



Republic of the Philippines

Province of Pampanga

City of San Fernando

Office of the Bids and Awards Committee

REQUEST FOR QUOTATION

(FM-CSFP-CGSO-39; Revision No.03; 04/01/2022)

Project Title : **Contract of Service for the ISO Certification - Registration audit for renewal of ISO Certification and Semi-Annual Surveillance Audit in the City of San Fernando, Pampanga**

Location of the Project : **City Administrator's Office - Internal Control Division**

Company Name

Date : **Mar 11, 2024**

PR No. : **2024-01-00154**

Address

Please quote your lowest price on the item/s listed below and submit your quotation duly signed by your representative not later than **Monday, March 18, 2024 10:00 AM** at **CGSO Building, New Public Market, Del Pilar, City of San Fernando, Pampanga**.

Canvassed by:

Approved by:

Jolina B. Vital

Engr. Michael N. Quizon, Jr.

BAC Chairperson

- NOTE:
1. ALL ENTRIES MUST BE READABLE
 2. DELIVERY PERIOD WITHIN _____ CALENDAR DAYS
 3. WARRANTY SHALL BE FOR A PERIOD OF SIX (6) MONTHS FOR SUPPLIES & MATERIALS, ONE (1) YEAR FOR EQUIPMENT, FROM DATE OF ACCEPTANCE BY THE PROCURING ENTITY
 4. PRICE VALIDITY SHALL BE FOR A PERIOD OF _____ CALENDAR DAYS

Item No.	Qty	Unit	Item Description	Remarks	Unit Price	Total
1	1	lot	<p>PHASE I Registration Audit for the Renewal of ISO Certification May 2024</p> <p>1.) Prepare and submit certification audit plan not later than 2 weeks prior to audit. 2.) On-site/ Remote assessment of the entire QMS in compliance with the requirements of ISO 9001:2015 standards. This may be conducted in conjunction with the surveillance audit or reassessment of the management system and if successful, the City Government will be issued ISO 9001:2015 certification. Re-certification Audit and Reporting P300,000.00 Management/ application Fee P 50,000.00</p> <p>PHASE 2 1st Annual Surveillance Audit May 2025</p> <p>1.) Prepare and submit certification audit plan not later than 2 weeks prior to audit. 2.) On-site/ Remote assessment of the certified quality management system to verify if requirements</p>			



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Item No.	Qty	Unit	Item Description	Remarks	Unit Price	Total
			of the ISO 9001 standards and other criteria have been maintained/ addressed. Auditing Services P 170,000.00 PHASE 3 2nd Annual Surveillance Audit May 2026 1.) Prepare and submit certification audit plan not later than 2 weeks prior to audit. 2.) On-site/ Remote assessment of the certified quality management system to verify if requirements of the ISO 9001 standards and other criteria have been maintained/ addressed. Auditing Services P170,000.00			
Total Amount:						

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

Printed Name/ Signature

Tel No./ Cellphone No.

Date

**TERMS OF REFERENCE
ISO CERTIFICATION
CITY GOVERNMENT OF SAN FERNANDO**



1. BACKGROUND

Before the implementation of Administrative Order 161, also known as "Institutionalizing Quality Management System in the Government" on October 5, 2006, which was amended by EO 605 S. 2007 also known as "Institutionalizing the Structure, Mechanisms and Standards to Implement the Government Quality Management Program", the City Government of San Fernando (P) with its commitment for over-all satisfaction and sustainable development initiatives, has already adopted the Quality Management System and was granted its certification to ISO 9001:2000 in 2005 and continuously maintained its compliance with the latest International Standard ISO 9001:2015.

One of the benefits of the ISO certification for an organization is to be recognized as a provider of quality products and/or services. The Quality Management System has been one of the forefront in the success of the City of San Fernando, Pampanga. Various recognitions were obtained nationwide for its efforts to streamline and improve its business process such as Presidential Citation for Best Practice in Creating a Business and Investment Enabling Environment for Implementing the Streamlining Program on the Issuance of Mayor's Permit in 2009, Hall of Fame Awardee as the Most Business-Friendly LGU in 2011 and 2016, 2nd place Most Competitive City in 2017, and Top Model City of the Philippines (Business Friendly City) in 2018, among others.

Another attestation of the importance of ISO certification which is also one of its objectives is the enhancement of the City Government's customer satisfaction. In 2006, the City Government obtained a satisfaction rating of 93.15%, and continually improved and soared at the rating of 99.94 % at present.

Hence, it will be a strategic decision for the City Government to pursue and maintain its international certification to deliver more efficient services and improve more the satisfaction of its customers.

2. OBJECTIVES

The objectives of the City Government in its desire to maintain its ISO 9001:2015 Certification to Quality Management System are:

- A. Improve the performance of the organization.
- B. Be updated with the latest ISO 9001 standard.
- C. Consistently meet customers' expectations.
- D. Instill public confidence in the City Government's ability to operate effectively.

3. SCOPE

A certifying body shall perform the following services:

ACTIVITY	IMPLEMENTATION DATE	DELIVERABLES
PHASE 1 (2024)		
Registration audit for the renewal of ISO certification	May 2024	1.) Prepare and submit certification audit plan not later than 2 weeks prior to audit. 2.) On-site/ Remote assessment of the entire QMS in compliance with the requirements of ISO 9001:2015 standards. This may be conducted in conjunction with the surveillance audit or reassessment of the management system and if successful, the City Government will be issued ISO 9001:2015 certification.
Re-certification Audit and Reporting Management/ application Fee		PHP 300,000.00 50,000.00
Financial proposals for the Registration and Management/ Application Fee should not exceed PHP 350,000.00		
PHASE 2 (2025)		
1 st Annual Surveillance Audit	May 2025	1.) Prepare and submit certification audit plan not later than 2 weeks prior to audit. 2.) On-site/ Remote assessment of the certified quality management system to verify if requirements of the ISO 9001 standards and other criteria have been maintained/ addressed.
Auditing Services - PHP 170,000.00		
Financial proposals for the 1 st Annual Surveillance Audit should not exceed PHP 170,000.00		

PHASE 3 (2026)		
2 nd Annual Surveillance Audit	May 2026	1.) Prepare and submit certification audit plan not later than 2 weeks prior to audit. 2.) On-site/ Remote assessment of the certified quality management system to verify if requirements of the ISO 9001 standards and other criteria have been maintained/ addressed.
Auditing Services - PHP 170,000.00		
Financial proposals for the 2 nd Surveillance Audit should not exceed PHP 170,000.00		
TOTAL PROPOSALS FOR THE 3-YEAR CONTRACT PHP 690,000.00		

Note:

- 1) All offices involved in the Quality Management System shall be audited every year.
- 2) In case an extension to scope of the QMS will take place, an addendum of the contract shall be executed.

4. SELECTION OF CERTIFYING BODY

The BAC shall select the most qualified certifying body using the *Quality Cost Based Evaluation* procedure. The criteria for selection are as follows:

Criteria for Shortlisting	Score
Applicable experience of the consultant and members in case of joint ventures, considering both the overall experience of the firm or, in the case of new firms, the individual experiences of the principal and key staff, including the times when employed by other consultants;	50 points
Qualification of personnel who may be assigned to the job vis-à-vis extent and complexity of the undertaking; and	30 points
Current workload relative to capacity	20 points

Evaluation Criteria	Weight	Minimum Required Score
I. Technical Proposals		
a. Applicable Experience	25%	20%
b. Qualification of Auditors	20%	20%
c. Track Record	15%	10%
II. Financial Proposals	40%	35
Total	100%	85%

Passing Rate : **85%**

The contract shall be awarded to the **Highest Rated Bid**.

5. SELECTION CRITERIA

- a. The Certifying Body should be duly accredited by Philippine Accreditation Bureau, Department of Trade and Industry for a minimum of 15 years.
- b. The Certifying Body must have at least ten (10) years of experience in auditing ISO 9001 of government agencies' quality management.
- c. The Certifying body must have a good track record of certifying government agencies' quality management.
- d. The audit team should satisfy the following:
 - Consists of auditors with hands-on experience in auditing government agencies in the name of the Certifying Body.
 - No member of the audit team should have provided consultancy for the City Government of San Fernando, Pampanga within two (2) years prior to audit.
 - All members shall have ISO 9001:2015 auditing experience in government QMS process.

6. ENGAGEMENT FEE PAYMENT

Payment shall be made upon completion of the activities and submission of the required deliverables subject to the acceptance of the Head of Agency/ Quality Management Representative.

7. SPECIAL PROVISION

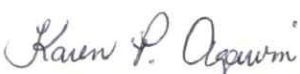
Price to be quoted should exclude travel, accommodation and related food expenses which shall be for the account of the Certifying Body.

8. METHODOLOGY

The success of this project depends on the commitment and contributions of the City Government and the Certifying Body. The City Government through its Internal Monitoring Team shall conduct the checking if the quality management system of the organization is being effectively implemented and maintained, conformed to the planning of product realization carried out in the quality management system and to the requirements established by the organization's management system.

The Certifying body shall periodically assess the quality management system in compliance with the International Standards and if the result demonstrated compliance, then they will issue the continued registration to the International Standard Certification.

Prepared by:


Ms. KAREN P. AGAWIN
Procurement Officer

Noted by:


Ms. MARIA SHARLYN D. BUNDALIAN
ICD Chief

Approved by:


Engr. NELSON G. LINGAT
City Administrator

CONFORME:

Signature over Printed Name

Date

Note: The TOR shall form part of the Contract and should be strictly followed by both parties otherwise, the implementation of the project/ program might be affected as well as the performance of the supplier/ contractor.