



TERMS OF REFERENCE

I. PROJECT TITLE

Engagement of Services of an ISO Certification Body for ISO 9001:2015 Re-certification and Surveillance Audit of the Department of Labor and Employment (DOLE) Office of the Secretary, seven (7) Services, six (6) Bureaus and its two (2) Attached Agencies: National Conciliation and Mediation Board (NCMB) and National Labor Relations Commission (NLRC).

II. DESCRIPTION/RATIONALE

The DOLE Central Office intends to engage the services of a certification body that will conduct a re-certification and surveillance audit of the DOLE Central Office, NCMB and NLRC Quality Management System (QMS), in view of the expiration of ISO 9001:2015 certification in July 2021.

III. OBJECTIVES

This Terms of Reference is intended for the conduct of ISO 9001:2015 re-certification and surveillance audit of the DOLE for a period of three (3) years:

Processes*		Implementation/Coverage or Process Enrolled By
1.	Document Tracking System for the Office of the Secretary, Office of the Undersecretaries and Assistant Secretaries	Office of the Secretary (OSEC)
2.	Processing of Obligation Request and Status	Financial and Management Service (FMS)
3.	Processing of Disbursement Voucher	
4.	Internal Process Audit	Internal Audit Service (IAS)
5.	DOLE Planning System	Planning Service (PS)
6.	Preventive Maintenance of DOLE IT Equipment	
7.	Assessment and Approval of Agency Office performance Commitment and Review (OPCR)	
8.	Rating, Validation and Approval of Agency OPCR Accomplishment	Legal Service (LS)
9.	Provision of Legal Assistance to DOLE Central Office Walk-in Clients	
10.	Conduct of Formal Investigation of Administrative Cases in the DOLE Central Office	Human Resource Development Service (HRDS)
11.	Leave Administration	
12.	Recruitment, Selection and Placement Process	
13.	Preparation, Conduct and Evaluation of In-House Training Activity	
14.	Disposition of Administrative Complaints	

Processes*		Implementation/Coverage or Process Enrolled By
15.	Procurement of Goods/Services through Public/Competitive Bidding	Administrative Service (AS)
16.	Processing of Payments	
17.	Property Management Process	
18.	Records Management	
19.	Building Maintenance (Minor Repair)	
20.	Preventive Maintenance of DOLE Building and its Facilities	
21.	Preventive Maintenance of Motor Vehicles	
22.	DOLE News Release Preparation Process	Information and Publication Service (IPS)
23.	Process of Borrowing and Returning of Books and Other Reading Materials	
24.	Library Collection Management System	Bureau of Local Employment (BLE)
25.	Monitoring and Evaluation of BLE Programs	
26.	Monitoring and Evaluation of BLR Programs	
27.	Disposition of Appealed Cases Filed with the BLR	Bureau of Labor Relations (BLR)
28.	Registration of Federation/National Union/Workers' Association Operating in More Than One Region	
29.	Monitoring and Evaluation of BWC Programs/Projects	Bureau of Working Conditions (BWC)
30.	Monitoring and Evaluation of BWSC Programs/Projects	Bureau of Workers with Special Concerns (BWSC)
31.	Deployment of Philippine Overseas Labor Office (POLO) Officers and Staff	International Labor Affairs Bureau (ILAB)
32.	Monitoring of POLO Programs' Implementation and Reporting of Critical Incidents	
33.	Management of NCMB Existing Programs/Projects	National Conciliation and Mediation Board (NCMB)
34.	Processing and Release of Judgment Award and Cash Bond	National Labor Relations Commission (NLRC)
35.	Monitoring of Performance of Labor Arbiter	
36.	Design and Development	General Procedure

**subject to changes as identified by the DOLE QMS Committee*

IV. GENERAL TERMS AND CONDITIONS

The Certification Body must comply with the following:

1. Provide the DOLE with the following information/documents:
 - Company profile highlighting related government and private certification projects, scope of work and implementation methodology;
 - Curriculum vitae of the proposed certification team together with supporting documents;
 - Copy of the Philippine Accreditation Bureau–issued accreditation certificate for the scope “Public Administration” (IAF36), as proof of conformity to PNS ISO/IEC 17021-1:2015 “
 - *Conformity assessment – Requirements for bodies providing audit and certification of management systems – Part 1: Requirements”* and PNS ISO/IEC TS 17021-3:2014
 - *Conformity assessment – Requirements for bodies providing audit and certification of management systems – Part 3: Competence requirements for auditing and certification of quality management systems”* for auditing competency, independence and absence of conflict of interest;
 - PhilGEPs Accreditation/Registration Certificate.