



DEPARTMENT OF FOREIGN AFFAIRS
KAGAWARAN NG UGNAYANG PANLABAS

21 October 2023

REQUEST FOR QUOTATION

Sir/Madam:

The Department of Foreign Affairs intends to procure certification body/third-party audit services for its **2023 Department of Foreign Affairs' ISO 9001:2015 Surveillance Audit** scheduled on 13-24 November 2023, and would like to request for a quotation from your company.

Please submit your signed quotation, and indicate your acceptance of the attached Terms of Reference for the procurement. The Department accepts open quotations submitted directly, or through email at the address given below, **until 25 October 2023, 12:00 NN**. Quotation should not exceed the Approved Budget for Contract (ABC) of **Two Hundred Fifty Thousand Pesos only (Php 250,000.00)**.

Should you require further clarification, please contact Ms. Jolina H. Tayoto, Ms. Lei Airishane S. Asuncion, or Ms. Ma. Mara Jane C. Jandoc at gms.unit@dfa.gov.ph.

Very truly yours,

CHARLIE P. MANANGAN
Senior Special Assistant

Terms and conditions

- Bidders shall provide correct and accurate information required on this form.
- Price quotations shall be denominated in Philippine pesos and shall include all taxes, duties, and/or other lawful charges.
- Bidders shall comply with the Technical Specifications/Terms of Reference attached to this Request for Quotation.
- The Department reserves the right to reject any and all quotations, declare a failure or not to award the contract for any reasonable ground.



DEPARTMENT OF FOREIGN AFFAIRS
KAGAWARAN NG UGNAYANG PANLABAS

TERMS OF REFERENCE

2023 DEPARTMENT OF FOREIGN AFFAIRS' ISO 9001:2015 SURVEILLANCE 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, CO NCR West, CO Dasmariñas, CO Lucena, and CO Pampanga; and Assistance-to-Nationals services in the Office of the Undersecretary for Migrant Workers Affairs; and internal support processes and services in the DFA Home Office and OCA Aseana in November 2023.

This terms 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 **Two Hundred Fifty Thousand Pesos (PHP 250,000.00) 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 meet the following requirements:

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 Certification Body should be accredited by the International Accreditation Forum (IAF) members.
2. The Certification 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 Certification 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.



DEPARTMENT OF FOREIGN AFFAIRS
KAGAWARAN NG UGNAYANG PANLABAS

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 at least a week prior to 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 Certification 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. External experts shall be bound by the requirements in the TOR.

- b. Has team members with actual experience on the QMS process scope on frontline services.
 - c. Replacement of any team member of the assigned audit team shall require prior written approval from the DFA.
7. The Certification 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 Certification Body shall audit the DFA based on the following parameters:

1. Number of employees: **941 employees**
2. Actual scope and locations/sites:
 - a. 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, CO NCR West, CO Dasmariñas, CO Lucena, and CO Pampanga;
 - b. Assistance-to-Nationals Services in the Office of the Undersecretary for Migrant Workers Affairs (UMWA); and
 - c. Internal support processes and services in the DFA Home Office and OCA-Aseana.

Please refer to [Annex A](#) for the breakdown

3. 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



DEPARTMENT OF FOREIGN AFFAIRS
KAGAWARAN NG UGNAYANG PANLABAS

implemented in accordance with DFA's policies and internationally-recognized formats and is therefore not customized per client requirement.

4. The Certification Body shall accommodate requests of the Government Quality Management Committee (GQMC)-DBM Secretariat, i.e., Systems and Productivity Improvement Bureau (SPIB) and/or other oversight/validating agencies/units for information or documents relative to the DFA's ISO 9001:2015 Quality Management System (QMS) certification.
5. The Certification 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. **Consular Services in the following locations: Office of Consular Affairs in Aseana, CO NCR Central, CO NCR East, CO NCR North, CO NCR Northeast, CO NCR South, CO NCR West, CO Dasmariñas, CO Lucena, and CO Pampanga;**
 2. **Assistance-to-Nationals Services in the Office of the Undersecretary for Migrant Workers Affairs (UMWA); and**
 3. **Internal Support Processes and Services in the DFA Home Office and OCA-Aseana.**

VI. TERMS OF PAYMENT

The following terms shall be observed:

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



DEPARTMENT OF FOREIGN AFFAIRS
KAGAWARAN NG UGNAYANG PANLABAS

1. The Certification 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 Certification 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 Maniila, 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 Certification Body Audit Team shall be treated in the strictest confidence at all times. The Certification 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 Certification 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.

VIII. ENGAGEMENT FEE

The cost of the engagement shall be based on the agreed contract between the two Parties, and must not exceed the ABC. 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 Home Office and other sites, and vice versa, if necessary.

The Certification 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.



DEPARTMENT OF FOREIGN AFFAIRS
KAGAWARAN NG UGNAYANG PANLABAS

IX. REVIEW AND APPROVAL OF PROPOSAL

The DFA reserves the right to reject the proposal or audit plan of the Certification 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 Certification 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 Certification Body which affects the substance of the proposals and audit plan, the DFA may disqualify the Certification 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

2023 Department of Foreign Affairs' ISO 9001:2015 Surveillance Audit
Schedule: November 2023

AUDIT SCOPE AND BREAKDOWN OF MANPOWER

Sites:

Site No.	Site Name	Address	No. of Personnel	Processes
1	<u>DFA Home Office</u> (Main Site)	2330 Roxas Boulevard Pasay City, Metro Manila 1300, Philippines	494	1) Assistance-to-Nationals Services 2) Internal Support Processes and Services
2	<u>Office of Consular Affairs</u>	Bradco Avenue corner Macapagal Boulevard, Aseana Business Park, Barangay Tambo, Parañaque City, Metro Manila 1714, Philippines	282	1) Consular Services 2) Internal Support Processes and Services
3	CO NCR West	5/F SM City Manila, Natividad Almeda-Lopez St. cor. San Marcelino St., Ermita 1000 Manila City Philippines	16	1) Consular Services
4	CO NCR East	7th floor, SM Megamall Building C, EDSA corner Doña Julia Vargas Avenue, Ortigas Center, 1550 Mandaluyong City Philippines	13	1) Consular Services
5	CO NCR Northeast	Level 2 Ali Mall Government Center, Araneta Center, Cubao 0810 Quezon City Philippines	17	1) Consular Services
6	CO NCR Central	1st floor, Lingkod Pinoy Center Robinsons Galleria, West Lane Edsa cor. Ortigas Avenue, 1110 Quezon City Philippines	15	1) Consular Services
7	CO NCR North	3F Lingkod Pinoy Center Bldg. B, Robinsons	17	1) Consular Services

2330 Roxas Blvd., Pasay City, 1300 Philippines
Tel. No. 834-4000
www.dfa.gov.ph

		Novaliches, Quirino Highway, Brgy. Pasong Putik 1118 Quezon City Philippines		
8	CO NCR South	4th Floor Metro Alabang Town Center, Alabang Zapote Road 1780 Muntinlupa City Philippines	21	1) Consular Services
9	CO Dasmariñas	2F SM City Dasmariñas, Governor's Drive, Sampaloc I, Dasmariñas City, Cavite 4114	19	1) Consular Services
10	CO Lucena	3F Pacific Mall Lucena, M.L. Tagarao Street, Barangay III, Lucena City	22	1) Consular Services
11	CO Pampanga	2F Robinsons Starmills, Lingkod Pinoy Center, San Fernando City, Pampanga	25	1) Consular Services
		TOTAL	941	

DFA Home Office

No.	Office	No. of Personnel
1	Top Management <ul style="list-style-type: none"> • Office of the Secretary (OSEC) • Undersecretary for Administration (UA) • Undersecretary for Civilian Security and Consular Affairs (UCSCA) • Office of Policy Planning and Coordination (OPPC) 	102
2	Undersecretary for Migrant Workers Affairs (UMWA)	41
3	Human Resources Management Office (HRMO)	91
4	Office of the Financial Management Services (OFMS)	99

2330 Roxas Blvd., Pasay City, 1300 Philippines
Tel. No. 834-4000
www.dfa.gov.ph

5	Office of the Assets Management and Support Services (OAMSS)	97
6	Office of Public and Cultural Diplomacy (OPCD)	23
7	Office of Treaties and Legal Affairs (OTLA)	27
8	Intelligence and Security (ISU)	14
TOTAL		494

Office of Consular Affairs

No.	Office	No. of Personnel
1	OCA-Management <ul style="list-style-type: none"> • Assistant Secretary's Office - 11 • Executive Director's Office - 9 • Financial and Administrative Division (FAD) - 36 • Consular Offices Coordinating Division (COCD) - 13 • Diplomatic & Official Passport Section (DOPS) - 8 	77
2	Passport Division	130
3	Authentication Division	40
4	Civil Registry Division	16
5	Visa Division	19
TOTAL		282