

TERMS OF REFERENCE

Title: Consultancy Services for Establishing Laboratory Management System based on ISO/IEC 17025:2017

End-user : Fiber Utilization and Technology Division (FUTD)
Philippine Fiber Industry Development Authority (PhilFIDA)

PURPOSE

The purpose of this Terms of Reference (ToR) is to engage the services of a consultant who will provide guidance, mentoring, and relevant services to secure PAB accreditation to ISO/IEC 17025:2017. This ToR outlines the working arrangements and essential information necessary for its implementation.

RATIONALE

The Fiber Utilization and Technology Division (FUTD) of the Philippine Fiber Industry Development Authority (PhilFIDA) provides essential laboratory services specializing in the characterization of plant fiber, pulp, and paper. These services are crucial for a diverse range of industry stakeholders, including students, farmers, cordage makers, pulp processors, and raw fiber exporters. FUTD is committed to continually enhancing its strategies to offer high-quality service, delivering reliable results with utmost integrity.

To further elevate the quality and reliability of these laboratory services, establishing a laboratory management system based on ISO/IEC 17025:2017 is essential. This international standard outlines the general requirements for testing and calibration, including sampling processes. Implementing this system will significantly enhance the Fiber Processing and Utilization Laboratory (FPUL)'s ability to provide superior services to its stakeholders. Additionally, adhering to the supplementary requirements and guidelines set forth by the Philippine Accreditation Bureau (PAB) will further boost the laboratory's credibility and operational efficiency.

Achieving ISO/IEC 17025:2017 accreditation is a strategic goal that can be realized by enlisting the consultancy services of an expert. This expert will guide the staff in bridging the gaps toward a systematic methodology for preparing the necessary documentation and other preparations required for the accreditation process.

OBJECTIVES

1. To engage the services of one (1) Consultancy service with the full ability and resources in ISO/IEC 17025:2017 accreditation.
2. To implement a laboratory management system that fully complies with the requirements of ISO/IEC 17025:2017.
3. To enhance the precision and reliability of testing and calibration results through adherence to ISO/IEC 17025:2017 guidelines.
4. To provide comprehensive training for laboratory personnel to ensure they are proficient in ISO/IEC 17025:2017 requirements and best practices.
5. To streamline laboratory operations to enhance efficiency and effectiveness in testing and calibration activities.
6. To establish a framework for continuous improvement to regularly assess and enhance laboratory processes and services.

RESPONSIBILITIES

The **Philippine Fiber Industry Development Authority (PhilFIDA)** will engage **Consultancy Services** to assist with meeting the criteria for ISO/IEC 17025:2017 General Requirements for the competence of testing and calibration laboratories, as well as the Philippine Accreditation Bureau's (PAB) Supplementary Requirements and Guidelines. This consultancy will specifically support the Fiber Processing and Utilization Laboratory (FPUL) as outlined in the scope of works.

SCOPE OF WORKS

1. GAP analysis according to ISO/IEC 17025:2017 and PAB Requirements and Guidelines;
2. Conduct Training on ISO/IEC 17025:2017 Awareness for all laboratory personnel;
3. Conduct Training on Documentation Requirements of ISO/IEC 17025:2017;
4. Assist and mentoring on Documentation of Quality Manual, Quality Procedures, Testing Procedures and Forms;
5. Conduct training on Measurement Uncertainty, Method Validation and Quality Controls and assists in implementation and evaluation;
6. Conduct Training on Risk & Opportunities Assessment;
7. Mentorship and training on Internal audits and management reviews;
8. Assists in the preparation of the laboratory's documents and application for accreditation process.

EXPECTED DELIVERABLES

1. GAP analysis report;
2. Training certificates for all trainings conducted;
3. Quality Manual, Procedure Manual, Test Methods, Forms;
4. Validated test methods;
5. Measurement Uncertainty evaluations;
6. Risk & opportunity registry;
7. Internal Audit report;
8. Corrective actions from the internal audit findings;
9. Application for accreditation to the Phil. Accreditation Bureau;
10. Assistance on answering the Corrective Actions raised from PAB's first Visit.

QUALIFICATIONS

The consultant must meet the following minimum qualifications:

- Over 10 years of experience in consultancy for ISO/IEC 17025:2017;
- More than a decade of auditing experience for ISO/IEC 17025:2017;
- Over 10 years of accreditation work for ISO/IEC 17025:2017 with the Philippine Accreditation Bureau (PAB);
- Attended trainings/conferences/workshops relevant to the requirements of ISO/IEC 17025:2017 standard.

CONFIDENTIALITY OF DATA

The consultant shall be bound to maintain the confidentiality of all data and information accessed and obtained during the implementation and shall be liable for any breach thereof.

APPROVED BUDGET FOR THE CONTRACT

An amount of seven hundred thousand pesos (Php. 700,000.00) is allotted for the undertaking chargeable against the **2025 RADFTDS** Fiber Utilization and Technology Division (FUTD) fund.

PAYMENT SCHEME/SCHEDULE

The consultancy will be for a period of 12 months (more or less). The payment shall be made in five (5) installments upon completion of each of the following milestones and submission of the required deliverables, to wit:

Payment Plan	Cumulative Percentage (%) of payment	Payment Condition
<p>1st Payment</p>	<p>25% (₱175,000.00)</p>	<p>Upon completion of Wave 01</p> <ul style="list-style-type: none"> • Meeting with Management staff and the conduct Gap Analysis <p>Deliverables: <i>proposal and gap analysis report</i></p> <p>Mode: on-site</p> <p>No. of Man-days: <u>4</u></p> <ul style="list-style-type: none"> • Conduct of training: <ul style="list-style-type: none"> - Awareness on the requirements of ISO/IEC 17025:2017 and PAB - Documentation Requirements of ISO/IEC 17025, Document and Records Control - Preparation and revision Laboratory Quality Assurance Manual based on ISO 17025:2017 - Discussion with staff the draft Laboratory Quality Assurance Manual - Preparation and revision laboratory Quality Policy Statement. Set Quality objectives including the manner of monitoring and recording. <p>Deliverables: <i>Training certificates, draft copy of the Laboratory Quality Assurance Manual, Laboratory Policy Statement, Quality Objectives Monitoring</i></p> <p>Mode: on-site/off-site</p> <p>No of Man-days: <u>6</u></p>

2nd Payment	<p style="text-align: center;">25% (₱175,000.00)</p>	<p>Upon completion of Wave 02</p> <ul style="list-style-type: none"> • Preparation/revision quality procedures, test methods and related forms required by ISO/IEC 17025:2017 • Discussion with personnel the draft procedures and forms • Start implementation of the produced related records • Conduct training on Method Validation and Verification • Preparation of Method Validation Plan and Method Validation Procedure • Lab personnel to do the Method Validations for all tests sought for accreditation (60 man-days) • Check progress and implementation of Method validations and laboratory practices • Conduct QA /QC Training in the Laboratory • Prepare QC procedures, QC plan and QC charts for tests sought for accreditation <p>Deliverables: <i>Quality Procedures and forms, Records, Training certificates and Method Validation plans and procedures, Recommendation from the consultant, QC procedures and QC charts</i></p> <p>Mode: on-site/off-site</p> <p>No of Man-days: <u>26</u></p>
3rd Payment	<p style="text-align: center;">25% (₱175,000.00)</p>	<p>Upon completion of Wave 03</p> <ul style="list-style-type: none"> • Conduct training on Measurement Uncertainty • Calculate Measurement Uncertainty in all tests sought for accreditation • Prepare procedures for Measurement Uncertainty • Check progress and implementation of laboratory management system and laboratory practices • Conduct workshops on Risk-based Thinking for the Lab and prepare Risk and Opportunities Procedure <p>Deliverables: <i>Training certificates, MU procedures, MU budgets and calculations, Risk and Opportunities Register</i></p> <p>Mode: on-site</p> <p>No of Man-days: <u>11</u></p>
4th Payment	<p style="text-align: center;">21% (₱145,000.00)</p>	<p>Upon completion of Wave 04</p>

		<ul style="list-style-type: none"> • Conduct training in internal audit • Conduct assisted internal audit • Assist the lab's pool of auditors in the execution of internal audit of the laboratory management and technical system • Assist in the consolidation of internal audit findings, preparation of internal audit report and preparation of corrective actions • Conduct training on root cause analysis and corrective actions • Assist on the RCA and CA of the findings from Internal audits • Conduct Management reviews with the laboratory personnel. • Assistance on the completion and submission of the PAB forms for Application requirements <p>Deliverables: <i>Training certificates, internal audit plan and schedule, internal audit reports, non-conformity reports, development of Corrective and Preventive Action and follow ups, RCA and Cas of findings from internal audits, Notice of MR presentations and report, completed application requirements</i></p> <p>Mode: on-site</p> <p>No of Man-days: <u>18</u></p>
5th Payment	4% (P30,000.00)	<p>Upon completion of Wave 05</p> <ul style="list-style-type: none"> • Assistance after the Philippine Accreditation Bureau's Initial Assessment • Provide assistance in the preparation of the corrective actions for the findings raised during the PAB initial visit <p>Deliverables: <i>Assisted development of corrective and preventive actions/answer to PAB's Findings</i></p> <p>Mode: on-site</p> <p>No of Man-days: <u>3</u></p>

RESERVATION CLAUSE

PhilFIDA-FUTD reserves the right to reject any or all proposals or to waive any defect, informality, or minor deviation that does not affect the substance or validity of the proposals.

PhilFIDA-FUTD also reserves the right to reject the proposal of any proponent who:


1. Does not offer the required services as specified in this Terms of Reference;
2. Is found to have suppressed, falsified, or misrepresented any information in their submission; or
3. Has previously failed to satisfactorily perform or complete any contract awarded to them.

Furthermore, PhilFIDA-FUTD reserves the right to review other relevant information pertaining to the proponent or the proposal prior to the approval of the contract. If such a review uncovers any misrepresentation in the proposal or supporting documents, or any change in the proponent's circumstances that affects the substance of the proposal, PhilFIDA-FUTD may disqualify the proponent from receiving the award.

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