

10 August 2017

REQUEST FOR PROPOSAL

The **TOURISM PROMOTIONS BOARD** invites you to submit quotations for the item/s listed below;

Quotation No. TPB-PR 2017-08-444

**Requirements: Consultancy Services for the Upgrade of Quality Management System (QMS)
Aligned with ISO 9001:2015 Standard**

Qty	Particulars	Estimated Unit Price	Estimated Total Amount
1 lot	<p>I. PROJECT</p> <p>The Tourism Promotions Board (TPB) is seeking a competent and experienced consultant / trainer who can provide services for TPB on the upgrade and transition of TPB's Quality Management System (QMS) aligned with the requirements of the International Organization for Standardization (ISO) 9001 Standard 2015 version.</p> <p>II. BACKGROUND</p> <p>Administrative Order No. 161, "Institutionalizing Quality Management System (QMS) in Government" was issued on October 5, 2006 and was amended by Executive Order No. 605 dated February 23, 2007, mainly to adopt ISO 9001:2000 QMS as part of the implementation of a government-wide Quality Management Program (QMP).</p> <p>This initiative has taken place with the Government's aim to institutionalize QMS in all departments and agencies of the Executive Branch, including Government-Owned and Controlled Corporations (GOCCs) and Government Financial Institutions (GFIs), to effect actual improvements in public governance in recognition of the ISO 9000 series which ensures consistency of products and services through quality processes.</p> <p>On May 12, 2016, Memorandum Circular (MC) No. 2016-1, "Guidelines on the Validation of the ISO 9001 Quality Management System (QMS) or ISO-Aligned QMS Documents as a Requirement for the Grant of the FY 2016 Performance Based Bonus (PBB) was issued by the AO 25 Inter-Agency Task Force (IATF) to provide the criteria and conditions for the grant of the FY 2016 PBB. As indicated in the MC, one of the conditions for the grant of the FY 2016 PBB could either be one of the following:</p>	<p>Php 1,000,000.00</p>	<p>Php 1,000,000.00</p>

	<ul style="list-style-type: none"> • Establishment of a QMS certified by any international certifying body approved by the AO 25 IATF • ISO 9001:2015-aligned documentation of the agency’s QMS • Transitioning from 2008 version after the publication of the new standard on September 15, 2015 • With a valid ISO 9001:2015 certificate <p>In line with the Memorandum Circular No. 2016, this project is being executed by TPB to upgrade and transition TPB’s QMS to the ISO 9001:2015 and to comply with the prescribed condition for the FY 2016 Performance Targets version as well as qualify for the grant of the 2016 PBB.</p> <p>III. OBJECTIVES</p> <ol style="list-style-type: none"> 1. To raise the level of understanding, recognition and appreciation of the value of ISO 9001:2015 QMS, its principles, techniques, requirements and application, by Top Management and key personnel; 2. To train and enable end-users/concerned Divisions and personnel to use gained knowledge in the application of ISO 9001:2015 QMS pertaining to TPB’s core processes, together with related administrative and support services; 3. To coach, guide and enable end-users/concerned Divisions and personnel in the preparation of the upgraded Quality Manual, Procedures, Work Instructions, including Forms. 4. To assist Top Management in the conduct of management review, validation and approval of the prescribed QMS documents; and 5. To develop initiative, aspiration and commitment in the formulation and implementation of mechanism for continual improvement of the existing QMS. <p>IV. SCOPE OF SERVICES</p> <p>The said consulting services shall involve the following activities:</p> <ol style="list-style-type: none"> 1. Preparation of the work plan for the ISO QMS documentation. The work plan shall include the timetable/schedule for each of the activities and the identified participants; 		
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	<p>2. Conduct of customized training on QMS to build the capability of the participants on QMS techniques, documentation and other related requirements; and</p> <p>3. Conduct of consulting and coaching sessions to come up with the TPB 2015-Quality Manual, Procedures, Work Instructions and Forms aligned with ISO 9001:2015</p> <p>V. CONSULTANT'S QUALIFICATION REQUIREMENTS</p> <p>The ISO 9001 QMS Technical Consultant shall show proof or sample work to support the following qualification requirements:</p> <ol style="list-style-type: none"> 1. Must hold a Bachelor's degree in management/business/engineering courses or related field; 2. Must be knowledgeable in government operations, policies and procedures; 3. Must have at least five (5) years consulting experience from establishment/ documentation to certification of an ISO 9001 QMS; 4. Must be continuously conducting training on ISO 9001 QMS for the past five (5) years, preferably with a recognized government training institution; 5. Must be engaged in consultancy and training services on establishment of QMS for certification to ISO 9001 Standard for at least five (5) years; 6. Must have assisted more than five (5) Government Agencies, in the establishment of ISO 9001 QMS; 7. Must have undertaken more than five (5) successful consultancy and training services with government organizations on the establishment of QMS towards the achievement of certification to ISO 9001 Standard; 8. Must have underwent Calibration of Third Party Auditors in Auditing ISO 9001:2015 Requirements training for the ISO 9001:2015 version; 9. Must have conducted Public trainings for ISO 9001:2015 QMS; 10. Must have ongoing consultancy and training services with government agencies for the establishment or upgrading of ISO 9001:2008 QMS to ISO 9001:2015 QMS version. 		
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	<p>VI. SCHEDULE OF THE CONSULTANT'S DELIVERABLES (See "Annex A")</p> <p>VII. DELIVERABLES OF THE CONSULTANT</p> <ol style="list-style-type: none"> 1. Commitment to treat with utmost confidentiality all information and materials gathered and used relating to this engagement or TPB's business or operations; 2. Preparation of the ISO 9001:2015 QMS Transition Work Plan and compliance with the training and consultancy requirements based on ISO 9001:2015 standard, for the entire duration of the engagement; 3. Provide expert knowledge through consultation / training by delivering the outputs and activities identified in the specified undertakings. Said consultation and training may be conducted by a member of the consultant's team. 4. Adherence to appointment/training and workshop schedules and consultancy visits and any changes or adjustments of schedules as agreed upon. For any request for change or cancellation of schedule, however, at least a one (1) week notice shall be given and the said change/adjustment shall be made based on mutual agreement by both parties; 5. Provision of training materials prior to the scheduled training. <p>VII. DELIVERABLES OF THE TOURISM PROMOTIONS BOARD</p> <ol style="list-style-type: none"> 1. Provision of all the necessary/required information/data related to the project and identification of participants as may be needed in pursuing the tasks under this TOR; 2. Adherence of the identified participants to timelines set according to the schedule of training and consultancy sessions per work plan. For any request for change or cancellation of schedule, however, at least a one (1) week notice shall be given and the said change/adjustment shall be made based on mutual agreement by both parties; 3. Provision of logistical requirements for the conduct of the training, workshops and consultations, and payment of all the associated costs, including traveling expenses and room/hotel accommodation, if needed; 4. Attendance to briefing/training and presentation and active involvement of the QMR, Deputy QMR, other members of the Quality Management Structure and concerned officials 		
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- and personnel on matters pertaining to functional quality objectives, including Key Performance Indicators (KPIs), performance monitoring among others;
5. Payment of the cost of producing professionally bound copies of all reports and reproduction of training materials and certificates and QMS documentation outputs;
 6. Provision of room/office space and desktop computer for the use of the consultant, as may be needed on the course of the project.

VIII. DURATION OF ENGAGEMENT

The engagement of the ISO 9001 QMS Technical Consultant will cover a period of One (1) year from the date of the acceptance of the Notice to Proceed (NTP).

VIII. TERMS OF PAYMENT

Payment for the consultant’s services shall be based on the completion of each phase of the project as follows:

Phase	Percentage of Payment
Phase 1	35%
Phase 2	35%
Phase 3	30%
Total	100%

IX. EVALUATION AND SELECTION CRITERIA

1. The Consultant must attain a hurdle rate of 80% based on the following set of selection criteria with their corresponding weight assignment:

Criteria	Weight		
I. Qualification of Consultant Educational Attainment Technical Training	30%		
II. Experience Training on ISO 9001:2008 QMS Training and Technical Guidance Towards ISO 9001:2008 Certification Training on ISO 9001:2015 QMS Training and Technical Guidance upgrade towards ISO 9001:2015 Certification Flexibility of consultant in handling trainings and adjusting with agreed schedules	65%		
III. Schedule of Deliverables Acceptability of the schedule of deliverables and flexibility of consultant (training schedule handling, implementation of trainings, etc.)	5%		
Total	100%		
2. Evaluation Procedure Pursuant to RA 9184 and its Revised IRR, the proposals shall be evaluated using Quality-Cost Based Evaluation (QCBE).			
Terms	30 days upon receipt of invoice		
ABC	Php 1,000,000.00 inclusive of all applicable taxes		

Please submit your quotation and legal documents not later than **16 August 2017, 12:00 n.n.** in a ***SEALED QUOTATION***, subject to the Terms and Conditions attached herewith, stating the shortest time of delivery, duly signed by your representative to the Procurement and General Services Division, Administrative Department, 4th Floor, Legaspi Towers 300, Roxas Blvd., Manila.
Please address your quotation to the undersigned.

Thank you very much.

REMIGIO U. PAGADUAN

Officer – In – Charge
Procurement and General Services Division

Contact Person MARIA SALVE CATRIONA U. PONTING
Contact No 525-93-18 loc 217

Price Validity shall be for a period of thirty (30) calendar days.

Suppliers must submit the following legal documents to be eligible to participate in the bidding:

1. Mayor's Permit/License (valid and current)
2. Income / Business Tax Return
3. PhilGEPs Membership / Certificate
4. Notarized Omnibus Sworn Statement (See Attached "Annex B")

SCHEDULE OF THE CONSULTANT’S DELIVERABLES

(ANNEX A)

Phase	Project Activity	Expected Participants	Estimated Number of Days
1	Conduct of Training/Workshop on Understanding on the Principles, Requirements and Application of ISO 9001:2015	Top Management, Department Managers, Division Chiefs, Key Process Owners	2 days
	Conduct of Training on ISO 9001:2015 Awareness – Batch 1	Process Owners	1 day
	Conduct of Training on ISO 9001:2015 Awareness – Batch 2	Process Owners	1 day
	Conduct of Training/Workshop – ISO 9001:2015 QMS Documentation	Technical Working Group, Division Chiefs/Heads, Process Documenters, Key Process Owners	2 days
	Conduct of Training on Training on Risk Identification, Analysis and Evaluation, and Formulation of Risk Control Plans	Management Committee Members, Key Process Owners	2 days
	Conduct of Workshop on ISO 9001:2015 Documentation of Risk-based Procedures, Corporate and Functional Quality Objectives, Risk Registers, Risk Control Plans, Communication Plan, Knowledge Management Plan	Department Managers, Division Chiefs, Key Process Owners	3 days
	Consulting – Guidance on the conduct of QMS Planning	Management Team, Division Chiefs/Heads, Key Process Owners	2 days
2	Consulting – Provide guidance in designing the QMS, writing the QMS Documents, reviewing and validating adequacy of the QMS documents	QMS Technical Working Group, Key Process Owners Division Chiefs/Heads	9 days
	Conduct of Training/Workshop on Effective Risk-based Root Cause Analysis and Corrective Action	ManCom, Division Chiefs, Key Process Owners	2 days
	Consulting – Provide guidance in the validation of the QMS documents	Division Chiefs/Heads, Key Process Owners	3 days
	Coaching on controlling and managing QMS documented information	Documented Information Controllers	2 days

Phase	Project Activity	Expected Participants	Estimated Number of Days
	Consulting – Provide guidance in the validation of process monitoring, measurement and evaluation process, tools and techniques	Division Chiefs/Heads, Key Process Owners	2 days
3	Conduct of Training/Workshop on Effective Risk-based, Process Approach Internal Auditing ISO 9001:2015 QMS	Internal Quality Auditors	2 days
	Conduct of Training/Workshop on Effective IQA Report Writing	Internal Quality Auditors	1 day
	Consulting – Finalization of IQA Reports		1 day
	Conduct of Pre-certification Audit	All Key Process Owners	4 days
	Provision of assistance on the Pre-Certification Audit Findings		4 days
	Provision of assistance on the Certification Audit Findings	Technical Working Group/Document Controller	2 days

Omnibus Sworn Statement

REPUBLIC OF THE PHILIPPINES)
CITY/MUNICIPALITY OF _____) S.S.

AFFIDAVIT

I, *[Name of Affiant]*, of legal age, *[Civil Status]*, *[Nationality]*, and residing at *[Address of Affiant]*, after having been duly sworn in accordance with law, do hereby depose and state that:

1. **Select one, delete the other:**

If a sole proprietorship: I am the sole proprietor or authorized representative of *[Name of Bidder]* with office address at *[address of Bidder]*;

If a partnership, corporation, cooperative, or joint venture: I am the duly authorized and designated representative of *[Name of Bidder]* with office address at *[address of Bidder]*;

2. **Select one, delete the other:**

If a sole proprietorship: As the owner and sole proprietor, or authorized representative of *[Name of Bidder]*, I have full power and authority to do, execute and perform any and all acts necessary to participate, submit the bid, and to sign and execute the ensuing contract for *[Name of the Project]* of the *[Name of the Procuring Entity]*, as shown in the attached duly notarized *Special Power of Attorney*;

If a partnership, corporation, cooperative, or joint venture: I am granted full power and authority to do, execute and perform any and all acts necessary to participate, submit the bid, and to sign and execute the ensuing contract for *[Name of the Project]* of the *[Name of the Procuring Entity]*, as shown in the attached *[state title of attached document showing proof of authorization (e.g., duly notarized Secretary’s Certificate, Board/Partnership Resolution, or Special Power of Attorney, whichever is applicable)]*;

3. *[Name of Bidder]* is not “blacklisted” or barred from bidding by the Government of the Philippines or any of its agencies, offices, corporations, or Local Government Units, foreign government/foreign or international financing institution whose blacklisting rules have been recognized by the Government Procurement Policy Board;

4. Each of the documents submitted in satisfaction of the bidding requirements is an authentic copy of the original, complete, and all statements and information provided therein are true and correct;
5. *[Name of Bidder]* is authorizing the Head of the Procuring Entity or its duly authorized representative(s) to verify all the documents submitted;

6. **Select one, delete the rest:**

If a sole proprietorship: The owner or sole proprietor is not related to the Head of the Procuring Entity, members of the Bids and Awards Committee (BAC), the Technical Working Group, and the BAC Secretariat, the head of the Project Management Office or the end-user unit, and the project consultants by consanguinity or affinity up to the third civil degree;

If a partnership or cooperative: None of the officers and members of *[Name of Bidder]* is related to the Head of the Procuring Entity, members of the Bids and Awards Committee (BAC), the Technical Working Group, and the BAC Secretariat, the head of the Project Management Office or the end-user unit, and the project consultants by consanguinity or affinity up to the third civil degree;

If a corporation or joint venture: None of the officers, directors, and controlling stockholders of *[Name of Bidder]* is related to the Head of the Procuring Entity, members of the Bids and Awards Committee (BAC), the Technical Working Group, and the BAC Secretariat, the head of the Project Management Office or the end-user unit, and the project consultants by consanguinity or affinity up to the third civil degree;

7. *[Name of Bidder]* complies with existing labor laws and standards; and
8. *[Name of Bidder]* is aware of and has undertaken the following responsibilities as a Bidder:
 - a) Carefully examine all of the Bidding Documents;
 - b) Acknowledge all conditions, local or otherwise, affecting the implementation of the Contract;
 - c) Made an estimate of the facilities available and needed for the contract to be bid, if any; and
 - d) Inquire or secure Supplemental/Bid Bulletin(s) issued for the *[Name of the Project]*.
9. *[Name of Bidder]* did not give or pay directly or indirectly, any commission, amount, fee, or any form of consideration, pecuniary or otherwise, to any person or official, personnel or representative of the government in relation to any procurement project or activity.

IN WITNESS WHEREOF, I have hereunto set my hand this ___ day of ___, 20__ at _____, Philippines.

Bidder's Representative/Authorized Signatory

SUBSCRIBED AND SWORN to before me this ___ day of [month] [year] at [place of execution], Philippines. Affiant/s is/are personally known to me and was/were identified by me through competent evidence of identity as defined in the 2004 Rules on Notarial Practice (A.M. No. 02-8-13-SC). Affiant/s exhibited to me his/her [insert type of government identification card used], with his/her photograph and signature appearing thereon, with no. _____ and his/her Community Tax Certificate No. _____ issued on ___ at _____.

Witness my hand and seal this ___ day of [month] [year].

NAME OF NOTARY PUBLIC

Serial No. of Commission _____

Notary Public for _____ until _____

Roll of Attorneys No. _____

PTR No. _____ [date issued], [place issued]

IBP No. _____ [date issued], [place issued]

Doc. No. _____

Page No. _____

Book No. _____

Series of _____