



**TERMS OF REFERENCE
QUALITY MANAGEMENT SYSTEM
DEVELOPMENT AND CERTIFICATION
ISO 9001:2015**

	Document Type	Proposal	
	Document Title	Terms of Reference for the Development of Quality Management System and ISO Certification Project to ISO 9001: 2015	
	Document Sub-Title		
	Document Code	Effectivity	Revision No.
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I. Acronyms and Terminologies

ABC	Approved Budget Cost
Consultant	The person assigned by the consultancy firm to provide training, workshops and technical assistance for the implementation of QMS
DCC	<i>Document Control Clerk</i>
Documented Information	<i>Term used for ISO procedures and records</i>
IRR	The Implementing Rules and Regulations of R.A. 9184
ISO	<i>International Organization for Standardization</i>
ISO 9001:2015	<i>Latest version of ISO 9001 which was released in September 15, 2015</i>
ISO Facilitator/ Coordinator	<i>Person in-charge in monitoring the set-up and implementation of the QMS</i>
Internal Quality Auditors	<i>Trained and certified internal quality auditors who will be tasked to conduct audit to verify implementation of the QMS</i>
LWUA	<i>Local Water Utilities Administrator</i>
OGM	<i>Office of the General Manager</i>
QMS	<i>Quality Management System</i>
QMR	<i>Quality Management Representative</i>
DQMR	<i>Deputy Quality Management Representative</i>
QCBE	<i>Quality Cost Based Evaluation</i>
ZCWD	<i>Zamboanga City Water District</i>

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II. Introduction

The Zamboanga City Water District (ZCWD) proposes to implement its International Organization for Standardization (ISO) on Quality Management Systems (QMS) and to acquire its ISO Certification by calendar year 2024. A QMS has to be developed that is suitable to ISO 9001:2015 and shall help the organization to standardize its services as a government office. Thus, it will grant the accreditation “enterprise-wide” to all of its component units, sections, divisions and departments when executed successfully.

ISO standards provide solutions and achieve benefits for almost all sectors of activity, and in summary provide a strategic business issue with direct impact on development. At the accelerated pace of international standards development, it is recommended that the ZCWD should take the first step in keeping abreast with today’s challenges and to be in the frontier of economic growth of the city of Zamboanga.


In the pursuit of local water utilities competitiveness, through *Office of the General Manager issued the OGM Memo 2024-01-09 dated January 5, 2024, Reconstitution of the Quality Management System Core Team for the ZCWD.*

III. Background

Mandated by LWUA and inspired by the government’s policy reform on quality, the Zamboanga City Water District (ZCWD) has resolved to adopt and establish an ISO 9001-certified Quality Management System that would purposefully improve the organization’s products and services. The ZCWD expects that this directive would not only increase customer satisfaction but would propel the organization closer to its vision of being a *premiere water utility*.

In 2016, the ZCWD’s Corporate Planning Department directed several activities aimed to progressively integrate the QMS into the organization’s work system. These include:

1. A five-day seminar held last November 2016 to orient the ZCWD’s workforce of the ISO 9001:2015 standards,
2. Designation of a Quality Management Representative to oversee all QMS-related operations and activities,
3. The official creation of the ZCWD QMS Core Team to facilitate the development, implementation, monitoring and evaluation of the QMS,
4. The Internal Quality Audit and Management Review training workshop for the core team and top management,
5. Gap assessment through a contracted private consultant was conducted, several QMS trainings and workshops were also provided to equip the QMS Core Team and the Management,


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6. Quality Objectives were integrated in the performance commitments at each level of the delivery units,
7. Format and contents for memoranda and documents are standardized,
8. Guidelines for the management of documented information within the organization have been approved and are gradually implemented.
9. Ongoing review and revision of ZCWD Quality Manual which was formulated in 2016.
10. Formulation of the Manual of Operations and Processes, likewise updating of PAWIMs.

However, several factors contributed to the failure in implementing and aligning the processes to QMS ISO 9001:2015 standards and eventually to the postponement of application for ISO Certification. Some of the factors were:

1. Customer survey tool was not implemented on time;
2. Documented processes are not updated to reflect the actual practices,
3. Budget Utilization targets are not met,
4. Non-Revenue Water is still markedly high,
5. Preparation and updating of risk and opportunities matrices have not been sustained,
6. Procedures relating to corrective actions were not documented,
7. Process improvement plans are non-existent in any of the delivery units,
8. Failed to implement 5S in all ZCWD offices,
9. Failure to implement improvement plans (soft and hard projects) due to budget constraints.
10. Failure of Management to conduct a thorough Management Review
11. Lack of monitoring of the SWOT

ZCWD needs the technical expertise of an ISO 9001 consultant-trainer to guide the organization on all its QMS-related activities. Although a quality management system could be developed without external assistance, the risk of major setbacks that might significantly delay the progress of the project is exceptionally high. At the same time, most of the core team members are not yet adept with the ISO 9001:2015 standards. Given these considerations, the Planning and Monitoring Division has identified that the most practical and cost-efficient solution is to acquire the services of an external consultant-trainer, an engagement until the ZCWD is empowered to rightfully sustain and improve its QMS.

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IV. Project Statement

ZCWD will need the services of a consultancy firm to provide technical assistance on the set-up of ISO 9001:2015 or its latest version.

V. Objectives

Project objectives of this ISO 9001:2015 implementation project are essential to define clear goals and outcomes that guide the project's scope and activities. Below are project objectives for the ISO 9001:2015 implementation:

1. Achieve ISO 9001 Certification

The primary objective is to attain ISO 9001 Certification from a recognized certification body. This certification serves as evidence that the organization's Quality Management Systems (QMS) conforms to international standards demonstrating commitment to quality and customer satisfaction.

2. Enhance Product and Service Quality

Improve the quality of product or services by implementing standardized processes, quality controls, and effective monitoring mechanism to meet or exceed customer expectation.

3. Increase Customer Satisfaction

Ensure that customer needs and expectations are understood, met and continually monitored, leading to increased customer satisfaction and loyalty.

4. Establish a Robust QMS

Develop and implement a well-documented and efficient Quality Management System that encompasses all relevant processes, procedures and controls in accordance with ISO 9001:2015 requirements.

5. Reduce Non-Conformities


Minimize instances of non-conformities, defects, and errors by identifying and addressing root causes through corrective and preventive actions.

6. Improve Operational Efficiency

Streamline internal processes, reduce waste, and optimize resource utilization to enhance overall operational efficiency and effectiveness.

7. Enhance Risk Management

Implement risk-based thinking to identify, assess, and mitigate risks that could affect product or service quality and overall business performance.

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8. Facilitate Continuous Improvement

Foster a culture of continual improvement by regularly monitoring performance data, conducting internal audits, and seeking opportunities for innovation and optimization.

9. Ensure Legal and Regulatory Compliance

Ensure compliance with applicable laws, regulations, and industry standards, reducing legal risks and potential liabilities.

10. Boost Competitiveness

Enhance the organization's competitive edge by demonstrating adherence to internationally recognized quality standards, attracting new customers, and expanding market reach.

11. Increase Employee Engagement

Engage employees in the QMS implementation process, empower them to contribute to quality improvements, and create a sense of ownership and commitment to the QMS.

12. Measure and Monitor Key Performance Indicators (KPIs)


Define and monitor relevant KPIs to assess the effectiveness of the QMS and the achievement of quality and business objectives.

These objectives serve as a roadmap for the ISO 9001:2015 implementation projects, guiding the organization in its pursuit of improved quality, customer satisfaction, and operational excellence. They also help measure the project's success and provide a basis for continuous improvement throughout the organization's ISO 9001 journey. These objectives can be achieved with full cooperation of clients. Results pertaining to these objectives may be achieved upon full implementation of the quality management system.

VI. Activity Design

A. Mode of Procurement

To facilitate an equal and fair opportunity for all interested bidders, **Public Bidding** shall be used as the mode of procurement for the project's consultancy and training services. Further, the ZCWD shall utilize a **Quality Cost-Based Evaluation procedure** to determine the most suitable and qualified Consultant for the project. Requirement under **Annex B of RA 9184** shall be complied in this procurement.

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B. Scope of Works

For the duration of the project, the Consultant is mandated to perform the duties and responsibilities stated below:


Set-up of ISO 9001:2015

1. Development and certification of ISO 9001:2015 Quality Management System

- a. The consultant shall guide and coach the ZCWD to document the required procedures according to the requirements of ISO 9001:2015 and applicable laws that govern the ZCWD.
- b. The consultant shall assist the ZCWD to establish the risk management of the organization. It will be able to align to the defined context of the organization requirement of ISO 9001:2015 and applicable laws.
- c. Conduct a buy-in session with the Management of ZCWD particularly the Top Management and Heads of the Process Owners.
- d. Develop a Quality Management System *enterprise-wide covering all core-functions* of the organization.

Core Functions are:

Office of the General Manager and Office of the Board of Directors	Operations Group	Finance Group	Administration Group	Technical Services Group	General QMS Processes
<ul style="list-style-type: none"> • Policy Making and Review • Performance Evaluation and Monitoring • Corporate Planning • Community and Public Relations • IT software Development and 	<ul style="list-style-type: none"> • Water Treatment and Production • Pipelines Maintenance and Rehabilitation • Pressure Management • Network Distribution and Management 	<ul style="list-style-type: none"> • Customer Accounts Management Services • Customer Services • Billing and Water Meter Reading • Cash and Assets Management • Budget Monitoring and Disbursement, 	<ul style="list-style-type: none"> • Human Resource Management • Personnel Development and Skills Enhancement • Bidding and Procurement Process • Equipment, Materials and Property 	<ul style="list-style-type: none"> • Watershed Improvement and Protection • Environment and Resources Development • Infrastructure Planning, Design and Development • Engineering and Construction 	<ul style="list-style-type: none"> • Management Review • Control of Documented Information • Internal Audit of Quality Management System • Control of Non-Conforming Outputs

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Maintenance <ul style="list-style-type: none"> • Legal Services • Internal Audit 		Accounting and Audit Processes	Management <ul style="list-style-type: none"> • Warehouse and Inventory Management • Transportation Maintenance and Repair • General Improvement Services • Water meter maintenance services 		<ul style="list-style-type: none"> • Nonconformity and Corrective Action • Monitoring and Measurement of Client Satisfaction
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2. Trainings required by ISO 9001:2015

- a. Training Course on ISO 9001:2015 Quality Management System Requirements and Documentation
- b. Training Course on 5S Quality Workplace
- c. Training Course on ISO 19011:2018 Guidelines on Auditing Management Systems
- d. Training Course on Root Cause Analysis and Corrective Action Formulation

3. Workshops required

- a. Workshop on Process Mapping and Risk-Based Quality Planning
- b. Workshop on Quality Management System Documentation
- c. Workshop on Process/Service Quality Improvement Systems
- d. Workshop on Auditing Quality Management System

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4. Provide Technical Guidance on

- a. Technical Guidance on Enhancement of Operational Controls and Procedures
- b. Technical Guidance on Quality Management System Implementation
- c. Technical Guidance on Management Review

5. Quality Management System Implementation


- a. The consultant shall coach the ZCWD to properly implement an enterprise-wide QMS.
- b. The consultant shall assist the ZCWD to monitor the Quality Management System implementation through records checking.

6. System implementation and its verification

- a. The consultant shall conduct a comprehensive systems audit trail to verify the implementation and effectiveness of the established Quality Management System.
- b. The Consultant shall assist in rectifying the nonconformance during the internal audit and systems audit.
- c. The consultant shall assist the management in conducting the management review.
- d. The consultant shall assist the qualified internal auditors to conduct the internal audit process and prepare the necessary records.

7. Assistance during certification auditing

- a. The consultant shall provide necessary assistance during the certification audit. In case that there will be findings of noncompliance, the consultant shall assist the ZCWD to rectify and guarantee the success of the ISO certification.


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The project shall involve the partnership and cooperation of the Zamboanga City Water District and the Consultancy Firm specializing in setting up ISO Quality Management Systems (QMS) processes and guidelines. It will provide Technical Assistance for the Set-up of ISO 9001:2015 Quality Management System covering all offices of the Zamboanga City Water District.

C. Reports & Time Schedule

The consultant is required to submit to the Quality Management Representative or his designated officer-in-charge the reports stated on the table below. They must ensure that all reports are submitted within the prescribed timeframe and addressed to the General Manager through the Quality Management Representative.

Document Title	Description	Timeframe
1. Monthly Progress Reports	The monthly reports must provide the following information: <ul style="list-style-type: none"> a. List of activities conducted within the month b. Evaluation of the participants' outputs from the activities c. Assessment on the ZCWD's accomplishment in relation to the target milestones 	Within 10 calendar days of the succeeding month
2. Organizational Assessment & Initial Gaps Analysis Report	The report must provide the following information: <ul style="list-style-type: none"> a. Evaluation of the ZCWD's current operating and management system in comparison to the ISO 9001:2015 standards b. Identified process and performance gaps and recommendations to address these 	Within 15 calendar days after the conduct of the Initial Gap Analysis
3. Organizational Readiness & Final Gaps Analysis Report	The report must provide the following information: <ul style="list-style-type: none"> a. Assessment of the ZCWD's readiness for the Third-Party External Audit Certification b. Suggested strategies to improve the performance of processes and correct process gaps c. Evaluation of the effectiveness of the QMS during its initial implementation 	Within 15 calendar days after the conduct of the Final Gap Analysis
4. Training & Workshop	The Training & Workshop Evaluation Report must present the following	Within 20 working days

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Evaluation Report	information: a. List of all training and workshop activities conducted within the project period b. Evaluation of the participants' output and performance for each activity conducted c. Recommendations/ suggestions to improve/ enhance the activity outputs	after the completion of all training and workshop activities
5. Project Closeout Report	The Project Closeout Report must present the following information: a. Methodology and approach utilized by the Consultant to achieve the target milestones and project objectives b. The ZCWD's actual accomplishment in relation to the target milestones and Project objectives c. Consultant's evaluations on the participants' outputs and performance for all activities conducted within the project period. d. Final recommendations for the continual improvement of the ZCWD's QMS	Within 30 calendar days after the conduct of the Final Gap Analysis

In case the General Manager or the QMR recommends revising the report, the consultant is given five (5) working days to make the necessary changes and submit the revised document. Two (2) revisions for each report are allowed.


D. Bidders Qualification

Section 24 provides for the Eligibility Requirements and Short listing of Consulting Services: (Updated RA 9184 as of January 15, 2024)

I. Class "A" Documents (Legal, Technical and Financial)

Legal

- SEC Registration or DTI or CDA for Cooperatives
- Mayor's/ Business Permit current issuance or a copy of the Official Receipt for ongoing application for an expired Business Permit
- Tax Clearance per EO 398 series of 2005
- PhilGEPs Certificate of Registration and membership

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Technical


- *Statement of On-going & completed*
 - *Statement of Consulting Services*
 - *Quality of Personnel to be assigned*
 - *Experience and capability of the consultant*
 - *Plan of approach of methodology*
 - *Omnibus Sworn Statement which contains the following:*
- a. The signatory is the duly authorized representative of the prospective bidder, and granted full power and authority to do, execute and perform any and all acts necessary to participate, submit the bid, and to sign and execute the ensuing contract accompanied by the duly notarized Special Power of Attorney, Board/Partnership Resolution, or Secretary's Certificate, whichever is applicable;
 - b. It is not "blacklisted" or barred from bidding by the GoP or any of its agencies, offices, corporations, or LGUs, including foreign government/foreign or international financing institution whose blacklisting rules have been recognized by the GPPB; by itself or by relation, membership, association, affiliation, or controlling interest with another blacklisted person or entity as defined and provided for in the Uniform Guidelines on Blacklisting;
 - c. Each of the documents submitted in satisfaction of the bidding requirements is an authentic copy of the original, complete, and all statements and information provided therein are true and correct;
 - d. It is authorizing the HoPE or his duly authorized representative/s to verify all the documents submitted;
 - e. It complies with the disclosure provision under Section 47 of the Act and this IRR, in relation to other provisions of R.A. 3019;
 - f. It complies with existing labor laws and standards;
 - g. It complies with the responsibilities of a prospective or eligible bidder provided in the PBDs;
 - h. It did not give or pay, directly or indirectly, any commission, amount, fee, or any form of consideration, pecuniary or otherwise, to any person or official, personnel or representative of the government in relation to any procurement project or activity; and
 - i. In case advance payment was made or given, failure to perform or deliver any of the obligations and undertakings in the contract shall be sufficient grounds to constitute criminal liability for swindling (*estafa*) or the commission of fraud with unfaithfulness or abuse of confidence through misappropriating or converting any payment received by a person or entity under an obligation involving the duty to deliver certain goods or services, to the prejudice of the public and the government of the Philippines pursuant to Article 315 of Act No. 3815 s. 1930, as amended, or the Revised Penal Code.

Financial

The consultant's audited financial statements, showing, among others, the consultant's total and current assets and liabilities, stamped "received" by the BIR or its duly accredited and authorized institutions, for the preceding calendar year which should not be earlier than two (2) years from the date of bid submission.

2. Class "B" Documents (Sec 24.2 of RA 9184)

Valid joint venture agreement (JVA), in case a joint venture is already in existence. In the absence of a JVA, duly notarized statements from all the potential joint venture partners stating that they will enter into and abide by the provisions of the JVA in the instance that the bid is successful, shall be included in the bid. Failure to enter into a joint venture in the event of a contract award shall be ground for the forfeiture of the bid security. Each partner of the joint venture shall submit the PhilGEPS Certificate of Registration in

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accordance with Section 8.5.2 of this IRR. The submission of technical and financial documents by any of the joint venture partners constitutes compliance.

In the case of foreign consultants, the eligibility requirements or statements, the bids, and all other documents to be submitted to the BAC must be in English. If the eligibility requirements or statements, the bids, and all other documents submitted to the BAC are in foreign language other than English, it must be accompanied by a translation of the documents in English. The documents shall be translated by the relevant foreign government agency, the foreign government agency authorized to translate documents, or a registered translator in the foreign bidder's country; and shall be authenticated by the appropriate Philippine foreign service establishment/post or the equivalent office having jurisdiction over the foreign bidder's affairs in the Philippines.

However, for Contracting Parties to the Apostille Convention, the documents shall be authenticated through an apostille by the Competent Authority, as defined in Section 8.5.2 paragraph 4 of the 2016 revised IRR of RA No. 9184, except for countries identified by the DFA that will still require legalization (red ribbon) by the relevant Embassy or Consulate.

Eligibility Criteria per Sec. 24.3 of RA 9184 states:

The following persons/entities shall be allowed to participate in the bidding for Consulting Services:


- a. *Duly licensed Filipino citizens/sole proprietorships;*
- b. *Partnerships duly organized under the laws of the Philippines and of which at least sixty percent (60%) of the interest belongs to citizens of the Philippines;*
- c. *Corporations duly organized under the laws of the Philippines and of which at least sixty percent (60%) of the outstanding capital stock belongs to citizens of the Philippines;*
- d. *Cooperatives duly organized under the laws of the Philippines; or*
- e. *Persons/entities forming themselves into a joint venture, i.e., a group of two (2) or more persons/entities that intend to be jointly and severally responsible or liable for a particular contract: Provided, however, That Filipino ownership or interest thereof shall be at least sixty percent (60%). For this purpose, Filipino ownership or interest shall be based on the contributions of each of the members of the joint venture as specified in their JVA.*

E. Other Details

i. Approved Budget Cost (ABC)

The total project investment, inclusive of 12% VAT, fees and other charges imposed under applicable laws, airfare, hotel, in-land transportation, meals (if applicable) must not exceed the **Approved Budget Cost (ABC) of Seven Hundred Fifty Pesos (750,000.00).**

ii. Source of Fund

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The source of Fund is the approved 2024 Corporate Operating Budget.


iii. Project Duration

The consultants are required to provide their services to the ZCWD for a maximum period of **six (6) months up until the ZCWD is awarded with the ISO 9001:2015 compliance certificate.**

iv. Project Activities (Expected outputs/ deliverables)


The consultant must successfully carry out all activities listed on the table below. The consultant may add activities e.g. training programs, workshop courses, consultations as long as these do not incur additional charges to the ZCWD. On the other hand, the ZCWD shall provide administrative, logistics and technical assistance during the implementation of the activities and upon the request of the consultant.

Activity	Timeline and Number of Days
Initiation <ol style="list-style-type: none"> 1. Project Kick-off 2. Define Project Scope 3. Identify Key Stakeholders 4. Develop Project Plan 5. Conduct Gap Analysis 6. Conduct Awareness Training 	Month 1 Week 1 2 days Responsible: Consultant and ZCWD
Planning <ol style="list-style-type: none"> 1. Process Mapping 2. Documentation of existing processes 3. Develop/ Enhance/ Update Quality Manual 4. Create/ Enhance/Update Quality Procedures 5. Establish/Review Document Control System 6. Consultant to Train Staff for Documentation 7. Consultant to Conduct Risk Assessment Training 8. Consultant to Facilitate Risk Assessment Workshop 9. Review/ Develop Quality Policy and Objectives 10. Identify and prioritize Key Processes based on their significance to QMS 11. Select and notify teams responsible in documenting initial set of processes 12. Conduct detailed process mapping sessions 13. Provide templates and guides for developing Standard Operating Procedures (SOPs) for core processes 14. Review and validate SOPs with process owners and stakeholders 15. Address Feedback or concerns raised during the review 16. Obtain final approval of SOPs 17. Consultant to submit summary report and plan for the implementation phase 	Month 1 to 2 Weeks 2 to 8 28 days Responsible: Items 1-9, 17: Consultant Items 10-16: Consultant and ZCWD

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Execution <ol style="list-style-type: none"> 1. Conduct General Awareness Training 2. Conduct Internal Quality Audit Training 3. Train Staff on ISO Processes and SOPs 4. Prepare 1st Party Audit 5. Monitor and Support Implementation 	Month 3 Weeks 9 to 12 7 days Responsible: Items 1-2: Consultant Items 3-5: Consultant and ZCWD
Evaluation <ol style="list-style-type: none"> 1. Distribute Audit Plan 2. Brief Auditees for 1st Party Audit 3. Conduct Final briefing for auditors 4. Guide first party audit 	Month 4 Week 13-16 5 days Responsible: Items 1-3: Consultant Item 4: Consultant and ZCWD
Improvement <ol style="list-style-type: none"> 1. Distribute Final Audit Report 2. Conduct Root-Cause Analysis Workshop 3. Provide Guidance in drafting Corrective Action Reports 4. Review Corrective Action Reports (CAR) 5. Assists in categorizing Non-Conformities (Major or Minor) based on their impact on the QMS and product/services quality 6. Encourage a culture of continuous improvement within the organization 7. Provide recommendations for enhancing the QMS based on audit findings and best practices 8. Evaluate internal audit process and audit performance 9. Prepare for Management Review 	Month 5 Weeks 17-20 4 days Responsible: Items 1 to 5 and 8: Consultant Items 6, 7 and 9: Consultant and ZCWD
Pre-Certification <ol style="list-style-type: none"> 1. Conduct 2nd Party Audit (pre-certification) mock assessment 2. Present 2nd Party Audit Report 3. Provide guidance in addressing non-conformance (s) 4. Facilitate the Management Review Meeting, ensuring that it stays on track and covers all relevant agenda items 5. Prepare meeting minutes and a management review report that summarizes the discussion, decisions and action items 6. Apply for 3rd party certification 7. Provide certification body support 8. Assist in addressing non conformities or observations identified during stage 1 and 2 audits 9. Collaborate with the organization to develop and implement corrective actions as needed 	Month 6 Weeks 21 to 24 6 days Responsible: Items 1-4 and 6-9: Consultant Item 5: Consultant and ZCWD

SUMMARY	
Total Man-days for all activities	52 days
Average duration of Technical Assistance	6 months
Average Pax per training	20 to 30
Number of Trainings	4
Number of Workshops	4
Technical Guidance	3


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v. Methodology

The actual duration for the conduct of the activity shall be six (6) months and tentatively scheduled to start by the second semester of 2024.

1. The ISO 9001:2015 Core Team is required to participate in the training proceedings and piloting of the QMS.
2. The final list of participants shall be submitted by the ZCWD to the firm / consultant one (1) week before the scheduled activity.
3. The ZCWD through its Bids and Awards Committee shall canvass / invite consultancy firms to facilitate the conduct of the workshop, as well as deliver the required / expected outputs and deliverables.
4. The firm / consultant to handle the workshop shall discuss / consult with the ZCWD Corporate Planning Department - Planning & Monitoring Division regarding the details of the workplace one (1) week prior to the date of the activity.
5. The firm / consultant shall make and submit a report on the proceedings of all workshops and write shops to the ZCWD a month after each scheduled conduct of the activity. The former shall also be required to submit the drafts as well as relevant outputs for all other activities (to include manuals and documentations) of the (1) Quality Manual; Quality Policy, Quality Procedures, Operations Manual and Forms, (2) Final Gap Assessment and Readiness Review; (3) Annexes and other content that may be determined during the implementation subject for review of the latter, and to be finalized for turnover to enable project closure.
6. Once approved, the firm / consultant shall be given two (2) weeks to finalize the (1) Quality Manual; (2) Final Gap Assessment and Readiness Review; (3) Manual of Procedures including Management Review Guidelines, (4) Annexes, and other content that may be determined during the implementation and deliver to the ZCWD the final documents, in hard-bound, ten (10) copies each, and a digital copy of all outputs.

A Memorandum of Agreement (MOA) may be deemed applicable in consideration of RA 9184 otherwise known as *The Government Procurement Reform Act*, shall be prepared by the ZCWD to spell-out details, but not limited to, the provisions in this Terms of Reference (TOR).

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VII. Roles and Responsibilities/ Statement of Obligation

Responsibilities and Obligations of the Consultancy and Training Firm

The responsibilities of the Consulting Firm in this ISO 9001:2015 implementation project are multifaceted and crucial for the successful development, implementation, and maintenance of a Quality Management System (QMS) in accordance with ISO 9001 standards. Here are the key responsibilities of Consulting Firm:

1. Project Initiation


- Collaborate with ZCWD to define the project scope, objectives, and expected outcomes;
- Identify key stakeholders and establish communication channels;
- Organize a dedicated team to conduct the project within the agreed time frame;

2. Project Planning

- Develop a detailed project plan, including timelines, milestones, and resource allocation;
- Create a project schedule and allocate responsibilities to team members;
- Identify potential risks and develop risk mitigation strategies.
- Design and implement the organizational diagnostics and planning for the ZCWD;
- Prepare the course and program designed for the structure and operations of the ZCWD;
- Provide one (1) set of training materials for reproduction by the ZCWD for each course to be conducted;
- Provide resource speaker and facilitator for the conduct of training workshops / writeshops;

3. Documentation of QMS

- Guide the client in documenting processes, procedures, and work instructions to establish a comprehensive QMS.
- Ensure that documentation aligns with ISO 9001 requirements and best practices.
- Provide certificates to qualified participants of each training course and seminar conducted;
- Review the draft Quality Manual, Quality Policy, Quality Procedures, Manual of Procedures and Forms, and recommend necessary revisions for

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finalization of said documents to ensure their alignment with ISO 9001: 2015 standard;

4. Risk Assessment and Management


- Assist in conducting a risk assessment to identify potential risks and opportunities within the QMS.
- Develop risk mitigation plans and strategies to address identified risks.
- Provide technical advice and guidance to counterpart team in the establishment and implementation of the ZCWD's Quality Management Systems.

5. Awareness Training

- Provide training sessions to raise awareness among employees about ISO 9001 principles, the QMS, and their roles in achieving quality objectives
- For each training and/or workshop activity, the consultant must provide the training materials (in digital and print formats) to the ZCWD QMS Core Team which the latter shall reproduce and distribute to the participants. The training materials must be provided at least seven (7) days prior to the conduct of the activity.
- Furnish copies of relevant ISO manuals, namely:
 - ISO 9000:2015** *Quality management systems – Fundamentals and vocabulary*
 - ISO 9004:2009** *Managing for the sustained success of an organization - A quality management approach*
 - ISO 19011:2015** *Guidelines for auditing management system*
 - ISO/TR 10013:2001** *Guidelines for quality management system documentation*
 - ISO 10004:2012** *Quality management – Customer satisfaction – Guidelines for monitoring and measuring*
 - ISO 10005:2005** *Quality management systems – Guidelines for quality plans*

6. Internal Audits

- Plan and conduct internal audits to assess QMS compliance and effectiveness.
- Identify non-conformities and opportunities for improvement.
- Assist in developing corrective and preventive action plans.

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7. Management Review

- Facilitate management review meetings to evaluate QMS performance
- Ensure that management decisions align with ISO 9001 objectives

8. Continuous Improvement

- Foster a culture of continuous improvement within the client's organization by promoting learning from non-conformities and driving ongoing enhancements to the QMS.

9. Pre-Certification Preparation

- Conduct mock assessments to simulate certification audits and identify areas for improvement.
- Assist in addressing non-conformities and ensuring readiness for third-party certification audits.

10. Certification Body Support


- Provide support during certification audits by certification body, including assisting with audit preparations, coordination, and addressing auditor inquiries.
- Assist the ZCWD in the processing of the application for ISO Certification until approval.

11. Documentation and Reporting

- Maintain comprehensive records of project activities, audit findings, corrective actions, and management reviews.
- Prepare reports and documentation required for ISO 9001 certification.

12. Post-Certification Support

- Assist the organization in maintaining and continually improving the QMS after certification. (*Retainer terms and conditions apply*)
- Provide ongoing guidance on ISO 9001 compliance, updates to standards, and best practices. (*Retainer terms and conditions apply*)

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13. Training and Skill Development

- Conduct training and skill development sessions for internal auditors and QMS personnel to ensure competence and proficiency in QMS-related activities.

14. Communication and Collaboration

- Maintain open communication with all stakeholders, including top management, employees, and external auditors.
- Collaborate with project teams and department heads to achieve QMS objectives.


15. Advisory Role

- Serve as a trusted advisor to the organization, providing expertise, guidance, and recommendations on ISO 9001 compliance and best practices.

The consultant's responsibilities span the entire ISO 9001 implementation project, from initiation to certification, and Consulting Firm play a pivotal role in helping the organization achieve its quality and business objectives.

Obligations of the ZCWD


1. Designate a counterpart support team (ISO 9001 – 2015 Core Team) who will work closely with the firm's Project Team regarding technical and administrative requirements of the project, including the monitoring of progress of the various activities;
2. Ensure the availability of participants for the training and workshop activities. In case the principal participant is unable to attend, the QMS Core Team shall nominate his/her representative who possesses the required proficiency and capability;
3. Facilitate the signing of a Memorandum of Agreement (MOA), when the same is applicable;
4. Identify and provide the implementing firm the final list of participants one (1) week before the conduct of the activity and ensure their attendance in the activities;
5. Provide and make available requirements of the project such as equipment (LCD projector with laptop), training and seminar materials, information, data and other

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requirements needed for the implementation and continuous improvement of the project;

6. Provide the logistics for training and workshop activities, namely:
 - a. Suitable venue for the training and workshop activities (preferably at a hotel-convention center located within the City proper)
 - b. Meals (AM & PM snacks, lunch and dinner, if needed) for the consultants, participants and support staff
 - c. IT-equipment and peripherals (laptops, projectors with wide screen, audio systems, digital cameras, printers and photocopiers, video and voice recorders)
 - d. Photocopies and digital copies of the training materials which will be distributed to the participants during each training or workshop activity
 - e. Preparation of Training kits (to be provided by the Consultancy Firm) for the participants which shall be distributed during the training and workshop activities.
7. Facilitate timely processing and payment of fees ;
8. Pay the firm / consultant the contract price for the conduct of the activity upon billing and subject to the submission of reports per tranche as discussed in this proposal and final payment is upon acceptance of the final report and issuance of Certificate of Acceptance;
9. Deduct 12% VAT being a tax deductible entity.
10. The ZCWD shall provide the consultant with data, services, and facilities vital to the success of the project, but not limited to, the following:

DATA	SERVICES	FACILITIES
Data, figures and records from all core processes such as: <ol style="list-style-type: none"> 1. Application for water service connection; 2. Treatment, production and supply of potable water 3. Preventive maintenance and corrective actions taken on the pipeline network 4. Frontline and customer-oriented services including customer account and billing processes 5. Corporate and Management 	Transport Service: Use of a suitable ZCWD vehicle transport the consultant to the routes stated: <ul style="list-style-type: none"> • To-and-from airport to hotel • To any ZCWD facility identified by the consultant as essential to the implementation and success of the project activities • To other locations 	<ol style="list-style-type: none"> 1. Use of the Regional Training Center (RTC) for the conduct of training, workshops or seminars 2. Use of the Board Room for consultant-client meetings 3. Access to ZCWD facilities (Water Treatment Plant, Motorpool and Warehouse Section,

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protocols, procedures and policies 6. Administrative processes such as inventory and storage of equipment, procurement and purchase of goods and services 7. Financial management processes to include payroll processes 8. Personnel administration processes including recruitment and training processes	within Zamboanga City that is important to the implementation of the project activities	production wells, booster stations and collection outlets) which have been identified by the consultant and the QMS core team as vital to the success of the project.
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VIII. Quality Cost Based Evaluation Criteria (QCBE)


To select the most qualified consultant for the project, the ZCWD shall use a **Quality-Cost Based Evaluation (QCBE) procedure** based on the guidelines stipulated on *IRR Section 33.2.1.1*. This method shall consider both technical and financial proposals to determine the **Highest Rated Responsive Bidder (HRRB)**.

The ZCWD shall adopt a 60:40 cost to quality ratio to evaluate the submitted financial and technical proposals, in accordance to *IRR Section 33.2.1.2ii*, to wit:

“(ii) The financial and technical proposals shall be given corresponding weights with the financial proposal given a minimum weight of fifteen percent (15%) up to a maximum of forty percent (40%). The weight of the technical criteria shall be adjusted accordingly such that their total weight in percent together with the weight given to the financial proposal shall add to one hundred percent (100%).”

Hence:

Bid Proposal	Weight
A. Technical Proposal	60%
B. Financial Proposal	40%
Total	100%

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A. CRITERIA FOR EVALUATING THE TECHNICAL PROPOSAL

The technical proposals shall be evaluated first using the criteria in Section 33.2.2 of the IRR. The financial proposals of the consultants who meet the minimum technical score shall then be opened.

- i. Quality of the Consultancy and Training team (40%)**
Required minimum technical score: 5 points
- ii. Collective experience and success rate of the Consultant in handling similar Projects (30%)**
Required minimum technical score: 12 points
- iii. Proposed methodology and plan of approach utilized by the Consultant to achieve the project objectives (30%)**
Required minimum technical score: 10 points


The required minimum Technical Score to pass is 27 points.

According to IRR 33.3.4, the ZCWD may require the shortlisted participants to prepare an oral presentation of their training activities. The presentation will be conducted within fifteen (15) calendar days after the submission of technical proposals and may be facilitated by the consultant or by a nominated representative.

i. Quality of the Consultancy and Training team (40%):

To demonstrate the quality of the consultancy and training team to handle the project, the bidder must include the consultants' credentials and qualifications relative to the scope and nature of the project. Accepted documents to evidence these are:

- a. Printed copies of certifications or official documents issued by a certified training body accrediting the consultant as certified *Internal and/or Lead Auditors* in compliance to *CQI and IRCA* standards.
- b. Comprehensive list of ISO 9001:2015 QMS training and workshops **participated** by the consultants

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The quality of the consultancy and training team shall be numerically weighted using the criteria below:

Type of ISO 9001:2015 Auditor Training Course	Equivalent Points
a. Completed both <i>CQI</i> and <i>IRCA</i> -accredited ISO 9001:2015 Internal and Lead Auditor Training Courses	10
b. Completed a <i>CQI</i> and <i>IRCA</i> -accredited ISO 9001:2015 Lead Auditor Training Course only	7
c. Completed a <i>CQI</i> and <i>IRCA</i> -accredited ISO 9001:2015 Internal Auditor Training Course only	5


ii. Collective experience and success rate of the Consultant in handling similar Projects (30%):

The bidder must clearly state on the Technical Proposal all ISO 9001 related work engagements of each member of the Consultancy and Training team within the last five (5) years. In addition, all third-party external audits performed by the Consultant within the last five (5) years must be included.

The collective experience and success rate of the Consultant shall be numerically weighted using the criteria below:

I. Consultant's years of experience in handling ISO 9001 QMS-related Projects	Equivalent Points
a. At least 5 years' experience	5
b. At least 3 years' experience	4
c. At least 1 year experience	3
d. Less than 1 year experience	2

2. Number of LOCAL WATER DISTRICTS provided with technical guidance and training on ISO 9001 QMS-development and certification	Equivalent Points
a. Provided technical assistance to at least two (2) local water district	5
b. Provided technical assistance to at least one (1) local water districts	4


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c. Awarded with a Contract but has not started implementation or on-going implementation in providing assistance for QMS Development and Certification	3
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3. Number of GOVERNMENT AGENCIES provided with technical guidance and training on ISO 9001 QMS-development and certification	Equivalent Points
a. Provided technical assistance to at least five (5) government agencies	5
b. Provided technical assistance to at least three (3) government agencies	4
c. Provided technical assistance to at least one (1) government agencies	3

4. Number of PRIVATE INSTITUTIONS provided with technical guidance and training on ISO 9001 QMS-development and certification	Equivalent Points
a. Provided technical assistance to at least ten (10) private institutions	5
b. Provided technical assistance to at least eight (8) private institutions	4
c. Provided technical assistance to at least six (6) private institutions	3
d. Provided technical assistance to at least four (4) private institutions	2
e. Provided technical assistance to at least two (2) private institutions	1

5. Conduct of third-party external audit on ISO 9001 QMS of similar industries	Equivalent Points
a. Performed third-party external audit on at least three (3) organizations of similar industry	5
b. Performed third-party external audit on at least two (2) organizations of similar industry	4
c. Performed third-party external audit on at least one (1) organization of similar industry	3

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iii. Proposed methodology and plan of approach

The consultant's proposed methodology and plan of approach must be clearly and stated on the Technical Proposal. The criteria below shall be used to evaluate the methodology and plan of approach. A maximum of 10 points could be given for each criterion for a combined maximum score of 20 points for the two criteria.

1. Methodology

- a. Feasibility of the proposed activities, action plans, and strategies to the ZCWD's work environment and organizational climate
- b. Innovativeness and resourcefulness of the proposed measures to improve the quality and effectiveness of the QMS development and certification process
- c. Clarity and attention to detail of the presented strategies, action plans and activities

2. Plan of approach


- a. Logical arrangement and sequence of all project-related activities (training, workshops, consultations, documentation and report preparation, simulated audits) in relation to the proposed duration of the project.
- b. Appropriateness and suitability of the project timeline to the ZCWD's schedule of activities

B. CRITERIA FOR EVALUATION OF THE FINANCIAL PROPOSAL

The Approved Budget Cost (ABC) of Seven Hundred Fifty Thousand Pesos (750,000.00) is the upper limit for the Financial Proposal to be considered. The Financial Proposal must not exceed the ABC and include the cost all taxes, duties, fees, levies and other charges imposed under the applicable laws, airfare, hotel, in-land transportation and meals, otherwise this shall not be included in the evaluation process.

C. PROCEDURE FOR DETERMINING THE HIGHEST RATED BID

As stipulated on the *Manual of Procedures for Procurement of Consulting Services*, pgs. 60-61, the combined numerical ratings of the Technical and Financial Proposals will be ranked to determine the consultant with Highest Rated Bid for the Project. The formula: ' $S = S_t \times T\% + S_f \times F\%$ ' shall be used to calculate the final score of the submitted bids, where:

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S = Final Score

St = technical score of the Technical Proposal

T = weight given to the Technical Proposal

Sf = financial score of the Financial Proposal

F = weight given to the Financial Proposal

IX. Post Qualification process

In accordance with *IRR Section 34*, the ZCWD shall perform post-qualification to verify the Highest Rated Bidder's compliance to the requirements and conditions specified in the Bidding Documents.

X. Schedule of payment of fees


In accordance to *IRR Annex F*, the ZCWD shall allow the release of an '**advance payment for mobilization not exceeding fifteen percent (15%) of the contract amount**' to the consultant upon formal written request of the latter.

The Contract shall be a fixed priced contract. Any extension of contract time shall not involve additional time.

ZCWD shall process the payment to the Consultancy Firm the agreed price for the conduct of the activity upon billing and subject to the submission of reports per tranche as discussed in this proposal (please refer to table below) and final payment is upon acceptance of the final report and issuance of Certificate of Acceptance;

The proposed **payment tranche** is presented below:

Payment Tranches	Conditions
15% (advance payment for mobilization)	Upon submission by the Consultant of a (1) written request together with (2) an irrevocable standby letter of credit issued by an entity acceptable to the Procuring Entity and (3) of an amount equal to the advance payment (see <i>IRR Annex "F"</i>) This shall be after the Notice of Award has been served, Performance bond is posted and Contract has been signed together with the NDA and DSA.
40%	Upon submission and acceptance by the General Manager of the Training & Workshop Evaluation Report

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45%	Upon submission and acceptance by the General Manager of the Project Closeout Report
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Statement of Account (SOA) shall be issued by the consultancy firm 10 days before due date or end of month for advance processing to facilitate timely payments.

XI. Procurement Timeline


Annex "C" of RA 9184 shall apply for the procurement timeline.

The 2016 Revised Implementing Rules and Regulations – Annex "C"

ANNEX "C"
RECOMMENDED EARLIEST POSSIBLE TIME AND MAXIMUM PERIOD ALLOWED FOR THE PROCUREMENT OF GOODS AND SERVICES

Section	Procurement Activity	Minimum Calendar Days Recommended for Activity	Operational Timeline (Recommended Earliest Possible Time)	Maximum Calendar Days Allowed for Activity	Operational Timeline (Maximum Period Allowed)	Conditions / Remarks
20	Pre-Procurement Conference	1 CD	Day 0	Whenever necessary	0	Optional for ABC of P2,000,000.00 and below
21.2.1	Advertisement / Posting of Invitation to Bid	7 CDs	Days 1 to 7	7 CDs	Day 1 to 7	Start of Availability of Bidding Documents
22.2	Pre-Bid Conference	1 CD	Day 8	Whenever necessary	Day 8 to 40	<ul style="list-style-type: none"> • Optional for ABC below P1,000,000.00 • Not Earlier than 7 CDs from Advertisement / Posting • 12 CDs before Deadline of Submission and Receipt of Bids
25.5	Deadline of Submission and Receipt of Bids / Bid Opening	1 CD	Day 20	45 CDs	Day 52	Last day of Availability of Bidding Documents
32.4	Bid Evaluation	1 CD	Day 21	7 CDs	Day 53 to 59	
34.8	Post-Qualification	2 CDs ¹²⁵	Day 22 to 23	45 CDs	Day 60 to 104	The bidder must submit all Post-Qualification Requirements within 5 CDs from receipt of notice as bidder with LCB in accordance with Sec. 34.2.
37.1.2	Approval of Resolution/Issuance of Notice of Award	1 CD	Day 24	15 CDs	Day 105 to 119	
37.2.1	Contract Preparation and Signing	1 CD	Day 25	10 CDs	Day 120 to 129	
37.3	Approval of contract by higher authority	1CD		20 or 30 CDs		If necessary.
37.4.1	Issuance of Notice to Proceed	1 CD	Day 26	7 CDs	Day 130 to 136	
TOTAL TIME			26 CDs		136 CDs	Excluding Approval of Higher Authority, if applicable.

¹²⁵ One (1) calendar day is allotted for the BAC to notify the Bidder that it has the Lowest Calculated Bid (LCB).

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XII. Schedule and Venue

The project is scheduled within 2024 and will be completed within 6 months from the time it commenced.


The conduct of trainings, programs and implementation will be held in a mixed method. A face to face mode of meeting in a conference room/venue within the city of Zamboanga to be contracted by the ZCWD and other venues deemed appropriate and essential for the successful completion of the project.

Consultations and other discussions shall be conducted between the firm / consultant and the ZCWD before the submission of the drafts and final copies, refer to Methodology.

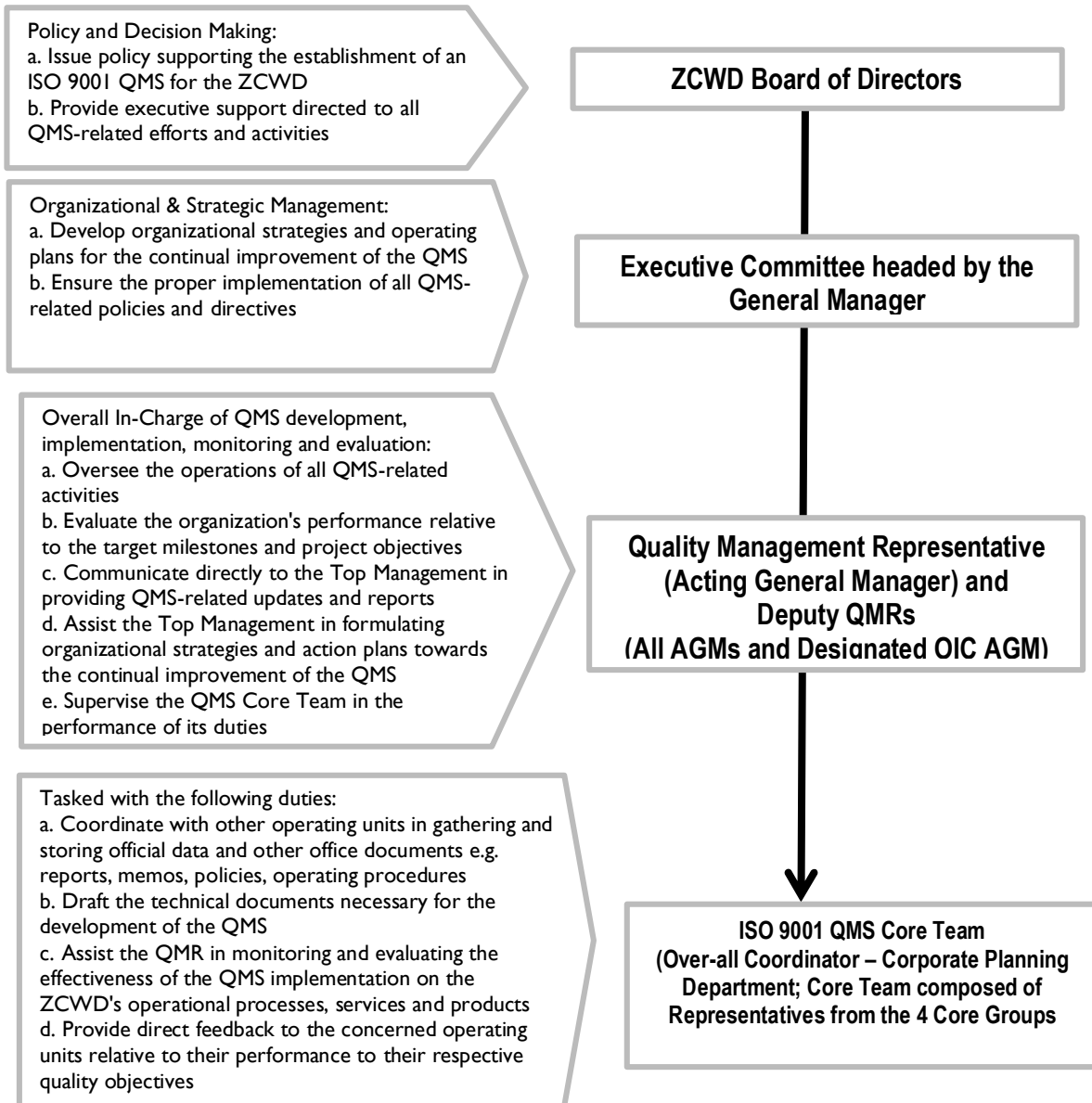
The final draft of the documents shall be presented by the firm / consultant to the ZCWD Department Heads for further comments and approval, refer to Obligations of the Firm.

XIII. Force majeure


The ZCWD and the firm / consultant shall not be liable to the other for the delay or nonperformance of its obligations arising from any cause or causes beyond its reasonable control, including, without limitation, to any of the following: act of God, government act, war, fire, flood, explosion or civil commotion.

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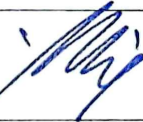
ANNEX A



ZCWD QUALITY MANAGEMENT SYSTEM

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Approval Page

Name		Position	Signature	Date
Preparer	Genevieve Karen P. Genel	Senior Corporate Planning Specialist, PMD		Feb. 27, 2024 27 Mar 2024
Reviewer / Recommending Approval	Fernando Ronas Camba	OIC Corporate Planning Department and Division Manager, PMD Overall QMS Coordinator		26 Mar 2024
Approving Officer	Reynaldo R. Cabilin	Acting General Manager		04 April 2024