

**SCOPE OF SERVICES FOR THE ENGAGEMENT OF AN ACCREDITED
CERTIFYING BODY TO PROVIDE ISO 9001:2015 RECERTIFICATION AND
SURVEILLANCE AUDITS FOR THE NATIONAL ELECTRIFICATION
ADMINISTRATION**

I. BACKGROUND

The National Electrification Administration (NEA) is a government-owned-and-controlled corporation (GOCC) attached to the Department of Energy (DOE) and monitored by the Governance Commission for GOCCs (GCG). It is mandated to implement the government's rural electrification program through the electric cooperatives (ECs). The agency provides financial, institutional, technical and legal assistance to the ECs which in turn undertake power distribution on an area coverage basis.

As of August 15, 2023, NEA has 19 Departments/Offices with 310 employees occupying permanent plantilla positions. It also outsourced 52 manpower support services and 24 personnel with contract of service. The agency was able to secure its ISO 9001:2015 certification covering the entire organization with validity period from February 10, 2021 until February 09, 2024. Further information about the agency can be accessed at its website at www.nea.gov.ph.

NEA intends to procure and engage the services of a Certification Body that will conduct assessment and audit of NEA's Quality Management System (QMS) for the grant of an ISO 9001:2015 Certification and periodic surveillance audits thereafter prior to the renewal of the said ISO Certification.

II. SCOPE OF SERVICES

The general scope of NEA's QMS Certification includes the ISO Documentation and some 30 core and support processes of the various Departments/Offices. The site of the conduct of the certification audit will be at National Electrification Administration, No. 57 NIA Road, Government Center, Diliman, Quezon City.

The scope of the services of the engagement shall include the following:

Activities	Deliverables
Conduct of Document Review and Recertification Audit - December 2023	Audit Itinerary to be submitted to NEA one week before scheduled audit On-site written report which shall be submitted immediately after completion of the on-site audit Off-site report indicating the audit result, findings and recommendation for certification
Completion by the Certification Body of its evaluation	Issuance of ISO 9001:2015 Certificate valid for three (3) years

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Activities	Deliverables
Conduct of Document Review and First Surveillance Audit - December 2024	Audit Itinerary to be submitted to NEA one week before scheduled audit On-site written report which shall be submitted immediately after completion of the on-site surveillance audit
Conduct of Document Review and Second Surveillance Audit - December 2025	Off-site report indicating the audit result, findings and recommendation for certification

The Certification Body shall undertake the following services related to ISO 9001:2015 Recertification/Auditing services of NEA:

1. To evaluate, through an Audit Team duly approved by NEA, the effectiveness of the agency's QMS implementation and maintenance based on ISO 9001:2015 Standard;
2. To provide NEA timely notice of any deficiencies in the QMS that may jeopardize the positive conclusion of the audit;
3. To discuss with NEA appropriate remedial actions to be taken on any such deficiencies;
4. To submit to NEA a detailed audit report;
5. To award to NEA an ISO 9001:2015 Certificate with a validity of three years after a satisfactory result of audit; and
6. To conduct annual surveillance audits and submit detailed reports to NEA.