



Social Security System
East Avenue, Diliman,
Quezon City

TERMS OF REFERENCE

ENGAGEMENT OF A CERTIFICATION
BODY TO CONDUCT 3rd PARTY AUDIT
AND DETERMINE COMPLIANCE OF THE
SSS QUALITY MANAGEMENT SYSTEM
(QMS) TO ISO 9001:2015 REQUIREMENTS

I. BASIC INFORMATION ON THE PROPOSED HIRING OF SERVICES

Approved Budget for the Contract (ABC) : ₱ 2,500,000.00

Project Locations : (see list below)

UNIT	NO. OF WARM BODIES		
	Regular	JOW	Total
GRAND TOTAL			3470
MAIN OFFICE	1152	431	1583
NCR NORTH	580	108	688
NCR EAST	415	69	484
NCR WEST	227	35	262
NCR SOUTH	398	55	453
NCR TOTAL	1620	267	1887

UNIT		NO. OF WARM BODIES		
		Regular	JOW	Total
A.	NCR NORTH DIVISION	8	1	9
	NCR Regional Processing Division	3	3	6
	Diliman Processing Center	87	11	98
1	BATASAN HILLS BRANCH	21	0	21
2	CONGRESSIONAL BRANCH	17	4	21
	Medical Evaluation Center	1	0	1
3	CUBAO BRANCH	49	10	59
	Medical Evaluation Center	4	0	4
4	DEPARO BRANCH	14	7	21
5	DILIMAN BRANCH	84	22	106
	Medical Evaluation Center	12	0	12
6	EASTWOOD BRANCH	12	4	16

7	FAIRVIEW BRANCH	30	1	31
	Medical Evaluation Center	2	0	2
8	KALOOKAN BRANCH	40	11	51
	Medical Evaluation Center	3	0	3
9	MALABON BRANCH	26	4	30
	Medical Evaluation Center	3	0	3
10	NAVOTAS BRANCH	9	4	13
11	NORTH CALOOCAN BRANCH	9	2	11
12	NOVALICHES BRANCH	56	5	61
	Medical Evaluation Center	3	0	3
13	PASO DE BLAS BRANCH	11	3	14
14	SAN FRANCISCO DEL MONTE BRANCH	45	6	51
	Medical Evaluation Center	2	0	2
15	VALENZUELA BRANCH	27	10	37
	Medical Evaluation Center	2	0	2

UNIT		NO. OF WARM BODIES		
		Regular	JOW	Total
B.	NCR EAST DIVISION			
	Pasig Processing Center	49	9	58
1	ANTIPOLO BRANCH	44	7	51
	Medical Evaluation Center	2	0	2
2	CAINTA BRANCH	17	8	25
	Medical Evaluation Center	2	0	2
3	MANDALUYONG-SHAW BRANCH	14	2	16
4	MARIKINA BRANCH	34	4	38
	Medical Evaluation Center	3	0	3

5	MARIKINA-MALANDAY BRANCH	16	4	20
6	MASINAG BRANCH	13	2	15
7	NEW PANADEROS BRANCH	37	7	44
	Medical Evaluation Center	3	0	3
8	ORTIGAS BRANCH	13	4	17
9	PASIG-PIONEER BRANCH	42	6	48
	Medical Evaluation Center	4	0	4
	Division Office	6	0	6
10	PASIG-ROSARIO BRANCH	14	3	17
11	PASIG-MABINI BRANCH	25	4	29
	Medical Evaluation Center	2	0	2
12	SAN JUAN BRANCH	29	0	29
	Medical Evaluation Center	2	0	2
13	SAN MATEO BRANCH	27	4	31
	Medical Evaluation Center	2	0	2
14	TANAY BRANCH	15	5	20

UNIT		NO. OF WARM BODIES		
		Regular	JOW	Total
C.	NCR WEST DIVISION			
1	BINONDO BRANCH	27	6	33
	Medical Evaluation Center	2	0	2
	Division Office	5	2	7
2	BINONDO-REINA REGENTE BRANCH	8	2	10

3	LEGARDA BRANCH	20	6	26
	Medical Evaluation Center	2	0	2
4	MANILA BRANCH	42	9	51
	Medical Evaluation Center	4	0	4
5	PASAY-ROXAS BRANCH	29	4	33
	Medical Evaluation Center	1	0	1
6	PASAY-TAFT BRANCH	19	1	20
	Medical Evaluation Center	1	0	1
7	RECTO BRANCH	13	1	14
8	STA. MESA BRANCH	12	3	15
9	TONDO BRANCH	10	1	11
10	WELCOME BRANCH	30	0	30
	Medical Evaluation Center	2	0	2

UNIT		NO. OF WARM BODIES		
		Regular	JOW	Total
D.	NCR SOUTH DIVISION	6	3	9
	Makati Processing Center	46	0	46
1	ALABANG-MUNTINLUPA BRANCH	40	3	43
	Medical Evaluation Center	4	0	4
2	ALABANG-ZAPOTE BRANCH	18	0	18
3	BICUTAN-SUN VALLEY BRANCH	5	2	7
4	LAS PIÑAS BRANCH	30	7	37
	Medical Evaluation Center	1	0	1

5	MAKATI-CHINO ROCES BRANCH	34	6	40
	Medical Evaluation Center	2	0	2
6	MAKATI-GIL PUYAT BRANCH	49	11	60
	Medical Evaluation Center	6	0	6
7	MAKATI-GUADALUPE BRANCH	19	2	21
8	MAKATI-JP RIZAL BRANCH	38	2	40
	Medical Evaluation Center	5	0	5
9	PARAÑAQUE BRANCH	30	9	39
	Medical Evaluation Center	3	0	3
10	PARAÑAQUE-TAMBO BRANCH	12	5	17
11	TAGUIG BRANCH	34	2	36
	Medical Evaluation Center	1	0	1
12	TAGUIG-GATE 3 BRANCH	15	3	18

**as of October 30, 2020*

Total Covered Personnel : 3,470 warm bodies

II. OBJECTIVE:

To hire a Certification Body that will conduct the required 3rd Party Audit on SSS QMS of All Frontline Core Processes of 51 Branches in NCR Operations Group. The 3rd Party Audit auditors will determine whether SSS complied with ISO 9001:2015 requirements. Results of the audit will be the basis whether the organization will be awarded an ISO 9001 Certification.

The aforementioned Core Processes of the 51 SSS Branches in NCR Operations Group consist of the following:

1. Registration and Coverage
2. Contribution and Loans Repayment Collection
3. Short-Term Member Loans Granting
4. Sickness, Maternity and Employee Compensation Benefits
5. Death, Disability and Retirement Benefits
6. Funeral Benefit
7. ID Capture

Note: The criteria to be used by the SSS in the short-listing of Certification Bodies and evaluation of bids shall be in accordance with RA 9184, otherwise known as the “Government Procurement Reform Act”, for the procurement of Consulting Services.

III. GENERAL SCOPE OF SERVICES

The Certification Body shall:

1. Provide an Audit Plan which includes a procedure for client appeals approved by SSS;
2. Conduct the 3rd Party Audit which covers the Certification Audit, 2nd year surveillance audit and 3rd year surveillance audit, and in accordance with the SSS approved Audit Plan and Audit Itinerary;
3. Provide a full report for each audit conducted during the 3rd party audit cycle on the operations audited consistent with the Business Process of SSS Frontline Core Processes. The 3rd Party audit scope and coverage shall include the following covered branches, processing centers, PE centers and support units:
4. Facilitate the issuance and award of ISO 9001:2015 Certificate to audited SSS Frontline Core Processes that were found compliant to the requirements of ISO 9001:2015 Standard.

IV. ELIGIBILITY OF THE CERTIFICATION BODY

1. The Certification Body must have an accredited scope covering ISO 9001:2015 certification services for public administration (IAF36) by Philippine Accreditation Bureau (PAB) and financial intermediation (IAF32), preferably by the PAB.
2. The Certification Body must have been in the business for at least 3 years and must have done 3rd Party audit in the form of initial, surveillance and re-certification audits in at least 3 government offices/agencies.

V. REQUIRED DOCUMENTS

The Certification Body shall submit to SSS the following:

1. Company profile highlighting 3rd Party Audits done in government offices/agencies for the last 3 years, scope of work/deliverables and implementation methodology;
2. Curriculum vitae of the proposed certification team; and,
3. Required eligibility documents pursuant to Republic Act No. 9184, otherwise known as the “Government Procurement Reform Act”.

VI. TERMS OF ENGAGEMENT

The Certification Body audit team/s shall:

1. Adhere to the agreed scope of work/deliverables which were prior approved by SSS;
2. Implement the Audit Plan and Audit Itinerary approved by the SSS;
3. Adhere to the applicable QMS Audit Duration as mandated under IAF Mandatory Document Issue 2 (IAF MD 5:2015).
4. Include in its audit activities a procedure for client appeals with prior approval from SSS. If resolutions on good terms for disputes between SSS and the certification body cannot be made, SSS shall be afforded the right to lodge appeals about the decision of the audit team to an independent arbitrator. Independently from this, the legal path is open to both parties;

5. Provide full report on the operations audited consistent with the approved scope of work/deliverables to SSS within 5 working days from the conduct of the initial and surveillance audits unless otherwise agreed upon with SSS;
6. Satisfy the following:
 - (a) The Audit Team shall consist of auditors qualified to conduct audits in the name of the certification body,

Note: The audit team may use external experts as necessary.
 - (b) At least one team member shall have actual hands-on experience in auditing public sector organizations' quality management systems for all commodity codes which apply to the scope of the certification at the said site,
 - (c) No member of the audit team shall have provided quality management system consulting services to a particular group or unit within SSS within the 2 years prior to the audit,

Note: Consulting is the provision of training, documentation development or assistance with implementation of quality management systems to a specific organization. Training open to the public, not organization specific and held at a public forum is not considered consulting.
 - (d) For each subsequent audit, different auditors may be allowed except for the lead auditor who shall participate in all audits of the 3-year audit cycle to ensure continuity and coherence.
 - (e) Replacement of any team member shall require prior written approval from SSS.
7. Abide with the auditing principles, terminologies and guidelines as specified in the ISO 19011:2018 – Guidelines for auditing management systems.
8. Provide ISO 9001:2015 Certificate to audited SSS Frontline Core Processes found to be compliant to ISO 9001 requirements.
9. All information reviewed and recorded by the Certification Body audit team will be treated in the strictest confidence at all times.
10. Assume the transportation (land, air or sea) and accommodation costs used by the Audit Team.

SAMPLE MODE OF PAYMENT

YEAR	ACTIVITY	FEE (INCLUSIVE OF ALL APPLICABLE TAXES)
1	Stage 1 Audit (Documented Review)	49.6% TCP
	On-site main audit and on-site/off-site audit reporting	
	Stage 2 Audit (Certification Audit)	
	On-site main audit and on-site/off-site audit reporting	
2	Second Year Surveillance Audit	25.6% TCP
	On-site main audit and on-site/off-site audit reporting	
3	Third Year Surveillance Audit	24.8% TCP
	On-site main audit and on-site/off-site audit reporting	
TOTAL		100% TCP