



DEPARTMENT OF FOREIGN AFFAIRS
KAGAWARAN NG UGNAYANG PANLABAS

TERMS OF REFERENCE

DEPARTMENT OF FOREIGN AFFAIRS' ISO 9001:2015 SURVEILLANCE AUDIT

I. PURPOSE/OBJECTIVES

The Department of Foreign Affairs (DFA) wishes to engage the services of a certification body to assess and audit the ISO 9001:2015 standard requirements for the consular services of the Office of Consular Affairs in Aseana, CO NCR-East, CO NCR-West, and CO NCR-Northeast, Assistance-to-Nationals walk-in services in the Office of the Undersecretary for Migrant Workers Affairs, and all support offices in the DFA Main Office and OCA-Aseana on 9-10 December 2020. This term of reference conveys the services and obligations required by the DFA from the certification body.

II. APPROVED BUDGET FOR THE CONTRACT

The Approved Budget for this Contract is Two Hundred Thousand Pesos (Php 200,000.00) only.

III. ELIGIBILITY REQUIREMENTS

1. Must be accredited with the Philippine Government Electronic Procurement Systems (PhilGEPS).
2. Must be willing to provide services on **send-bill arrangement**.

IV. EXPERTISE REQUIRED/CERTIFICATION TEAM

1. The certifying body should be accredited for ISO 9001 certification activities by the Philippine Accreditation Bureau (PAB) under the Department of Trade and Industry (DTI). Scope of accreditation should cover the ISO 9001:2015 process and by the International Accreditation Forum (IAF) members or similar standards relating to Total Quality Management (TQM). Scope of accreditation should cover the ISO 9001:2015 process.
2. The certifying body must have at least five (5) years' experience in the industry. It shall provide its company profile highlighting related projects, scope of work, and implementation methodology.
3. Curriculum vitae of the proposed certification team members shall be submitted.
4. In order 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 a particular group/unit within the DFA, shall not be contracted as a certification body for the agency.

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

5. The certifying body audit team shall satisfy the following:
 - a. Consists of qualified auditors to conduct an audit in the name of the certification body.

Note: The audit team may use external experts on the specified QMS process scope as necessary, at no additional cost to the DFA.
 - b. Have team members with actual experience on the QMS process scope on frontline services.
 - c. Replacement of any team member shall require prior written approval from the DFA.
6. The certifying body audit team shall abide by the auditing principles, terminologies, and guidelines as specified in the ISO 9001:2015 – Quality Management System (QMS).

V. SCOPE OF WORK

The certifying body shall audit the DFA based on the following parameters:

1. Number of employees: Approximately 903 employees
2. Number of locations: Five (5) locations
 - a. Office of Consular Affairs – Bradco Avenue cor. Macapagal Boulevard, Aseana Business Park, Brgy. Tambo, Parañaque City
 - b. NCR-West Consular Office – 5th Floor SM City Manila, Natividad Almed-Lopez Street corner A. Villegas and San Marcelino Street, Ermita, Manila
 - c. NCR-East Consular Office – 7th Floor SM Megamall Building C, EDSA cor. Julia Vargas Avenue Mandaluyong City
 - d. NCR-Northeast Consular Office - Level 2 Ali Mall Araneta Center, Cubao, Quezon City
 - e. Department of Foreign Affairs Main Office – 2330 Roxas Boulevard, Pasay City
3. Actual scope: *(For the breakdown, please see Annex A.)*
 - a. Consular services of the Office of Consular Affairs in Aseana, CO NCR-East, CO NCR-Northeast, and CO NCR-West;
 - b. Assistance-to-Nationals walk-in services in the Office of the Undersecretary for Migrant Workers Affairs; and
 - c. All support offices in the DFA Main Office and OCA Aseana.

The certifying body is expected to provide an ISO 9001:2015 recertification audit and to prepare/submit the audit report within one (1) working day after the conduct of the on-site audit, detailing observations, opportunities for improvement and any nonconformity to ISO 9001:2015 standards

VI. CONFIDENTIALITY AND IMPARTIALITY CLAUSE

1. The certifying body shall adhere to the agreed scope of work/deliverables with the prior approval of the DFA Quality Management Representative.
2. The certifying body shall value the importance of impartiality in the certification of the system and shall use all reasonable efforts to manage possible conflicts of interest and ensure the objectivity of the certification process.
3. The certifying body shall include in their audit activities a procedure for client appeals. If resolutions on good terms for disputes between the DFA and the certification body cannot be made, the DFA shall be afforded the right to lodge

appeals about the decisions of the audit team before an independent arbitrator. Independently from this, the legal path is open to both parties.

4. All information reviewed and recorded by the certification body audit team would be treated in the strictest confidence at all times. 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 it make public the findings/observations/recommendations formulated in the course of or as a result of, the rendered services.
5. The certifying body audit team shall provide a full report on the operations audited consistent with the content of the approved scope of work/deliverables to the DFA within one (1) working day of recertification audit unless otherwise agreed by the DFA.

VII. ENGAGEMENT FEE

Cost of the engagement of the certifying body shall be based on the agreed contract between the two parties. The contract/schedule of fees shall incorporate all expenses required from the DFA (including travel expense / transportation costs of auditors from their office to the DFA Main Office and vice-versa).

The payment process shall start 30-days from receipt of sales invoice with complete documentation.

The DFA may refuse to make payments when the terms and conditions of the services are not satisfactorily performed by the certification body, subject to the evidentiary requirements and proper justification.

If the above terms are in order, please affix your signature on the space provided below to signify your acknowledgement and compliance:

Company Name

Signature over Printed Name

Date

ANNEX

Breakdown of Scope and Manpower

Core Services

- Consular Services
- Authentication Service
- Passport Service
- Courtesy Lane
- Consular Records Division
- DOPS - Diplomatic & Official Passport Section
- Visa
- CO NCR-West, CO NCR-East and CO NCR-Northeast Passport and Authentication Service
- Assistance-to-nationals walk-in clients for Office of the Migrant Workers Affairs (OMWA) under UMWA

Support

- DFA Main Office
 - Human Resources Management Office (HRMO)
 - Office of Financial Management Services (OFMS)
 - Office of Assets Management and Support Services (OAMSS)
 - Office of Policy Planning and Coordination (OPPC)
 - Office of Strategic Communications and Research (OSCR)
 - Office of Treaties and Legal Affairs (OTLA)
 - Intelligence and Security Unit (ISU)
 - Internal Audit Service (IAS)
- OCA Aseana
 - Administrative Services Unit (ASU)
 - Consular Offices Coordinating Division (COCD)

Top Management

- Office of the Secretary (OSEC)
- Undersecretary for Administration (UA)
- Undersecretary for Civil Security and Consular Concerns (UCSCC)
- Undersecretary for Migrant Workers Affairs (UMWA)
- Office of Consular Affairs (OCA) Assistant Secretary and Executive Director

Breakdown of manpower per site:

1. DFA Main Office: 473
2. Office of Consular Affairs - ASEANA: 352
3. NCR-West: 25
4. NCR-East: 21
5. NCR-Northeast: 32

Total: 903 manpower