



NATIONAL HOME MORTGAGE FINANCE CORPORATION

Filomena Building III,, 104 Amorsolo St., Legaspi Village, Makati City

REQUEST FOR PROPOSAL

The National Home Mortgage Finance Corporation (NHMFC) is inviting all prospective bidders to submit their proposal for the **ISO 9001-2008 Certification for Foreclosure Process of the Legal Department and the Process of Safekeeping and Release of Title, loan documents and accountable forms for the Custodianship Division of the Fund and Asset Management Group** with an Approved Budget for the Contract of **ONE HUNDRED SEVENTY THOUSAND PESOS (Php170,000.00)** inclusive of all applicable taxes. This will be subject to the terms and conditions included in the **attached Terms of Reference**.

Please submit your proposal in a sealed envelope, including all required documents on or before **April 21, 2014 (Monday) at 4:00 p.m.** to the BAC Secretariat, 4th Floor, Filomena Building, 104 Amorsolo Street, Legaspi Village, Makati City. **Late proposals shall not be accepted.**

The NHMFC reserves the right to accept or reject any proposal, to annul the negotiation process, and to reject all proposals at any time prior to contract award, without thereby incurring any liability to the affected bidders.

For further inquiries, please call Ms. Lourdes Duman or Mr. Mark Sumisim, BAC Secretariat at 893-15-01 local 386 and 224, respectively.

(Sgd.) DAISY S. DULAY
Chairman
Bids and Awards Committee

Attach. : a/s



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TERMS OF REFERENCE (TOR)

I. PROJECT

ISO 9001:2008 Certification for Foreclosure Process of the Legal Department and the process of Safekeeping and Release of Title, loan documents and accountable forms for the Custodianship Division of the Fund and Asset Management Group.

II. BACKGROUND/AGENCY PROFILE

The National Home Mortgage Finance Corporation (NHMFC) was created on December 21, 1977 by Presidential Decree No. 1267. It was mandated to increase the availability of affordable housing loans to finance the Filipino homebuyer's acquisition of housing units through the development and operation of a secondary market for home mortgages. With the assumption to office by the Aquino Administration in 1986, the NHMFC was given a new mandate through Executive Order No. 90 dated 17 December 1986, to operate a viable home mortgage market. Today, the NHMFC is set to embark on its mission, which is to become country's premiere Secondary Mortgage Institution (SMI).

The Custodianship Division functions as the custodian of loan documents and accountable forms stored either in the Taguig warehouse or Makati vault. In addition, it process the permanent release of titles due to full payment or temporary release of titles due to correction/segregation of title, COS annotation, and foreclosure. Also, it issues certified photocopies of loan documents and receipts.

The Litigation Division on the other hand is one of the two (2) components of the Legal Department working under the Corporate Support Services Group of NHMFC. Specifically, this Division is tasked to initiate cases for Extra -judicial Foreclosure of mortgages as an important part of the company's remedial measures program in managing its loan accounts particularly those which are classified as highly-delinquent in nature. The Division also takes charge in the registration of Certificates of Sale which the Corporation secures during the foreclosure proceedings.

One of the Corporation's Major Functional Output is to develop, implement and ultimately obtain certification on as many quality management systems. To jumpstart, the Rizal Division's Counselling process of the Collection and Accounts Management Group obtained its ISO 9001:2008 Certification in 2012. In 2013, the Certification for Counselling process was expanded to include Luzon Accounts Servicing Division and National Capital Region Division of the Collection Group.

To continue the above accomplishments, the NHMFC aims to have the processes of the Custodianship Division and the Foreclosure process of the Litigation Division be certified this year.

III. OBJECTIVE

The objective of the project is to secure the services of a certifying body that will assist the Custodianship Division and the Litigation Division of the NHMFC to obtain ISO 9001:2008 Certification.

IV. GENERAL PROVISIONS

1. The certifying body shall be accredited by the Philippine Government, such as the Philippine Accreditation Office (PAO) under the Department of Trade and Industry (DTI). They should also be accredited by ISO 9001:2008 certification activities.
2. The certifying body shall provide NHMFC with its company profile highlighting related projects, scope of work and implementation methodology. Curriculum vitae of the proposed certification team shall also be submitted.
3. The certifying body shall also base its audit process on the following:
 - Functional objectives of the Division/s to be certified;
 - Resources and processes to achieve objectives;
 - Evidence of Management Review;
 - NHMFC's plan for continuous improvement; and
 - Compliance with clauses 8.2.2 internal audit and 8.2.3 Monitoring and Measurement of Processes of the ISO 9001:2008 requirements.
4. The certifying body's audit teams, including surveillance, shall satisfy the following:

- a) Qualified auditors to conduct audits in the name of the certifying body;
 - b) At least one auditor of the Initial Team should participate in all audits of the three-year audit cycle. For each subsequent audit cycle, different auditors should be used. List of auditors for the re-audit should be submitted;
 - c) Replacement of any team member shall require prior written approval from NHMFC.
5. The certifying body shall treat all information reviewed and recorded in the strictest confidence at all times.
6. The certifying audit team shall abide with the auditing principles, terminologies and guidelines as specified in the ISO 190011-2002-Guidelines for quality and/or environmental management systems auditing.

V. SCOPE OF WORK AND DELIVERABLES

The certifying body is expected to provide the following services:

- 1. Pre-assessment audit
- 2. Stage 1 audit (certification)
- 3. Stage 2 audit (certification)
- 4. Grant of certification (4 copies of the certificate on top of the original framed certificate) valid for 3 years
- 5. Surveillance audit for the 2nd year
- 6. Surveillance audit for the 3rd year
- 7. Audit reports detailing observations, opportunities for improvement and any non-conformity to ISO 9001-2008 standards or on documented procedures and suggestions on how to address them immediately after completion of the on-site audit.

VI. VALIDITY OF CERTIFICATION

The certification to be issued shall be valid for three years.

VII. APPROVED BUDGET FOR THE CONTRACT (ABC)

The ABC is ONE HUNDRED SEVENTY THOUSAND PESOS (Php**170,000.00**) inclusive of taxes and other incidental expenses.

VIII. DOCUMENTS AND REQUIREMENTS

The certifying body and/or related firm shall submit the following:

A. **Eligibility Documents:**

- a.1 Certified True Copy of SEC Articles of Incorporation or Partnership and By-Laws; DTI for sole proprietorship, or CDA for Cooperatives;
- a.2 Mayor's permit issued by the city or municipality when the principal place of business of the prospective bidder is located;
- a.3 Proof of affiliation/accreditation/membership with the Philippine Accreditation Office (PAO) under the Department of Trade and Industry (DTI) and should also be accredited by ISO 9001:2008 certification activities.

B. **Technical and Financial Proposals:**

- b.1. Company profile and clientele;
- b.2 List of all similar on-going and completed projects within the last five (5) years (highlight scope of work and timetable);
- b.3 Description of the methodology and work plan for performing the project for NHMFC with timetable;
- b.4 Curriculum Vitae for the proposed professional staff and task assignments, and
- b.5 Financial proposal/Bid price (inclusive of all applicable taxes).

IX. BID EVALUATION

- 1. The eligible bids shall be evaluated to determine the Highest Rated Bid based on the Highest Combined Score for the technical and financial proposal. The total combined score will be derived as follows:

Factor	Weight
Technical Proposal	70%
Financial Proposal	30%
Total	100%

- 2. The technical proposal shall be based on the following criteria:

Factor	Weight
1. Firms Experience Related to the Assignment	30%
2. Methodology and Work Plan With Timetable	40%
3. Quality of Personnel to be Assigned	30%
Total	100%

3. The bid proposal which shall obtain the highest rating shall be awarded the contract. To ensure quality, the winning bidder should get at least a **75%** rating. The bidders shall be properly notified on the results of the evaluation.

**APPROVED:
BIDS AND AWARDS COMMITTEE**

(Sgd.) ROSABELA C. JOSE
Member

(Sgd.) ATTY. SIEGFRID E.G. LAPASARAN
Member

(Sgd.) DANIEL L. OLAN
Member

(Sgd.) ATTY. RODOLFO N. ERBON
Member

(Sgd.) DAISY S. DULAY
Chairman