

## **TERMS OF REFERENCE**

### **1.0 PROJECT TITLE**

**ENGAGEMENT OF A CERTIFYING BODY FOR RE-CERTIFICATION TO ISO 9001:2015 OF THE PHILIPPINE ECONOMIC ZONE AUTHORITY COVERING ALL PEZA PROCESSES IN ALL PEZA ECONOMIC ZONES NATIONWIDE**

### **2.0 BACKGROUND**

The Philippine Economic Zone Authority (PEZA) is a government-owned and controlled corporation attached to the Department of Trade and Industry. As a service organization, PEZA is committed to contribute to the accelerated generation of investments, exports and employment in the Philippines through effective management of public and private economic zones, efficient administration of incentives, utmost delivery of services, focused investment promotions, and proactive conduct of developmental activities.

PEZA has instituted organization-wide programs in order to become more responsive, effective, efficient, competitive and innovative in upholding its commitments. As part of its ongoing initiatives, PEZA is implementing a Quality Management System (QMS) for all PEZA processes in all its sites to ensure the delivery of timely and efficient services to its clients.

PEZA's 3-year certification to ISO 9001:2000 first awarded in December 9, 2008 and was upgraded to ISO 9001:2008 with extension to scope of processes and additional sites clustered into Supervising Offices in March 1, 2010 until December 8, 2011. The second cycle certificate was given in December 9, 2011 until December 8, 2014. And the third cycle certificate was given in December 9, 2014.

Considering that PEZA's certification will be expiring on December 8, 2017 and the organization wishes to continue the implementation of its QMS in conformance with ISO 9001 standards, there is a need to avail of the services of a Certifying Body (CB).

### **3.0 OBJECTIVE**

To contract a Certifying Body (CB) competent and qualified to assess conformity to ISO 9001:2015 standards of the QMS being implemented by PEZA for all its processes in all PEZA sites grouped into clusters with Supervising Offices.

#### 4.0 SCOPE OF WORK / DELIVERABLES

The Certifying Body is expected to provide the following services:

##### 4.1 Re-Certification Audit 2017

- 4.1.1 Conduct Document Review (as applicable)
- 4.1.2 Prepare and submit re-certification audit plan not later than two (2) weeks prior to recertification audit;
- 4.1.3 Conduct re-certification audit; and
- 4.1.4 Prepare and submit audit report detailing observations, opportunities for improvement, and any non-conformity to ISO 9001:2015 standards immediately after the completion of the on-site audit, unless otherwise agreed upon by the two (2) parties.

##### 4.2 Issuance of ISO 9001:2015 Certificates (free of charge) to all registered sites valid for three (3) years within one (1) month from date of PEZA's receipt of the written recommendation for certification.

##### 4.3 Surveillance Audit for 2<sup>nd</sup> year 2018

- 4.3.1 Prepare and submit surveillance audit plan not later than one year from the date of issuance of the Certificate;
- 4.3.2 Conduct surveillance audit; and
- 4.3.3 Prepare and submit audit report detailing observations, opportunities for improvement, and any non-conformity to **ISO 9001:2015** standards or on documented procedures immediately after the completion of the on-site audit, unless otherwise agreed upon by the two (2) parties.

##### 4.4 Surveillance Audit for 3<sup>rd</sup> year 2019

- 4.4.1 Prepare and submit surveillance audit plan not later than the end of the second year from date of issuance of the Certificate;
- 4.4.2 Conduct surveillance audit; and
- 4.4.3 Prepare and submit full audit report detailing observations, opportunities for improvement, and any non-conformity to **ISO 9001:2015** standards or on documented procedures, immediately after the completion of the on-site audit, unless otherwise agreed upon by the two (2) parties.

##### 4.5 Provision of regular updates and assistance to new versions of ISO 9001 standards.

#### 5.0 PROJECT DURATION Three (3) years: 2017-2020



## 6.0 SELECTION CRITERIA

- 6.1 The Certifying Body should be accredited for ISO 9001:2015 certification/conformity assessment activities by a national accreditation body recognized by the Philippine government, such as the Bureau of Product Standards (BPS) under the Department of Trade and Industry, to include the scope L75 (Public Administration and Defense; Compulsory Social Security).
- 6.2 The Certifying Body shall provide PEZA with its company profile highlighting related projects, scope of work and implementation methodology. Curriculum vitae of the proposed audit team shall also be submitted to PEZA.
- 6.3 The Certifying Body's scope of work should indicate number of auditors and man-days per site required for multi-sites for the recertification and surveillance audits. Should sampling be used, it shall conform to the provisions of International Accreditation Forum, Inc. (IAF) Mandatory Document for the Certification of Multiple Sites Based on Sampling.
- 6.4 To avoid conflict of interest, a Certifying Body that has provided quality management system consulting services or site-specific auditor training to a particular group/unit within PEZA within two years prior to the audit shall not qualify as a certifying body for PEZA.

*Note: Consulting refers to the provision of training on documentation development, or assistance in the implementation of quality management systems of a specific organization. Conduct of trainings that are open to the public, not organization-specific, and held in a public forum is not considered as consulting.*

- 6.5 The Certifying Body Audit Team shall satisfy the following:
  - 6.5.1 Shall consist of qualified auditors to conduct audits in the name of the Certifying Body;  
*Note: The Audit team may use external experts as necessary.*
  - 6.5.2 Shall have team members with actual hands-on experience / familiarity in auditing a service sector/government agency for at least one cycle (three years);
  - 6.5.3 Shall have no member of the audit team who has provided consultancy services for PEZA or who has been a former PEZA employee within two (2) years prior to the audit;

- 6.5.4 Shall have different auditors for each subsequent surveillance audit. However, at least one auditor of the Audit Team should participate in all audits of the three-year audit cycle;
- 6.5.5 Shall seek written approval from PEZA on the replacement of any Audit Team member prior to or during the actual audit.
- 6.5.6 Shall at all times ensure auditor's consistency of interpretations.
- 6.6 The Certifying Body shall submit the following:
  - 6.6.1 Department of Trade and Industry (DTI) business name registration or Securities and Exchange Commission (SEC) registration certificate, whichever may be appropriate under existing laws of the Philippines
  - 6.6.2 Valid and current Mayor's permit/municipal license
  - 6.6.3 Tax Clearance
  - 6.6.4 PhilGEP's Registration Certificate
  - 6.6.5 Annual Income Tax Return filed via the BIR's EFPs
  - 6.6.6 Business Tax Returns (VAT) for the previous six (6) months prior to the submission of bids filed via the BIR's EFPs
  - 6.6.7 Curriculum Vitae of Auditors to be assigned to the project
- 6.7 The Certifying Body shall include in their audit activities a procedure for client appeals. If resolutions on good terms for disputes between PEZA and the Certifying Body cannot be made, PEZA shall be afforded the right to lodge appeals about the decisions of the audit team to an independent arbitrator. Independently from this, the legal path is open to both parties.
- 6.8 All information reviewed and recorded by the Certifying Body Audit Team would be treated in the strictest confidence at all times.
- 6.9 The Certifying Body shall adhere to the agreed scope of work / deliverables that were approved by PEZA's Bids and Awards Committee (BAC).
- 6.10 The Certifying Body Audit Team shall abide with the auditing principles, terminologies and guidelines as specified in the ISO 19011:2002 – Guidelines for quality and/or environmental management systems auditing.

## **7.0 ENGAGEMENT FEE**

Cost of engagement of the Certifying Body shall be based on the agreed contract between the two parties. Payments shall be based on the



completion of the following activities as evidenced by the submission by the Certifying Body and acceptance by PEZA of the required deliverables for the two business processes at the end of the following phases:

7.1	Submission of Re-Certification Audit Report	-	40%
7.2	Issuance of ISO 9001:2015 certificate (valid for 3 years)-		30%
7.3	1 <sup>st</sup> year Surveillance Audit	-	20%
7.4	2 <sup>nd</sup> year Surveillance Audit	-	10%

## **8.0 SOURCE OF FUNDS**

Proposed 2017 Corporate Operating Budget and with an Approved Budget for the Contract amounting to Seven Hundred Thousand Pesos (PhP700,000.00), inclusive of all other out-of-pocket/incidental expenses.

## **9.0 SPECIAL PROVISIONS**

- 9.1 Price to be quoted should exclude travel and accommodation costs and food expenses which shall be for the account of Certifying Body.
- 9.2 During the contract implementation, the Certifying Body shall pay taxes in full and on time and that failure to do so will entitle the PEZA to suspend payment on the services delivered by the Certifying Body.
- 9.3 The Certifying Body shall also present to the PEZA, on a quarterly basis, a tax clearance from the Bureau of Internal Revenue as well as a copy of its income and business tax returns duly stamped and received by the BIR and duly validated with the tax payments made thereon.

## PEZA SCOPE OF CERTIFICATION (for re-certification)

### ALL PEZA PROCESSES IN ALL SPECIAL ECONOMIC ZONES (SEZs) & INFORMATION TECHNOLOGY (IT) PARKS/CENTERS NATIONWIDE

(Business Registration/Permits, Zone Enterprise Operations, Incentives Administration, Zone Estate Administration and Administrative Services)

### PEZA SITES/ADDRESSES TO BE CERTIFIED:

Head Office:	Building 5, DOE-PNOC Complex, Energy Center, Rizal Drive, Bonifacio Global City, Taguig City, Metro Manila
Address 2:	Cavite Economic Zone (CEZ), Rosario, Cavite
Address 3:	Mactan Economic Zone 1 (MEZ 1), Mactan, Cebu
Address 4:	Baguio City Economic Zone (BCEZ), Baguio City, Benguet
Address 5:	Joint PEZA-Customs Offices (JPCOs) in Metro Manila <ul style="list-style-type: none"> <li>- JPCO-NAIA &amp; NAIA DHL, Pasay City</li> <li>- JPCO-MICT, Delpan, Manila</li> <li>- JPCO-MSH, Port Area, Manila</li> </ul>
	<i>Other SEZs, Supervising SEZ Offices and the SEZs under their supervision:</i>
Address 6:	Angeles Industrial Park (AIP-SEZ), Bacolor, Pampanga
Address 7:	Calamba Premiere Industrial Park (CPIP-SEZ), Calamba City, Laguna
Address 8:	Carmelray Industrial Park II (CIP II-SEZ), Calamba City, Laguna
Address 9:	Clark TI (Clark TI-SEZ), Mabalacat, Pampanga
Address 10:	First Cavite Industrial Estate (FCIE-SEZ), Dasmariñas, Cavite
Address 11:	Food Terminal Inc. (FTI-SEZ), Taguig City, Metro Manila
Address 12:	Laguna International Industrial Park (LIIP-SEZ), Biñan, Laguna
Address 13:	Laguna Technopark Inc. (LTI-SEZ), Sta. Rosa, Laguna
Address 14:	Light Industry & Science Park I (LISP I-SEZ), Cabuyao, Laguna
Address 15:	Lima Technology Center (LTC-SEZ), Lipa City & Malvar, Batangas
Address 16:	Luisita Industrial Park (LIP-SEZ), San Miguel, Tarlac
Address 17:	Peoples Technology Complex (PTC-SEZ), Carmona, Cavite
Address 18:	Subic Shipyard (SS-SEZ), Subic, Zambales
Address 19:	Tipco Estate Corporation (TECO-SEZ), Mabalacat, Pampanga
Address 20:	Victoria Wave (VW-SEZ), Caloocan City
Address 21:	PEZA Head Office-Enterprise Operations Department (Zone Office for IT Parks / Centers in Metro Manila)
Address 22:	CEZ (Zone Office for IT Parks / Buildings in CALABARZON, NCR including Bulacan, Bicol, Mindoro, Marinduque and Romblon areas)
Address 23:	MEZ (Zone Office for IT Parks / Buildings in Vizayas, Mindanao and Palawan areas)
Address 24:	BCEZ (Zone Office for IT Parks / Buildings in Northern and Central Luzon and the Cordillera Administrative Region areas)