



# Calamba Water District

Lakeview Subdivision, Halang, Calamba, Laguna  
Tel. Nos. 545-1614; 545-2728; 545-7895; 545-1389; 545-7981; 545-2863  
Fax: (049) 545-9752

24/7 Public Service

## TERMS OF REFERENCE

### A. Background

Calamba Water District (CWD) is a government owned and controlled corporation. Its operation focuses on providing water services to the constituents of Calamba City. Its establishment originated through Conditional Certificate of Conformance No. 29 from Local Water Utilities Administration, pursuant to Presidential Decree 198.

### B. Objectives

CWD aims to attain ISO 9001:2015 Certification - Quality Management System (QMS) to further institutionalize and enhance processes, systems and operations concerning its production and distribution of potable water.

### C. Scope of Services

The Certifying Body undertakes and commits to perform and deliver as per agreement the conduct of audit and conferment of certification for ISO 9001:2015 in accordance with the following requirements and specifications of CWD.

#### C.1 Certification Audit:

- Stage 1 Certification Audit
- Stage 2 Certification Audit
- Audit Planning and Report Preparation
- Issuance of Certificate

#### C.2 Add-on Service

- Complementary A4 size Certificate
- Complimentary Tarpaulin Banner and stickers to be given upon release of certification
- Electronic copy of logo to be issued upon release of certificate
- Updates on new standards
- Customer feedback mechanism for continual improvement

### D. Performance Period and Terms

The Certifying Body shall perform and deliver the services for a period of three (3) years starting in CY 2020 and shall end in CY 2023

Certification Audit Stage 1		Preparation Stage
Certification Audit Stage 2	Two days within 30 calendar days after pre assessment	Conduct of certification audit
/Certification Audit Issuance of ISO 9001:2015 Certificate valid for 3 years		Submit detailed audit reports within five (5) working days after conduct of onsite audit

The Certifying Body should be:

- Duly accredited by Philippine Accreditation Office, Department of Trade and Industry or any international Accreditation Body;
- Must have at least five (5) years auditing experience in ISO 9001:2015;
- Must have good track record of certifying companies regarding quality management, preferably government agencies
- Its audit teams, including surveillance, should satisfy the following:

Consist of auditor(s) with actual hands-on experience on QMS and are qualified to audit in the name of Certifying Body

Auditor(s) shall have a minimum of three (3) years ISO 9001:2015 auditing experience

**F. Requisites for Certifying Body**

Certifying Body shall submit:

1. Brief description of the Certifying Body (Company Profile) and outline of recent similar projects.
2. A concise and logical description of how the Certifying Body's team shall carry out the services with reference to the TOR.
3. Work plan in graphical format or Gantt chart.
4. List of facilities needed by the Certifying Body needed to carry out the project.
5. Curriculum Vitae of the Auditors signed as correct information.
6. The Certifying Body shall include in their audit activities a procedure for client appeals. In the event that resolutions for disputes between CWD and certifying body cannot be achieved, CWD shall have the right to lodge appeals on the decisions of the audit team to an independent arbitrator, exclusive of other legal remedies, which may be available to both parties.
7. The Certifying Body and any person/entity connected to CWD Certification audit shall maintain strict confidentiality of the result of the audit and shall disclose the same or any information anent thereto only upon clearance of CWD Top Management.
8. The Certifying Body shall issue an ISO 9001:2015 Certification within fifteen days (15) from the end of contract turn over to CWD including all documents pertaining to the project, such as but not limited, pending documentary requests within its custody or control of any person/entity operating on its behalf.