PITAHC; and
4. Uphold strict confidentiality of all information that will come to CB knowledge.

XIII. TERMINATION

The PITAHC may, in case of material default on the part of the CB, terminate the contract, through written notice to the CB at least thirty (30) days prior to the termination, and that the Firm failed to resolve the fault within the conditions and period specified in the Notice. PITAHC shall only be liable to pay the CB 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.

XIV. OTHER DOCUMENTARY REQUIREMENTS



Interested firms are required to submit one (1) original copy the proposal together with the following documentary requirements:

1. Mayor's Permit
2. PhilGEPS Registration Certificate/Number
3. Omnibus Sworn Statement

Prepared by:

MA. OFELIA G. INFANTE, RND, PgDip
Planning Officer IV, MSD

Recommending Approval:

FROILAINNE A. DELA CRUZ, MD, FPOGS, MPH
Planning Officer V, MSD

ATTY. CARMENCITA D. CASTRO-SANTOS
ATTORNEY V/QUALITY MANAGEMENT REPRESENTATIVE

Approved by:

MA. TERESA CO-IÑIGO, MD, FPCAM, CESE
Director-General