

TERMS OF REFERENCE
PROCUREMENT OF CONSULTANCY SERVICES FOR THE
PHILIPPINE GENERAL HOSPITAL (PGH)-QUALITY
MANAGEMENT SYSTEM (QMS) TRANSITION FROM ISO
9001:2008 to ISO9001:2015

I. OBJECTIVE:

The PGH, referred here as CLIENT, shall procure the services of a consultancy firm that will assist the hospital in its certification transition from ISO 9001:2008 to ISO 9001:2015.

The winning bidder, referred here as CONSULTANT, shall assist and guide the CLIENT in all the preparations, revisions, activities, and trainings required by said quality standard.

II. SCOPE OF SERVICES

The consultancy firm shall commit to perform and deliver to PGH the transition of its existing ISO 9001:2008 QMS ready for certification to ISO 9001:2015 in accordance with the following requirements and specifications:

1. Provide Training and Seminar-Workshops on relevant ISO 9001:2015 standard and requirements such as:
 - Training on Risk Identification Process, actions to address the identified risk and evaluation of the action effectiveness
 - Writing of Documents and other Documentation Procedures
 - Internal Quality Audits
 - Quality System Assessment
2. Evaluate the current QMS and identify the gaps in the system and all other accreditation requirements
3. Assist in the documentation and/or updating of Quality and Process Manuals as per requirements of ISO9001:2015 certification which were not covered under ISO 9001:2008 standards and also in the implementation of new processes and documentations as per the new requirements
4. Provide templates available for all documented information and contents of the manual. This will serve as guides in the designing of new documents.
5. Assist in the conduct of Internal Audit

6. Assist in the Pre-Certification Audit. The CONSULTANT shall make assessment to check compliance to and implementation of the standard and quality system manuals and to determine the readiness of the CLIENT for accreditation. . An assessment report shall be given prior to the pre-certification audit. The CLIENT staff shall be assisted in correcting any non-conformances found during the Pre-certification Audit and during the Certification Audit by the certifying body.
7. Provide technical assistance regarding compliance to certification findings/recommendations

III. PROJECT DURATION AND COST

The CONSULTANT shall perform the services agreed upon for 20 to 30 man days, effective upon the signing and award of the contract.

The approved budget for the contract is **Two Hundred Fifty Thousand Pesos (Php 250,000.00)** inclusive of 12% VAT and other government taxes.

IV. TERMS OF PAYMENT

1. Payment shall be made upon completion of the project.
2. Food, transportation, and accommodations of the CONSULTANT team for the entire period of the contract shall be provided/shouldered by the CLIENT.
3. Any additional visits over and above the number of days stated in the contract shall be discussed by both parties and shall be charged accordingly.
4. The schedule of visits shall be discussed and agreed by both parties. Cancellation in any agreed schedule shall be advised at least two (2) days before the actual schedule, otherwise, the visit shall be chargeable.
5. Venue, multimedia projector, and other logistics for trainings/workshops shall be provided by the CLIENT.

V. QUALIFICATIONS OF CONSULTANT

1. Has been engaged in consulting and training services on Total Quality Management (TQM) and establishment of quality management systems for certification to ISO 9001:2015 Standard
2. Has been doing consulting work and training relative to QMS documentation
3. Has already assisted companies/institutions in the establishment of QMS ISO 9001:2015 transition from ISO 9001:2008, preferably those in the health care industry (specifically in a general hospital)

4. The project consultants should have had training on the establishment and audit process of a QMS, attending relevant conferences/workshops on ISO consultancy that should include ISO 9001:2015.

VI. CONFIDENTIALITY CLAUSE

All information and documents generated during the course of the project are proprietary and shall be submitted in confidence and shall not be disclosed, used, or duplicated in whole or in part for any purpose whatsoever without the prior written permission of CLIENT and CONSULTANT.