



TERMS OF REFERENCE (TOR)

CONSULTANT FOR ISO/IEC 17024 ACCREDITATION – DOMINICAN INSTITUTE FOR QUALITY

(Instituto Dominicano para la Calidad – INDOCAL, by its name and acronym in Spanish)

1. EXECUTIVE SUMMARY

1.01. The Dominican Institute for Quality (*Instituto Dominicano para la Calidad – INDOCAL, by its name and acronym in Spanish*) seeks to hire – under the EU-funded TBT Phase 3 project - a qualified consultant to provide technical support for the **ISO/IEC 17024** accreditation of its certification schemes of persons. The consultancy will include a gap analysis, audit, documentation preparation and review, staff training, and support for the institution in the accreditation preparation and process. The consultancy is expected to last 40 person-days and the period to become accredited will be a maximum of 24 months.

2. BACKGROUND

2.01. The certification of persons has become a fundamental tool for assessing and recognizing professional competencies in the national and international labor market. Through their recruitment and selection processes, both governmental and non-governmental organizations strive to attract employees with the appropriate training, skills, and experience, with a view to achieving their strategic objectives.

2.02. The Dominican Institute for Quality (INDOCAL), as a Conformity Assessment Body (CAB) and in compliance with international standards and national legislation, has developed several certification schemes for persons, to guarantee the validation of these technical skills and competencies through various mechanisms. For example: confirmation of technical and academic training, evaluation of knowledge through examinations, certification of experience, among others.

2.03. The schemes developed by INDOCAL comply with the guidelines established in the ISO/IEC 17024:2012 standard, which defines the general requirements for organizations that certify persons. These schemes are also audited internally, ensuring compliance with these guidelines and continuous process improvement.

2.04. However, to begin the accreditation process, is required an exhaustive evaluation of our Integrated Management System (IMS), processes, and applicable documentation by a third party expert in the field.

2.05. The accreditation of our (persons) certification schemes and processes will contribute to the institution's national and international recognition.



3. OBJECTIVE

3.01. The main objective of this consultancy is to provide technical support to the **Dominican Institute for Quality (INDOCAL, by its acronym in Spanish)**, hereunder referred to as the CAB, for achieving **ISO/IEC 17024** accreditation, enabling the organization to offer accredited certification services for persons.

4. SCOPE OF WORK

4.01. The Consultant will carry out the activities described hereunder and any other activities necessary to accomplish the stated objectives of the consultancy assignment, whether or not a specific activity is cited in these terms of reference. Throughout the assignment, the Consultant will liaise with the Project Team, which has been appointed to lead and monitor the Project. The Consultant is also required to provide monthly updates, including precise information on progress made based on activities outlined in the terms of reference. These updates should be submitted no later than three weeks after the end of each month. Note that these updates are separate from the payable deliverables outlined in Section 6 below.

4.02. The main tasks/activities to facilitate the readiness for internationally recognized accreditation of the CAB are described below:

- (a) Carry out, during the process, a technical audit/gap analysis/internal audit of the CAB, comparing the current IMS to the requirements of **ISO/IEC 17024**.
- (b) Review and as necessary, give recommendations as well as guide the implementation of an appropriate governance structure that is aligned with the accreditation requirements of the **ISO/IEC 17024** with respect to impartiality.
- (c) Prepare an internal audit report, which will include a gap analysis and recommendations for closing observed gaps and produce an implementation plan.
- (d) Assess the training needs of staff in the CAB based on the gap analysis carried out and formulate an overall training programme, mainly including training in **ISO/IEC 17024** and auditing standards.
- (e) Ensure that trainings are competence-based and where possible - gender-balanced ensuring that the composition of teams are taken into account.
- (f) Design and deliver technical training for the technical staff of the CAB on the application of techniques/standards and on the conduct of internal audits/management reviews. The workshops should be carried out on a 'train-the-trainer' basis, and topics should include, but not limited to the following:



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- (g) Managing the accreditation/quality management (as applicable);
 - (ii) Internal auditing;
 - (iii) Introduction to the **ISO/IEC 17024** and other relevant standards as required for accreditation;
 - (iv) Writing Procedures/work Instructions for a QMS;
 - (v) Internal Quality Control
 - (vi) Managing of findings including root cause analysis;
 - (vii) Other relevant areas based on training needs identified in the gap analysis.
- (i) In consultation with the CAB technical and managerial staff, create or modify templates and other forms that comply with the respective standard and are acceptable to the CAB.
 - (j) Review the preliminary and revised drafts of all documentation submitted (or modification of existing documentation) by the Technical Management Manager (e.g. the ISM manual, standard operating procedures, work instructions and personnel records), provide detailed feedback and approve final documentation.
 - (k) Review and provide feedback on each audit plan; assess the performance of a few audits and the performance of the internal auditors; review each audit report and provide comments to the audit team.
 - (l) Assist the CAB in preparing the application for the selected Accreditation Body.
 - (m) Review the results of the pre-assessment audit conducted by the Accreditation Body for the CAB and prepare an end-of-project report, which includes recommendations on the way forward for the CAB.

4.03. In conducting the assignment, the Consultant is required to facilitate the participation and engagement of relevant staff at the facility.



5. DURATION

5.01. This assignment is for a total of 40 person-days over the period of the accreditation of the CAB. The CAB must be accredited within a period not exceeding 24 months.

6. DELIVERABLES AND REPORTING REQUIREMENTS

6.01. The consultant will report to the responsible person at INDOCA and will be required to submit/deliver the following:

- (a) Within two weeks of commencing the assignment, an **Inception Report** containing a detailed work plan and schedule.
- (b) Within 6 weeks of commencing the assignment, a **Gap Analysis/Internal audit Report and an Implementation Plan for the CAB**, including perspective and concept/plan for the governance structure.
- (c) A Report containing detailed feedback on a Preliminary Draft of **the QMS Documentation**.
- (d) A report containing detailed feedback on the **Final Draft of the QMS Documentation**.
- (e) A **Training Report** that outlines all workshops conducted, participant post training survey, effectiveness of training analysis, a draft in-house training programme and related training materials along with details of the assignment, including activities performed, results obtained, recommendations and follow-up actions required.
- (f) A report showing detailed feedback on the **final preparation and recommendation** leading up to the accreditation assessment.
- (g) A **Final Report** containing summarized feedback on the overall accreditation support to the CAB towards its accreditation readiness.

7. QUALIFICATIONS AND EXPERIENCE

7.01. The consultant should possess the following qualifications and experience:

- (a) At least a Bachelor in Applied Sciences or Engineering.
- (b) At least 10 years' work experience in implementing conformity assessment systems in a conformity assessment body(ies) of which at least 3 years' experience implementing



and/or leading **ISO/IEC 17024** type activities in a similar organization.

- (c) Competence to conduct an internal audit/gap analysis.
- (d) Experience in providing a conformity assessment service in the CARICOM Region or in a developing country will be an asset.
- (e) Strong interpersonal and communication skills; ability to be tactful and flexible in dealing with personnel at all levels of an organization.
- (f) Excellent command of written and spoken Spanish.

8. **SUBMISSIONS**

Proposals and Curriculum Vitae(s) are to be sent to Alejandra Villoch at avillohcambas@gmail.com and copied to Ms. Teyonna Delice-Mayers at teyonna.delicemayers@crosq.org by **1:00 pm AST on Friday, 19 September 2025**. The proposal will be evaluated on the following criteria: Education; Experience; Skills and Competences; Adequacy and Technical approach. The proposal must include a financial indication of man-day rates and consultancy charges. The TBT Project reserves the right to negotiate rates with the most technically eligible respondent.