



REPUBLIC OF THE PHILIPPINES
PRESIDENTIAL COMMUNICATIONS OPERATIONS OFFICE
Tanggapang Pampanguluhan sa Operasyong Pangkomunikasyon
Malacañang, Manila

BIDS AND AWARDS COMMITTEE – II

Project:	CONSULTING SERVICES (INDEPENDENT THIRD-PARTY AUDITOR/CERTIFYING BODY)	Date:	01/06/2021
PR No.:	2020-10-0488	Quotation Number	2021-01-0001
Approved Budget: for the Contract	SIX HUNDRED SIXTY-NINE THOUSAND SEVEN HUNDRED SIXTY PESOS (P669,760.00)	Mode of Procurement:	SMALL VALUE PROCUREMENT

Please quote your lowest price on the item/s listed below and submit filled out quotation duly signed by your representative not later than **11 JANUARY 2021** at **10:00 AM** at the New Executive Bldg., JP Laurel St., San Miguel Manila, or through e-mail via psu.pcoo@gmail.com.

General Conditions:

- Suppliers shall submit their quotations using this Prescribed Form. Failure to do so shall render the quotation unresponsive.
- Delivery period within **THREE (3) CALENDAR DAYS** from receipt of the Purchase Order Form.
- Payment will be on a **SEND BILL ARRANGEMENT**; i.e. full payment will be made after the completion of the event or delivery of the service.
- Warranty shall be for a period of six (6) months for supplies and materials, one (1) year for equipment, from date of acceptance by PCOO.
- Price validity shall be for a period of sixty (60) calendar days.
- Price quotations shall be **INCLUSIVE OF ALL COSTS AND APPLICABLE TAXES**.
- Suppliers shall submit the following updated documents together with this Request for Quotation Form or submission offer prior to the indicated deadline of submission:
 - ✓ Mayor's / Business Permit
 - ✓ PhilGEPS Registration Number
 - Income/Tax Return
 - ✓ Omnibus Sworn Statement
 - ✓ Professional License/Curriculum Vitae (*for Consulting Services*)
 - ✓ BIR Form 2303 (Certificate of Registration)

Company Name	:		
Address	:		
Email	:	TIN No	:
Representative	:	Contact No.	:

Item No.	Technical Specifications	Qty.	Unit	Unit Price	Total
	Consulting Services (Independent Third-Party Auditor/Certifying Body) to provide certification 9001:2015 QMS Certification to the Presidential Communications Operations Office (PLEASE REFER TO THE ATTACHED TERMS OF REFERENCE) ****Nothing follows**** TOTAL AMOUNT		Services		P _____

After having carefully **read and accepted your General Conditions**, I quote you on the item at prices noted above.

Printed Name / Signature

Date



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TERMS OF REFERENCE

FOR THE

CONSULTING SERVICES (INDEPENDENT THIRD-PARTY AUDITOR/CERTIFYING BODY) TO PROVIDE CERTIFICATION AUDIT FOR THE ISSUANCE OF ISO 9001:2015 QMS CERTIFICATION TO THE PRESIDENTIAL COMMUNICATIONS OPERATIONS OFFICE

I. Background

A. Agency Profile

The Presidential Communications Operations Office (PCOO) serves the Filipino people by ensuring the provision of accurate and effective communication of the national agenda; translating the government's plans and programs for public awareness, engagement and empowerment.

It serves the Presidency by providing coverage services and information-dissemination through various communication channels and multi-media platforms.

The PCOO was created under Executive Order No. 4 dated July 30, 2010, reorganizing and renaming the Office of the Press Secretary as the Presidential Communications Operations Office.

Mandate

To serve as the premier arm of the Executive Branch in engaging and involving the citizenry and the mass media in order to enrich the quality of public discourse on all matters of governance and build a national consensus thereon.



Vision

The PCOO is the lead communications arm of the Government and a vehicle of understanding for a well-informed and enlightened citizenry, proud of its heritage and attuned to global realities.

Mission

To serve as the primary vehicle for consciousness-raising, constituency-building, and social mobilization in support of the policies, programs, and projects of the President to serve as a tool for informing, educating, enlightening the citizenry about matters of national importance for inspiring the citizenry to deepen their civic engagement.

Functions

1. Develop and implement necessary guidelines and mechanisms pertaining to the delivery and dissemination of information relating to the policies, programs, official activities, and achievements of the President and the Executive Branch;
2. Develop, manage, and operate viable government-owned or controlled information dissemination structure/facilities to provide the Office of the President in particular, and the Executive Branch in general, access to the people as an alternative to the private mass media entities;
3. Set up and maintain local and international field offices, where necessary, to ensure that accurate information from the President and the Executive Branch is promptly and efficiently relayed, delivered and disseminated to intended target audiences;
4. Manage, control, or supervise, as may be necessary, the various government agencies and offices involved in information gathering dissemination;
5. Coordinate and cultivate relations with private media;
6. Manage and administer the OP Website and the Web Development Office; and
7. Perform such other functions



B. ISO 9001:2015 QMS Rationale

The President Rodrigo Roa Duterte Administration is committed to enhance the social fabric through ensuring people-centered, clean, and efficient governance as cited in the Philippine Development Plan 2017-2022.

In line with the need for government agencies to improve quality in their operations and service delivery in the light of the Government's thrust to adopt transformational leadership, *Executive Order No. 605, Institutionalizing the Structure, Mechanism, and Standards to Implement the Government Quality Management Program (GQMP)*, was issued to all department and National Government Agencies (NGAs) under the Executive Branch, Government-Owned and Controlled Corporations (GOCCs), and Government Financial Institutions (GFIs) to enhance public sector efficiency and citizen's satisfaction.

The PCOO initiated its desire to improve its service to the nation by availing the *Provision of Technical Assistance for the Development of ISO 9001:2015 QMS for GQMP Beneficiary Agencies* facilitated and funded by the Development Academy of the Philippines (DAP). The PCOO entered into a Memorandum of Understanding (MOU) with DAP last March 2020 and commenced its training on April 2020. The PCOO is expected to complete the training and implementation of the ISO 9001:2015 QMS by early-December 2020, on time for certification.

II. Scope of Services and Deliverables

1. Certification Audit

The Certifying Body shall provide the following services:

- Preparation and submission of certification audit plan
- Conduct Certification to audit scope; and preparation and submission of audit report detailing observation, opportunities for improvement, and any non-conformity to ISO 9001:2015 standards at the end of the 3rd party audit
- Issuance of ISO 9001:2015 QMS Certification

2. Coverage

- Office of the Secretary
 - o Office of the Assistant Secretary for Special Concerns Mindanao
 - o Office of the Assistant Secretary for Global Media and Public Affairs
 - o Office of the Director IV for Special Projects



- Office of the Undersecretary for Good Governance, GOCCs, and Finance
 - Office of the Director for Finance
 - Office of the Director for Procurement Management and Head of the Bids and Awards Committee (BAC) Secretariat, Director for Good Governance and GOCCs
 - Budget Division
 - Accounting Division
- Office of the Undersecretary for Administration and Legal Affairs
 - Office of the Assistant Secretary for Administration
 - Office of the Assistant Secretary for Legal Affairs
 - Planning Division
 - Electronics Data-Processing (EDP) Division
 - General Services Division
 - Human Resources Section
 - Property and Supplies Section
 - Maintenance Section
 - Motorpool Section
 - Documentation Section
 - Special Administrative Concerns Office
- Office of the Undersecretary for Media Accreditation and Relations Office (MARO)
 - Office of the Assistant Secretary for MARO
- Office of the Undersecretary for New Media and External Affairs
- Office of the Undersecretary for Broadcasting and Mass Media
- Office of the Assistant Secretary for Policy, Legislative Affairs, and Freedom of Information
 - Policy, Planning, and Support Division
 - Compliance Monitoring Division
 - Communications and Capacity Development Division
- Office of the Assistant Secretary for Operations
- Assistant Secretary for Content and Messaging¹
 - Office of the Director IV for Content and Messaging

III. Expertise Required / Certification Team

1. The Certifying Body shall provide its company profile and portfolio, highlighting related projects, scope of work, and implementation methodology. Curriculum vitae of the proposed certification team shall also be submitted.

¹ Office may be seconded to the Office of the Presidential Spokesperson



2. The Certifying Body shall include in the proposal the audit activities and a procedure for client appeals. If resolutions on good terms for disputes between the PCOO and the Certification Body cannot be made, the agency shall be afforded the right to lodge appeals about the decisions of the audit team thru the Department of Trade and Industry – Philippine Accreditation Bureau (DTI-PAB). Independently from this, the legal path is open to both parties.
3. All information reviewed and recorded by the Certification Body audit team should be treated confidentially at all times. A Non-Disclosure Agreement shall be signed between the PCOO and the Certification Body and its audit team members.
4. The Certifying Body shall adhere to the agreed scope of work and deliverables.
5. The Certifying Body audit team shall provide a fill report on the operations audited consistent with the content to the approved scope of work / deliverables to the agency at the end of each initial, surveillance and certification audits unless otherwise agreed by the agency.
6. The Certification Body should be accredited by the PAB for the relevant scope(s) of the PCOO. Its audit teams, including surveillance, shall satisfy the following:
 - a. Consist of qualified auditors to conduct audits in the name of the Certification Body, whose audit team may use external experts on the specified QMS process scope as necessary;
 - b. At least one (1) auditor of the audit team should participate in conduct of all audits for the whole audit cycle; and
 - c. Replacement of any team member shall require prior written approval from the PCOO.
7. The Certifying Body team shall abide with the auditing principles, terminologies and guidelines as specified in the ISO 19011:2018, Guidelines for Auditing Management System and ISO/IEC 17021-1:2015, Conformity Assessment – Requirements for bodies providing audit and certification and management systems.
8. The Certifying Body should have the following minimum qualifications:
 - a. The Certifying Body should be duly accredited by Philippine Accreditation Office, Bureau of Product Standards, Department of Trade and Industry;



- b. The Certifying Body must have at least three years of ISO 9001:2015 auditing experience for a Government Agency, GOCC, SUC, or LUA;
- c. The Certifying Body must have conducted at least three (3) similar engagements within the last three (3) years, of which at least two (2) are for government institutions, with one (1) contract equivalent to at least 50% of the Approved Budget for the Contract (ABC) or two (2) similar contracts with an aggregate amount equivalent to at least 50% of the ABC.
- d. Its audit team should satisfy the following:
 - Consist of at least three (3) auditors with actual hands-on experience on QMS who are qualified to conduct audits in the name of the Certifying Body;
 - With at least one (1) team member with relevant public sector specific experience for all relevant ISIC codes;
 - With at least two (2) members with a minimum of three (3) years ISO 9001:2015 auditing experience; and
 - With at least two (2) team members with actual hands-on experience on the Government QMS Process.
- e. Must be duly registered with the Securities and Exchange Commission (SEC) or the Department of Trade and Industry (DTI) for sole proprietorship; and
- f. Must be duly registered with PhilGEPS.

TIMETABLE

1. Work Schedule (Gantt Chart) – to be more flexible, time table of activities could be like this:

Stage 1 Audit – target date/duration e.g. within 1st week of December 2020

Stage 2 Audit – e.g. within 2nd week of December

Issuance of ISO 9001:2015 Certification – within December 2020

Position	Reports Due / Activities	Weeks (December 2020)				
		Wk 1	Wk 2	Wk 3	Wk 4	No. of Weeks



Lead Auditor/ Auditor	1. Extension to Scope Audit / On-Site Assessment				2 weeks
	2. Provision of Final Audit Report				
	3. Review of Acceptance of CAR Responses and Issuance of ISO 9001:2015 QMS Certification if compliant				
Auditors	1. Extension to Scope Audit/ On-Site Assessment				2 weeks
	2. Provision of Final Audit Report				

2. Reports Due: On final audit report due after the audit
3. Activities Duration: Approximately 2 weeks for the completion of the certification audit and 2 weeks thereafter for the review of audit responses, processing and release of ISO 9001:2015 certificate.
4. Location: Malacañang Compound and offices within 2- kilometer radius from Malacañang Palace