



National Center for Mental Health

TERMS OF REFERENCE

PROCUREMENT OF SERVICES OF AN ACCREDITED ISO CERTIFYING BODY FOR NCMH ISO 9001:2015 RE-CERTIFICATION

I. Introduction

This document outlines the terms of reference for the procurement of services by an accredited ISO-certifying body for NCMH ISO 9001:2015 Re-Certification through public bidding and in compliance with Republic Act No. 9184, known as the "Government Procurement Reform Act."

II. Background

As stated in Administrative Order 161 S. 2006, or the Institutionalizing of Quality Management System in Government, all government agencies, including the retained hospitals of the Department of Health, are mandated to establish an ISO-aligned Quality Management System to be recognized for demonstrated conformity of such a quality management system applicable to Philippine National Standards.

The National Center for Mental Health (NCMH), is the country's national specialty and reference center in charge of providing quality mental health services. The NCMH has been certified under the ISO 9001:2015 standard, which ensures the quality management system of the organization. The certification needs to be renewed every three years, and the NCMH is now seeking to procure the services of a certifying body to conduct the re-certification process.

NCMH has been certified to ISO 9001:2015 and just concluded its last surveillance audit in December 2023. NCMH is due for a re-certification in November 2024.

The procurement of an ISO certifying body for NCMH's ISO 9001 recertification is justified for several reasons. It brings objectivity, credibility, and valuable insights to the assessment process. It ensures compliance with the ISO 9001 standard and demonstrates the NCMH's commitment to transparency and accountability. Ultimately, ISO 9001 re-certification helps the NCMH maintain high standards of quality in its operations, which is crucial for an institution dealing with mental health services.

III. Objectives

The main objective of this procurement is to select a certifying body that will conduct the re-certification process for the NCMH, ensuring that the organization continues to meet the requirements of the ISO 9001:2015 standard. The selected certifying body should have the necessary expertise, experience, and resources to carry out the re-certification process effectively and efficiently.

IV. Approved Budget for the Contract (ABC)

Five Hundred Fifty Thousand Pesos (550,000.00).

"There is no Health without Mental Health"



National Center for Mental Health

V. Scope of Work

The scope of work for the selected certifying body will include the following:

1. The certifying body will conduct an on-site audit of the NCMH's facilities, processes, and operations to assess their conformity with the ISO 9001:2015 standard. The audit will include interviews with staff, observation of processes, and review of records.
2. The certifying body will review the NCMH's quality management system documentation, including policies, procedures, and records, to ensure compliance with the ISO 9001:2015 standard.
3. The certifying body will identify best practices, areas for improvement or non-conformities in the NCMH's quality management system during the audit. These observations will be documented and communicated to the NCMH for corrective action.
4. The certifying body will work with the NCMH to develop a corrective action plan to address the identified non-conformities. The plan should include specific actions, responsibilities, and timelines for implementation. Once the corrective actions have been implemented, the certifying body will conduct a re-audit to verify the effectiveness of the corrective actions and ensure that the NCMH's quality management system now meets the requirements of the ISO 9001:2015 standard.
5. Based on the results of the re-audit, the certifying body will make a certification decision, either recommending the NCMH for re-certification or withholding the certification if the requirements are not met.

VI. Deliverables

The selected certifying body will be responsible for delivering the following:

1. The certifying body shall conduct the re-certification audit during the first year of the contract and annual surveillance audit thereafter.

YEAR/ DUE DATES	ACTIVITY	MAN- DAYS	OUTPUT / DEADLINE OF SUBMISSION	PAYMENT
1st Year - Nov. 2024	Re-Certification Audit	10	1. Official Audit Report within seven (7) working days from the last day of audit 2. For re-certification audit, issuance of ISO 9001:2015 Certification within one (1) month from the date of audit	40%
2 nd Year - Nov. 2025	First Annual Surveillance Audit	5		30%
3 rd Year - Nov. 2026	Second Annual Surveillance Audit	5		30%

2. A comprehensive report detailing the findings of the on-site audit, including any non-conformities identified and recommendations for improvement.
3. A detailed plan outlining the corrective actions required to address the identified non-conformities, including specific actions, responsibilities, and timelines.
4. A report summarizing the results of the re-audit, including the verification of the effectiveness of the corrective actions and the certification decision.

"There is no Health without Mental Health"





National Center for Mental Health

VII. Selection Criteria

1. The certifying body shall be competent and qualified to:
 - a. Provide re-certification audit on ISO 9001:2015 standards covering its core processes;
 - b. Adhere to the agreed scope of services/deliverables which were approved by; and,
 - c. Provide a full report on the operations audited consistent with the content of the approved scope of services/deliverables to the agency within seven (7) working days after each audit conducted.
2. The certifying body must meet the following minimum qualifications:
 - a. Accredited by the Philippine Accreditation Bureau (PAB) of the Department of Trade and Industry (DTI);
 - b. Must be in existence in the Philippines for at least 20 years;
 - c. Shall have a team members with actual experience in auditing the government sector;
 - d. Must have at least ten (10) years of ISO 9001 auditing experience;
 - e. Must have experience in auditing government healthcare institution; and
 - f. Must be ISO 9001 certified.
3. The Certifying Body Audit Team, including Surveillance Audit Team, must satisfy the following:
 - a. Shall consist of qualified lead auditor and team members who have actual hands-on Hospital's Quality Management System auditing experience for at least ten (10) years;
 - b. At least one (1) member of the audit team shall be an organic employee of the certifying body.
 - c. Members of the audit team shall have a minimum of master's degree. Curriculum Vitae of each member of the audit team shall be provided prior to the scheduled audit.
4. The certifying body should provide its company's profile and list of clients highlighting related projects and scope of certification.
5. The certifying body shall abide with the auditing principles, terminologies, and guidelines as specified in the ISO 19011:2011 Guidelines for Management Systems Auditing.
6. All information reviewed and recorded by the Auditing Team shall be treated with the utmost confidentiality at all times.
7. Proposals shall be evaluated based on the Quality-Cost Based Evaluation (QCBE). The criteria and rating system are as follows:

a. Technical Proposal		60%
i. Expertise	25%	
ii. Qualification	25%	
iii. Track Record	10%	
b. Financial Proposal		40%
	Total	100%

"There is no Health without Mental Health"



National Center for Mental Health

8. A financial proposal shall not exceed the ABC and shall be deemed to include the cost of taxes, duties, fees, levies, and other charges imposed under applicable laws. Anything received in excess of the ABC shall be automatically rejected. The contract shall be awarded to the highest-rated bid.
9. Upon submission of the legal requirements, kindly include the following documents:
 - a. For corporation, partnerships and/or joint ventures, Registration Certificate from the Securities and Exchange Commission (SEC) or a Certificate of Filing of Amended of Incorporation/Partnership; for sole proprietorship, a Registration Certificate from the Department of Trade and Industry (DTI); or for cooperatives, a Registration Certificate from the Cooperative Development Authority (CDA);
 - b. Valid Mayor's Permit issued by the city or municipality where the principal place of business of the prospective bidder is located;
 - c. Valid Philippine Government and Electronics Procurement System (PhilGEPS) Certificate; and
 - d. Accreditation Certificate from the Philippine Accreditation Bureau (PAB) and international accreditation.
 - e. BIR documents
 - f. Other documents required under RA 9184

VIII. General Conditions

1. NCMH reserves the right to reject any or all proposals, waive any defect or stance of any or all of the proposals, accept proposals as may be deemed advantageous to the government, or postpone the submission, evaluation, or award for whatever cause it may deem appropriate.
2. NCMH reserves the right to proposal of any proponent who:
 - a. Does not offer the required services as provided for in the Terms of Reference;
 - b. Is discovered to have suppressed, disclosed, or falsified information; or
 - c. Failed to satisfactorily perform/complete any contract previously awarded to it.
3. NCMH reserves the right to review other relevant information affecting the proponent or the proposal before the approval of the contract. Should such a review uncover any misrepresentation made in the proposal documents or any change in the situation of the proponent that affects the substance of the proposals, NCMH may disqualify the proponent from obtaining the award.

- END -

Date prepared **30 January 2024**

Prepared by **TRISTIAN JOHN O. PALMANI, RN, MMHoA**
Officer-In-Charge, Quality Management Office

Approved by **NOEL V. REYES, MD, FPPA, MMHoA**
Medical Center Chief II

"There is no Health without Mental Health"

