

# **TERMS OF REFERENCE**

## **PROCUREMENT OF CONSULTANCY SERVICES FOR ISO 9001:2015 TRAINING AND CONSULTANCY OF THE OFFICE OF THE SOLICITOR GENERAL**

APPROVED BUDGET COST: Nine Hundred Ninety Thousand Pesos  
(Php990, 000.00)

### **I. PROJECT WORK DETAILS**

#### *Description*

The OFFICE OF THE SOLICITOR GENERAL (CLIENT) seeks to procure consultancy services in order to establish a Quality Management System (QMS) that will improve the organization's operations pursuant to ISO 9001:2015 standard covering the operations of its Docket Management Service, the Legal Divisions and the Secretariat, particularly the receipt and processing of new cases.

#### *Background*

The Office of the Solicitor General is a national government agency that represents the Republic of the Philippines and its officials, in their official capacity, in litigations, proceedings, investigations and other matters requiring the services of a lawyer.

As tribune of the People and given the indispensable role that the OSG plays in the administration of justice, it is imperative that its employees, systems and procedures are at par with international standards in public administration.

Under Memorandum Circular No. 6, s. 2012 of the Civil Service Commission, government agencies are directed to establish and implement a Strategic Performance Management System. In addition, the entitlement of agencies to the Performance Based Bonus makes use of measurable outputs in order to determine the entitlements of government employees based on their performance outputs. Hence, there is a need for an institutionalized standard regarding the process flow of the office, beginning with two (2) core services of the CLIENT, which are the: Docket Management Service and Legal Service, particularly the receipt and processing of new cases.

#### *Objective*

The Project aims to make the chosen core services of the CLIENT ready for certification by guiding the Client in the establishment and implementation of the QMS. Towards this objective, the chosen bidder-consulting firm (CONSULTANT) shall provide all training and consultation services needed to ensure that CLIENT will be ISO-ready and in the future, obtain ISO certification.

#### *Scope*

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PHASE 1. *ASSESSMENT*. The CONSULTANT, together with the designated point persons of the CLIENT shall make initial assessment of the current management system to make a reasonable evaluation of the measures that need to be undertaken. The mandate and function of the Client shall be considered in the assessment. The CONSULTANT will also perform an in-depth analysis of client's existing structure and processes against the ISO 9001:2015 standard.

PHASE 2. *PLANNING AND EDUCATION*. The CONSULTANT shall facilitate customized workshops on the management responsibilities. They shall be guided in setting up functional goals and objectives that the certification can help achieve. The following are the trainings that the CLIENT plans to undertake:

<b>Training Course</b>	<b>Target Number of Participants (As identified by the Committee)</b>	<b>Remarks</b>
ISO 9001:2015 Awareness	170	QMS Team (25), Internal Quality Audit Team (9), DMSRepresentatives (10), Legal Divisions (120), Secretariat (6)
ISO 9001:2015 Quality Management Systems Documentation Course	170	QMS Team (25), Internal Quality Audit Team (9), DMS Representatives (10), Legal Divisions Representatives (120), Secretariat Representatives (6)
	170	QMS Team (25), Internal Quality Audit Team (9), DMS Representatives (10), Legal Divisions Representatives (120), Secretariat Representatives (6)
ISO 9001:2015 Quality Management Systems Auditor	9	Internal Quality Audit Team (9)

PHASE 3: *DOCUMENTATION*. The CONSULTANT shall conduct visits to guide and assist the CLIENT in the establishment and documentation of CLIENT's QMS in compliance with the requirements of the ISO 9001:2015. The Consultant will also review the current Quality Management System Manual of the Docket Management Service and will assist the CLIENT with the drafting and completion of a Quality Management System Manual for the processing of new cases received by the CLIENT.

PHASE 4: *IMPLEMENTATION AND REVIEW PHASE*. The CONSULTANT shall conduct reviews to determine if the CLIENT's QMS is fulfilling its purpose in the organization and whether any change is necessary to improve its effectiveness in the organization. The Consultant will give recommendations on the CLIENT's QMS.

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PHASE 5: *AUDIT* - The CONSULTANT shall conduct a thorough assessment to check compliance of processes and documents as well as implementation of the standard and quality system manuals.

PHASE 6: PRE-CERTIFICATION PHASE. The CONSULTANT shall guide and assist the CLIENT in planning and carrying-out for corrective actions on the non-conformance found in the Manual and will determine if the CLIENT is ready to be certified under ISO 9001:2015.

<b>DURATION</b>	
(*subject on readjustment based on valid and reasonable grounds)	
Phase 1	One (1) month
Phase 2	Two (2) months
Phase 3	Two (2) months
Phase 4	Two (2) months
Phase 5	One (1) month
Phase 6	One (1) month

**II. TERMS OF AGREEMENT**

1. *Qualifications.* The CONSULTANT shall have ALL the following basic qualifications:
  - a. For natural persons, Consultant must hold at least a Bachelor’s degree in law, public management, public administration or related field and must have attended at least forty (40) hours relevant training
  - b. For juridical person, must be duly registered with the Securities and Exchange Commission, and must possess the necessary accreditation if the Consultant is a local subsidiary/branch of a multi-national ISO Consultancy Firm and at least one of its employee to be engaged meets the qualifications set in the previous paragraph (a).
  - c. Must have undertaken at least four (4) successful consultancy and training services within the last ten (10) years, with firms or entities (private or government institutions) on the establishment of QMS towards attaining ISO 9001 Standard, supported by the necessary certification of satisfactory service from previous clients.
  - d. Aside from engaging in consultancies for the ISO 9001:2015 standard, Consultant preferably has experience with either a law firm, a government agency, or both.
2. CONSULTANT’s services shall be available to CLIENT after CONSULTANT has received a Notice to Proceed from CLIENT.