



DEPARTMENT OF FOREIGN AFFAIRS
KAGAWARAN NG UGNAYANG PANLABAS

TERMS OF REFERENCE

2021 DEPARTMENT OF FOREIGN AFFAIRS' ISO 9001:2015 SURVEILLANCE AND EXPANSION AUDIT

I. PURPOSE AND 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 Central, CO NCR East, CO NCR North, CO NCR Northeast, CO NCR South, and CO NCR West; and Assistance-to-Nationals for External Clients in the Office of the Undersecretary for Migrant Workers Affairs; and all support offices in the DFA Main Office and OCA Aseana tentatively on 09-10 December 2021.

This term of reference conveys the services and obligations required by the DFA from the certification.

II. APPROVED BUDGET FOR THE CONTRACT

The Approved Budget for the Contract (ABC) is **One Hundred Eighty Thousand Pesos (PHP 180,000.00) only.**

The total contract price should be reflected in the Agreement, inclusive of all costs, applicable taxes and other lawful charges, and no more than the ABC, subject to the issuance of BAC Resolution and Notice of Award.

III. ELIGIBILITY REQUIREMENTS

The service provider must be the following:

1. Accredited with the Philippine Government Electronic Procurement Systems (PhilGEPS); and
2. Provide services on a **send-bill arrangement.**

IV. EXPERTISE REQUIRED/ CERTIFICATION TEAM

1. The Certifying Body should be accredited by the International Accreditation Forum (IAF) members.
2. The Certifying Body should also be accredited for the ISO 9001 certification activities by the Philippine Accreditation Bureau (PAB) under the Department of Trade and Industry (DTI).
3. The Certifying Body must have at least five (5) years of experience in the industry. It shall provide a company profile highlighting related projects, scope of work, and implementation methodology.



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4. The curriculum vitae of the certification team members shall be submitted, with information on their official email address that will be used during the conduct of the audit.
5. In order to avoid conflict of interest, certification bodies that have provided quality management system consulting services 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 advice to Management on decision making in terms of quality management systems to a specific organization.

6. The Certifying Body Audit Team shall satisfy the following requirements:
 - 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. Has 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.
7. 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: 1,151 personnel
2. Number of locations: Eight (8) locations
 - a. Department of Foreign Affairs Home Office (Main Office): 2330 Roxas Boulevard Pasay City, Metro Manila 1300, Philippines
 - b. Department of Foreign Affairs - Office of Consular Affairs: Bradco Avenue corner Macapagal Boulevard, Aseana Business Park, Barangay Tambo, Parañaque City, Metro Manila 1714, Philippines
 - c. Department of Foreign Affairs - CO NCR Central: 1st floor, Lingkod Pinoy Center Robinsons Galleria West Lane EDSA cor. Ortigas Avenue, Pasig City 1110, Philippines
 - d. Department of Foreign Affairs - CO NCR East: 7th floor, SM Megamall Building C, EDSA corner Doña Julia Vargas Avenue, Ortigas Center, Mandaluyong City 1555, Philippines
 - e. Department of Foreign Affairs - CO NCR North: 3rd floor Lingkod Pinoy Center Building B, Robinsons Novaliches, Quirino Highway, Barangay Pasong Putik, Quezon City 1118, Philippines

2330 Roxas Blvd., Pasay City, 1300 Philippines

Tel. No. 834-4000

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- f. Department of Foreign Affairs - CO NCR Northeast: Level 2, Ali Mall Government Center, Araneta Center, Cubao, Quezon City 0810
 - g. Department of Foreign Affairs - CO NCR South: 4th Floor Metro Alabang Town Center, Alabang Zapote Road, Muntinlupa City 1780, Philippines
 - h. Department of Foreign Affairs - CO NCR West: 5th floor, SM City Manila, Natividad Almeda-Lopez Street corner A. Villegas and San Marcelino Street, Ermita, Manila 1000, Philippines
3. Actual scope: *Please refer to [Annex A](#) for the breakdown*
 - a. Passport, Authentication, and Visa Application Services of the Office of Consular Affairs in Aseana, CO NCR Central, CO NCR East, CO NCR North, CO NCR Northeast, CO NCR South, and CO NCR West;
 - b. Assistance-to-Nationals Services for External Clients in the Office of the Undersecretary for Migrant Workers Affairs (UMWA); and
 - c. All support services in the DFA Home Office and OCA-Aseana.
 4. Clause 8.3 (Design and Development) is not applicable to the DFA due to the absence of design and development activities in its core processes, which are implemented in accordance with DFA's policies and internationally-recognized formats and is therefore not customized per client requirement.
 5. The Certifying Body is expected to deliver the following:
 - a. Prepare and submit the Audit Plan at least two (2) weeks prior to the scheduled audit;
 - b. Conduct certification audit on ISO 9001:2015 on-site or remotely, whichever may apply;
 - c. Submit a full Audit Report of the audit conducted consistent with the content of the approved Audit Plan and scope of work/deliverables to the DFA within one (1) week after the conduct of the audit, detailing the observations, opportunities for improvement (OFIs), and any nonconformities to ISO 9001:2015 standards, or on documented procedures and suggestions on how to address them within thirty (30) working days after the conduct of the audit;
 - d. Submit a certification that the required outputs or deliverables covered by the payment have been completed by the service provider; and
 - e. Prepare and issue an ISO 9001:2015 certificate reflecting the certification of the following services:
 1. **Passport, Authentication, and Visa Application Services of the Office of Consular Affairs in Aseana, CO NCR Central, CO NCR East, CO NCR North, CO NCR Northeast, CO NCR South, and CO NCR West;**
 2. **Assistance-to-Nationals Services for External Clients in the Office of the Undersecretary for Migrant Workers Affairs (UMWA); and**
 3. **All support services in the DFA Home Office and OCA-Aseana.**

VI. TERMS OF PAYMENT

The following terms shall be observed:

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1. Payment shall be **processed within thirty (30) days upon submission of all documentary requirements**, in compliance with the existing budgeting, accounting, and auditing rules and regulations.
2. The 30-day period shall commence upon OFMS' receipt of invoice and complete documentary requirements.
3. Mode of payment shall be through LDDAP-ADA.

VII. CONFIDENTIALITY AND IMPARTIALITY CLAUSE

1. 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.
2. The Certifying Body shall include in their audit activities a procedure for client appeals. If the resolution on good terms for disputes between 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 through the accreditation body. Any dispute not settled with the accreditation body or issues involving the implementation and interpretation of this Terms of Reference shall be settled with finality by submitting the same for arbitration which shall be conducted by an independent arbitrator to be appointed by the President of the Philippine Dispute Resolution Center, Inc. (PDRCI) in accordance with the latter's rules and regulations. The arbitration proceedings, including all records, documents, pleadings, orders, and judgments filed or rendered in pursuant thereto, shall be kept confidential, conducted in the English language, and governed by Philippine law. The seat and venue of arbitration shall be Pasay City, Metro Manila, Philippines. The Parties are not precluded from resorting to any other legal remedy available to them for provisional or interim measures or injunctive relief as may be necessary.
3. All information reviewed and recorded by the certification body and the assigned Certifying Body Audit Team shall 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 make public the findings/observations/recommendations formulated, in the course of or as a result of, the rendered services, without the prior written consent of the DFA.
4. The Certifying Body shall be bound to the confidentiality of data and information accessed during the course of the project implementation and shall be liable for any breach thereof under relevant Philippine and international law.
5. A separate Non-disclosure Agreement (NDA) shall be signed between the DFA and the selected Third-party Audit Team members prior to the conduct of the audit. The NDAs shall serve as Annexes to this document.

VIII. ENGAGEMENT FEE



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The cost of the engagement shall be based on the agreed contract between the two parties. The contract of fees shall incorporate all expenses required from the DFA, including travel expenses or transportation costs of auditors from their office to the DFA Main Office, and vice versa, if necessary.

The Certifying Body agrees to a send-bill arrangement. The payment process shall start following the receipt of DFA of relevant documents such as Provisional Receipt, Sales Invoice, and complete deliverables.

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.

IX. REVIEW AND APPROVAL OF PROPOSAL

The DFA reserves the right to reject the proposal or audit plan of the Certifying Body where it:

1. Does not offer the required services as provided for in this Terms of Reference;
2. Is discovered to have suppressed, disclosed, or falsified information; or
3. Failed to satisfactorily perform/complete any contract previously awarded to it.

The DFA reserves the right to review other relevant information affecting the Certifying Body or the proposal before the approval of the contract. Should such review uncover any misrepresentation made in the proposal or audit plan documents, or any change in the situation of the Certifying Body which affects the substance of the proposals and audit plan, the DFA may disqualify the Certifying Body from obtaining the award.

If the above terms and conditions are acceptable and in order, please affix your signature on the space provided below to signify your **acknowledgment, acceptance, and compliance**:

Company Name

Signature over Printed Name

Date

ANNEX A

2021 Department of Foreign Affairs' ISO 9001:2015 Surveillance and Expansion Audit

Schedule: 09-10 December 2021

AUDIT SCOPE AND BREAKDOWN OF MANPOWER

Sites:

- **Site 1 (DFA Home Office):** 2330 Roxas Boulevard Pasay City, Metro Manila 1300, Philippines
- **Site 2 (Office of Consular Affairs):** Bradco Avenue corner Macapagal Boulevard, Aseana Business Park, Barangay Tambo, Parañaque City, Metro Manila 1714, Philippines
- **Site 3 (CO NCR Central):** 1st floor, Lingkod Pinoy Center Robinsons Galleria, West Lane EDSA cor. Ortigas Avenue, 1110 Quezon City Philippines
- **Site 4 (CO NCR East):** 7th floor, SM Megamall Building C, EDSA corner Doña Julia Vargas Avenue, Ortigas Center, 1550 Mandaluyong City Philippines
- **Site 5 (CO NCR North):** 3F Lingkod Pinoy Center Bldg. B, Robinsons Novaliches, Quirino Highway, Brgy. Pasong Putik 1118 Quezon City Philippines
- **Site 6 (CO NCR Northeast):** Level 2 Ali Mall Government Center, Araneta Center, Cubao 0810 Quezon City Philippines
- **Site 7 (CO NCR South):** 4th Floor Metro Alabang Town Center, Alabang Zapote Road 1780 Muntinlupa City Philippines
- **Site 8 (CO NCR West):** 5/F SM City Manila, Natividad Almeda-Lopez St. cor. San Marcelino St., Ermita 1000 Manila City Philippines

Core Services			
Office	Site	Processes	No. of Personnel
Office of Consular Affairs (OCA) <ul style="list-style-type: none">• Passport Division• Diplomatic & Official Passport Section• Authentication Division• Courtesy Lane	2	Passport and Authentication, and Visa Application Services	366

<ul style="list-style-type: none"> • Visa Division • Administrative Services Unit • Consular Offices Coordinating Division 			
Office of the Undersecretary for Migrant Workers Affairs (UMWA)/ Office of Migrant Workers Affairs (OMWA)	1	Assistance-to-Nationals Services for External Clients	58
CO NCR Central	3	Passport Service	17
CO NCR East	4	Passport and Authentication Services	20
CO NCR North	5	Passport Service	24
CO NCR Northeast	6	Passport and Authentication Services	16
CO NCR South	7	Passport and Authentication Services	18
CO NCR West	8	Passport and Authentication Services	18

<u>Support</u>		
Office	Site	No. of Personnel
Human Resources Management Office (HRMO)	1	132

Office of the Financial Management Services (OFMS)	1	135
Office of the Assets Management and Support Services (OAMSS)	1	150
Office of Policy Planning and Coordination (OPPC)	1	20
Office of Public and Cultural Diplomacy (OPCD) <i>*Previously Office of Strategic Communications and Research (OSCR)</i>	1	29
Office of Treaties and Legal Affairs (OTLA)	1	33
Intelligence and Security (ISU)	1	13
Internal Audit Service (IAS)	1	17
OCA - Administrative Services Unit (ASU)	2	<i>Already included in the total number of personnel in OCA</i>
OCA - Consular Offices Coordinating Division (COCD)	2	
OCA - Consular Records Division	2	

<u>Top Management</u>		
Office	Site	No. of Personnel
Office of the Secretary (OSEC)	1	40

Undersecretary for Administration (UA)	1	26
Undersecretary for Civilian Security and Consular Affairs (UCSCA) <i>*Previously Undersecretary for Civilian Security and Consular Concerns (UCSCC)</i>	1	19
Undersecretary for Migrant Workers Affairs (UMWA)	1	<i>Already included in the total number of personnel in UMWA/OMWA</i>
Office of Consular Affairs (OCA) Assistant Secretary and Executive Director	2	<i>Already included in the total number of personnel in OCA</i>

Legend: (Per DBM Classifications)

- Operations (O)
- General Administrative and Support Services (GASS)
- Support to Operations (STO)

Total : **1,151 manpower**