

## **TERMS OF REFERENCE**

For the services of a certifying body that will provide ISO 9001:2015 certification for  
Tourism Infrastructure and Enterprise Zone Authority

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### **I. PURPOSE**

The purpose of this Terms of Reference (TOR) is to engage the services of a certifying body that will audit the QMS of TIEZA for certification to ISO 9001:2015 standards together with the cycle of surveillance audits until the time for recertification audit.

### **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) 2017-2022 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.

In 2015, TIEZA was given ISO 9001:2008 certification for Travel Tax Administration, Asset Management and Tourism Infrastructure Development. In 2018, TIEZA successfully passed another certification audit, this time upgrading to ISO 9001:2015 version. The certified processes are travel tax administration, planning and design of tourism infrastructure Projects and acquisition of assets. In 2019, registration and designation of TEZs was included in the list of certified processes.

### **III. OBJECTIVE**

The overall objective of the engagement is to provide independent confirmation that TIEZA's QMS for core and support processes meet ISO 9001:2015 requirements, and if found compliant, issue the corresponding certification and conduct the required Surveillance Audits.

### **IV. PROJECT DESCRIPTION**

The Tourism Infrastructure and Enterprise Zone Authority (TIEZA) intends to hire the services of a Certifying Body to provide ISO 9001:2015 Audit and Certification for the following:

- Planning and Design and Construction Management of tourism infrastructure projects
- Acquisition and Disposition of assets
- Registration of Tourism Enterprise Zones (TEZ) and other tourism enterprises
- Incentives Administration and Monitoring of Tourism Enterprise Zones and other tourism enterprises
- Provision of Travel Tax Administration services
- General Support services

## **V. SITE**

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The TIEZA Head Office located at 6<sup>TH</sup> and 7<sup>th</sup> Floor, Tower 1, Double Dragon Plaza, DD Meridian Park, Macapagal Boulevard cor. EDSA Ext., Pasay City, Philippines.

## **VI. EXPERTISE REQUIRED OF THE CERTIFYING BODY**

1. The certifying body shall provide its company profile highlighting related projects, scope of work and implementation methodology. Curriculum vitae of the proposed certification team shall also be submitted.
2. The certifying body must be duly accredited by Accreditation Body under the International Accreditation Forum (IAF) with ISO 17021-1:2015 to provide QMS certification to ISO 9001:2015 for EAC36 Public Administration.
3. The certifying body shall adhere to the agreed scope of work / deliverables which were approved by the selection committee.

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

4. The certifying body shall include in their audit activities, a procedure for client appeals. If resolutions on good terms for disputes between the TIEZA and the certifying body cannot be made, the TIEZA shall be afforded the right to lodge appeals about the decisions of the audit team to an independent arbitrator. Independent from this, the legal path is open from to both parties.

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 TIEZA within five (5) working days of each audit unless otherwise agreed by the TIEZA.

6. The certifying body audit teams, including surveillance, shall satisfy the following:

a. Consist of qualified auditors to conduct audits in the name of the certification body;

Note: The audit team may utilize external experts on the specified QMS process scope, as necessary.

a.1 At least one (1) team member shall have relevant sector-specific experience for all processes applied to the scope of the certification at that site;

a.2 Have team members with a technical background on the QMS process-scope particularly on Asset management, tourism infrastructure project management, travel tax administration processes and tourism enterprise zone management;

b. No member of the audit team should have provided consultancy for TIEZA within two (2) years prior to the audit;

8. The certifying body audit team shall abide by the auditing principles, terminologies, and guidelines as specified in the ISO 19011:2018 - Guidelines auditing management systems.

9. All information reviewed and recorded by the certification body audit team shall be always treated with strictest confidence.

## VII. SCOPE OF SERVICES

The certifying body is expected to provide the following services:

1. Certification Audit  2. Issuance of ISO 9001:2015 certificate valid for three (3) years  3. Surveillance Audit for the 2 <sup>nd</sup> year and 3 <sup>rd</sup> year	<ul style="list-style-type: none"><li>• Prepare and submit certification audit plan</li><li>• Conduct certification audit; and</li><li>• Prepare and submit audit report detailing observations, opportunities for improvement and any non-conformity to ISO 9001:2015 standards and suggestions on how to address them within five (5) working days after the conduct of the on-site audit</li><li>• Conduct the surveillance audit; and</li><li>• Prepare and submit audit report detailing observations, opportunities for improvement and any non-conformity to ISO 9001:2015 standards and suggestions on how to address them within five (5) working days after the conduct of the on-site audit</li></ul>
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## VIII. ENGAGEMENT FEE

The cost of engagement shall not exceed five hundred thousand pesos (PhP 500,000.00) and shall be based on agreed contract between both parties. Payment shall be based on the completion of the following activities:

Certification Audit  
Issuance of ISO 9001:2015 certificate (valid for three years)  
Surveillance Audit for the 2<sup>nd</sup> Year  
Surveillance Audit for the 3<sup>rd</sup> Year

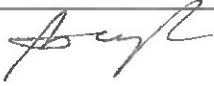
## IX. CONTRACT PERIOD

The contract period or term for the service described in this terms of reference shall be three (3) years from the date of the official Notice to Proceed issued by the TIEZA. It is expected that the Certifying Body shall initiate services not later than 30 calendar days after the Notice to Proceed.


Prepared by:

Reviewed by:

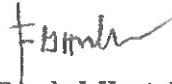
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