

**TECHNICAL SPECIFICATIONS
SERVICES OF AN ISO 9001:2015 CERTIFICATION BODY UNDER
A MULTI-YEAR CONTRACT (2024-2026)**

I. BACKGROUND

Executive Order No. 605 (Institutionalizing the Structure, Mechanism and Standards to Implement the Government Quality Management Program), series of 2007 directs all government agencies to adapt to the Quality Management System standards set forth in ISO 9001. In compliance with the said directive, the Tourism Promotions Board, has established and implements a Quality Management System (QMS) that is committed to consistently deliver effective, efficient and timely services to its customers in compliance with the standards of ISO 9001:2015.

II. OBJECTIVE

Engagement of a Certification Body for ISO 9001:2015 Certification of the Tourism Promotions Board (TPB) Quality Management System

TPB intends to engage a qualified Certification Body (CB) that shall provide independent confirmation that the TPB QMS complies with ISO 9001:2015 requirements and if found compliant, issue the corresponding ISO Re-certification valid for three (3) years. The engagement also covers the conduct of surveillance audits for two (2) years after the issuance of the ISO Certification.

III. SCOPE OF SERVICES

The CB is expected to provide the following services:

1. Conduct of certification audit (Stage 1 and 2)
2. Issuance of ISO 9001:2015 Certificate (valid for 3 years); and
3. Conduct at least one (1) surveillance audit every year for two consecutive years after the issuance of the Certificate

The Re-certification and Surveillance Audits shall cover the scope of the TPB QMS. It shall involve the following deliverables and activities:

DELIVERABLES	ACTIVITIES
CY 2024	
1. Audit Plan 2. Certification Audit (indicative)	<ul style="list-style-type: none">• Prepare and submit Certification Audit Plan at least seven (7) calendar days prior to the Audit

<p>August 2024) 3. Audit Report (7 calendar days after the conduct of audit)</p>	<p>engagement</p>
<p>4. Issuance of ISO 9001:2015 Certificate valid for three (3) years (secured/transmitted to TPB within 40 calendar days of receipt of the Audit Report or not to exceed 20 October 2024, to be followed is whichever is applicable earlier)</p>	<ul style="list-style-type: none"> • Conduct Stage 1 and Stage 2 Certification Audit; • Prepare and submit the Audit Report detailing observations such as best practices, opportunities for improvement, and any non-conformity to ISO 9001:2015 standards or on documented procedures and suggestions on how to address them within seven (7) calendar days after the conduct of the off-site or onsite audit • Issue ISO 9001:2015 Certification or the latest applicable version should it apply valid for 3 years
<p>CY 2025 and CY 2026</p>	
<p>1. Surveillance Audit for the 2nd Year (2025) and Surveillance Audit for the 3rd Year (2026) 2. Surveillance Audit Report [within seven (7) calendar days after the conduct of audit]</p>	<ul style="list-style-type: none"> • Prepare and submit a Certification Audit Plan at least seven (7) calendar days prior to the audit engagement • Conduct Surveillance Audit; and • Prepare and submit a Surveillance Audit Report detailing observations such as best practices, opportunities for improvement, and any non-conformity to ISO 9001:2015 standards or the latest applicable version should it apply or on documented procedures and suggestions on how to address them within seven (7) calendar days after the conduct of the off-site or onsite audit • Provide Confirmation of ISO 9001:2015 certificate • Provide a Confirmation Letter for each of the conducted Surveillance Audits and transmitted to TPB within 40 calendar days of receipt of the Audit Report. The Confirmation Letter should indicate:

	<ul style="list-style-type: none"> - when the Surveillance Audit was performed - that proof has been furnished that the requirements according to ISO 9001:2015 are fulfilled; and - that TPB is recommended for the maintenance of its ISO certificate
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The CB shall include in their audit activities, a procedure for client appeals. If resolutions on good terms for disputes between TPB and the CB cannot be made, TPB shall be afforded the right to lodge appeals about the decisions of the audit team to an independent arbitrator. Independently from this, the legal path is open to both parties.

All information reviewed and recorded by the CB audit team shall be treated in the strictest confidence and a non-disclosure agreement shall be in effect upon conforme signature of the Supplier on the Notice of Award.

The CB audit team shall furnish its Audit Report findings within 7 calendar days of each conduct of audit.

The expedited issuance of ISO 9001:2015 Certificate is incorporated into the Approved Budget for the Contract wherein said certificate must be received within and not beyond 45 calendar days of the conduct of audit.

IV. PROJECT IMPLEMENTATION SCHEDULE

<p>CY 2024</p> <ul style="list-style-type: none"> - Conduct of the Re-Certification Audit - Indicative dates of 06 to 08 August 2024 - Issuance of an ISO 9001:2015 Certificate valid for three (3) years within 45 calendar days of the conduct of the Audit
<p>CY 2025</p> <ul style="list-style-type: none"> - Conduct of the First Surveillance Audit - Schedule date TBD - Issuance of a Confirmation Letter for the First Surveillance Audit within 45 calendar days of the conduct of the Audit
<p>CY 2026</p> <ul style="list-style-type: none"> - Conduct of the Second Surveillance Audit - Schedule date TBD

- Issuance of a Confirmation Letter for the Second Surveillance Audit
within 45 calendar days of the conduct of the Audit

V. QUALIFICATIONS OF THE CERTIFICATION BODY

1. The CB shall be duly accredited by the Philippine Accreditation Bureau (PAB) of the Department of Trade and Industry (DTI) to provide QMS Certification to ISO 9001:2015 for L75: Public Administration. — and submit a copy of its Certificate of Accreditation and Scope of Accreditation.
2. The CB must have at least 10 years of experience in conducting ISO QMS audits with clients from the private and government sector. CB to submit its company profile, List of ongoing and completed projects highlighting related government and private certification projects for the past three (3) years (2021-2023).
3. To avoid conflict of interest, certification bodies that have provided quality management system consulting services or site- specific auditor training within the prior two (2) years to TPB, shall not be engaged as a CERTIFICATION BODY.

Note: Consulting refers to the provision of training documentation development, or assistance with implementation of quality management systems to a specific organization. Trainings that are open to the public, not organization specific, and held at a public forum is not considered as consulting.

4. The CB audit teams, including surveillance, shall satisfy the following:
 - a. Consist of one (1) lead auditor and at least two (2) other member auditors qualified to conduct audit in the name of the CB; Note: The audit team may use external experts on the specified QMS process scope as necessary.
 - b. No member of the CB audit team should have provided consultancy for TPB in the two (2) years prior to the audit; and
 - c. For each audit cycle, different auditors may be used. However, at least one auditor of the initial team should participate in all audits of the three-year audit cycle.

VI. APPROVED BUDGET FOR THE CONTRACT (ABC)

The ABC is **Five Hundred Thousand Pesos Only (PhP500,000.00)**, inclusive of VAT and all applicable taxes and fees.

VII. TERMS OF PAYMENT

Payments shall be based on the following terms as evidenced by the submission and acceptance of the required deliverables

DELIVERABLES	PAYMENT
After certification audit and issuance of ISO 9001:2015 Certificate valid for three (3) years within 45 calendar days of the conduct of the Audit	50%
After Surveillance Audit and submission of Surveillance Audit Report for the second year to include the Issuance of Confirmation Letter for the First Surveillance Audit within 45 calendar days of the conduct of the Audit	25%
After Surveillance Audit and submission of Surveillance Audit Report for the second year to include the Issuance of Confirmation Letter for the Second Surveillance Audit within 45 calendar days of the conduct of the Audit	25%
Note: The proposed activities and time frames may be adjusted subject to the recommendations of the service provider and the approval of TPB	

1. Supplier must be willing to accept a send bill arrangement.
2. Payment term is 30 working days upon receipt of Statement of Account (SOA) or Billing.
3. Payment will be made through LBP bank deposit. In case the supplier does not have a Landbank account, bank charges will be shouldered by the supplier

VIII. CONTRACT DURATION

The contract shall be valid for three (3) years covering CY 2024 for the Re-Certification Audit, CY 2025 for the First Surveillance Audit and CY 2026 for the Second Surveillance Audit subject to this Technical Specifications.

IX. PROJECT OFFICERS' CONTACT INFORMATION

The Tourism Promotions Board's ISO point person shall be:

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Project Officer

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MS. TERESITA DL LANDAN

Quality Management Representative

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