

TERMS OF REFERENCE

PROCUREMENT OF SERVICES OF A THIRD-PARTY CERTIFYING BODY FOR THE ISO 9001:2015 QUALITY MANAGEMENT SYSTEM (QMS) RECERTIFICATION OF BICOL UNIVERSITY

A. THIRD-PARTY CERTIFICATION BODY PROFILE MINIMUM REQUIREMENTS

Profile	Minimum	Based on Documents
1. Auditing Experience of the Certifying Body in ISO 9001 Certification	5 years	
2. Number of private Higher Education Institutions (HEIs) and/or State Universities and Colleges (SUCs) certified/completed under ISO 9001:2015 by the Certifying Body	3 projects	
3. Auditors/assessors years of auditing experience in ISO 9001	3 years	
4. Number of private HEIs and/or SUCs certified/audited under ISO 9001:2015 by the assigned auditors/assessors	3 projects	

B. SCHEDULE OF REQUIREMENTS

Item	Description	Deliverable	Delivery Schedule	Percentage of Contract Amount
Conduct of Recertification Audit 2025				50%
1	Submission of Audit Plan	Audit Plan	Two (2) weeks before the actual audit	
2	Completion of Audit	Conduct of on-site Audit to seven (7) sites Audit Areas: (1) Education Services and General Administration Support Services (2) Tertiary and Graduate Education Degree, Advanced Studies, and Non-Degree Courses (3) Research Development and Extension services	Any days in September to December 2025	
3	Submission of Audit Report	Audit Report	Ten (10) working days upon completion of Audit	
4	Issuance of ISO 9001:2015 Certificate	ISO 9001:2015 Certificate valid for three (3) Years (CYs 2025-2028)	Within fifteen (15) calendar days from receipt of Audit Report without non-	

			conformities, within seven (7) calendar days from the submission of the corrective plan that is determined by the Certification Body (CB) as compliant	
Conduct of First Surveillance Audit 2026				25%
5	Submission of Audit Plan for 1 st Year Surveillance Audits	1 st Year Surveillance Audit Plan	Two (2) weeks before the actual 1 st surveillance audit	
6	Completion of 1 st Year Surveillance Audits and Submission of 1 st Year Surveillance Report	Conduct of 1 st Year Surveillance Audit; Audit Report detailing observations, opportunities for improvement and any non-conformity to ISO 9001:2015 standards or on documented procedures and suggestions on how to address them	On-site Audit: Any days in September to December 2026 Audit Report: Ten (10) working days after the conduct of on-site audit	
Conduct of Second Surveillance Audit 2027				25%
7	Submission of Audit Plan for 2 nd Year Surveillance Audits	2 nd Year Surveillance Audit Plan	Two (2) weeks before the actual 2 nd year Surveillance audit	
8	Completion of 2 nd Year Surveillance Audits, and Submission of 2 nd Year Surveillance Audit Report	Conduct of 2 nd Year Surveillance Audit; Audit Report detailing observations, opportunities for improvement and any non-conformity to ISO 9001:2015 standards or on documented procedures and suggestions on how to address them	On-site Audit: Any days in September to December 2027 Audit Report: Ten (10) working days after the conduct of on-site audit	
Nothing Follows				

Note: Delivery schedule may be adjusted in cases of force majeure or fortuitous event as described in government procurement rules and regulations or in other justifiable circumstances subject to the approval of the QMR.

C. TECHNICAL SPECIFICATIONS

Item/Description	Bidder's Statement of Compliance
1. The Certifying Body must be duly accredited by Philippine Accreditation Bureau, Department of Trade and Industry	

2. The Certifying Body shall have adequate technical and management capability particularly in conducting audit in State or Private Universities for quality management systems with at least five (5) years' experience in the Philippines	
3. The Certifying Body shall have at least three (3) ISO 9001:2015 certifications awarded to private HEIs and/or SUCs	
4. No member of the audit team should have provided consultancy services for BU within two (2) years prior to the audit.	
5. At least three (3) auditors of the initial team shall participate in all audits of the three-year audit cycle.	
6. The audit team must have a minimum of three (3) years ISO 9001:2015 auditing experience for private HEIs and/or SUCs.	
7. The audit team must have actual hands-on experience on Government QMS Process.	
8. The audit team, including for surveillance audits, must consist of at least ten (10) auditors with hands-on experience in QMS and qualifications to conduct audits on behalf of the Certifying Body in the areas/sites listed below.	
Nothing Follows	

Note: Replacement of any team shall require prior written approval from BU.

Audit Site Coverage:

Site	Organizational Units/Process	Required No. of Auditors
Site 1: Bicol University Main Campus, Legazpi City	Top Management and General Administrative and Support Services	2
	Research Development and Extension	
	College of Science	1
	College of Nursing	1
	College of Education	1
	College of Arts and Letters	1
	College of Medicine	1
	College of Dental Medicine	1
	Institute of Physical Education, Sports and Recreation (IPESR)	1
	Jesse M. Robredo Institute of Governance and Development (JMRIGD)	1
	College of Law	1
	Graduate School	1
	Open University	1
Site 2: Bicol University Daraga Campus	College of Social Sciences and Philosophy (CSSP) – All program/course offerings of CSSP	1
	College of Business Economics and Management (CBEM) – All program/course offerings of CBEM	1
	Research Development & Extension	1
	Support Services	1

Site 3: Bicol University East Campus	College of Engineering (All program/course offerings of CENG)	2
	College of Industrial Technology (All program/course offerings of CIT)	2
	Institute of Design and Architecture	1
	Support Services	1
Site 4: Bicol University Guinobatan, Guinobatan, Albay	Curriculum Learning and Delivery Process (All Program/Course offerings of BU Guinobatan)	2
	Research & Development, Extension Services	1
	Support Services (Administration and Finance, Registrar, Health Services, Supply Office, Procurement, Library Services, Security Services)	1
Site 5: Bicol University Polangui, Polangui, Albay	Curriculum Learning and Delivery Process (All program offerings of BU Polangui)	2
	Research & Development, Extension Services	1
	Support Services (Administration and Finance, Registrar, Health Services, Supply Office, Procurement, Library Services, Security Services)	1
Site 6: Bicol University Tabaco, Tabaco City, Albay	Curriculum Learning and Delivery Process (All program/course offerings of BU Tabaco)	2
	Research & Development, Extension Services	1
	Support Services (Administration and Finance, Registrar, Health Services, Supply Office, Procurement, Library Services, Security Services)	1
Site 7: Bicol University Gubat, Gubat, Sorsogon	Curriculum Learning and Delivery Process (All program/course offerings of BU Gubat)	2
	Research & Development, Extension Services	1
	Support Services (Administration and Finance, Registrar, Health Services, Supply Office, Procurement, Library Services, Security Services)	1

D. RESPONSIBILITIES OF THE CERTIFYING BODY

The Certifying Body shall have the following responsibilities:

- Provide BU its company profile highlighting related projects, scope of work and implementation methodology. Curriculum vitae of the proposed certification team shall also be submitted.
- Abide with the auditing principles, terminologies and guidelines as specified in the ISO 19011:2011 – Guidelines for Quality Management Systems Auditing.

- c. 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 BU.
- d. Include in the proposal the audit activities and a procedure for client appeals. Any dispute which may arise between BU and the Certifying Body shall be resolved amicably in good faith. However, BU 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.
- e. Adhere to the agreed scope of work/deliverables which were approved by BU.
- f. Provide a full report on the operations audited consistent with the content of the approved scope of work/deliverables to the agency within ten (10) days of each initial, surveillance and re-surveillance audits unless otherwise agreed by BU.
- g. All information reviewed and recorded by the Certifying Body audit team would be treated in the strictest confidence at all times.

E. ELIGIBILITY REQUIREMENTS

- 1. Registration certificate from SEC, DTI for sole proprietorship or CDA for cooperatives
- 2. Mayor's/Business permit issued by the city or municipality where the principal place of business of the prospective bidder is located,
- 3. Professional license / curriculum vitae of consultants
- 4. PhilGEPS Registration Certificate / Number
- 5. Income / Business Tax Return for the past six (6) months
- 6. Tax Clearance
- 7. Omnibus Sworn Statement

F. DOCUMENTARY REQUIREMENTS

The consultants are required to submit the following documents:

Document	Form No.
I. Technical Proposal	
1. Expression of Interest	Form 1
2. Company Profile	Form 2
3. Accreditation Certificate from Philippine Accreditation Office, Bureau of Product Standards, Department of Trade and Industry	
4. Audited Financial Statement for CY 2024 stamped received by the BIR or its duly accredited and authorized institutions and the 2024 Annual Income Tax Return filed electronically	
5. Statement of all ongoing and completed government and private contracts including contracts awarded but not yet started, if any. Please include Certificates of Completion for each of the completed projects	Forms 3,4 & 5
6. List of auditors who will conduct the initial, surveillance and re-surveillance audits including their Curriculum Vitae stating therein their complete qualifications and experience data	Form 6 & 7

7. Narrative Description of the Proposed Approach and Methodology	Form 8
II. Financial Proposal	Forms 9 & 10
Nothing Follows	

G. SELECTION CRITERIA

Evaluation shall be based on the **Quality-Cost Based Evaluation (QCBE)** Procedure wherein the Technical Proposal together with the Financial Proposal shall be considered.

The criteria and rating system for the selection of the winning Certifying Body are as follows:

Evaluation Criteria	Weight
Technical Proposal	60%
Financial Proposal	40%
Total	100%

I. The **Technical Proposal** shall have the following sub-criteria:

Evaluation Criteria	Weight
a. Applicable Experience and Track Record of the Certifying Body	25%
b. Qualifications of auditors who will be assigned to the project	25%
c. Approach and Methodology	10%
Total	60%

a. **Applicable Experience and Track Record of the Certifying Body (25%)**

Number of Years of Auditing Experience (ISO 9001)	Equivalent Points (10%)
At Least Five (5) Years	2
Six (6) to Seven (7) Years	4
Eight (8) to Nine (9) Years	6
Nine (9) to Ten (10) Years	8
More than Ten (10) Years	10

Number of Completed Similar Projects in the Government Sector or State Universities and Colleges (ISO 9001)	Equivalent Points (10%)
Three (3) to Five (5) Similar projects	2
Six (6) to Seven (7) Similar projects	4
Eight (8) to Nine (9) Similar Projects	6
Ten (10) to Twelve (12) Similar Projects	8
More than Twelve (12) Similar Projects	10

Number of Completed Similar Projects in the Private Sector (ISO 9001)	Equivalent Points (5%)
Three (3) to Five (5) Similar projects	1
Six (6) to Seven (7) Similar projects	2
Eight (8) to Nine (9) Similar Projects	3
Ten (10) to Twelve (12) Similar Projects	4
More than Twelve (12) Similar Projects	5

b. **Qualifications of auditors who will be assigned to the project. The applicable score shall be the average score of the ten (10) nominated personnel. (25%)**
Each of the ten (10) shall be assessed using the following sub-criteria:

Number of Years of Auditing Experience (ISO 9001)	Equivalent Points (10%)
At least Three (3) Years	2
Four (4) to Five (5) Years	4
Six (6) to Seven (7) Years	6
Eight (8) to Nine (9) Years	8
More than Nine (9) Years	10

Number of Similar Projects Handled in the Government Sector and State Universities and Colleges (ISO 9001)	Equivalent Points (10%)
Three (3) to Five (5) Similar projects	2
Six (6) to Seven (7) Similar projects	4
Eight (8) to Nine (9) Similar Projects	6
Ten (10) to Twelve (12) Similar Projects	8
More than Twelve (12) Similar Projects	10

Number of Similar Projects Handled in the Private Sector (ISO 9001)	Equivalent Points (5%)
Three (3) to Five (5) Similar projects	1
Six (6) to Seven (7) Similar projects	2
Eight (8) to Nine (9) Similar Projects	3
Ten (10) to Twelve (12) Similar Projects	4
More than Twelve (12) Similar Projects	5

The applicable score shall be the average score of the eight (8) nominated personnel.

c. Approach and Methodology (10%)

- c.1 Clarity of proposed methods and approaches to be used; their feasibility, soundness and practicability to site conditions **(5%)**
- c.2 Comprehensiveness **(5%)**
 - Completeness of activities as outlined in the TOR
 - Logical sequence of activities
 - Appropriate timing of the activities
 - Flexible enough, so that it can be modified easily, if necessary

II. Financial Proposal

- a. The Approved Budget for the Contract (ABC) shall be the upper limit or ceiling for acceptable Financial Proposal. Financial Proposal received in excess of the ABC shall be automatically rejected.
- b. The Financial Proposal shall be computed as follows:
 - b.1 The lowest Financial Proposal shall receive the maximum score of 40%.
 - b.2 The scores of other Financial Proposals shall be computed using the formula:

$$\text{Financial Score} = \frac{\text{Lowest Financial Proposal}}{\text{Financial Proposal of the Proponent}} \times 0.40$$

III. Overall Rating

The overall rating of the proponent shall be the sum of the ratings earned for the Technical Proposal and Financial Proposal. The contract shall be awarded to the Highest Rated Bid.

H. PAYMENT TERMS

Payment shall be made in three (3) installments upon completion of each of the following milestones and submission of the required deliverables, to wit:

Activity/Deliverable	Payment
a. 1 st Tranche – Submission of Audit Plan and after conduct of Re-Certification Audit and acceptance of ISO 9001:2015 Certification Audit valid for three (3) Years	50%
b. 2 nd Tranche- Submission of Audit Plan and after conduct of 1 st Surveillance Audit and acceptance of Surveillance Audit Report for 2026	25%
c. 3 rd Tranche- Submission of Audit Plan and After conduct of 2 nd Surveillance Audit and acceptance of Surveillance Audit Report for 2027	25%

I. OTHER TERMS

- a. BU 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.
- b. BU 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.
- c. BU 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, BU may disqualify the proponent from obtaining the award.

BICOL UNIVERSITY AGENCY PROFILE

Background

Bicol University was founded on June 21, 1969 by virtue of Republic Act 5521 and was formally organized on September 22, 1970. It evolved out of six reputable educational institutions integrated to form the first state university in Region V:

- Bicol Teachers College (BTC) with its Laboratory School in Daraga, Albay, now the BU College of Education (BUCE) with its Integrated Laboratory School (ILS)
- Daraga East Central School (DECS) also in Daraga, Albay, initially renamed as Bicol University Pilot Elementary School (BUPES), now integrated with the BUCE-ILS as its Elementary Department
- Albay High School in Legazpi City, now the BUCE-ILS High School Department
- Bicol Regional School for Arts and Trades (BRSAT) in Legazpi City, converted from the Albay Trade School by virtue of Republic Act 1129 on June 16, 1954, now the College of Industrial Technology and the College of Engineering.
- Roxas Memorial Agricultural School (RMAS) in Guinobatan, Albay, which became the College of Agriculture, now renamed as the College of Agriculture and Forestry.
- School of Fisheries in Tabaco, Albay, turned into the College of Fisheries, now the Bicol University Tabaco Campus.

These public schools and colleges, now part of Bicol University, had served the people of the region for more than half a century prior to their forming Bicol University.

From the early seventies and onwards, the College of Arts and Sciences (BUCAS), Nursing (BUCN), the Institute of Computer Science (BUCSI), Local Government (BUILG), Physical Education, Sports and Recreation (BUIPESR), and Peace and Security Studies (BUIPSS) came one after another, as degree granting colleges and institutes, along with the Regional Science Teaching Center (RSTC). At the apex of the academic colleges and institutes is the Graduate School (BUGS) that offers advanced degrees at the master's and doctorate levels in various disciplines and fields of studies. To bring the academic programs of Bicol University nearer its clientele, its curricular programs were extended to Gubat, Sorsogon and Camp Crame, Quezon City.

The full implementation of the vertical articulation of the course programs in accord with the university's academic plan contained in the Bicol University Comprehensive Development Plan: 2003-2013 was effected in SY 2004-2005.

The school year 2004-2005 saw the emergence of the College of Science (CS), College of Arts and Letters (CAL), College of Social Science and Philosophy (CSSP) and the College of Business, Economics and Management (CBEM) mainly as service colleges for general education courses and professional colleges, too. Simultaneously, the same school year saw the full implementation of the decentralization of the graduate programs and the integration of institutes and centers to relevant colleges.

Bicol University is proud of its Profile of Excellence:

- SUC Level IV by DBM Standards
- One of the 22 leading SUCs
- ISO 9001:2015 Certified (by Institution)
- CHED's Center for:
 - * Teaching Excellence (BUCE)
 - * Development for Fisheries Education (BUTC)
 - * Development for Nursing (BUCN)
 - * Higher Education Research
- BUCE as DepEd's Teacher Training Institute
- Base Agency for Bicol Consortium for Health Research and Development (BCHRD) and Bicol Consortium for Agriculture Resources Research and Development (BCARRD)
- Institutional Accreditation Level IV

- With Certificate of Program Compliance (COPC) for multiple graduate and undergraduate programs across the university.

Location:

The scope of the QMS covers the following sites as follows:

- Bicol University, Legazpi City comprising all listed sites
- Bicol University Daraga Campus, Daraga, Albay
- Bicol University East Campus, EM's Barrio, Legazpi City
- Bicol University Guinobatan, Guinobatan, Albay
- Bicol University Polangui, Polangui, Albay
- Bicol University Tabaco, Tabaco City, Albay
- Bicol University Gubat, Gubat, Sorsogon

Size of the Organization:

An institution promoting scholarship, leadership, character, and service as its core values, Bicol University remains to be the premier state university in the Bicol Region. For School Year 2024–2025, the institution is served by 672 faculty members, of which 11 are permanent and 61 are temporary, and 358 non-teaching personnel, of which 342 are permanent, 2 are coterminous, and 14 are casual, located in seven (7) campuses. Founded in 1969, it has risen to SUC Level IV status, a prestige it has enjoyed since 1998.

As a comprehensive university, it caters to the needs of the society in the following fields:

- Technology, Engineering, Architecture and Sciences
- Arts and Letters, Culture, Recreation and Sports
- Agriculture, Forestry and Fisheries
- Business and Entrepreneurship
- Health and Medicine
- Social Sciences
- Education

Scope of Quality Management System: Provision of tertiary and graduate education, research and community extension services.

Quality Policy

Bicol University commits to continually strive for excellence in instruction, research, and extension by meeting the highest level of clientele satisfaction and adhering to quality standards and applicable and statutory requirement.