



REPUBLIC OF THE PHILIPPINES
COMMISSION ON HUMAN RIGHTS

REQUEST FOR PROPOSAL

RFP No. 2025 - 08 - 001

Procurement of ISO 9001:2015 External Audit Services

The Commission on Human Rights – Cordillera Administrative Region (CHR-CAR) Regional Office intends to apply the sum of **One Hundred Fifty Thousand Pesos (PHP 150,000.00)**, inclusive of all applicable government taxes and charges, being the **Approved Budget for the Contract (ABC)** for the procurement of **ISO 9001:2015 External Audit Services**.

The details of requirements, qualifications, and deliverables are provided in the **attached Terms of Reference (TOR)**.

The Bid proposal shall correspond to the specific requirements and be accompanied by documents or evidence in response to the eligibility, technical, and financial requirements under the 2016 Revised Implementing Rules and Regulations (IRR) of the Republic Act 9184;

The Bids and Awards Committee (BAC) shall determine and recommend the award of the contract to the bidder with the Highest Rated Responsive Bid (HRRB) pursuant to Section 37.1.1 of 2016 Revised IRR of Republic Act (RA) No. 9184;

If interested, kindly submit your proposal **on or before 19 on August, 2025, at 3:00 pm**, in a sealed bid envelope at the **2nd Floor, APC Commercial Building** or through ***chrpcarprocurement@gmail.com***.

This Regional Office reserves the right to reject any and all proposals/bids, to annul the procurement process, declare a failure of bidding, to reject all proposals/bids at any time prior to contract award, or not to award the contract, without thereby incurring any liability to the affected bidder/s, and to accept only the offer that is most advantageous to the Government pursuant to Sec. 41 of 2016 Revised IRR of RA 9184.


For other information, please call:


Rachelle B. Gacayan

Bids and Awards Committee Secretariat

COMMISSION ON HUMAN RIGHTS –CORDILLERA ADMINISTRATIVE REGION
2F APC Commercial Building, Corner Aguila St., Bokawkan, Baguio City 2600

chrpcarprocurement@gmail.com


Atty. Joele R. Dongla
Chairperson, Bids and Awards Committee

Date: 05 August 2025



REPUBLIC OF THE PHILIPPINES
COMMISSION ON HUMAN RIGHTS

CHR Procurement through NP-SVP

TERMS & CONDITIONS:

Proposals shall be submitted with a copy of the attached **Reply Slip** and the following documentary requirements on or before the scheduled submission deadline as specified in the Request for Proposal (RFP), wherein **late submission shall not be accepted**:

2025 Business / Mayor's Permit
PhilGEPS Registration

The winning bidder will also be required to submit an **Omnibus Sworn Statement** before awarding the contract;

The Approved Budget for the Contract (ABC) is the ceiling price. Total financial bid exceeding the ABC shall be disqualified pursuant to Section 31.0 of the 2016 IRR of R.A 9184;


Failure to comply with **any** of the technical specifications/requirements shall disqualify the bid proposal;

Price quotations shall be in Philippine currency, inclusive of all government taxes, duties, and levies;

Price validity period shall be a minimum of Sixty (60) days from the date of bid submission;

Winning bidder will be determined to have submitted the Highest Rated Responsive Bid (HRRB). In case of a tie, the CHR shall apply the tie-breaking method of "toss a coin" through an online coin flipper;

Payment shall be made through the Land Bank of the Philippines' LDDAP-ADA / Bank Transfer facility within fifteen (15) calendar days after the delivery and submission of the required document/s per tranche. The corresponding bank transfer fee shall be charged against the creditor's account.


Rachelle B. Gacayan
Head, BAC Secretariat
CHR – CAR

REPLY SLIP

PROJECT : Procurement of ISO 9001:2015 External Audit Services

RFP NO. : 2025- 08-001

Date: _____

THE BIDS AND AWARDS COMMITTEE

Commission on Human Rights – Cordillera Administrative Region

Sir / Madam:

This is to submit our proposal for the subject procurement with a total bid price of _____ **Pesos**
(PhP. _____ .00), inclusive of all existing and appropriate government taxes and charges:

I hereby certify that this proposal is true and correct, and I accept the rights of the Commission on Human Rights as the Procuring Entity, under Section 41 of the 2016 Revised Implementing Rules and Regulations (IRR) of Republic Act (RA) No. 9184.

Truly yours,

<i>Bidder (Company Name)</i>	
<i>Address</i>	
<i>Authorized Representative</i>	
<i>Designation/Position</i>	
<i>Telephone No./Mobile No.</i>	
<i>Email address</i>	
<i>PhilGEPS Registration No.</i>	
<i>Tax Identification No. (TIN)</i>	
<i>Bank Acct. No. / Name</i>	
<i>Signature</i>	



COMMISSION ON HUMAN RIGHTS

TERMS OF REFERENCE FOR THE PROCUREMENT OF AUDIT SERVICES OF ISO 9001:2015 CERTIFYING BODY FOR THE CHR - CORDILLERA ADMINISTRATIVE REGIONAL OFFICE

I. BACKGROUND

The CHR, with the assistance of the now Office of the Executive Director- Planning Division and under the leadership of the Executive Director/Quality Management Representative (QMR), established its Quality Management System (QMS) in conformity with the ISO 9001:2015 standards in 2015. This is in line with the commitment to ensure that the organization can deliver prompt, accessible, responsive, and excellent public services, consistent with its Constitutional mandates, universal human rights standards, and Quality Policy.

The CHR's Regional Offices (ROs) III in Pampanga and IV-A in Laguna were selected as the Pilot Regional Offices for implementing the QMS. They successfully obtained their initial ISO Certificate from a globally recognized ISO Certifying Body in December 2018. This achievement cemented the CHR's position as the second National Human Rights Institution (NHRI) globally certified to the international QMS standard. Subsequently, these offices underwent ISO Surveillance Audits from 2019 to 2020 and both maintained their ISO Certifications successfully.

In 2021, another group of CHR ROs achieved ISO Certification, namely, RO I in La Union, RO V in Legazpi City including its Sub-Office (SO) in Naga City, RO XI in Davao City, and Caraga RO in Butuan City. Despite the previous challenges posed by the pandemic, these offices, like the Pilot ROs, successfully attained ISO Certification.

In 2022, an additional set of CHR Offices have undergone ISO Certifications, namely, RO II in Tuguegarao City, RO IV-A in Laguna (pilot RO), RO X in Cagayan de Oro City and SO in Iligan City, and the now Policy Linkages Office (PLO) in the Central Office (CO) in Quezon City, while Surveillance Audits were also conducted to the CY 2021-certified offices.

In CY 2023, six (6) offices were likewise subjected to the ISO Certification Audits, namely, ROs III in Pampanga City (pilot RO), NCR in Quezon City, RO VIII in Leyte and Calbayog

City, RO IX in Zamboanga and Pagadian Cities, RO XII in Koronadal City, and the now Human Rights Promotion Office (HRPO) in Quezon City, aside from the Surveillance Audits of the already- certified CHR Offices.

Last year, an additional two (2) CHR Regional Offices successfully passed the ISO Certification Audit, namely, CHR Cordillera Administrative Region (CAR) and Regional Office VI in Iloilo City and its Sub-Office in Bacolod City. The CHR ROs I, V, XI, and Caraga reached successful Recertification Audits, while the remaining ISO-certified offices underwent ISO Surveillance Audits.

This year, aside from the periodic audits of all ISO-certified CHR offices, the inclusion of the Regional Office IV-B in Quezon City (covering MIMAROPA) and its Provincial Office in Palawan, and the Human Rights Protection Office in the CO in Quezon City, which will undergo ISO Certification Audits, is in line with the CHR's commitment to expand the scope of its QMS and further improve the delivery and consistency of quality across the whole agency.

II. OBJECTIVES AND EXPECTED OUTPUTS FOR CY 2025

This Terms of Reference (TOR) outlines the need of CHR Cordillera Administrative Regional Office to contract the services of an ISO 9001:2015 Certifying Body for Calendar Year (CY) 2025 only.

The selected ISO Certifying Body shall conduct an onsite/face-to-face Surveillance, unless circumstances warrant a remote audit. The ISO Certifying Body shall be competent and qualified to assess and certify the capacity of this office to pass the said audit.

The expected primary outputs are the comprehensive Audit Report. If the office is found eligible, the following additional deliverables are also required:

- The originally signed and verifiable ISO 9001:2015 certificate (showing the Philippine Accreditation Bureau/PAB and/or International Accreditation Forum/IAF logo/s) with frame and stand
- A printed certified true copy of the certificate
- A formal notice on the official use of ISO-related logo/s
- Printed Congratulatory ISO tarpaulin/s with the design/s to be developed by the CHR Strategic Communications Division (*Specifications: 5 ft. x 10 ft., at least 13 oz. in material weight*)

III. SCOPE AND TYPE OF AUDIT

The scope of work is classified into two (2), namely, the audit areas and audit sites.

Office <i>(Name)</i>	Audit Site <i>(Regional, Sub, and/or Provincial Addresses, including Zip Code)</i>	No. of Personnel <i>Note: (≈) means approximately</i>	Audit Areas <i>(Processes Covered)</i>	Type of Audit <i>(Surveillance, Recertification/ Post-Recertification Surveillance Audit)</i>
CHR-CAR Regional Office	RO: 2F APC Commercial Building, Corner Aguila Street, Bokawkan, Baguio City 2600	≈ 28	HR Protection Services, Prevention Services, HR Promotion Services, HR Policy Advisory Services, Administrative and Financial Services, and Client Feedback System	Surveillance Audit

IV. APPROVED BUDGET FOR CONTRACT

The total **Approved Budget for the Contract (ABC)** for one (1) year is **ONE HUNDRED FIFTY THOUSAND PESOS (Php 150,000.00)**. It is understood that the contract amount includes all applicable taxes, professional fees, miscellaneous expenses (e.g., notarial fees, potential multiple courier costs, bank transfer fees, if any), transportation, accommodation, pre- and post-audit meals, and other incidental expenses of the Lead Auditor and/or Auditor/Witness (see page 5, 4th paragraph). The budget also covers the cost of the originally signed and verifiable ISO certificate with frame and stand, printed certified true copy/ies of the certificate, use of relevant certification logo/s, and CHR-designed congratulatory tarpaulin/s, if the Office is deemed eligible.

The funding source for the above is through the **authorized appropriations under the FY 2025 General Appropriations Act (GAA)**.

Financial proposals exceeding the stipulated ABC shall be automatically rejected. Payments shall be made either through physical claiming of the check or via the Bank Transfer Facility within fifteen (15) calendar days, subject to compliance with the terms of payment indicated in this document.

It shall also be noted that, in the event of a bank transfer, the **transfer fee shall be shouldered in advance by the Certifying Body** and shall not be deducted from the contract price.

V. TIMELINE OF ACTIVITIES

The onsite/face-to-face audit shall be conducted between **September and November 2025**, with the specific schedule to be discussed during the Pre-External Audit Meeting with the Certifying Body and the assigned Lead Auditor. However, the schedule may be modified, provided that both parties mutually agree to the changes through formal written communication made at least **two (2) weeks** prior to the original audit dates.

VI. TECHNICAL REQUIREMENTS

The technical requirements are as follows:

Theme	Particular
Years in the Industry	<ul style="list-style-type: none">• Company Profile and Official Philippine Website Link• Registration certificate/s showing its operations in the Philippines, including but not limited to SEC (partnership, corporation, or joint venture) or DTI (sole proprietorship) registration, BIR Registration, or the like
List of Clients	<ul style="list-style-type: none">• List of completed, ongoing, and/or awarded projects on ISO 9001:2015 audits with at least ten (10) Philippine government agencies and private clients. Include with the submission the:• Proof of completion of at least three (3) similar projects on ISO 9001:2015 Certifications, for government and private agencies;
Audit Methodology	<ul style="list-style-type: none">• Comprehensive Audit Engagement Plan, Scope of Work, or Step-by- Step Methodology covering the pre-audit, actual audit, and post-audit phases, including but not limited to the proposed audit duration, which shall not exceed two (2) working days, and a specific timeline for the issuance of the original ISO certificate
	<ul style="list-style-type: none">• Failure to indicate the proper type of audit, the inclusion of a two (2) or three (3)-year audit cycle when this engagement is for one (1) year only, or the specification of audit days beyond the prescribed limit stated above in the technical and/or financial bidding documents shall be grounds for disqualification.
	<ul style="list-style-type: none">• The succeeding phases of the audit shall be procured separately in the following year.• Can present the initial audit results on the day of the Closing Meeting.

Theme	Particular
	<ul style="list-style-type: none"> • Can issue each Audit Report within two (2) weeks following the Closing Meeting. • Can issue the ISO Certificate preferably within two (2) weeks upon compliance of necessary actions and post-audit requirements by each office but not later than one (1) month.
Accreditation	<ul style="list-style-type: none"> • Accreditation Certificate from the Department of Trade and Industry- Philippine Accreditation Bureau (DTI-PAB) and/or the International Accreditation Forum (IAF) valid until December 2025 or beyond • Certifying Body should be accredited to perform audits Quality Management System IAF 36. • In case of suspension/revocation of the accreditation certificate after the awarding of contract, the ISO Certifying Body can assure its ability to secure a valid accreditation certificate from the DTI-PAB and/or an IAF accrediting body at no cost to the CHR not exceeding six (6) months from the issuance of the originally-signed ISO Certificate
Complaints and Appeals	Signed Procedure for Handling Client Complaints and Appeals
Lead Auditor's Profile	<ul style="list-style-type: none"> • At least three (3) proposed Lead Auditors with copy of their Lead Auditors' Certificate but only one (1) will be assigned for this office during the audit proper • Notarized Curriculum Vitae of each Lead Auditor, (<i>indicating, among others, his or her:</i>) <ul style="list-style-type: none"> - Nationality (shall be Filipino) - Educational background (preferably with Post-Graduate degree/s but not mandatory) - Work experience on ISO 9001:2015 Audits enumerating government and/or private clients - Signed Statement of Lead Auditors' Commitment to Conduct the Audits to the CHR once the contract is awarded • Should be Certified Lead Auditor, by an independent certifying body or authority

The Lead Auditor shall audit only those documents and other pieces of evidence of QMS implementation that exist from the first (1st) quarter of CY 2025 up to the present, as well as the previous year's external audit findings. Documents implemented or issued prior to this period may be used solely as historical references and shall not, in any way, influence the outcome of the audits.

Likewise, the Lead Auditor shall conduct the audit **strictly during official working hours** to ensure the safety and well-being of all participants involved in the ISO audits.

“X x x x Once the contract has been awarded, no replacement shall be allowed by the HoPE until after fifty (50%) of the personnel’s man-months have been served, except for justifiable reasons, subject to appropriate sanctions as prescribed in the PBDs.”¹

The ISO Certifying Body may opt to assign an additional Auditor or Witness from their team to serve solely as an Observer during the audit, aside from the Lead Auditor, provided that this is indicated in the bidding documents. The provisions identified in Item IV for the Lead Auditor shall likewise be extended to them, at no additional cost to the CHR, except for meals during the audit proper, which shall be the responsibility of this office.

VII. RESPONSIBILITIES OF THE OFFICE

The offices shall prepare their respective Google Drive containing the signed process and QMS-related requirements, which shall be shared with their assigned Lead Auditor at least three (3) working days prior to the onsite/face-to-face audits.

They shall cooperate with their assigned Lead Auditor and the assigned OED-Planning Division-QMS Focal Person and/or the Alternate Focal Person during the audit process, ensuring that the process owners and employees are available on the scheduled audit dates. In the event of any request for a change of the audit schedule, a formal notice from the End-User shall be submitted in writing at least two (2) weeks prior to the original audit schedule and be approved by the ISO Certifying Body.

They shall provide a conducive venue or work area for their Lead Auditor, equipped with necessary materials, office supplies, and equipment for use during the document review and audit report writing. However, their assigned Lead Auditor is not precluded from bringing his/her own equipment.

They shall provide meals for all Regional Office personnel, the OED-QMS Focal Person, and the Lead Auditor/ISO Certifying Body during the activities. The budget for this shall come from their MOOE/training/scholarship funds, whichever is applicable and available.

They shall promptly provide the requested/required documents as advised by the ISO Certifying Body/their Lead Auditor/OED-PD-QMS Focal Person/Alternate to ensure the timely conduct of the preliminaries, audit proper, and after-activities, allowing for the receipt of the ISO Certificate without delay.

¹ IRR of RA 12009, Section 62.3

VIII. RESPONSIBILITIES OF THE PFMO-PD-QMS FOCAL PERSON AND ALTERNATE FOCAL PERSON

The OED-PD-QMS Focal Person shall arrange a consultation meeting with the offices, the awarded ISO Certifying Body, and the assigned Lead Auditors to discuss the schedule of activities and other preparations.

They shall coordinate with the Office Directors, Division Chiefs, and staff, whose participation is vital to the success of the audit.

The respective QMS Focal Person shall observe the activities either physically or remotely, only when physical presence is not possible, and provide the Quality Management Representative (QMR) with real-time updates on the audit proceedings. The respective Alternate QMS Focal Person, on the other hand, shall assist their office/s remotely, as needed.

The transportation and per diem expenses of the QMS Focal Person shall be covered by the OED-PD budget.

IX. TERMS OF PAYMENT

The cost of engaging the ISO Certifying Body shall be based on the terms set forth in this document; the total contract price shall be sourced from the FY 2025 GAA. Payments shall be made upon the completion of the aforementioned activities, as evidenced by the submission of the required deliverables from the ISO Certifying Body to, and their formal acceptance by, the End-User.

The percentages of payment are as follows:

- **Sixty percent (60%)** of the total contract price, within fifteen (15) calendar days after the completion of the audit, submission of the Audit Report, Statement of Account, and formal acceptance by the End-User of all documents.
- **Thirty percent (30%)** of the total contract price, within fifteen (15) calendar days after the submission of the original ISO 9001:2015 Certificate with frame and stand, Certified True Copy/ies of the ISO 9001:2015 Certificate, notice on the official use of certification logo/s, Statement of Account, and formal acceptance by the End-User of all documents.
- **Ten percent (10%)** of the total contract price, within fifteen (15) calendar days after the submission of the printed CHR-designed congratulatory tarpaulin/s and formal acceptance by the End-User of the tarpaulin/s.

Should the results be unfavorable, **the payment tranche shall still be paid to the ISO Certifying Body**, in addition to the fee for re-auditing, which shall be coordinated with the OED-PD for possible inclusion in the latter's supplemental budget.

X. SELECTION PROCESS

The procurement of the ISO Certifying Body services shall be conducted in accordance with applicable government laws, rules, and procedures.

This office shall select the Highest Rated Responsive Bidder using the Quality-Cost Based Evaluation (QCBE) approach, in line with the Procurement Law and its IRR, specifically the provisions on Small Value Procurement.

For the Quality-Cost Based Evaluation (QCBE) using the following criteria of assessment with the corresponding percentage points shall be used:

TECHNICAL REQUIREMENTS (80%)

Relevant experience in auditing government offices (20 points);
Qualifications and competence of the Auditor (25 points);
Plan of approach and methodology (30 points); and
Proof of accreditation (25 points)

FINANCIAL REQUIREMENT (20%)

Financial proposal (100 points).

XI. CONFIDENTIALITY CLAUSE

The ISO Certifying Body and its Lead Auditor shall be required to sign a Non-Disclosure Agreement (NDA). All information reviewed during the audit shall be treated with utmost confidentiality in compliance to the Data Privacy Act.

The selected Certifying Body shall also provide the list of personnel to be involved with the service/s to be rendered to the Commission on Human Rights. Information shall include:


- a. Name of the employee;
- b. Position/Designation
- c. Length of Service with the company

Except for the AO25 Inter-Agency Task Force (IATF), which may require audit reports or supporting documents for compliance validation, the ISO Certifying Body and its Lead Auditor shall not, under any circumstances, disclose any confidential information obtained during the course of the audit. Additionally, they shall not make public the reports produced as a result of


the services rendered, unless required by law or upon written approval from this office.

XII. APPROVAL

Submitted by:



Yanie P. Busaing
End-User

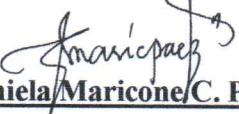
Approved by:


Atty. Romel P. Dagumol
Head of Procuring Entity

Reviewed by BAC Technical Working Group:


Marvin T. Sonay
BAC-TWG Head


Norvin A. Palangyos
BAC-TWG Member


Shiela Maricone C. Paez
BAC-TWG Member