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## REQUEST FOR EXPRESSION OF INTEREST

### ENGAGEMENT OF CONSULTANCY SERVICES [FIRM] FOR THE INDEPENDENT VERIFICATION TEAM OF PERFORMANCE BASED CONDITIONS UNDER BENEFICIARY FIRST SOCIAL PROTECTION PROJECT

Reference No. PH-DSWD-241639-CS-CQS

REOI No. 21-PH-DSWD-241639-CS-CQS-003  
(PR No. 202160035)

1. The Republic of the Philippines, through the Department of Finance, has received a loan (Loan Agreement No. 9168-PH) from the International Bank for Reconstruction and Development (IBRD). The Department of Social Welfare and Development (DSWD) is an Implementing Agency of the Beneficiary FIRST Social Protection Project, with the Pantawid Pamilyang Pilipino Program - National Program Management Office (4Ps-NPMO) playing the role of Project Management Unit (PMU), and intends to apply part of the loan to payments under the contract for firm consulting services for independent verification of Performance Based Conditions (PBCs) of the Project.
2. The objective of this consultancy is to engage a third-party service provider (independent verification team (IVT)) to conduct verification of achievement of PBCs as defined in the Project Appraisal Document (PAD), Loan Agreement (LA) and Social Protection Delivery Systems Manual (SP-DSM). Specifically, the IVT is expected to validate and confirm the reported annual achievement of PBCs based on the documents and data provided by DSWD and finding of interviews or actual checks as needed according to the table "PBCs and Verification Protocols" as specified in the PAD/ LA/SP-DSM.
3. The Consultancy Firm is expected to be commence from the issuance of the contract, tentatively in October 2021. The details of responsibility and deliverables can be found from the attached Terms of Reference (TOR).
4. The DSWD now invites interested consulting firm to indicate their interest in providing the services. Interested consultancy firms should provide information demonstrating that they have the required qualifications and relevant experience to perform the Services. The evaluation criteria include firms' capacity and experience in relevant field as well as key team member's qualification. The consulting firms' qualification and staffing requirements are as follows:

<b>Consulting Firm</b>	<ul style="list-style-type: none"><li>• Minimum of three (3) years of work experience in providing consulting services related to auditing and accounting services</li><li>• At least one (1) government engagement similar to the project or related to auditing projects</li><li>• Able to provide at least two (2) staff in a team throughout the engagement</li></ul>
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<b>Team Leader</b>	<ul style="list-style-type: none"> <li>• Minimum of two (2) years of experience in managing projects or as team leader capacity</li> <li>• Graduate of a bachelor's degree with post-graduate units or certificates related to accounting, auditing, or other related fields</li> </ul>
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5. The attention of interested Consultants is drawn to Section III, paragraphs, 3.14, 3.16, and 3.17 of the World Bank's "Procurement Regulations for IPF Borrowers" July 2016, revised November 2017 and August 2018 ("Procurement Regulations"), setting forth the World Bank's policy on conflict of interest.
6. Consultants may associate with other firms to enhance their qualifications, but should indicate clearly whether the association is in the form of a joint venture and/or a sub-consultancy. In the case of a joint venture, all the partners in the joint venture shall be jointly and severally liable for the entire contract, if selected.
7. The consulting firm shall be selected through World Bank – Consultant Qualification Selection (CQS) procedure in accordance with the World Bank Procurement Regulations for Investment Project (IPF) IPF Borrowers, dated July 2016 revised November 2017 and August 2018 ("Procurement Regulation") as well as specific provisions stipulated in Financing Loan Agreement. Interested consulting firm may view the TOR attached with this REOI and must submit their EOI at the address below or through email at [quotations@dswd.gov.ph](mailto:quotations@dswd.gov.ph). The deadline of submission of EOI is extended until 05:00 p.m. of **29 October 2021**.

**THE CHAIRPERSON**

DSWD Bids and Awards Committee  
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**NOEL M. MACALALAD**  
Assistant Secretary and Chairperson  
Bids and Awards Committee

Attachment:

- Terms of Reference

## Beneficiary FIRST Social Protection Project

### TERMS OF REFERENCE

#### Independent Verification Team (Firm) of Performance Based Conditions (PH-DSWD-241639-CS-CQS)

#### I. Project Background

The Project Development Objective (PDO) is to mitigate the impacts of COVID-19 on the welfare of low-income households and strengthen the Department of Social Welfare and Development's (DSWD) social protection delivery systems to be adaptive and efficient. The mitigation of the impacts of COVID-19 would be reflected in the number of Pantawid Pamilyang Pilipino Program (4Ps) beneficiaries and the impact on their household incomes. The strengthened social protection delivery systems would be captured by indicators on targeting, digital payment, and information systems.

The project consists of three components: (a) Component 1: Support for cash grants of the Pantawid program; (b) Component 2: Support for DSWD's social protection delivery systems and project management; and (c) Component 3: Contingent Emergency Response Component. These components will eventually improve beneficiary experience, efficiency, and equity. More specifically, continued support for 4Ps will help the beneficiaries better manage the impact of household income loss due to COVID-19. Moreover, support for digital payment and grievance mechanisms will enhance beneficiaries' experience with 4Ps. Efficiency of business processes and information systems for cash transfer programs in the DSWD will be enhanced through robust information systems and data governance. Finally, equity will be improved through targeting based on the up-to-date information of beneficiaries.

The Government of the Philippines decided to use the World Bank's (WB) Investment Project Financing (IPF) lending instrument with performance-based conditions (PBCs) and contribute to the financing of DSWD's 4Ps. The total amount of the project financing is US\$ 600 million, where US\$ 580 million will finance 4Ps grants to beneficiaries. While the financing support focuses on the 4Ps, the PBCs and technical assistance activities address various areas of the DSWD's delivery systems to pursue positive spillovers beyond the 4Ps. The IPF allows for a phased approach where the initial phase of COVID-19 response (year 1) uses disbursement through retroactive financing (up to 40 percent of the total financing) and expense-based financing during the COVID-19 pandemic period, while the second phase (years 2-5) ensures the achievement of key results indicators through PBCs.

#### II. Scope of the Assignment

**Objective.** An Independent Verification Team (IVT), familiar with 4Ps monitoring and evaluation, will be contracted under project Component 2. The objective of this assignment is for a third-party service provider to conduct verification of achievement of PBCs as defined in the Project Appraisal Document (PAD), Loan Agreement (LA) and the Social Protection Delivery Systems Manual (SP-DSM). Specifically, an independent verification team (IVT) is expected to validate and confirm the reported annual achievement of PBCs based on documents provided by DSWD and findings of interviews or actual check(s) as needed according to the table "PBCs and Verification Protocols" specified in the PAD/LA/SP-DSM and provided in this document. DSWD will grant access to its information related to this assignment according to the verification protocols.

**PBCs.** Table 1 enumerates the seven (7) PBCs of the project. While PBC Targets are set by fiscal year, they may be achieved at any time (non-timebound) and the associated PBC values can be withdrawn accordingly. PBCs #1, #2, #4 and #7 are scalable, meaning that the disbursement of financing proceeds would be proportional to the progress towards achieving the PBCs. In other words, partial achievements would allow DSWD to claim the partial amount of the PBC value, based on a unit cost of PBC target. While PBCs #3, #5 and #6 are expected to be achieved in a given sequence, like the other PBCs they are expected to be completed by 2025.

The PBCs will be measured by end of calendar year and the verification results shall be ideally available in time for the Government’s budgeting process cycle. Evidence of achievement is required to be provided in accordance with predefined criteria and verified by the IVT before submission to the WB for evaluation and disbursement. Disbursements based on PBCs can take place up to twice a year provided all the requirements are met. For verifying the achievement of PBC targets, it is important to establish credible verification mechanisms. As part of its due diligence, the WB retains the responsibility for validating the verified results presented by the DSWD for disbursement. The Bank may request additional information or verification conducted by the DSWD. The Bank may also undertake additional or complementary activities as part of its supervision to validate the results.

Table 3 illustrates the PBC indicators, including data source and verification protocols. The Social Protection Delivery Systems Manual (SP DSM) provides the detailed description of the verification procedures which will be shared to the IVT Team for reference and guidance.

**Table 1. PBC Target Indicators and Values.**

<b>Indicators</b>	<b>Areas of Intervention</b>	<b>Total Value (US\$, million)</b>	<b>Scalability</b>
<b>PBC1.</b> Share of 4Ps beneficiaries who received cash benefits/grants through Transaction Accounts	Beneficiary experience through digital payments	60	Scalable
<b>PBC2.</b> Share of 4Ps beneficiaries having had their socio-economic status assessed or re-assessed by the Standardized Targeting System	Equity through robust targeting	30	Scalable
<b>PBC3.</b> Grievance policy and information system for DSWD’s cash transfer programs developed	Beneficiary experience through convenient grievances	25	Non-scalable
<b>PBC4.</b> Number of individuals in the unified beneficiary database whose records have a verified PhilSys Number (PSN) or PSN token	Efficiency through robust data governance and integration of PhilSys	45	Scalable
<b>PBC5.</b> Strategy and timeline for a standardized targeting system initiated and established	Equity through robust targeting	35	Non-scalable
<b>PBC6.</b> Medium-term digital transformation strategy with data governance mechanism adopted and implemented	Efficiency through overall adoption of digital tools and platforms	55	Non-scalable
<b>PBC7.</b> Share of children in the age group of 0 to 5 years old monitored among all 4Ps children	Beneficiary experience and equity through robust targeting and household replacement	30	Scalable

### III. Key Tasks

The IVT will provide a Verification Report to the WB and DSWD by no later than two (2) months after receiving the PBC achievement report each year from 2022-2025. The IVT will maintain adequate staffing arrangements with qualified personnel and technical consultants in order to monitor, audit and accomplish the verification of PBCs in accordance with the verification protocols.

**Table 2. PBC Timelines and Deliverables**

Document / Action	Timeline	Responsible Party	Recipients
1. PBC Achievement Report with supporting documents	by October 31	DSWD	IVT
2. Verification Report submission and presenting the findings	by December 31	IVT	World Bank, DSWD
3. Disbursement of respective loan proceeds	by January 31	DSWD	World Bank, DOF

**Table 3: PBCs Indicators and Verification Procedures**

PBCs	Description	Data source/ Agency	Verification Procedure
PBC1. Share of 4Ps beneficiaries who received cash benefits/grants through Transaction Accounts	<p>Numerator: the number of 4Ps beneficiaries who receive benefits through transaction account (i.e., bank account and e-money account).</p> <p>Denominator: the number of total beneficiaries in 4Ps. The information on the latest payment will be used.</p> <p>Target:</p> <ul style="list-style-type: none"> <li>• 2021: 80%</li> <li>• 2022: 85%</li> <li>• 2023: 90%</li> <li>• 2024: 95%</li> </ul>	DSWD's FMS report and Spot check	<ol style="list-style-type: none"> <li>1. The DSWD submits the FMS report to the Bank and the IVT along with supporting documents (such as DSWD policy enabling the use of transaction accounts, DSWD-LBP MOA specifying each party's responsibility).</li> <li>2. The DSWD also shares a list of beneficiary information (i.e. around 1,000-2,000 sample households in select localities) from UBD/PPIS using PBC verification Form-1 (Appendix 1) to the IVT.</li> <li>3. The IVT conducts a spotcheck for the sample beneficiaries to examine whether they receive grants and make financial transactions through a transaction account.</li> <li>4. The IVT submits the verification report to DSWD and the WB</li> </ol>

PBCs	Description	Data source/ Agency	Verification Procedure
			<p>5. The DSWD may request for the financing of the year if:</p> <ul style="list-style-type: none"> <li>i. Financial reports and audits requirement are met;</li> <li>ii. IVT confirms that the PBC target of the year has been met with the information provided; and</li> <li>iii. World Bank team provide no objection to proceeding to the "Confirmation of Results Achievement Letter verified by the IVT."</li> </ul>
<p>PBC2. Share of 4Ps beneficiaries having had their socio-economic status assessed or re-assessed by the Standardized Targeting System</p>	<p>Numerator: the number of 4Ps beneficiaries whose socio-economic status was assessed by a standardized targeting system</p> <p>Denominator: the total number of 4Ps beneficiaries</p> <ul style="list-style-type: none"> <li>• The definition of a standardized targeting system refers to the 4Ps Act and IRR. It is Listahanan 3 as of baseline, but it may change during the project period.</li> <li>• Data source/ Agency: DSWD's Information systems (Standardized targeting system, PPIS and/or UBD).</li> </ul> <p>Target:</p> <ul style="list-style-type: none"> <li>• 2021: 70%</li> <li>• 2022: 80%</li> <li>• 2023: 90%</li> <li>• 2024: 95%</li> </ul>	<p>DSWD's Information systems (Standardized targeting system, PPIS and/or UBD).</p>	<ol style="list-style-type: none"> <li>1. The DSWD NHTO shares the partial list of 4Ps beneficiaries (i.e. around 1,000-2,000 sample households in select localities) with their ID, time of updates, and socio-economic information as well as the source of information (e.g., Listahanan 2 or Listahanan 3 or Social Welfare and Development Indicator) based on the latest Standardized Targeting System to the IVT</li> <li>2. The DSWD Pantawid NPMO (or other units managing PPIS and/or UBD) shares the same list of 4Ps beneficiaries with their ID and socio-economic information to the IVT</li> <li>3. IVT conducts data matching and verifies the consistency of beneficiary information between Standardized Targeting System and MIS (PPIS/UBD)</li> <li>4. The IVT submits the verification report to DSWD and the WB</li> </ol>

PBCs	Description	Data source/ Agency	Verification Procedure
			<p>5. The DSWD may request for the financing of the year if:</p> <ul style="list-style-type: none"> <li>i. Financial reports and audits requirement are met;</li> <li>ii. IVT confirms that the PBC target of the year has been met with the information provided; and</li> <li>iii. World Bank team provide no objection to proceeding to the "Confirmation of Results Achievement Letter verified by the IVT."</li> </ul>
<p>PBC3. Grievance policy and information system for DSWD's cash transfer programs developed</p>	<p>Description: Development and operationalization of the grievance redress policy and information system to serve multiple social assistance programs of DSWD including 4Ps.</p> <p>Target:</p> <ul style="list-style-type: none"> <li>1. 2022: Integrated GRS operated for 4Ps</li> <li>2. 2023: Integrated GRS operated for 4Ps and at least another program managed by DSWD</li> <li>3. 2024: Integrated GRS operated for 4Ps and at least two other programs managed by DSWD</li> </ul>	<p>DSWD's Memorandum Circular or an equivalent document; Spot-check</p>	<ul style="list-style-type: none"> <li>1. For the GRS policy, DSWD submits a Memorandum Circular or an equivalent document to the Bank to present that the Integrated Grievance Redress Mechanisms have been planned and adopted.</li> <li>2. For the adoption of the Integrated Grievance Redress Information System in programs, the DSWD submits the operations report of grievances to the WB and IVT, which includes information on the number of grievances per program, category, submission channel, gender, and status (received, solved).</li> <li>3. Also, the DSWD draws overall report as well as sample list of complainants (100-200 cases) with their information (i.e. program type, date of grievance submission, grievance submission channel, grievance redress status, and the detail of grievances) to the IVT</li> <li>4. The IVT submits the verification report to DSWD and the WB</li> </ul>

PBCs	Description	Data source/ Agency	Verification Procedure
			<p>5. The DSWD may request for the financing of the year if:</p> <ul style="list-style-type: none"> <li>i. Number of programs using iGRS meets annual target; and</li> <li>ii. IVT could verify at least 90% of sample information is duly recorded.</li> </ul>
<p>PBC4. Number of individuals in the unified beneficiary database whose records have a verified PhilSys Number (PSN) or PSN token</p>	<p>The number of individuals in the unified beneficiary database whose records have the individual's verified PhilSys Number (PSN) or PSN token. PSN and PSN token are the unique identity numbers assigned to individuals by the PhilSys, following successful registration. A PSN token is a replaceable derivative of the PSN and intended to be stored by agencies such as DSWD instead of the actual PSN, in order to protect the PSN (as a permanent unique identifier) in case of any leak or breach.</p> <p>Target:</p> <ul style="list-style-type: none"> <li>• 2022: 4 million individuals</li> <li>• 2023: 10 million individuals</li> <li>• 2024: 15 million individuals</li> </ul>	<p>DSWD's Unified Beneficiary Database &amp; PSA</p>	<ol style="list-style-type: none"> <li>1. The DSWD submits the UBD operation report with the number of individuals with their verified PSN/PSN token (including the gender and program breakdown) to the WB and IVT. The UBD operations report also includes statistical information on the types of PSN tokens stored and how the PSNs/PSN tokens were verified and collected/seeded (e.g., following PhilSys biometric or demographic authentication or scan of the QR code on the PhilID card).</li> <li>2. In addition, DSWD also shares a partial list of beneficiary information (i.e. around 1,000-2,000 sample households (same as PBC1)) from UBD/PPIS using PBC verification Form-1 (Appendix 1) which includes PSNs or PSN tokens to the IVT. The list includes metadata on the method for verification and collection/seedling of the PSNs/PSN Tokens.</li> <li>3. The IVT conducts a spot check to verify name, sex, and date of birth information of sampled households including by verifying the quality of the PSNs/PSN tokens by validating the checksums.</li> </ol>



PBCs	Description	Data source/ Agency	Verification Procedure
			<ol style="list-style-type: none"> <li>4. The IVT submits the verification report to DSWD and the WB</li> <li>5. The DSWD may request for the financing of the year if:               <ol style="list-style-type: none"> <li>i. Number of beneficiaries with PSN/PSN token in UBD meets annual target; and</li> <li>ii. IVT could verify at least 90% of information is duly recorded.</li> </ol> </li> </ol>
<p>PBC5. Strategy and timeline for a standardized targeting system initiated and established</p>	<p>Establishment of strategy and timeline for a new standardized targeting system. A definition of the standardized targeting system refers to the 4Ps Act and IRR.</p> <p>Target:</p> <ul style="list-style-type: none"> <li>• 2021: The strategy for a Standardized Targeting System has been completed by DSWD as provided in this manual. The strategy is to clarify the role of Listahanan and DSWD-NHTO while CBMS will be enhanced and to be fully capable to collect and manage data for targeting of social protection beneficiaries.</li> <li>• 2022: DSWD has submitted the strategy for the Standardized Targeting System to a competent inter-agency body as provided in this</li> </ul>	<p>DSWD's Memorandum Circular, minutes of discussion at the inter-agency forum, or an equivalent official document and spot-check.</p>	<ol style="list-style-type: none"> <li>1. For the target in 2021, the DSWD issues and shares with the IVT and the WB the Memorandum Circular (or an equivalent document) on the strategy for a Standardized Targeting System; the strategy should clearly describe the method of targeting, source of information, potential/actual performance of targeting, and areas for further development.</li> <li>2. For the target in 2022, the DSWD shares a submitted strategy and the proof of receipt from an inter-agency body with the WB and the IVT; for this to happen, DSWD in collaboration with other relevant entities, hold technical workshops and discussions on targeting and promote a buy-in from other agencies.</li> <li>3. For the target in 2023, the DSWD issues and shares with the IVT and the WB the Memorandum Circular (or an equivalent document) to adopt the strategy for a Standardized Targeting System based on the discussions and decision</li> </ol>

PBCs	Description	Data source/ Agency	Verification Procedure
	<p>manual. The inter-agency body will be confirmed in coordination with PSA and other government agencies.</p> <ul style="list-style-type: none"> <li>• 2023: DSWD has adopted the strategy for the Standardized Targeting System and prepared for the implementation of the adopted strategy as provided in this manual.</li> <li>• 2024: Implementation of the strategy for the Standardized Targeting System has commenced by DSWD as provided in this manual. Implementation of the strategy will include but not limit to clarifying the role of DSWD-NHTO and other relevant agencies and preparation of the operations manual.</li> </ul>		<p>made by an inter-agency body.</p> <ol style="list-style-type: none"> <li>4. For the target in 2024, the DSWD issues and shares with the IVT and the WB the Memorandum Circular (or an equivalent document) which clarify the role of the NHTO and other concerned agencies for the implementation of the Standardized Targeting System.</li> <li>5. Every year, IVT verifies that the official documents are signed and approved and submit the verification reports to the DSWD and the WB.</li> <li>6. The DSWD may request for the financing of the year if the annual target is met.</li> </ol>
PBC6. Medium-term digital transformation strategy with data governance mechanism adopted and implemented	<p>Adoption and implementation of a medium-term digital transformation strategy with data governance mechanisms.</p> <p>Target:</p>	DSWD's Memorandum Circular or an equivalent official document and Spot check.	<ol style="list-style-type: none"> <li>1. For the target in 2021, the DSWD issues and shares with the IVT and the WB the Memorandum Circular (or an equivalent document) on the Digital Transformation Strategy; for this to happen, DSWD engages a strategic consulting firm to develop a</li> </ol>

PBCs	Description	Data source/ Agency	Verification Procedure
	<ul style="list-style-type: none"> <li>• 2021: Medium term digital transformation strategy developed and adopted by DSWD</li> <li>• 2022: Medium term digital transformation strategy implemented for the services under 4Ps</li> <li>• 2023: Medium term digital transformation strategy implemented for at least one other cash transfer program managed by DSWD beyond the 4Ps and for carrying out DSWD's frontline services as provided in this manual</li> <li>• 2024: Medium term digital transformation strategy implemented by DSWD to carry out its internal administrative functions as provided in this manual</li> </ul>		<p>digital transformation strategy.</p> <ol style="list-style-type: none"> <li>2. For the target in 2022 to 2024, the DSWD shares with the WB and the IVT the report including a list of activities (i.e. system development, business process review and modifications, change in the institutional arrangement) following the digital transformation strategy.</li> <li>3. The IVT conducts a spot-check at the DSWD Central office as well as in DSWD FO to verify the information on the report.</li> <li>4. The IVT submits the verification report to DSWD and the WB</li> <li>5. The DSWD may request for the financing of the year if: <ol style="list-style-type: none"> <li>i. It meets annual target; and</li> <li>ii. IVT could verify the meeting of the targets.</li> </ol> </li> </ol>
<p>PBC7. Share of children in the age group of 0 to 5 years old monitored among all 4Ps children</p>	<p>Numerator: A number of children in the age group of 0 to 5 years old monitored under the 4Ps</p> <p>Denominator: A number of total monitored children (0 to 18 years old) in 4Ps beneficiary household</p> <p>Target:</p> <ul style="list-style-type: none"> <li>• 2022: 10%</li> <li>• 2023: 15%</li> <li>• 2024: 20%</li> </ul>	<p>DSWD's Information system and spot-check.</p>	<ol style="list-style-type: none"> <li>1. The DSWD prepares and submits the Program Report to the WB and the IVT. The report shall include the number of beneficiaries by age of monitored children.</li> <li>2. Also, the DSWD shares with the IVT a partial list of beneficiary information (i.e. around 500 sample households) from UBD/PPIS using PBC verification Form-1 (Appendix 1) to the IVT.</li> <li>3. The IVT conducts a spot-check for the sample beneficiaries to check how many children</li> </ol>

PBCs	Description	Data source/ Agency	Verification Procedure
			<p>under 4Ps beneficiaries are monitored (registered) under the 4Ps program.</p> <p>4. The IVT submits the spot-check report to DSWD and the WB</p> <p>5. The DSWD may request for the financing of the year if IVT spot-check could verify that the indicator (share of monitored children aged 0-5 years old) meets the annual target.</p>

- The IVT Firm shall conduct audit review and monitoring of the PBC indicators in compliance to the submission of verification Report for 2021. The DSWD’s 4Ps National Program Management Office (NPMO), as the BFIRST Project Management Unit (PMU) Secretariat, will oversee the work of the IVT.

#### IV. Minimum Qualifications and experience requirements of the Firm

Procurements under the Beneficiary FIRST Social Protection Project will be carried out in accordance with the Bank’s Procurement Regulations for Investment Project Financing (IPF) IPF Borrowers, dated July 2016 revised November 2017 and August 2018 (“Procurement Regulations”) as well as specific provisions stipulated in the Financing Loan Agreement, and procurement plan.

The consultancy firm shall be procured using Consultants’ Qualifications Selection (CQS) in accordance with the approved Procurement Plan for 2021.

The verification procedures shall be undertaken by a reputable consultancy firm engaged in consulting/auditing services. The consultancy firm shall mobilize key personnel i.e. Team Leader and experts and must meet the following qualifications:

1. Firm
  - a. Minimum of three (3) years of work experience in providing consulting services related to auditing and accounting.
  - b. At least one (1) government engagement similar to the project or related to auditing projects
  - c. Able to provide at least two (2) staff in a team throughout the engagement
  
2. Team Leader
  - a. Minimum of two (2) years of experience in managing projects or as team leader capacity
  - b. Graduate of a Bachelor’s degree with post-graduate units or certificates related to accounting, auditing, or other related fields