



LANDBANK

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**SUPPLEMENTAL/BID BULLETIN NO. 1
For LBP-HOBAC-ITB-GS-20230307-03**

PROJECT : **Services of a Certifying Body for LANDBANK's ISO 9001:
2015 Quality Management System (QMS) Certification under
the Integrated Management System (IMS) Framework**

IMPLEMENTOR : **HOBAC Secretariat Unit**

DATE : **April 20, 2023**

This Supplemental/Bid Bulletin is issued to modify, amend and/or clarify certain items in the Bid Documents. This shall form an integral part of the Bid Documents.

Modifications, amendments and/or clarifications:

- 1) The bidder/s are encouraged to use the Bid Securing Declaration as Bid Security.
- 2) The Revised Terms of Reference (Annexes D-1 to D-10), Technical Specifications (Section VII), and Checklist of Bidding Documents (Item No. 12 of the Technical Component) have been revised. Please see attached revised Annexes D-1 to D-10 and specific sections of the Bidding Documents.
- 3) Responses to bidder's queries/clarifications per Annex G.


ATTY. HONORIO T. DIAZ, JR.
Head, HOBAC Secretariat Unit

Technical Specifications

Specifications	Statement of Compliance
<p>Services of a Certifying Body for LANDBANK's ISO 9001:2015 Quality Management System (QMS) Certification under the Integrated Management System (IMS) Framework</p> <p>Notes:</p> <ol style="list-style-type: none"><u>Scope of works and other requirements per attached revised Terms of Reference (TOR) – Annexes D-1 to D-10.</u>The documentary requirements enumerated in Item D of the revised TOR shall be submitted in support of the compliance of the Bid to the technical specifications and other requirements. <p>Non-submission of the above requirements may result to post-disqualification of the bidder.</p>	<p>Bidders must state below either "Comply" or "Not Comply" against each of the individual parameters of each Specification preferably stating the corresponding performance parameter of the product offered.</p> <p>Statements of "Comply" or "Not Comply" must be supported by evidence in a Bidders Bid and cross-referenced to that evidence. Evidence shall be in the form of manufacturer's un-amended sales literature, unconditional statements of specification and compliance issued by the manufacturer, samples, independent test data etc., as appropriate. A statement that is not supported by evidence or is subsequently found to be contradicted by the evidence presented will render the Bid under evaluation liable for rejection. A statement either in the Bidders statement of compliance or the supporting evidence that is found to be false either during Bid evaluation, post-qualification or the execution of the Contract may be regarded as fraudulent and render the Bidder or supplier liable for prosecution subject to the applicable laws and issuances.</p> <p>Please state here either "Comply" or "Not Comply"</p>

Conforme:

Name of Bidder

Signature over Printed Name of
Authorized Representative

Position

Checklist of Bidding Documents for Procurement of Goods and Services

The documents for each component should be arranged as per this Checklist. Kindly provide guides or dividers with appropriate labels.

Eligibility and Technical Components (PDF File)

- ***The Eligibility and Technical Component shall contain documents sequentially arranged as follows:***

- **Eligibility Documents – Class “A”**

Legal Eligibility Documents

1. Valid PhilGEPS Registration Certificate (Platinum Membership) (all pages);

Technical Eligibility Documents

2. Duly notarized Secretary's Certificate attesting that the signatory is the duly authorized representative of the prospective bidder, and granted full power and authority to do, execute and perform any and all acts necessary and/or to represent the prospective bidder in the bidding, if the prospective bidder is a corporation, partnership, cooperative, or joint venture or Original Special Power of Attorney of all members of the joint venture giving full power and authority to its officer to sign the OSS and do acts to represent the Bidder. (sample form - Form No. 7).
3. Statement of the prospective bidder of all its ongoing government and private contracts, including contracts awarded but not yet started, if any, whether similar or not similar in nature and complexity to the contract to be bid, within the last five (5) years from the date of submission and receipt of bids. The statement shall include all information required in the sample form (Form No. 3).
4. Statement of the prospective bidder identifying its Single Largest Completed Contract (SLCC) similar to the contract to be bid within the relevant period as provided in the Bidding Documents. The statement shall include all information required in the sample form (Form No. 4).

Financial Eligibility Documents

5. The prospective bidder's audited financial statements, showing, among others, the prospective bidder's total and current assets and liabilities, stamped "received" by the BIR or its duly accredited and authorized institutions, for the preceding calendar year which should not be earlier than two (2) years from the date of bid submission.

6. The prospective bidder's computation for its Net Financial Contracting Capacity (NFCC) following the sample form (Form No. 5), or in the case of Procurement of Goods, a committed Line of Credit from a Universal or Commercial Bank in lieu of its NFCC computation.

○ **Eligibility Documents – Class “B”**

7. Duly signed valid joint venture agreement (JVA), in case the joint venture is already in existence. In the absence of a JVA, duly notarized statements from all the potential joint venture partners stating that they will enter into and abide by the provisions of the JVA in the instance that the bid is successful shall be included in the bid. Failure to enter into a joint venture in the event of a contract award shall be ground for the forfeiture of the bid security. Each partner of the joint venture shall submit its legal eligibility documents. The submission of technical and financial eligibility documents by any of the joint venture partners constitutes compliance, provided, that the partner responsible to submit the NFCC shall likewise submit the statement of all its ongoing contracts and Audited Financial Statements.
8. For foreign bidders claiming by reason of their country's extension of reciprocal rights to Filipinos, Certification from the relevant government office of their country stating that Filipinos are allowed to participate in government procurement activities for the same item or product.
9. Certification from the DTI if the Bidder claims preference as a Domestic Bidder.

○ **Technical Documents**

10. Bid Security (if in the form of a Surety Bond, submit also a certification issued by the Insurance Commission).
11. Section VI – Schedule of Requirements with signature of bidder's authorized representative.
12. **Revised Section VII – Technical Specifications with response on compliance and signature of bidder's authorized representative.**
13. Duly notarized Omnibus Sworn Statement (OSS) (sample form - Form No.6).

Note: During the opening of the first bid envelope (Eligibility and Technical Component), only the above documents will be checked by the BAC if they are all present using a non-discretionary “pass/fail” criterion to determine each bidder's compliance with the documents required to be submitted for eligibility and the technical requirements.

- **Other Documents to Support Compliance with Technical Specifications [must be submitted inside the first bid envelope (Eligibility and Technical Component)]**
 14. Philippine Accreditation Bureau/Department of Trade and Industry (DTI) Accreditation
 15. DTI Registration/Securities & Exchange Commission (SEC) Certificate of Incorporation
 16. Copy of Purchase Order or Contract of Completed Projects related to ISO 9001:2015 for the last ten (10) years
 17. List of Accredited Auditors
 18. List of Experience/Expertise of the Audit Team Leader including Team Members
 19. List of Project Experiences related to ISO 9001:2015 and ISO 27001:2013
 20. List of Other Project Experiences
 21. Duly filled-out Firm Track Record (Annex E)
 22. Curriculum Vitae of Team Leader and Team Members
 23. Self-Certification that the bidder can comply with the Scope of Works and Schedule of Deliverables.
- **Post-Qualification Documents/Requirements – [The bidder may submit the following documents/requirements within five (5) calendar days after receipt of Notice of Post-Qualification]:**
 1. Business Tax Returns per Revenue Regulations 3-2005 (BIR No.2550 Q) VAT or Percentage Tax Returns for the last two (2) quarters filed manually or through EFPS.
 2. Latest Income Tax Return filed manually or through EFPS.
 3. Original copy of Bid Security (if in the form of a Surety Bond, submit also a certification issued by the Insurance Commission).
 4. Original copy of duly notarized Omnibus Sworn Statement (OSS) (sample form - Form No.6).

5. Duly notarized Secretary's Certificate designating the authorized signatory in the Contract Agreement if the same is other than the bidder's authorized signatory in the bidding (sample form – Form No. 7).

Financial Component (PDF File)

- ***The Financial Component shall contain documents sequentially arranged as follows:***
 1. Duly filled out Bid Form signed by the Bidder's authorized representative (sample form - Form No.1).
 2. Duly filled out Schedule of Prices signed by the Bidder's authorized representative (sample form - Form No.2).

Note: The forms attached to the Bidding Documents may be reproduced or reformatted provided the information required in the original forms and other requirements like signatures, if applicable, are complied with in the submittal.




LAND BANK OF THE PHILIPPINES

**PROCUREMENT OF SERVICES OF CERTIFYING
BODY FOR LANDBANK'S ISO 9001:2015 QMS
CERTIFICATION**

TERMS OF REFERENCE (TOR)

Version No. : 4.0
Final as of : 19 April 2023
Printed on :
Author : *Quality and Innovation Management Department*

	Land Bank of the Philippines Procurement of Services of QMS Certifying Body TERMS OF REFERENCE	CLASS D
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This document has been distributed to:

Name	Position/Title
FVP Reynaldo C. Capa	Chair – Head Office Bids and Awards Committee (HOBAC)
HOBAC Members	

TABLE OF CONTENTS

A.	<i>Name and Description of the Project/Service</i>
B.	<i>Objective/s of the Project/Service</i>
C.	<i>Scope of the Project/Service / Delivery Schedule</i>
D.	<i>Qualification and Documentary Requirements</i>
E.	<i>Payment Milestones</i>
F.	<i>Performance Assessment Other Terms and Conditions</i>
G.	<i>Other Information</i>
H.	<i>Other Terms and Condition</i>

**Terms of Reference for the Procurement of Services of a Certifying Body
for LANDBANK's Certification to ISO 9001:2015**

A. Name and Description of the Project/Service

One (1) Lot - Procurement of Services of a Certifying Body (CB) for LANDBANK'S ISO 9001:2015 QMS Certification under the Integrated Management System (IMS) framework.

B. Objectives of the Project/Service

To hire the services of a Certifying Body (CB) to audit and certify the Bank's ISO 9001:2015 Quality Management System, including pre-audit for ISO 27001:2013 Information Security Management System

C. Scope of the Project/Service and Delivery Time/Completion Schedule

Provision of Branch Banking Operations, Lending Operations, Agrarian Operations, Trust Operations, Treasury Operations, Digital Banking Operations, and Support Functions with the following coverage:

Site Size and Description	Range of Products/ Services In Each Site	No. of Sites
1. LANDBANK Plaza	Main Bank Operations	1
2. 77 owned FU sites composed of: - multi-unit sites/ branches with 140 attached units	Branch Banking Operations, Lending Operations, Agrarian Operations, Trust Operations, Treasury Operations, and Support Functions	34
- stand-alone branches		22
- UCPB-converted branches/subjected to Readiness Assessment		21
3. Overseas Filipino Bank (OFBank)*	OFBank operations	1

**LANDBANK Subsidiary*

Upon receipt of the Notice to Proceed (NTP) from the LANDBANK Procurement Department (ProcD), the CB is expected to provide the following services within three (3) years:

1. Certification Audit (2023)
 - a. Prepare and submit a certification audit plan
 - b. Conduct Certification Audit and deploy resources to ensure full completion within schedule
 - c. Prepare and submit an audit report detailing observations, opportunities for improvement and any non-conformity to ISO 9001:2015 standard within five (5) working days after the conduct of the on-site or remote audit.
 - d. Issuance of Letter on the Confirmation of Certification to ISO 9001:2015 Quality Management System.
2. Issuance of ISO 9001:2015 Quality Management System Certificate within 2023 and is valid for three (3) years upon LANDBANK'S compliance with certification

requirements. **Two (2) copies of the certificate will be provided by the winning Certifying Body. One is framed and another copy will be printed on A4 sized paper where the sites covered will be attached as an Annex. An electronic copy of the certificate and its Annex shall also be provided by the certifying body.**

3. 1st Surveillance Audit (2024)
 - a. Prepare and submit a surveillance audit plan
 - b. Conduct Surveillance Audit and deploy resources to ensure full completion within schedule
 - c. Prepare and submit an audit report detailing observations, opportunities for improvement and any non-conformity to ISO 9001:2015 standard within five (5) working days after the conduct of the on-site audit or remote audit.
 - d. Issuance of Letter on the Confirmation of Certification to ISO 9001:2015 Quality Management System.
4. 2nd Surveillance Audit (2025)
 - a. Prepare and submit surveillance audit plan
 - b. Conduct Surveillance Audit and deploy resources to ensure full completion within schedule
 - c. Prepare and submit an audit report detailing observations, opportunities for improvement, and any non-conformity to ISO 9001:2015 standard within five (5) working days after the conduct of the on-site audit or remote audit.
 - d. Issuance of Letter on the Confirmation of Certification to ISO 9001:2015 Quality Management System.
5. Pre-Audit of ISO 27001:2013 Information Security Management System
 - a. Prepare and submit a Pre-audit plan
 - b. Conduct pre-audit once, **anytime** within the contract period, ideally coinciding with the QMS audits but should not be a prerequisite for the completion of QMS audits within the schedule
 - c. **The sites for sampling for the Pre-audit will be referred to the sites covered for the QMS certification in Annex A.**
 - d. Prepare and submit a Pre-audit Report detailing observations and opportunities for improvement.
6. The CB shall determine the required number of man-days and cost to deliver the abovementioned tasks based on the list of sites (attached as "Annex A") subject to relevant ISO rules or applicable international/national accreditation guidelines.
7. The contents and format of all deliverables shall be agreed upon by LANDBANK and the Certifying Body.
8. The results of the ISMS Pre-audit shall in no way affect the QMS Audit/Certification.

D. Qualification, Experience, Expertise Required/Certification Team and Documentary Requirements

Qualification Requirements	Documentary Requirements
<p>1. The CB shall be accredited for ISO 9001:2015 QMS certification activities by the Philippine Accreditation Bureau (PAB) of the Department of Trade and Industry (DTI) for financial intermediation and must have at least ten (10) years of experience as ISO certifying body.</p>	<ul style="list-style-type: none"> • PAB/DTI Accreditation • DTI Registration/SEC Certificate of Incorporation • Copy of Purchase Order or Contract of Completed Projects related to ISO 9001:2015 the last 10 years
<p>2. The certification body audit teams, including surveillance, shall:</p> <ol style="list-style-type: none"> a. Include qualified auditors for the financial intermediation sector, of good standing and reputation; b. Provide a team of registered, experienced and competent ISO 9001:2015 certified auditors representing different fields of expertise and with at least ten (10) years and five (5) years' experience for Team leader and Team member, respectively; c. No member of the audit team shall have provided consultancy for the organization in the past two years prior to the audit; d. Prospective members of the Audit Team must not include persons involved with LANDBANK QMS preparatory activities; e. At least one lead auditor of the initial audit team should participate in all audits of the three-year audit cycle. 	<ul style="list-style-type: none"> • List of Accredited Auditors • List of Experience/Expertise of the Audit Team Leader including Team Members • List of Project Experiences related to ISO 9001:2015 and ISO 27001:2013 • List of Other Project Experiences

Qualification Requirements	Documentary Requirements
f. Include qualified auditors of ISO 27001:2013 ISMS for financial intermediation sector, of good standing and reputation	
3. The CB shall provide LANDBANK with its company profile highlighting related projects, the scope of work and implementation methodology. The Curriculum Vitae of the proposed audit team shall also be submitted to LANDBANK. Replacement of any audit team member shall require prior written approval from LANDBANK.	<ul style="list-style-type: none"> • Firm Track Record • Curriculum Vitae of Team Leader and Team Members
4. The CB shall submit the required eligibility documents pursuant to Republic Act 9184 Government Procurement Reform Act.	<ul style="list-style-type: none"> • Documents as required by RA 9184
5. Submission of a certification from the CB that they can comply with the Scope of Works and Schedule of Deliverables.	<ul style="list-style-type: none"> • Self-Certification from CB

E. Payment Milestones

1. Cost of engagement of the Certifying Body shall be based on the agreed contract between the two parties. Payments shall be based on the completion of the activities including the ISMS Pre-audit, as evidenced by the submission and acceptance of the required deliverables. Payments for the activities or group of activities as stated below shall be within and not exceed the total percentage stated below:

Activities	Total % of Payments
Certification Audit -Stage 1 and Audit Report	5%
Certification Audit -Stage 2 and Audit Report	40%
Issuance of ISO 9001:2015 certificate (valid for 3 years)	
1st-year Surveillance Audit and Audit Report, and issuance of Letter on the Confirmation of Certification	25%
2nd-year Surveillance Audit and Audit Report, and issuance of Letter on the Confirmation of Certification	25%
Pre- Audit and issuance of Audit Report of ISO 27001:2013 ISMS	5%
TOTAL	100%

2. The certifying body shall include a breakdown of its proposed engagement fee for every activity mentioned above, inclusive of VAT and other taxes/charges that may be applicable.

3. Out-of-pocket expenses related to travels of the Certifying Body in its activities for this project such as meals, airfare, terminal fee, fuel cost, and toll fees for land trips and inland transportation to and within the place of destination and vice versa shall be for the account of LANDBANK based on actual billing and shall be excluded in the financial proposal of the CB. The accommodation and other incidental expenses shall be within the existing Bank policies and procedures. Original copies of receipts shall be submitted to LANDBANK within five (5) working days after the completed audit (please refer to Section C, Items 1, 3 and 4). Reimbursement shall be subject to confirmation by the Quality and Innovation Management Department (QIMD).

F. Performance Assessment

Performance assessment shall be done annually following the Third-Party Assessment Report of the Bank's Contracts Management policies.

G. Other Information

1. Background

In line with its strategic theme, as a future-ready organization, LANDBANK Management adopted an integrated approach – the LANDBANK Integrated Management System (IMS).

The Bank's IMS incorporates the components of QMS and other Management Systems that the Bank aligns with or intends to adhere to, such as the EMS and ISMS, in one complete framework to enable the organization's management systems to work as a single unit with unified objectives.

Gearing towards this objective, the Bank will obtain the services of a Certifying Body for ISO 9001 QMS that will deliver a consistently reliable and impartial service that meets the appropriate and internationally recognized standard. The services shall also cover the OFBank as another site. OFBank is a LANDBANK subsidiary whose operations are largely outsourced to the mother institution.

2. Responsibilities of the Certifying Body

- a. The CB shall undertake the following and other requirements indicated in this Terms of Reference (TOR):
 - Certification Audits (Stages 1 and 2)
 - Issuance of ISO 9001:2015 certificate (valid for three 3 years)
 - 1st-year Surveillance Audit
 - 2nd-year Surveillance Audit
 - Issuance of Letter on the Confirmation of Certification to ISO 9001:2015 QMS (2023-2025)
 - Pre- Audit Report of ISO 27001:2013 ISMS

- b. The CB shall undertake to perform its audit services with the highest standards of professional and ethical competence and integrity.
- c. The CB shall treat with utmost confidentiality any proprietary or confidential information relating to this engagement or the Client's business operations.
- d. The CB audit team shall abide by the auditing principles, terminologies and guidelines as specified in the ISO 19011:2011 -Guidelines for Auditing Management Systems.
- e. The CB shall include a procedure for client appeals in their audit activities. If resolutions on good terms for disputes between LANDBANK and the certification body cannot be made, LANDBANK 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.
- f. The CB audit team shall provide a full report on the operations audit consistently with the content of the approved scope of work/deliverables to LANDBANK within five (5) working days of each initial, surveillance, and re-certification audit unless otherwise agreed by LANDBANK.
- g. The CB shall adhere to the agreed scope of work/deliverables and timeline that were approved by LANDBANK.

3. Responsibilities of LANDBANK

- a. Secure all logistical requirements for the conduct of the audit
- b. Shoulder the associated costs, such as travel expenses and hotel accommodations, if needed
- c. Coordinate with all concerned units for the relevant audit arrangement in their respective areas

H. Other Terms and Conditions

This TOR is issued in accordance with the Revised IRR of RA No. 9184. In case of conflict, the guidelines/provisions of RA No. 9184 for the Procurement of Services thru Competitive Bidding shall prevail.

The provider may be required to provide presentations, sample reports, or any pertinent document relevant to the subject product/service being procured.

Both LANDBANK and the provider are not allowed to disclose confidential information to other parties, without written approval of the other party. The provider shall not also use the name of the Bank, any associations to it, or the names of any of its officers, in any publicity without the Bank's written approval.

RESPONSES TO BIDDER'S QUERIES AND/OR SUGGESTIONS

DATE	18 April 2023
PROJECT IDENTIFICATION NO.	ITB-GS-20230307-03
PROJECT NAME	Services of a Certifying Body for LANDBANK's ISO 9001:2015 Quality Management System (QMS) Certification under the Integrated Management System (IMS) Framework
PROPOSER UNIT/TECHNICAL WORKING GROUP	Quality and Innovation Management Department (QMD)

ITEM NO.	PORTION OF BIDDING DOCUMENTS	QUERIES AND/OR SUGGESTIONS	LANDBANK'S RESPONSES
1	Terms of Reference (TOR)	Target Date of ISMS Pre-Audit	Any time within the three (3) year period
2	Terms of Reference (TOR)	Sites Covered by ISMS Pre-Audit	Head Office and Sampling from the covered field units
3			
4			
5			

ANNEX G