

Annex “A”

Terms of Reference

I. BASIC INFORMATION ON THE PROPOSED HIRING OF SERVICES

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

Project Locations : (see list below)

SSS MAIN OFFICE	SSS, East Avenue, Quezon City
Batasan Hills Branch (S)	Diliman Commercial Centre Building, Commonwealth Avenue, No. 46 Batasan Hills, Quezon City
Congressional Branch (S)	2nd Floor, No. 12 Northridge Plaza Building, Congressional Avenue, Barangay Bahay Toro, Quezon City
Cubao Branch (L)	2nd Floor Puregold Bldg., Aurora Blvd. corner Gen. Santos Ave., Araneta Center, Cubao, Quezon City
Deparo (S)	NC Jeam Bldg., Susano Rd., Celia Subd., Deparo, Caloocan City
Diliman Branch (Mega)	Members Assistance Center (MAC) SSS Compound, East Ave., Diliman, Quezon City
Eastwood Branch (S)	ABQ Building, E. Rodriguez Avenue, Bagumbayan, Quezon City
Fairview Branch (M)	GEM Building, Regalado Avenue, North Fairview, Quezon City
Kalookan Branch (M)	Forward Group Bldg., 317 EDSA cor. Gen. Malvar Street, Bagong Barrio, Caloocan City
Malabon Branch (S)	4/F Malabon Citisquare C-4 Road corner Dagat-Dagatan, Longos, Malabon City
Navotas Branch (S)	Phil. Mariner Bldg. Brgy. North Bay Blvd. South, Navotas City
North Caloocan Branch (S)	Ground Floor, Psalm Plaza Building, Bankers Village, Quirino Highway, Brgy. 184, Caloocan City
Novaliches Branch (M)	Ground Floor, Robinsons Novaliches, Pasong Putik 2, Quirino Highway, Novaliches, Quezon City
Paso de Blas Branch (S)	4/F Puregold Mall, Cor. East Service Rd., NLEX Valenzuela Exit, Paso De Blas, Valenzuela City
San Francisco Del Monte Branch (L)	3/F and 4/F, SRF Bldg., 1038 Del Monte Ave., Quezon City
Valenzuela Branch (M)	Puregold Compound 419 Mac Arthur Highway, Dalandanan, Valenzuela City
Pasig Processing Center	Chipeco Bldg, Shaw Blvd cor Meralco Ave, Pasig City
Antipolo Branch (M)	2/F, Antipolo Triangle Mall, Sen. Sumulong Memorial Circle, Antipolo City
Cainta Branch (S)	3rd Floor Roblou Market Place, Ortigas Extension corner Sunset Drive, Cainta, Rizal
Mandaluyong-Shaw Branch (S)	500 Shaw Zentrum, Shaw Blvd. corner Laurel St., Mandaluyong City
Marikina Branch (M)	Tai Bldg., Blk 9, Lots 12 & 13, Gil Fernando Ave., Sta Elena, Marikina City
Marikina-Malanday Branch (S)	Graceland Plaza, J.P. Rizal Avenue, Barangay Lamuan, Marikina City

Masinag Branch (S)	2/F Lenjul Bldg., 82 Marcos Highway, Brgy. Mayamot, Antipolo City
New Panaderos Branch (L)	2/F and 3/F, Tuazon Bldg., New Panaderos, Mandaluyong City
Ortigas Branch (S)	Basement Level 1, Robinsons Galleria, EDSA corner Ortigas Avenue, Quezon City
Pasig-Pioneer Branch (L) Office of the NCR East Division Head	2nd Floor, Cromagen Building, 8007 Pioneer St., Pasig City
Pasig-Rosario Branch (S)	Alfonso Comercial Complex, 185 Dr. Sixto Antonio Avenue, Brgy. Rosario, Pasig City
Pasig-Rotunda Branch (M)	ARMAL Building, Caniogan, Pasig City
San Juan Branch (M)	Glialcon Villas Bldg., 1 128 F. Blumentritt Street, San Juan City
San Mateo Branch (S)	Max Bldg., 15 P. Burgos St., Brgy. Sta Ana, San Mateo, Rizal
Tanay Branch (S)	Km. 54, Manila East Road, Tanay Rizal
Binondo (L) Office of the NCR West Division Head	232 G/F, Padilla Bldg., Juan Luna St., Binondo, Manila
Binondo - Reina Regente (S)	3rd Floor, Annex B, Lucky Chinatown Mall, Reina Regente St. corner Dela Reina St., Binondo, Manila
Legarda (M)	Cobee Bldg., 2485 Legarda St., Sampaloc, Manila
Manila (L)	2nd Floor, Zen Tower 2, C-201, 1111 Natividad A. Lopez St., Ermita, Manila
Pasay – Roxas Blvd (M)	HK Sun Plaza, SSS FCA Property, 8001 Financial Center, Roxas Boulevard, Pasay City
Pasay - Taft (M)	ERL Investment Corp. Bldg., 2532 Taft Avenue, Pasay City
Recto (S)	3F Isetann Cinerama Complex, C.M. Recto cor. Quezon Blvd., Quiapo, Manila
Sta. Mesa (S)	2F J & T Bldg., 3894 R. Magsaysay Blvd., Sta. Mesa, Manila
Tondo (S)	ST. Condominium, Masangkay cor. Bambang, Tondo, Manila
Welcome (M)	España Tower Condominium, España Blvd., cor. Josefina St., Sampaloc, Manila
Makati Processing Center Office of NCR South Division Head	SSS Makati Bldg., 6782 Ayala Ave. cor. V.A. Rufino St., Makati City
Alabang-Muntinlupa (L)	G/F & 2/F, Norfil Building, 22 National Highway, Putatan, Muntinlupa City
Alabang-Zapote (S)	2/F Estrellita Center, Alabang-Zapote Road, New Alabang, Muntinlupa City
Bicutan – Sun Valley (S)	FTO Bldg., 4145 Sun Valley Drive, Brgy. Sun Valley, Bicutan, Parañaque City
Las Pinas (M)	8001 Rosal St., Doña Manuela Subdivision, Pamplona 3, Las Piñas City
Makati-Chino Roces (L)	2/F Makati Central Square, 2130 Chino Roces Ave., Pio Del Pilar, Makati City
Makati-Guadalupe (S)	355 ECC Bldg., Gil Puyat Ave., Makati City
Makati-J. P. Rizal (M)	3rd Floor, Guadalupe, Commercial Complex, No. 9 EDSA, Guadalupe, Makati City

Makati-Gil Puyat (L)	3F KBC Bldg. Chino Roces cor. J.P. Rizal Avenue, Brgy. Olympia, Makati City
Paranaque (M)	2nd Floor, Puregold Sucat, Dr. A. Santos Avenue, Brgy. San Isidro, Sucat, Parañaque City
Paranaque-Tambo (S)	3/F Airport Global Plaza, NAIA Road, Brgy. Tambo, Parañaque City
Taguig (M)	7/F Unit 705 SM Aura Tower, Bonifacio Global City, Taguig City
Taguig Gate 3 (S)	3rd Floor, Gate 3 Mall, Lawton Ave. cor. Juliano Ave., PH 3, AFPOVAI, Fort Bonifacio, Taguig City

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.

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

