



Republic of the Philippines  
Department of Environment and Natural Resources  
**ENVIRONMENTAL MANAGEMENT BUREAU**  
Cordillera Administrative Region  
Baguio City  
074-446-6440/443-4909

## **TERMS OF REFERENCE**

### **For the Engagement of Services of a Certifying Body to Conduct Quality Management System (QMS) Re-certification Audit Conforming to ISO 9001:2015 for the Environmental Management Bureau - Cordillera Administrative Region (EMB - CAR)**

#### **I. PURPOSE**

The purpose of this Terms of Reference (TOR) is to engage the services of a Certifying Body that will conduct assessment and audit of EMB - CAR for re-certification to ISO 9001:2015 Standard, together with the cycle of succeeding audits.

#### **II. BACKGROUND**

In line with the need for government agencies to improve quality in their operations and service delivery, Executive Order No. 605: *Institutionalizing the Structure, Mechanisms and Standards to Implement the Government Quality Management Program (GQMP)*, was issued on February 23, 2007 to all departments and agencies of the executive branch, including all Government-Owned and/or Controlled Corporations (GOCCs) and Government Financial Institutions (GFIs) to enhance public sector efficiency and customer satisfaction.

The Philippine Development Plan (PDP) 2017-2021 strengthens compliance to E.O. No. 605 to enhance and sustain government performance in the delivery of quality services by upgrading the Government Quality Management Systems (QMS) to be more client- and citizen-oriented and driving agencies towards performance excellence to boost citizen trust in government. Thus, GQMP is considered a tool and among the priorities to ensure people- centered, clean and efficient governance.

On October 12, 2017, EMB-CAR engaged the services of AGF Consulting Group for the establishment of its Quality Management System certifiable to ISO 9001:2015 Standard. Since then EMB-CAR and AGF Consulting Group have engaged in a series of collaborative activities that were geared towards the establishment of the QMS of the EMB-CAR.

EMB-CAR was eventually ISO 19001-2015 certified on June 12, 2019 with Certificate Registration No. PHP QMS 19 93 0014.

### **III. OBJECTIVE**

- Overall Objective:
  - To provide independent confirmation that EMB-CAR QMS meets ISO 9001:2015 requirements, and issue the corresponding Re-certification and conduct succeeding audits.
- Specific Objectives:
  - To conduct re-certification audit of EMB-CAR QMS based on ISO 9001:2015 Standard; and
  - to conduct audits within a three-year period after EMB-CAR's ISO 9001:2015 QMS re-certification.

### **IV. SCOPE OF WORK**

The Audit shall involve the following activities:

1. Conduct ISO 9001:2015 Re-certification Audit of EMB-CAR QMS;
2. Issue ISO 9001:2015 Re-certification to EMB-CAR QMS upon satisfactory compliance with the Standard and re-certification requirements;
3. Conduct at least one surveillance audit every year for two consecutive years after the issuance of Certificate to maintain EMB-CAR QMS Re-certification.

### **V. CLIENT'S RESPONSIBILITY**

On behalf of EMB-CAR, the Quality Management Representative (QMR) or his duly designated representative, shall evaluate the quality of work delivered by the Certifying Body based on this TOR to ensure the quality and relevance of work being conducted, and based on this, shall issue a written project acceptance/approval, retention, or discontinuance.

As client, the EMB-CAR's responsibility includes:

1. Prior to any execution of activities related to this Terms of Reference, the EMB-CAR Quality Management Structure shall convene a meeting between the representatives of the Certifying Body and the EMB-CAR point persons to be assigned to handle this project. A close anchoring and monitoring of all the activities as indicated herein shall be undertaken by the QMR;

2. The QMR and the ISO Core Team shall be responsible for providing technical assistance for the project. They shall closely coordinate with the representatives of the Certifying Body in the conduct of the audit and other related certification activities, including monitoring of the progress of the various tasks;
3. The QMR, Internal Audit Team and ISO Core Team shall cooperate in the conduct of audit activities, ensuring that the process owners and concerned officials and staff are available on the scheduled dates of audits. 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; and
4. Provision of work space, desktop computer/laptop, and other supplies and materials that may be needed in the course of the project.

## **VI. CERTIFYING BODY'S RESPONSIBILITY**

The Certifying Body shall provide information that indicates experience, educational/ training qualifications and capacity to undertake the work outlined herein, within the specified timelines. As part of this, the Certifying Body is expected to provide an indication of public QMS-related engagements, as well as QMS re-certification audit engagements that are currently committed, ongoing or completed. This will be considered in the assessment of the Certifying Body's QMS-related qualification.

The Certifying Body undertakes to perform the Audit with the highest standards of professional and ethical competence and integrity.

The following are the general expectations from the Certifying Body:

1. Commitment to treat with utmost confidentiality, all information and materials gathered and used relating to this engagement or the Client's business or operations;
2. Preparation of the re-certification or audit plan with schedule of activities for the entire duration of the engagement. The representatives from the Certifying Body shall coordinate with the QMR through the ISO Core Team regarding any changes on the dates of audit schedules or any delay in the activities related to ISO certification;
3. Adherence to certification or audit schedule/appointment and any changes or adjustments of schedules as may be 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;
4. Provision of information on any conflicts of interest and proposed approach to the resolution thereof;

5. The duly authorized representative of the Certifying Body shall submit an audit report after conducting the re-certification audit and surveillance audits, as the case may be, on mutually agreed schedules; and
6. Conduct of at least two (2) surveillance audits within the period of re-certification of EMB-CAR's QMS to 9001:2015 Standard, but not more than a year for the first and not more than two (2) years after for the second audit, respectively. The Certifying Body shall continue to perform the necessary tasks at no additional cost to EMB-CAR, except the amount provided in this TOR, until the time for application to ISO 2015 QMS re-certification.

**Other requirements:**

- a. PhilGEPS registration certificate/number;
- b. List of ongoing and completed certification projects;
- c. Curriculum vitae of the proposed certification audit team with audit experience relevant to this project; and
- d. Complete and clear scope of work and implementation methodology, including team composition and tasks, time schedule for professional personnel, and activity work schedule .

**VII. DURATION OF ENGAGEMENT AND APPROVED BUDGET FOR THE CONTRACT (ABC)**

The services of the Certifying Body will be engaged for three (3) years. The project is expected to commence upon receipt of the Notice to Proceed and will end in 2025. The ABC is **Three Hundred Thousand Pesos (₱300,000.00)** inclusive of all taxes and other charges imposed under applicable laws, hotel accommodations, and transportation expenses.

## VIII. DELIVERABLES AND TERMS OF PAYMENT

1. The following services and outputs will be expected from the Certifying Body to be submitted/delivered to EMB-CAR with the timelines specified below and based on the agreed general Work Plan:

	<b>Activity</b>	<b>Output</b>	<b>Timeline*</b>
a.	Preparation of re-certification audit plan	Audit Plans	Within 10 days upon CB's receipt of the Notice to Proceed (NTP)
b.	Conduct re-certification audits	Audits conducted	Within Month 1
c.	Preparation of audit reports	Audit reports	Within Month 1
d.	Evaluation of correction/corrective and preventive actions	Acceptance Report of Correction/Corrective and Preventive Actions	Within Month 2**
e.	Issuance of ISO 9001:2015 Certificate***	ISO 9001: 2015 Certificate Within Month 3	Within Month 3**
f.	Conduct of two (2) surveillance audits and confirmation of ISO9001:2015 certificate within Year 1 and Year 2	Annual surveillance audits, plans, procedures, schedules and reports:	
		1 <sup>st</sup> Surveillance Audit	Within Year 1 after the Re-certification
		2 <sup>nd</sup> Surveillance Audit	Within Year 2 after the Re-certification

Notes:

\*Changes in the project schedule shall be allowed subject to EMB-CAR's approval.

\*\*Subject to actual submission of correction/corrective and preventive action report.

\*\*\*Subject to satisfactory results of assessment audit.

2. Payment shall be made in three (3) installments upon completion of each of the following milestones and submission of the required deliverables:

Activity / Deliverable	Payment
After re-certification Audit and Issuance of ISO 9001:2015 Certificate Valid for Three (3) Years	35%
After Surveillance Audit for the 1st Year	33%
After Surveillance Audit for the 2nd Year	32%

Each payment shall be supported by a Certificate of Satisfactory Service based on the work rendered comprising the actual outputs as certified by the Certifying Body and duly accepted by the QMR or his authorized representative.

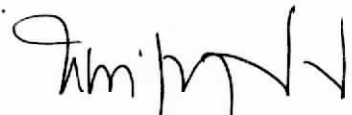
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