



NATIONAL HOME MORTGAGE FINANCE CORPORATION



TERMS OF REFERENCE (TOR)

ENGAGEMENT OF AN ISO 9001:2015 CERTIFYING BODY FOR NHMFC'S RECERTIFICATION AUDIT CY 2022

1. BACKGROUND

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.

To further improve the efficiency, effectiveness, and quality of NHMFC's services to its clientele, the Corporation established its Quality Management System (QMS) that is aligned with ISO 9001:2015. The Corporation obtained its first ISO 9001:2008 Certification for the Rizal Division's Borrower's Counselling Process in 2012. The said certification was expanded to include the Borrower's Counselling of Luzon and NCR Divisions in the succeeding year, and achieved another ISO 9001:2008 Certification for its Foreclosure and Custodianship of Title Processes in 2014.

The scope of the Corporate QMS was expanded to include major processes not only of the Head Office, but as well as the processes of Satellite/Regional Offices located in Laguna, Cavite, Cebu, Bacolod, Cagayan De Oro, Davao and General Santos. The Corporation achieved a corporate-wide ISO 9001:2008 Certification for its Securitization of Housing Loan Portfolio and Borrower's Services in 2016 and obtained re-certification of the same scope in 2017.

The Corporation successfully transitioned to the new standard version of ISO 9001, from 2008 version to 2015 version, for its corporate-wide QMS with the scope of "*Securitization of Housing Loan Portfolios (Purchase of Housing Receivables, Collection Amortization, Securitization, and Post Issuance of Bond) and Borrower's Services*" in 2018, and since then, the Corporation has maintained this ISO 9001 Certification.

In 2021, the Corporation underwent its Second Surveillance Audit that yielded to zero (0) nonconformity audit findings and achieved an audit recommendation for continued certification of its QMS to ISO 9001:2015 and undergo Recertification Audit in 2022.

2. SCOPE OF WORK

The ISO 9001:2015 Certifying Body shall perform the following tasks:

- a. Conduct a Recertification Audit in 2022 covering the core and support processes of the Corporation that are within the scope of its QMS as implemented by the business units in all the Head and Regional/Satellite Offices; and
- b. Issue the ISO 9001:2015 Certification to the Corporation upon satisfactory compliance with the requirements of the Standard.

The representatives of the ISO 9001:2015 Certifying Body shall submit audit plan, conduct audit, submit audit reports, issue the ISO 9001:2015 Certification, and provide other deliverables on mutually agreed schedules to ensure the continual validity of NHMFC's ISO 9001:2015 Certification in CY 2022.

The services of the ISO 9001:2015 Certifying Body shall be subject to the direct supervision of the Quality Management System Division (QMSD) Head, and the same must be to the satisfaction of the Corporation's standards.

3. MINIMUM QUALIFICATIONS OF THE ISO 9001:2015 CERTIFYING BODY

Particulars	Minimum Qualification
<p>1. ISO 9001:2015 Certifying Body (CB)</p>	<ul style="list-style-type: none"> • With at least five (5) years of experience in providing ISO 9001 QMS certification audit. • Duly-accredited by the Department of Trade and Industry – Philippine Accreditation Bureau (DTI-PAB) to audit and certify ISO 9001 QMS for International Accreditation Forum (IAF) Scope 36: Public Administration. • CB shall have the capacity to deploy an audit team composed of at least two (2) qualified experts, i.e., one (1) lead auditor and one (1) member of the audit team, in accordance with the qualification and competencies of key personnel.
<p>2. Lead Auditor/s</p>	<ul style="list-style-type: none"> • With at least five (5) years of experience as Lead Auditor of ISO 9001 QMS conducted to private and/or government institutions. • He/She must have completed a Master's Degree relevant to business management, public administration, engineering and/or other related fields. • With valid ISO 9001:2015 Lead Auditor Certification.

Particulars	Minimum Qualification
3. Audit Team Member/s	<ul style="list-style-type: none"> • With at least (2) years of QMS audit experience as a team member or any other roles in audit in private and government institutions. • He/She must have at least completed a Bachelor's Degree relevant to business management, public administration, engineering and/or related field. • With training certificate on conducting audit on ISO 9001:2015

4. PROJECT DURATION

The services of the ISO 9001:2015 Certifying Body shall be engaged starting March to July 2022 for the Recertification Audit of the Corporation, subject to annual renewal for the succeeding Surveillance Audits in CY 2023-2024.

5. APPROVED BUDGET FOR THE CONTRACT (ABC)

The approved budget for the contract is Php 400,000.00, inclusive of all taxes and fees, to be taken from NHMFC's Corporate Operating Budget CY 2022.

6. MANNER OF PAYMENT

The ISO 9001:2015 Certifying Body shall be paid in accordance with the following payment schedule and subject to the usual government accounting and auditing requirements:

Milestone	Deliverables	Percentage of Payment
CY 2022 Recertification Audit (ReCA)	<ul style="list-style-type: none"> • <i>Audit Plan;</i> • <i>Conduct of Recertification Audit;</i> • <i>Recertification Audit Reports; and</i> • <i>Issuance of ISO 9001:2015 Certificates with frame (A3/A4 size) for NHMFC's Head Office and seven (7) Regional/Satellite Offices (RSO); and</i> • <i>Advertising materials, such as personalized banner with NHMFC's logo and stickers for NHMFC's Head and 7 RSOs.</i> 	100%
Total Contract Price (Inclusive of all taxes and fees)		100%

In case of onsite audit, expenses related to the travel (i.e. roundtrip air tickets and land travel) and lodging (i.e. hotel accommodation) of the Certifying Body’s Audit Team shall be shouldered by the Corporation, as well as the testing requirements for COVID-19 RT-PCR shall also be covered, if necessary as travel requirements or requested by the Corporation.

The processing of payment based on the above schedule will commence upon the complete submission/performance of the stated deliverables of the ISO 9001:2015 Certifying Body. A Performance Report should be submitted addressed to the Head of the Quality Management System Division (QMSD) who shall in turn process the issuance of Certificate of Acceptance and payment.

7. MODE OF PROCUREMENT

The mode of procurement shall be Small Value Procurement as provided under Section 53.9 of the Revised Implementing Rules and Regulations (RIRR) of Republic Act No. 9184.

8. EVALUATION AND SELECTION CRITERIA

Bid proposals shall be evaluated using Quality-Cost Based Evaluation (QCBE) procedure with 80% - 20% quality to cost ratio and shall be allocated as follows:

Criteria	Percentage
A. Technical Proposal 1. Track Record of the Certifying Body (70%) 2. Qualification of the Audit Team - Lead Auditor/s and Audit Member/s (30%)	80%
B. Financial/Cost Proposal 1. Project Proposal/Quotation Cost (100%)	20%
Total	100%

A bid is determined to be responsive if it is equal to or higher than the passing rate of 80%.

9. OWNERSHIP OF THE PROJECT

All reports and other materials prepared and submitted by the ISO 9001:2015 Certifying for the NHMFC under the contract shall belong solely to and remain property of the NHMFC.

10. RELATIONSHIP OF PARTIES

No employer-employee or principal-agent relationship is created between the ISO 9001:2015 Certifying Body and NHMFC.

11. IMPLEMENTATION AND TERMINATION

The implementation and termination of this Contract shall be subject to the provisions of R.A. 9184, its implementing rules and regulations, and whenever applicable, the provisions of the Manual of Procurement for consulting services issued by the Government Procurement Policy Board (GPPB).

The contract may be terminated by NHMFC at any time even prior to the expiration of the period stated herein, in the event that the NHMFC determines that it no longer needs the services of the ISO 9001:2015 Certifying Body, or for any other reason, following the procedures and guidelines set forth in the procurement law – Republic Act No. 9184, its implementing rules and regulations, and pertinent jurisprudence on the matter.

12. CONFIDENTIALITY

The ISO 9001:2015 Certifying Body shall not, except as authorized or required by their duties herein stated, reveal or divulge to any person or entity, any information concerning the organization, business, finances, transactions, or other affairs of the Corporation, which may come to the Certifying Body's knowledge during the term of this Agreement and the Certifying Body shall keep in complete secrecy all confidential information entrusted to them and shall not use or attempt to use any such information in any manner which may injure or cause loss either directly or indirectly to the Corporation's interest.

13. COMPLIANCE WITH LAWS, RULES AND REGULATIONS GOVERNING PROCUREMENT

By submitting its bid, interested parties expressly signify acquiescence to compliance with the provisions of Republic Act No. 9184, its Implementing Rules and Regulations (IRR) and all issuances from the Government Procurement Policy Board, and all other agencies exercising regulatory authority over this transaction. Specific restrictions and/or guidelines as may be provided by the GPPB, or other government agencies and entities exercising supervisory or regulatory functions over NHMFC and/or the subject matter of this procurement shall be included and made an integral part of the contract. Contract provisions, especially, although not limited to those involving contract implementation and termination, running contrary to any restriction or issuance by GPPB, and/or other government agencies and entities exercising supervisory or regulatory functions over NHMFC and/or the subject matter of this procurement, as well as any established process/procedure of NHMFC, shall be removed or modified accordingly. Submission of bid, thus serves as agreement and consent of interested bidders to see to it that any and all additional requirements apart from what is stated in the relevant laws, rules and regulations governing this

procurement, which other government agencies or entities may require, shall be complied with.

Any information which bidders may acquire from NHMFC through this procurement shall be, as far as applicable and practicable governed by the provisions of the Data Privacy Act.

Any and all additional expenses which may be deemed necessary for NHMFC to effectively and efficiently execute the contract for this procurement shall be included in the determination of the lowest calculated bid.

The bid must contain any and all additional charges, which shall be imposed by the interested bidder. Any charge not included therein may not be imposed by the interested bidder during contract drafting and execution.

Any provision which may hinder, or create a more onerous requirement detrimental to the performance of functions of NHMFC in the ordinary course of business, may not be included in the contract proper.

14. LIQUIDATED DAMAGES

Liquidated damages, as provided for in Republic Act No. 9184, its Implementing Rules and Regulations, and other relevant GPPB issuances will be imposed when circumstances so warrant.

15. DOCUMENTS FOR SUBMISSION

Interested bidders must submit the following documents:

1. Mayor's/ Business Permit, if not PhilGEPS Platinum Member;
2. PhilGEPS Registration Number;
3. Latest Income/Business Tax Return;
4. Omnibus Sworn Statement;
5. Project Proposal/Quotation for Recertification Audit;
6. Company Profile with list of completed ISO 9001 audits in government and private institutions; and
7. Curriculum Vitae of the assigned Lead Auditor/s and Audit Member/s with copy of their diploma and professional certificates/licenses of relevant trainings completed/attended.

Prepared by:



BEATRIZ A. BRONDIAL

Officer-in-Charge, Quality Management System Division (QMSD)

Approved by:
NHMFC BIDS AND AWARDS COMMITTEE (BAC)


PAZ DIVINA A. CABALLERO
Member

CAROLINA C. CORTEZ
Member

ATTY. DANTE M. PATAPAT
Member

ROMEO S. ROLDAN
Vice-Chairperson

MA. VICTORIA L. ALPAJARO
Chairperson