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## Bid Notice Abstract

### Request for Proposal (RFP)

**Reference Number** 9073760  
**Procuring Entity** NATIONAL MUSEUM - MANILA METRO MANILA  
**Title** ENGAGEMENT OF SERVICES OF A CERTIFYING BODY FOR THE ISO 9001:2015 CERTIFICATION OF THE NATIONAL MUSEUM OF THE PHILIPPINES (NMP) QUALITY MANAGEMENT SYSTEM (QMS)  
**Area of Delivery** Metro Manila

<b>Solicitation Number:</b> REQUEST FOR PROPOSAL NO. BAC 2022-57	<b>Status</b>	<b>Active</b>
<b>Trade Agreement:</b> Implementing Rules and Regulations	<b>Associated Components</b>	2
<b>Procurement Mode:</b> Negotiated Procurement - Small Value Procurement (Sec. 53.9)	<b>Bid Supplements</b>	0
<b>Classification:</b> Consulting Services	<b>Document Request List</b>	0
<b>Category:</b> Consulting Services	<b>Date Published</b>	04/10/2022
<b>Approved Budget for the Contract:</b> PHP 322,794.00	<b>Last Updated / Time</b>	04/10/2022 00:00 AM
<b>Delivery Period:</b>	<b>Closing Date / Time</b>	11/10/2022 10:00 AM
<b>Client Agency:</b>		
<b>Contact Person:</b> Edwin J. Dela Rosa Head, BAC Secretariat P. Burgos St. Ermita Manila Metro Manila Philippines 1000 63-02-2981100 Ext.1014 bac@nationalmuseum.gov.ph		
<b>Description</b>		

REQUEST FOR PROPOSAL NO. BAC 2022-57  
 ENGAGEMENT OF SERVICES OF A CERTIFYING BODY FOR THE ISO 9001:2015 CERTIFICATION OF THE NATIONAL MUSEUM OF THE PHILIPPINES (NMP) QUALITY MANAGEMENT SYSTEM (QMS)

The National Museum of the Philippines (NMP), through the Bids and Awards Committee (BAC) Secretariat, Support Procurement Unit (SPU), invites all eligible suppliers/ merchants/ contractors to bid for the project mentioned above. Bids received in excess of the ABC shall be automatically rejected. The procurement will be conducted through Alternative Mode of Procurement – Negotiated Procurement, Section 53.9 (Small Value Procurement) of the 2016 Revised IRR of R.A. 9184 otherwise known as the "Government Procurement Reform Act".

Approved Budget for the Contract (ABC): Three Hundred Twenty-Two Thousand, Seven Hundred Ninety-Four Pesos Only (Php 322,794.00)

Please see attached Terms of Reference for your guidance/reference.

Quotations exceeding the Approved Budget for the Contract shall be rejected.

Bids must be duly received by the BAC Secretariat SPU through manual submission at the office address indicated below. LATE BIDS SHALL NOT BE ACCEPTED.

In view thereof, the BAC Secretariat SPU requests the submission of your best proposal for the above project on or before October 11, 2022, not later than 10:00 A.M. Kindly place in a SEALED ENVELOPE together with three (3) copies of the following documentary requirements:

- (a) PhilGEPS Registration Number;
- (b) Mayor's /Business Permit;
- (c) Revised Omnibus Sworn Statement (duly Notarized with seal);
- (d) Curriculum vitae of the proposed certification team;

These documents are required to be submitted along with your proposal. Failure to include these documents will disqualify your quotation:

- (e) Company profile highlighting related projects, scope of work and implementation methodology;
- (f) Certificate accredited by Philippine Accreditation Bureau;
- (g) Certificate accredited by Department of Trade and Industry;
- (h) Certificate accredited by International Accreditation Forum (IAF); and
- (i) Plan of Approach, Methodology, Worknad, and Work schedule.

The envelope shall bear the following:

- (a) Title of the project to be bid;
- (b) PhilGEPS Posting Reference Number;

(c) Name, Address, and Contact Number of the bidder; and  
(d) Addressed to the information indicated below.

The NMP reserves the right to reject any and all bids, declare a failure of bidding, or not award the contract at any time prior to contract award in accordance with Sections 35.6 and 41 of the 2016 revised IRR of RA No. 9184, without thereby incurring any liability to the affected bidder or bidders

For further information or any clarification, please refer to:

Mr. Edwin J. dela Rosa,  
Head - BAC Secretariat  
2/F, BAC Room, North Annex of the  
National Museum of Fine Arts Building (Motorpool),  
Padre Burgos Street, Manila 1000  
Tel. No. 8298-1100 Local 1014  
Email: [nationalmuseumbac@yahoo.com](mailto:nationalmuseumbac@yahoo.com)  
[bac@nationalmuseum.gov.ph](mailto:bac@nationalmuseum.gov.ph)  
(SGD)  
EDWIN J. DELA ROSA  
Head - BAC Secretariat  
Bids and Awards Committee

**Created by** Edwin J. Dela Rosa  
**Date Created** 03/10/2022

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**TERMS OF REFERENCE**

**ENGAGEMENT OF SERVICES OF A CERTIFYING BODY FOR THE ISO 9001:2015 CERTIFICATION OF THE NATIONAL MUSEUM OF THE PHILIPPINES (NMP) QUALITY MANAGEMENT SYSTEM (QMS)**

**I. BACKGROUND**

Executive Order No. 605, dated February 23, 2007, Institutionalizing the Structure, Mechanisms and Standards to Implement the Government Quality Management program, amending for the Purpose Administrative Order No. 161, was issued to effect improvements in public sector performance recognizing the International Organization for Standardization (ISO) 9000 series which ensures consistency of products and services through quality processes.

EO 605 directs all departments and agencies of the Executive branch, including all Government-Owned and/or Controlled Corporations (GOCCs) and Government Financial Institutions (GFIs) to adopt ISO 9001:2015 Government Quality Management Systems Standards (GQMS) as part of the implementation of a Government-wide Quality Management Program (GQMP).

Given the reconstitution and updating of the NMP QMS Core Team and Steering Committee, to facilitate and continue the establishment and implementation of the NMP's Quality Management System, it is necessary to engage the services of a Certifying Body to provide certification and surveillance audit of the NMP's QMS in accordance with ISO 9001:2015.

**II. OBJECTIVE**

The National Museum of the Philippines intends to procure and engage the services of a Certifying Body that will conduct an assessment and audit of NMP's Quality Management System as a pre-requisite for ISO 9001:2015 Certification and periodic surveillance audits thereafter prior to renewal of the said ISO 9001:2015 Certification. Procurement of Consulting Services shall be through Section 53.9 - Small Value Procurement of the Revised Implementing Rules and Regulations of RA 9184.

**III. SCOPE OF WORK**

**Scope of Audit**

The Certifying Body shall cover the audit of the following processes at the Central Office Operations:

1. Exhibition Development
2. Visitor Experience Management

Scope of Services shall involve the following activities:

1. Conduct Certification Audit

a. Pre-Audit / Alignment Meeting

- Provision of the Audit Itinerary by the third-party certifying body at least 14 days within 2 weeks upon receipt of NTP or clearance to proceed from the NMP-QMS Leader (whichever is most appropriate to the project)
- Issue request for the documents required for the audit planning / pre-audit requirement
- Provide the NMP with the Audit Objectives and Audit Criteria (ISO Standard/s).
- Provide the NMP an opportunity to object to, or request changes to the itinerary and/or the audit team composition

b. Stage 1 Audit

- Audit of NMP's management system documentation
- Undertake discussions in relation to QMS participating personnel in the preparation and main activities relative to the management system during the course of the audit.
- Gather all essential and valuable information in connection to scope, processes, and other necessary aspects and compliances necessary during the audit of documents as may be helpful to each expected accomplished output relative to the document review and its application.
- Support and intervention in preparation for Stage 2 Audit by providing a framework for the next level.
- Evaluation and feedback regarding Internal Audits and Management Review in accordance with the laid plans and expected performance and its implementation in material consideration of the aforesaid preparation for the Stage 2 Audit.
- Identification, evaluation, and feedback for areas of potential improvements in the management system. Likewise, advise on discarding superfluous processes that may be uncovered during the audit.
- Review of documents or reports and allowance for updating, revision, and recalibration of the document when necessary if time permits.
- Submission of Stage 1 Audit Findings Matrix within two weeks upon conclusion of Stage 1 activities

c. Stage 2 Audit

- Evaluate the implementation, including the effectiveness of NMP's quality management system
- Confirm that NMP's QMS conforms to all the requirements of the ISO 9001:2015
- Evaluate performance monitoring, measuring, reporting, and reviewing against NMP's key performance objectives.
- Evaluate the effectiveness of NMP's Internal Auditing and Management Review
- Identify any areas for potential improvement of NMP's quality management system

- Preparation and submission of audit report and CARs (Corrective Action Request) to NMP if there are any nonconformances found
- Closing meeting for Stage 2 audit covering the following topics:
  - The objective of the audit
  - The ISO 9001 Standard and the declared scope of activities against which the audit was conducted
  - The existence of the Appeals Procedure
  - The fact that all information reviewed and recorded by the audit team would be treated in the strictest confidence at all times.
- Issuance of Initial Certificate within 1 month from the conduct of closing meeting or as discussed
- Provision of:
  - Complimentary A3 size certificate with frame
  - All-weather tarpaulin with logo
  - Electronic copy of the Certificate
  - Other related reference, as needed

d. Frequency of Periodic Surveillance Audit

- Conduct of Annual surveillance audit within one year from the date of the last audit for two consecutive years.
  - On-site assessment of the continued implementation of the document system in reference to the previous audit methods used.
  - Focuses on the conclusion of non-conformities based on latest audit results and continuous processes.
  - In case of non-conformities, the certifying body shall suggest identifiable means in the correction of the same and its closure.
  - A verification of the closure of non-conformities through the action plan taken shall be provided to the NMP.
  - For purpose of audit itinerary, a notification for at least two (2) weeks before the surveillance.
2. Issue ISO 9001:2015 initial Certificate and its equivalent for the surveillance audit (*e.g. Attestation Letter*) to National Museum of the Philippines upon satisfactory compliance with Standard and Certification requirements
- Determine the period of processing, approval, and issuance of the ISO 9001:2015 certificate.

**Flexibility in the project schedule shall be allowed subject to NMP approval through the NMP QMS Chairperson**

**IV. RESPONSIBILITIES OF THE CERTIFYING BODY**

The Certifying Body shall have the following responsibilities:

1. Provide NMP its company profile highlighting related projects, scope of work and implementation methodology. Curriculum vitae of the proposed certification team shall also be submitted.

2. Abide with the auditing principles, terminologies and guidelines as specified in the ISO/IEC 17021:2015 and ISO 19011:2018 – Guidelines for Quality Management Systems Auditing.
3. In order to avoid conflict of interest, Certifying Bodies that have provided quality management system consulting services or site-specific auditor training to a particular group/unit within the agency, shall not be contracted as a Certifying Body for NMP.
4. Include in the proposal the audit activities and a procedure for client appeals. Any dispute which may arise between NMP and the Certifying Body shall be resolved amicably in good faith. However, NMP shall be afforded the right to lodge appeals about the decisions of the audit team through the accreditation body. Further, the parties are not precluded from resorting to any legal remedy that may be available to them.
5. Adhere to the agreed scope of work/deliverables which were approved by NMP.
6. Provide a full report on the operations audited consistent with the content of the approved scope of work/deliverables to the agency within five (5) working days of each initial, surveillance and re-surveillance audits unless otherwise agreed by NMP.
7. All information reviewed and recorded by the Certifying Body audit team would be treated in the strictest confidence at all times.

## **V. QUALIFICATIONS OF THE CERTIFYING BODY**

The Certifying Body must meet the following minimum qualifications:

1. The Certifying Body must be duly accredited by Philippine Accreditation Bureau, Department of Trade and Industry; and the International Accreditation Forum (IAF)
2. The Certifying Body must have at least five (5) years ISO 9001 auditing experience;
3. Its audit teams, including surveillance, must satisfy the following:
  - a. Consist of at least two (2) auditors with actual hands-on experience on QMS who are qualified to conduct audits in the name of the Certifying Body;
  - b. No member of the audit team should have provided consultancy services for NMP within two (2) years prior to the audit;
  - c. At least one (1) auditor of the initial team shall participate in all audits of the three-year audit cycle;
  - d. The two (2) members shall have a minimum of three (3) years ISO 9001:2015 auditing experience;
  - e. The Audit lead and member must be a holder of any Bachelor's degree, and must have conducted a QMS audit on government institutions;
  - f. Must be an International Register of Certified Auditors (IRCA) QMS Certified Auditor; and
  - g. Replacement of any team shall require prior written approval from NMP and must have the above-mentioned qualifications.

**VI. APPROVED BUDGET FOR THE CONTRACT**

The Approved Budget for the Contract (ABC) is **Three Hundred Twenty-Two Thousand, Seven Hundred Ninety-Four Pesos Only (Php 322,794.00)** and shall be deemed to include the cost of all taxes, duties, fees, levies and other charges imposed under applicable laws.

**VII. DELIVERABLES AND TERMS OF PAYMENT**

Payment shall be made in four (4) installments upon completion of each of the following milestones and submission of the required deliverables, to wit:

Activities/Deliverables	Payment
Inception Report on NMP's viability and recommendations for improvement	20%
After Certification Audit and Issuance of ISO 9001:2015 Certificate valid for three (3) years	20%
1 <sup>st</sup> Annual Surveillance Audit	30%
2 <sup>nd</sup> Annual Surveillance Audit	30%
Total	100%

NMP reserves the right to reject any or all proposals, or to waive any defect or informality thereon or minor deviations, which do not affect the substance and validity of any or all of the proposals.

NMP reserves the right to reject the proposal of any proponent who:

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.

NMP reserves the right to review other relevant information affecting the proponent or the proposal before the approval of the contract. Should such review uncover any misrepresentation made in the proposal documents, or any change in the situation of the proponent which affects the substance of the proposals, NM may disqualify the proponent from obtaining the award.

**VIII. CRITERIA FOR EVALUATION**

Pursuant to RA 9184 and its revised IRR, the Proposals/Bids shall be evaluated using the Quality-Cost Based Evaluation, at 30% (Experience and Capability of the Certifying Body); 25% (Experience and Capability of the team members); 30% (Plan of Approach, Methodology, Workload and Work schedule) and 15% (Financial Proposal) allocation ratio.

<b>Technical and Financial Evaluation</b>	
<p><b>Experience and Capability of the Certifying Body</b></p> <p><b>Minimum Qualification (5 points)</b> 5-10 years of overall experience as certifying body for ISO 9001:2015</p> <p><i>Additional Points</i> 11-15 years of experience (+2 points) Over 15 years of experience (+3 points)</p> <p><b>Minimum Qualification (20 points)</b> Must have conducted QMS audits using ISO 9001:2015 standards to at least five organizations in the Philippines, of which, two are government institutions</p> <p><i>Additional points</i> Conduct of QMS audits to more than 5 organizations in the Philippines (+ 1 point) Conduct of QMS audits to more than 2 government institutions (+ 1 point)</p>	<p>30 points maximum</p>
<p><b>Experience and Capability of the Team Members</b></p> <p>Minimum Qualifications: the two (2) members shall have a minimum of three (3) years ISO 9001:2015 auditing experience (10 points)</p> <p>Additional points 3.1 – 10 years ISO 9001:2015 auditing experience of members (+ 1 point) More than 10 years ISO 9001:2015 auditing experience of members (+ 1.5 points)</p>	<p>25 points maximum</p>



<p>Minimum qualifications: The Audit lead and member must be a holder of any Bachelor's degree (10 points)</p> <p>Additional points Either lead or member is a holder of any Master's Degree (+1 point)</p> <p>Either lead of member is a holder of any Doctoral Degree or higher (+1.5 points)</p>	
<p><b>Plan of Approach, Methodology, Workload and Work schedule*</b></p> <p>Technical Proposal provides clear approach to the scope and planned activities with indicative timeline/gantt chart (25 points)</p> <p><b>Additional points:</b> Use of digital platforms and online productivity tools for easy monitoring and coordination between Service Provider and QMS Core team (+ 5 points)</p> <p><i>*End-user may request the Service provider to make a presentation of their approach and methodology</i></p>	30 points maximum
<p><b>Financial Proposal</b></p> <p>- Responsive bid within the Approved Budget for the Contract (ABC) – 15 points</p>	15 points maximum
<p>Total</p> <p>Passing Rate:</p>	<p>100 points</p> <p>75 points</p>

**IX. SOURCE OF FUND**

Budget is available and should be chargeable against the General Fund.

**X. RIGHT OF NMP TO TERMINATE CONTRACT**

The National Museum of the Philippines shall have the right to terminate the Contract, at any time, whenever it sees necessary, after a thirty (30)-day written notice to the Service Provider. The grounds for the termination of service include but are not limited to the following grounds:

- When the Service Provider has violated other obligations required under its contract with the NMP and refused to comply and/or remedy the violation within the reasonable period granted.

#### **XI. LIQUIDATED DAMAGES**

When the Service Provider fails to satisfactorily deliver services under the contract within the agreed delivery schedule, inclusive of duly granted time extensions, if any, the Service Provider shall be liable for damages for the delay and shall pay the procuring entity liquidated damages, not by way of penalty, an amount equal to 1/10 of 1% of the cost of the delayed contract scheduled for every day of delay until such services are finally delivered and accepted by the procuring entity concerned. In no case shall the sum of the liquidated damages exceed 10% of the total contract price, in which the procuring entity concerned may rescind the contract and impose appropriate sanctions over and above the liquidated damages.

Prepared by:

*Marianella Ray Misa*  
**MARIANATHE RAY F. MISA**  
Board Secretary IV / OIC-PMISS  
NMP-QMS Quality Manual Lead

Recommending Approval:

*YMA*  
**ATTY. MA. ROSENNE M. FLORES-AVILA**  
Deputy Director-General for  
Administration / NMP-QMS Leader

Approved:

  
**JEREMY BARNS, CEO III**  
Director-General