

ANNEX "A"

PROJECT: HIRING OF ISO 9001:2015 CERTIFICATION BODY

REPLY TO WRITTEN QUERIES:

	Query/Clarifications	BAC Reply
1	Warm Bodies / Manpower headcount of 65 branches including SSS frontline services and core processes	See attached file
2	Scope of Certification	Pension Loans Granting Process involving all the branches under the Luzon Operations Group and their management and support units (please refer to the Terms of Reference in the Bid Documents for the breakdown of all 65 branches)