



March 22, 2024

**EXTENSION OF DEADLINE FOR SUBMISSION OF QUOTATIONS
AND
REQUEST FOR QUOTATION (RFQ) CLARIFICATION**

RFQ No.: 2024-FAG(019)-NPSVP-0012

**Engagement of Certifying Body for ISO 9001:2015 Recertification of the Quality
Management System of Credit Information Corporation**
(Negotiated Procurement-Small Value Procurement)

This notice is issued to modify and amend the schedule described below.

ACTIVITY	FROM	TO
Deadline of Submission of Quotation for the "Engagement of Certifying Body for ISO 9001:2015 Recertification of the Quality Management System of Credit Information Corporation"	March 22, 2024, 12:00 P.M	March 26, 2024, 3:00 P.M

Furthermore, the attached Appendix "A" serves as clarification and/or supplement to Annex "B" of the RFQ.

For guidance and information of all concerned.

Proposals and other documents required shall be sent electronically to procurementunit@creditinfo.gov.ph. Electronically submitted proposals and documents must be submitted on or before the deadline of submission as stated in this notice.


PHOEBE ANN R. WAGAN
Administrative Services Officer V

PROCUREMENT REQUIREMENTS

Project Title	Engagement of Certifying Body for ISO 9001:2015 Recertification of the Quality Management System of Credit Information Corporation'	
Procuring Entity	Credit Information Corporation	
Address	6th Floor Exchange Corner Bldg. 107 V.A. Rufino corner Esterban and Bolanos Streets Legaspi Village, Barangay San Lorenzo 1229 Makati City, Metro Manila Philippines	
Type of Company	Government Owned and Controlled Corporation (GOCC) created/organized pursuant to Section 5 of Republic Act (RA) No. 9510 or the Credit Information System Act (CISA) with THE Chairman of the Securities and Exchange Commission (SEC) as the Chairman of the Board of Directors	
Webpage	https://www.creditinfo.gov.ph/	
Contact Details	Primary	Alternate
Name	Phoebe Ann Wagan	Romarie Remorca
Designation	Head, Secretariat, Bids and Awards Committee	Member, Secretariat, Bids and Awards Committee
Phone No.	+63 2 8236 5900 loc 134	+63 2 8236 5900 loc 134
Email Address	procurementunit@creditinfo.gov.ph	procurementunit@creditinfo.gov.ph
Required Standard	ISO 9001:2015 (Recertification)	
Scope of Certification:	Operates a Quality Management System which complies with the requirements of ISO 9001:2015 for the following scope:	

	1. Management and provision of Credit Information System, including Special Accessing Entity (SAE) Accreditation 2. Online Dispute Resolution Process 3. Capacity Building; and, 4. Credit Data Management	
Applicable ISO 9001:2015 Clauses	Operations Process	Applicable Clause
	1. Management and provision of Credit Information System, including Special Accessing Entity (SAE) Accreditation 2. Online Dispute Resolution Process 3. Credit Data Management; and, 4. Capacity Building	All ISO 9001:2015 Clauses, except Clause 8.3 - Design and Development and its sub-clauses. Products and services follow policies and protocols set from the provision of Republic Act (RA) No. 9510 or the Credit Information System Act (CISA) and its Implementing Rules and Regulations (IRR), or any amendments thereafter. Customization or redesigning of such processes has to undergo policy formulation that requires approval from the CIC Board of Directors.
		All ISO 9001:2015 Clauses, except Clause 7.1.5.2 - Measurement Traceability. The process can be conducted and capacity-building services can be delivered without the need for measuring equipment.
Establishment, Development and Implementation Status of Standard:	a. Certificate of Registration No. FS 742221 effective April 15, 2021 to April 14, 2024 issued by BSI Group Philippines Inc. b. Quality Management System Manual updated on December 2021 c. Risk Management Register updated on December 2023 e. Report on Management Review as of December 2023	
Site(s)	Exchange Corner Bldg., 107 V.A. Rufino corner Esterban and Bolanos Streets, Legaspi Village, Barangay San Lorenzo, 1229 Makati City, Metro Manila: 1. 6th Floor	

	2. 4th Floor
Brief about Services and Products	<p>1. Registration and Onboarding of Submitting Entities (SEs) - pursuant to Section 4.a, 4.b and 4.c of RA No. 9510, banks, quasi-banks, their subsidiaries and affiliates, life insurance companies, credit card companies, and other entities that provided credit facilities are registered and/or onboarding by CIC for the submission of basic credit data and updates thereon on a regular basis. Also Section 4.e provides that the CIC may also access credit and other relevant information from government offices, judicial and administrative tribunals, prosecutorial agencies and other related offices, as well as pension plans administered by the government;</p> <p>2. CIS Database Management - pursuant to Section 4.d of RA No. 9510, the CIC regularly collect and load in the CIS the basic credit data of borrowers at least on quarterly basis to correct/update the basic credit data of said borrowers;</p> <p>3. Credit report - pursuant to Sections 4.g and 6 of RA No.9510, consolidated basic credit data released only to the Accessing Entities (AEs), SAEs, Outsource Entities (OEs) and Borrowers. Those released to AEs shall be limited to those pertaining to existing Borrowers or Borrowers with pending credit applications;</p> <p>4. Registration and Onboarding of AEs - pursuant to Section 3.a, is any SE or any other entity authorized by CIC to access basic credit data from the CIS database;</p> <p>5. SAEs Accreditation - pursuant to Sections 3.p and 4.i, is the accreditation of CIC of private corporation engaged primarily in the business of providing credit reports raings and other similar credit information products and services;</p> <p>6. Dispute Adjudication - pursuant to Section 4.o of RA No. 9510, the subject borrower shall have the right to dispute the erroneuous, incomplete, outdated or misleading credit information before the CIC. The CIC investigates and verifies the disputed information fast tracking the settlement/resolution of disputed credit information; and,</p> <p>7. Education Campaigns - pursuant to Section 7 of RA No. 9510, the CIC develops and undertakes continuing nationwide educational campaign to: (a) promote the benefits of a credit informaion system to the economy; (b) create awareness on the rights of consumers/borrowers to access the credit reports collected, stored and disseminated by CIC; (c) disseminate the rights of the borrowers to dispute any incorrect/inaccurate credit information in the database file of the CIC; (d) familiarize consumers of the procedure in collecting, storing and disseminating credit information of borrowers; and, (e) brief consumers of other related information.</p>

Externally Provided Processes	Process	Controls
	<p>a. Application Development and Support</p> <p>b. Security Operations</p> <p>c. IT Assessments</p>	<p>1. Credit Information System (CIS) maintenance and support</p> <p>2. Managed security service</p> <p>3. Managed next-generation firewall service</p> <p>3. Vulnerability assessment and penetration testing</p>
Personnel Complement	<p>a. Authorized Plantilla Positions - 42 as of March 15, 2024</p> <p style="padding-left: 20px;">1. 40 plantilla positions - as per Governance Commission for GOCCs (GCG) approved Organizational Structure in 2025</p> <p style="padding-left: 20px;">2. 2 plantilla positions for Legal Unit, Office of the President (OP-Legal) - as per GCG approval in December 2023</p> <p>b. Personnel Complement - 81 personnel as of March 15, 2024</p> <p style="padding-left: 20px;">1. Plantilla positions - 29</p> <p style="padding-left: 20px;">2. Contract of Service Engagement (no employer-employee relationship) - 52</p>	
Work Schedule	<p>a. 40 hours a week, five (5) a week, eight (8) hours a day work schedule following pertinent Civil Service Commission (CSC) rules and regulations</p> <p>b. Credit Information Management Services Group (CIMSG), operations unit of CIC, work schedule is 7-days a week, 24 hours a day with 3 shifts</p> <p>c. CIC adopts flexible work arrangement following CSC rules and regulations with a mix of onsite and work-from-home arrangement (WFH). The WFH is a maximum of three (3) days in a week.</p>	
Statutory and Regulatory Requirements:	<p>1. RA No. 9510 and its IRR</p> <p>2. RA No. 9184, Government Procurement Law, and its updated 2016 Revised IRR</p> <p>3. Government-wide Medium-Term Information and Communications Technology Harmonization Initiative of 2024 (MITHI)</p>	

	<p>4. RA No. 10173, Data Privacy Act of 2012 and its IRR, related issuances of the National Privacy Commission, and other applicable laws and regulations relating to data privacy and security</p> <p>5. Philippine Disaster and Reduction Management Act of 2010</p>
Development or Implementation of Management System	Development Academy of the Philippines
Continuing Implementation of Management System	<p>a. ISO Task Force headed by the President and CEO (PCEO)</p> <p>b. QMS Core Team lead by the Senior Vice President for FAG (SVP FAG)</p> <p>c. QMS Core Sub-Teams:</p> <ol style="list-style-type: none"> 1. Risk Management Team 2. Training and Advocacy Team 3. Knowledge Management and Documentation Team 4. Quality Workplace Team 5. QMS Internal Audit Team 6. Project Secretariat <p>d. Management Review presided by PCEO</p>