

## **TERMS OF REFERENCE**

### **HIRING OF CONSULTANT FOR THE CONTINUAL IMPROVEMENT OF THE ONE DTI QUALITY MANAGEMENT SYSTEM**

#### **I. BACKGROUND AND RATIONALE**

The Department of Trade and Industry's Quality Management System was recently recommended for ISO 9001:2015 certification. As part of the certification process, the 3<sup>rd</sup> party certifying body raised areas for improvement that the organization need to address to maintain its Quality Management System and for its continual improvement.

DTI is committed to the maintenance and continuous implementation of QMS throughout the year to ensure the successful Surveillance Audit to be conducted in the second half of the year.

With this, there is a need to engage the services of a consultant who will provide expert knowledge through consultation, training and enhancement of the implementation of the One DTI Quality Management System and capacity-building of DTI personnel under ISO 9001:2015 standard.

#### **II. OBJECTIVES**

The Department shall procure an ISO 9001:2015 consultant (individual or firm) to provide expert guidance on the implementation of the One DTI QMS. Further, the consultant shall also provide the necessary sets of training to improve competence of DTI personnel. This endeavor aims to:

1. Ensure that the One DTI Quality Management System conforms to the requirements of the ISO 9001:2015 standard.
2. Review and develop methodologies and approaches in the implementation, maintenance, and improvement of the established Quality Management System.
3. Provide customized training to enhance QMS competence of the DTI personnel.

#### **III. DELIVERABLES**

A. The Consultant shall deliver the following:

1. Consultancy Activities
  1. Review and evaluate the current documentation of One DTI QMS and identify the gaps in the implementation.
  2. Review the Corrective Actions prepared by One DTI QMS Secretariat to address the nonconformities raised during the Stage 2 Audit in 2021 and provide recommendation on the implementation, as needed.
  3. Participate in regular consultation meetings with One DTI QMS Secretariat and the Process Champions and provide advice on relevant ISO requirements for particular subject matter/topic.
  4. Share experiences and best practices, as appropriate, from other government agencies' implementation of quality management system.

5. Review and assist in the revision, as necessary, on the existing documented information prepared by the DTI such as Quality Manual, Context of the Organization (Stakeholders and SWOT Analyses), Risk and Opportunities Register, Quality Objectives and Plan, Process Performance Monitoring, etc.
6. Provide guidance during the review and revision of the Control of Document and Control of Records of the Organization to address requirements of Clause 7.5 of the standard.
7. Assist in the review and revision as needed of the existing quality procedures of the twelve (12) Core Processes and support processes, work instructions, flowcharts and forms in compliance with the requirements of the ISO 9001:2015 standard, and statutory and regulatory requirements.
8. Review and improve the Supplier Management Procedure to address requirements of clause 8.4 of the standard.
9. Review the existing forms and checklist relative to the requirements of clause 7.1.3 (Infrastructure) and 7.1.4 (Environment for the Operation of Processes) requirements of ISO 9001:2015 and develop/revise said documents provide recommendation.
10. Review the existing policies and procedures related to customer satisfaction feedback and address requirements of clause 9.1.2, 9.1.3 and 10.1 of the Standard and provide amendments, when necessary.
11. Review and improve the Internal Audit process of the organization, recommending guidelines for the conduct of the Department's National Internal Quality Audit (NIQA) and Calibration of audit findings
12. Act as resource person and provide technical expertise during the conduct of the National IQA and the conduct of the NIQA Calibration Meeting.
13. Review and assist in the revision of the guidelines on the conduct of management review, if necessary.
14. Act as resource person in the conduct of information sessions or cascading sessions on the changes and revisions of documents to Process Owners, if necessary.
15. Provide technical assistance in the preparation for the Third-Party Surveillance and guidance in correcting non-conformities and other lapses, if any, during the audit and review the adequacy and completeness of corrective actions taken.
16. Provide guidance on sustaining the QMS, covering all bureaus and offices in the Department.

## II. Training

1. Provide the following trainings customized to the quality management system of the Department:
  - i. ISO 9001:2015 Awareness Training (4 Online Sessions)
  - ii. ISO 9001:2015 Control of Documented Information (2 Online Sessions)
  - iii. Internal Quality Audit Training (4 Sessions)
  - iv. Root Cause Analysis and Effective Corrective Action (3 Sessions)
  - v. Training on Effective Supplier Management to Supply Officers (1 Session)
  - vi. Training on Managing Infrastructure and Process Environment (1 Session)
2. Provide training materials and certificate of completion to participants.

As part of the scope of work, the consultant shall provide a report every after conduct of each activity and complete delivery of service.

- B. The DTI, through One DTI QMS Secretariat, shall have the following responsibilities:
1. Coordinate with the consultant on the conduct of each activity.
  2. Establish Technical Working Groups or Process Champions to help address different requirements of the standard.
  3. Coordinate with the consultant on the schedule of activities, meetings and other communication arrangements.
  4. Facilitate the review and approval of Quality Management System documents.
  5. Coordinate with the participants during the conduct of training.

#### IV. QUALIFICATIONS OF THE CONSULTANT

The Consultant (firm) should be an expert on the requirements of the ISO 9001:2015 standard. The consultant must have at least five (5) years of experience as ISO 9001:2015 consultant. Aside from consultancy, past contracts must include conduct or facilitation of QMS training. Preferably, the Consultant should have a working knowledge of DTI processes and with a previous contract with DTI within the past seven (7) years. Further, the Consultant must have experience with the government sector and have assisted more than fifty (50) government clients (NGAs, LGUs, GOCCs, GFIs, SUCs, etc.).

The Head Consultant/Trainer must be a graduate of any Bachelor's degree, preferably with continuing educational programs (Master's/Doctorate degree). He/she must have extensive experience in management systems consultancy (minimum of 10 years), especially in ISO 9001 standard. Also, he/she must be a certified ISO 9001 QMS Lead Auditor.

#### V. BUDGET

The estimated Approved Budget for the Contract (ABC) shall not exceed One Million Pesos (PhP 1,000,000.00). The ABC shall be inclusive of local taxes and charges shall be based on the agreed contract between both parties. This consulting contract shall be a fixed price contract. Any extension of contract time shall not involve any additional cost to the Government.

#### VI. CONTRACT DURATION

The duration for the engagement of the consultant is nine (9) months and shall commence upon acceptance of the contract by both parties. Below is the project timeline and schedule of payment.

Payment will be per tranche according to the completed deliverables/activities.



Review and improve the Internal Audit Process, including guidelines for processing IQA findings							(As Needed)			
Resource person for the National IQA and Calibration meeting										
Root Cause Analysis and Effective Corrective Action Training							25%			
Assistance in preparation for Third Party Surveillance										
Assistance in processing findings from Third-party surveillance audit										20%

**VII. DOCUMENTARY REQUIREMENTS**

Interested individuals or firms must be able to submit the following documents to be considered eligible for the bidding:

- Company Profile
- SEC/BN Registration
- PhilGEPS Registration
- Income/Business Tax Returns
- Mayor's/Business Permit issued from where the business is located

Bidders must also submit a technical proposal to reflect the methodology/approach/tools to be employed in this endeavor, including the project timeline. In addition, the proposal should also contain the following:

- Outline of the training modules and sample handouts
- Copy of relevant certifications or accreditation of Lead Consultant, preferably ISO 9001 Lead Auditor's Certificate (IRCA Registered)
- List of consultants involved in the provision of training and their curriculum vitae, reflecting the number of years as consultant, educational attainment, training attended, similar projects handled, and certificates/distinctions received among others.
- List of organizations for which similar services have been rendered (including on-going contracts), with completion date indicated.

**VIII. SELECTION PROCESS**

The Consultant shall be selected using the Quality-Cost Based Selection/Evaluation (QCBS/QCBE) procedure as prescribed under Section 24.5.3 of the Revised Implementing Rules and Regulations (IRR) of Republic Act (RA) No. 9184, or the Government Procurement Reform Act (GPRA).

The technical and financial proposal will be rated based on the following criteria with a minimum score of **67 points** to pass:

**A. Technical Proposal (85%)**

The technical proposal will be divided into three (3) parts:

1. Experience and capability of the consultant (*maximum of 40 points*) - includes review of the track record of the firm based on the following:
  - i. Number of years as consultant for ISO 9001:2015 QMS
  - ii. Previous contracts with DTI within the last seven years,
  - iii. Number of similar projects conducted
  - iv. Number of government agencies/offices assisted (NGAs, LGUs, GOCCs, GFIs, SUCs, etc.)
2. Qualifications of Head Consultant (maximum of 30 pts) - head consultant will be rated based on:
  - i. Highest educational attainment
  - ii. Experience in management systems consultancy/training
  - iii. IRCA Registered Lead Auditor's Certificate
3. Design, Methodology, and Timeline (*maximum 30 points*) - evaluation of the proposal and training modules will be assessed based on:
  - i. Completeness of the proposal
  - ii. Training methodology and appropriateness of the module for online conduct
  - iii. Compliance with the project timeline relative to the current workload of the firm

**B. Financial Proposal (15%)**

Each bidder shall submit their financial proposal not exceeding One Million Pesos (PHP 1,000,000.00) inclusive of taxes.

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