




# Bids and Awards Committee

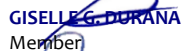
Republic of the Philippines  
Professional Regulation Commission  
P. Paredes St., Sampaloc, Metro Manila  
Facsimile: 5-310-0037 / email: bac@prc.gov.ph



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## TERMS OF REFERENCE

**PROJECT NAME/TITLE:** ENGAGEMENT OF A CERTIFYING BODY FOR A THIRD PARTY AUDIT FOR RE-ASSESSMENT OF CERTIFICATION UNDER ISO 9001:2015 QUALITY MANAGEMENT SYSTEM FOR THE PROFESSIONAL REGULATION COMMISSION – CENTRAL OFFICE

### I. BACKGROUND/RATIONALE

To demonstrate the Professional Regulation Commission's (PRC) commitment to quality and customer satisfaction, as well as continuously improving the agency's operation, PRC has been tasked to develop its Quality Management System (QMS) towards ISO 9001:2015 Certification pursuant to Executive Order No. 605, series of 2007, and DOLE Memorandum Order MO-42-16, series of 2013. The Program Committee on ISO-QMS, which was reconstituted per Office Order No. 454 dated May 20, 2022, has already presented the three (3) year Multi-Year Contractual Authority (MYCA) to meet PRC's target date of Re-assessment of Certification under ISO 9001:2015 on or before July 29, 2022.

Training Courses on ISO 9001:2015 and IQA requirements were conducted by accredited training providers and consultants engaged by PRC. After going through the ISO certification roadmap and considering the time constraints, PRC needs the services of a competent Certifying Body for a Third Party Audit of the PRC Central Office (CO) QMS for Re-assessment of Certification under ISO 9001:2015 Standards.

### II. OBJECTIVE

This specific Terms of Reference (TOR) aims to engage a Certifying Body towards ISO 9001:2015 Certification Re-assessment of the PRC CO, to continuously improve its QMS on its regulatory function.

### III. INTRODUCTION

The PRC wishes to engage the services of a Certifying Body that will conduct a Third Party Audit of the QMS for the Re-assessment of Certification under ISO 9001:2015 Standards on or before July 29, 2022 and periodic surveillance audits prior to renewal of the ISO Certificate of the PRC – Central Office.

The ISO 9001:2015 Standards will be adopted and implemented by PRC to serve as the foundation in the attainment of its quality objectives. Complying with the aforesaid standards shall increase the operational



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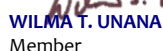
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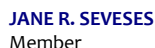
  
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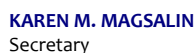
  
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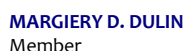
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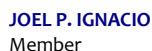
  
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efficiency and productivity of PRC as work responsibilities and processes will be clearly defined, guided and controlled.

Accordingly, this TOR is intended to convey the services and obligations required of the certifying body.

## IV. DEFINITION OF TERMS

For purposes of this TOR, the following terms or words shall mean:

1. ISO – International Organization for Standardization
2. ISO 9001:2015 – is the latest update of the ISO 9000 series of standards, to be applied for PRC to promote continual quality management system improvement to achieve customer satisfaction.
3. Professional Regulation Commission – is the agency of the national government tasked to regulate the various professions under its jurisdiction and to conduct licensure examinations administered by the forty-six (46) Professional Regulatory Boards (PRBs) with its principal office address at P. Paredes Street, Sampaloc, Manila and the Philippine International Convention Center (PICC).
4. PRC – Professional Regulation Commission
5. Professional Regulatory Boards (PRBs) – the forty-six (46) Regulatory Boards under the supervision and control of PRC which administer licensure examination under their respective jurisdiction and the eventual issuance of Certificate of Registration/Professional License to qualified and competent successful examinees and registrants without examination.
6. PRBs – the Forty-Six Professional Regulatory Boards
7. Quality Management System – a set of interrelated or interacting elements that will allow the PRC to establish its policy and objectives related to quality and to achieve those objectives.

## V. APPROVED BUDGET FOR THE CONTRACT

The Approved Budget for the Contract (ABC) is **FIVE HUNDRED SIXTY-SIX THOUSAND SIX HUNDRED SIXTY-SEVEN (P566,667.00) PESOS** INCLUSIVE OF ALL TAXES AND EXPENSES under Multi-Year Contractual Authority (MYCA) dated May 24, 2022 in relation to the



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performance of a Third Party Re-Assessment of Certification Audit and two (2) Surveillance Audits. Payment shall be based on the completion of the agreed activities as evidenced by the submission and acceptance of the required deliverables, to wit:

- a. Re-assessment Audit;
- b. Issuance of ISO 9001:2015 Certificate of Registration; and
- c. 2<sup>nd</sup> and 3<sup>rd</sup> year Surveillance Audits.

Final proposal in excess of the ABC shall automatically be rejected.

## VI. SCOPE AND COVERAGE OF SERVICE

1. The 3<sup>rd</sup> Party Certification Audit under ISO 9001:2015 Standards should ensure PRC's compliance to the requirements of the Quality Management System.
2. The 3<sup>rd</sup> Party Certification Audit shall cover the Quality Management System (QMS) of the Central Office.
3. The Certification Body shall perform the following activities:
  - a. Prepare and submit an Audit Plan for the QMS within five (5) calendar days from the signing of the Contract of Services and receipt of the Notice to Proceed;
  - b. Conduct of Audit for Reassessment of Certification of the QMS within seven (7) calendar days from the receipt of the Audit Plan by the Commission's QMR;
  - c. Submission of Audit Report detailing observations, opportunities for improvement and any non-conformity to ISO 9001:2015 standards or on documented procedures and suggestions on how to address at the end of the audit;
  - d. Issue ISO 9001:2015 Certificate with three (3) year validity period subject to the results of the Certification Audit within five (5) days from the receipt of corrective actions on findings and observations noted;
  - e. Conduct of a Surveillance Audit for the 2<sup>nd</sup> year (2023);
  - f. Conduct of Surveillance Audit for the 3<sup>rd</sup> year (2024);



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- g. Provide full report on the operations audited within the content and approved scope of work/deliverables to the PRC within five (5) working days after each initial surveillance and re-classification audit unless otherwise agreed by the PRC.

The Report should include suggestions/recommendations on how to address audit findings and observations.

The following reports shall be provided, according to the services delivered:

- a. detailed report on Certification Audit;
- b. detailed report after each surveillance and each re-certification audit;
- c. detailed report after each additional audit performed by the Certifying Body and agreed with the PRC; and
- d. whenever applicable, substantiated feedback on the PRC's responses to the outcome of any audit, in particular action plans drawn up in response to audit findings.

An audit report shall include at least:

- a. a summary of the activities performed;
  - b. a statement on the status of the management system of the PRC and the fulfilment of the applicable standard; and
  - c. a technical report with the details of the audit findings, substantiated by relevant objective evidence.
4. The Certifying Body shall adhere to the agreed scope of work/deliverables with the prior approval of the PRC.
  5. The Certifying body shall provide in their audit activities a procedure for client appeals. If Resolutions on good terms for disputes between the PRC and Certifying Body cannot be made, the PRC shall be afforded the right to lodge appeals about the decisions of the audit team to the management of the Certification Body.
  6. At all times, the certifying Body shall not be allowed to sub-contract its services to any other person or entity.





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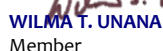
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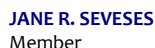
  
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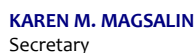
  
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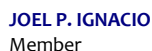
  
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- 7. Flexibility in the project schedule shall be allowed subject to the approval of PRC.

## VII. QUALIFICATIONS OF THE CERTIFYING BODY

The Certifying Body must meet the following minimum qualifications:

1. Accredited for ISO 9001:2015 certification activities by a national accreditation duly recognized by the Philippine Government such as the Bureau of Products Standards (BPS) of the Department of Trade and Industry (DTI);
2. The Certifying Body must present its company profile and list of clients highlighted related projects, the scope of work and implementation methodology as reflected in the Curriculum Vitae of the proposed certification team. Included in the submission are the supporting documents e.g. certifications of the audit team members, as shown by its company profile;
3. The certifying body must have been in existence for the last five (5) years as evidenced by the SEC registration or DTI Certification, and have at least five (5) years ISO auditing experience;
4. To include in the proposal, the audit activities and a procedure for client appeals. Any dispute which may arise between PRC and the Certifying Body shall be resolved amicably in good faith. However, PRC shall be afforded the right to lodge appeals about the decisions of the audit team through the accreditation body. Further, the parties are not precluded from resorting to any legal remedy that may be available to them;
5. The Certifying Body must present proof that it has a good track record of certifying government agencies for quality management system (photocopy of certificate); and
6. The certifying body must submit a sworn statement (separate sworn statement duly notarized) attesting that the company, or any member of the audit/surveillance team, has not provided quality management system consulting services for PRC.

Further, the Sworn Statement should also attest that the Certifying Body audit teams, including surveillance and re-certification audit, has:

- a. At least one (1) certified international certifying body for auditors to conduct audits in the name of the Certifying Body;



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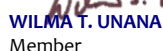
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- b. All team members must be certificated with the ISO 9001:2015 standards and in Internal Quality Audit;
- c. At least one (1) team member is with actual hands-on experience in auditing government services, particularly the Quality Management System (QMS) Process Scope;
- d. At least one (1) team member shall have relevant public sector specific experience for all relevant ISIC codes (For PRC, L75 Public Administration);
- e. At least one (1) auditor of the initial team should participate in all audits of the three-year cycle;
- f. At least two (2) members shall have a minimum of three (3) audits experience under ISO 9001:2015; and
- g. All team members must show utmost restraint, respect and protocol to the auditees who are all public officials.

## VIII. RESPONSIBILITIES OF THE CERTIFYING BODY

- a. Abide with the auditing principles, terminologies and guidelines as specified in the ISO 190011:2002 – Guidelines for Quality and/or Environmental Management Systems Auditing.
- b. Adhere to the agreed scope of work/deliverables approved by PRC.
- c. Provide a full report on the operations audited consistent with the content of the approved scope of work/deliverables to PRC at the end of each initial and surveillance audits otherwise agreed by PRC.
- d. All information reviewed and recorded by the Certifying Body audit team would be treated in the strictest confidence at all times.

## IX. CONFIDENTIALITY AND IMPARTIALITY CLAUSE

- 1. Except with prior written consent from the PRC, the Certifying Body shall not at any time communicate to any person or entity any confidential information acquired in the course of the services, nor shall the Certifying Body make public the findings, observations, recommendations in the course of, or as a result of, the services.
- 2. The Certifying Body shall value the importance of impartiality in the certification on the system and shall use all reasonable efforts



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to manage possible conflicts of interest and ensure the objectivity of the certification process.

## X. ENGAGEMENT FEE

1. In consideration of the services to be performed by the Certifying Body, the PRC shall make to the former the payments which shall be made in Philippine currency for the following schedule

Item	Deliverables	Schedule of Payment	Amount
1	Audit Plan / Audit Report for Reassessment Audit (1 <sup>st</sup> Year - 2022)	50% of the Approved Budget for the Contract	Php.283,333.00
2	ISO 9001:2015 Certificate (1 <sup>st</sup> Year - 2022)	10% of the Approved Budget of the Contract	
3	Surveillance Audit Report (2 <sup>nd</sup> year – 2023)	20% of the Approved Budget for the Contract	Php.141,667.00
4	Surveillance Audit Report (3 <sup>rd</sup> year – 2024)	20% of the Approved Budget for the Contract	Php.141,667.00
<b>TOTAL</b>		<b>100%</b>	<b>Php. 566,667.00</b>

ayment shall be based on the completion of the activities as evidenced by the submission and acceptance of the above-mentioned required deliverables.

3. In order to protect the interest of the Philippine Government, the PRC may refuse payment when there is evident failure by the Certifying Body to comply with the terms and conditions in the delivery of services agreed hereto.

## XI. VENUE OF THE ISO 9001:2015 AUDIT

The venue of the Audit is at its Principal Office address in Sampaloc, Manila, and in the Philippine International Convention Center (PICC) if



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conducted *via* face-to-face. However, remote auditing will be accepted during a government declared pandemic.

Any change in venue or address of the auditee shall promptly be communicated.

Delivery	Dates	Output
a. Issuance of the ISO 9001:2015 Certificate	Within 30 days from contract signing	ISO 9001:2015 Certification
b. Conclusion of the Surveillance Audit (2023)	September 2023	Renewal of ISO 9001:2015 Certificate
c. Conclusion of the Surveillance Audit (2024)	September 2024	Renewal of ISO 9001:2015 Certificate

OF

XII.

Prepared by:

*[Signature]*  
**MS. MARICHU DELA CRUZ**  
Staff, BMD-QMSS

Reviewed by:

*[Signature]*  
**MS. CRESALINE S. BAGSIT**  
Head, BMD-QMSS

Recommending Approval:

*[Signature]*  
**MS. WILMA T. UNANA**  
Chief, Budget and Management Division

Approved:

*[Signature]*  
**MR. JOSE A. ABUNDO**  
Director IV, PMFS  
Quality Management Representative