



Republic of the Philippines
Tourism Infrastructure & Enterprise Zone Authority

MEMO TO : **MANAGER, FINANCIAL SERVICES DEPARTMENT**

DATE : 14 July 2021

REQUEST PREPARATION OF VOUCHER FOR:

Nature of Payment : Consultancy Services for a Third-Party Customer Satisfaction Survey
Payee : **MARKET RELEVANCE CORP.**
Amount : ₱695,000.00 (VAT Inclusive)
TIN Number : 222-327-801-000

DETAILS OF THE PROGRAM

Program/Activity : *Consulting Services for a Third-Party Customer Satisfaction Survey For the following core processes – Travel Tax Services, Assets Management, Tourism Enterprise Zone Management and Architectural and Engineering Services for TIEZA*
Date : 29 December 2020 – 31 January 2021

CHECKLIST OF ATTACHMENTS

<input checked="" type="checkbox"/>	Billing Statement No. 1528	<input checked="" type="checkbox"/>	BAC Resolution
<input checked="" type="checkbox"/>	Certificate of Fieldwork Completion	<input checked="" type="checkbox"/>	Notice of Award
<input checked="" type="checkbox"/>	Terms of Reference (TOR)	<input checked="" type="checkbox"/>	Notice to Proceed
<input checked="" type="checkbox"/>	Certificate of Acceptance	<input checked="" type="checkbox"/>	Performance Bond
<input checked="" type="checkbox"/>	Contract of Agreement	<input checked="" type="checkbox"/>	Insurance Commission Certificate (ICC)
<input checked="" type="checkbox"/>	BID Proposal	<input checked="" type="checkbox"/>	Business Permits & License
<input checked="" type="checkbox"/>	SEC Reg. No.	<input checked="" type="checkbox"/>	TAX Clearance/BIR COR 2303
<input checked="" type="checkbox"/>	Latest ITR	<input checked="" type="checkbox"/>	Certificate of PHILGEPS
<input checked="" type="checkbox"/>	Certificate of Availability of Funds	<input checked="" type="checkbox"/>	Purchase Request No. 20-10-0286
<input checked="" type="checkbox"/>	COA Contract Review (receiving copy)	<input checked="" type="checkbox"/>	Final Report

Prepared by:

MAY ANNE B. ABANA
14 July 2021

Approved by:

FRANCIS RANDY J. HORTELANO
Manager, Corporate Planning Department

MARKET RELEVANCE CORP.

Unit 1201 One San Miguel Ave. cor. Shaw Blvd.,
Ortigas Center, San Antonio, Pasig City
VAT Reg. TIN: 222-327-801-000

BILLING STATEMENT

No 1528

Date : June 22, 2021

GURISM INFRASTRUCTURE AND ENTERPRISE ZONE AUTHORITY

MR. FRANCIS RANDY J. HORTELAND, Corporate Planning Dept.

Bill To:

Address

Attn:

TIN

Bus. Style :

Terms

: GURISM INFRASTRUCTURE AND ENTERPRISE ZONE AUTHORITY
, Double Dragon Plaza, Macapagal Ave., Pasig City
MR. FRANCIS RANDY J. HORTELAND, Corporate Planning Dept.

PARTICULARS	AMOUNT
CONSULTANCY SERVICES FOR A THIRD PARTY	
CUSTOMER SATISFACTION SURVEY [n=1027]	
50% PAYMENT UPON SUBMISSION AND PRESENTATION OF REPORT	= PHP 695,000.00 VAT INCLUSIVE
TOTAL CONTRACT PRICE: PHP 1,390,000 VAT INCLUSIVE	
TOTAL AMOUNT DUE	PHP 695,000.00

PREPARED BY:

Melvin L. Pardinez

VERIFIED BY:

RECEIVED BY:

J. D. Martinez
Signature overprinted name

20 B.P.S. (50X3) M-01-2500
Bill Authority To Client: OCN3AU0001808498
Date of ATP: 06-21-2020; Valid Until: 07-21-2025
PARDINEZ PRINTING/MELVIN L. PARDINEZ
B 3 L 7-B Cal Tali St., Ph. 6, Greenland Subd., Sta. Ana, Taytay Rizal
NON VAT Reg. TIN: 211-083-495-009 | 782.251.0930.5656447

Printers Accreditation No. 046MP20180000000003
Accreditation Date: 10-15-18, Expiry Date: 10-15-23

THIS DOCUMENT IS NOT VALID FOR CLAIM OF INPUT TAX
THIS BILLING STATEMENT SHALL BE VALID FOR FIVE(5) YEARS FROM DATE OF ATP

CERTIFICATE OF FIELDWORK COMPLETION

This is to certify that Market Relevance Corp. has already completed the required n=1027 interviews (n=500 for Travel Tax, n=500 for AMS, n=11 AEES and n=16 for TEZ) among Tourism Infrastructure and Enterprise Zone Authority (TIEZA) Stakeholders.

Fieldwork started last December 29, 2020 and ended January 31, 2021.

TIEZA garnered an overall satisfaction rating of **97%**, with **74%** of the total stakeholders feeling very satisfied, **23%** satisfied, **2%** neither satisfied nor dissatisfied and **1%** dissatisfied. This yielded a mean rating of **4.7** which has a descriptive equivalent rating of very satisfied.

Prepared by:



Rainier Aubren M. Santiago
Research Manager
Market Relevance Corp.

TERMS OF REFERENCE
SERVICE PROVIDER FOR THE 2020 CUSTOMER SATISFACTION SURVEY

Project Background/Rationale

Tourism Infrastructure and Enterprise Zone Authority (TIEZA), formerly Philippine Tourism Authority (PTA), was created on May 12, 2009 with the enactment Republic Act No. 9593, "An Act Declaring a National Policy for Tourism as an Engine of Investment, Employment, Growth and National Development, and Strengthening the Department of Tourism and its Attached Agencies to Effectively and Efficiently Implement that Policy and Appropriating Funds Therefor" otherwise known as the "Tourism Act of 2009". TIEZA is mandated to designate, regulate and supervise the Tourism Enterprise Zones (TEZs) established under R.A. 9593; develop, manage, and supervise tourism infrastructure projects in the country; and continue to exercise functions previously exercised by the PTA under Presidential Decree No. 564, not otherwise inconsistent with the other provisions of R.A. 9593.

TIEZA acknowledges the importance of determining stakeholder and customer satisfaction as it pursues its mandate. By measuring the results of customer feedbacks in the products and services offered, TIEZA will have a basis for necessitating projects, activities and programs that will lead to the improvement of product/service delivery. This will be done through the conduct of TIEZA's 2020 Customer Satisfaction Survey to be conducted by an independent third-party company that is an expert on conducting such projects.

Conduct of the 2020 Customer Satisfaction Survey (CSS) shall be guided by R.A. 10149 otherwise known as the "GOCC Governance Act of 2011", E.O. 605, s. 2007 "Institutionalizing the Structure, Mechanisms and Standards to Implement the Government Quality Management Program", ISO 9001:2015 and the Governance Commission for GOCCs' (GCG) "Enhanced Standard Methodology for the Conduct of the Customer Satisfaction Survey" and the "Additional Guidelines in the Conduct of the Customer Satisfaction Survey (CSS) for 2020 in the GOCC sector dated August 14, 2020.

Standard Guideline of GCG (2020)

As required in GCG Memorandum Circular (MC) 2012-07 Code of Corporate Governance, GOCC Governing Boards are required to:

- a) Ensure integrity and honesty in dealings with customers and operate a highly effective organization, focused on meeting customer objectives with the aim of providing services which give fair value and consistent quality, reliability and safety in return for the price paid for the same.
- b) Operate policies of continuous improvement, of both processes and the skills of staff, to take best advantage of advances in all aspect of society in order to ensure that it continues to add value to its customer businesses.

To ensure GOCCs such as TIEZA are able to satisfy these requirements, the GCG made it mandatory for GOCCs to conduct an annual Customer Satisfaction Survey (CSS) as one of the performance indicators under the Performance Evaluation System (PES). Anchored on the principle of continuous improvement, an enhanced guideline for CSS was developed by the GCG and shall be applied by GOCCs starting on 2020.

The primary reference for this undertaking is GCG's *Enhance Standard Methodology for the Conduct of the Customer Satisfaction Survey*. However, due to the impact and circumstances caused by the Covid-19 pandemic, GCG issued "Additional Guidelines in the Conduct of the Customer Satisfaction Survey" (August 14, 2020). The latter document relaxed some provisions of the guidelines to somehow adapt to the issues and uncontrollable situation brought about by this public health emergency.

Data Gathering Methods

Based on the guidelines established by GCG, specific data gathering methods will be used depending on the identified target respondent (Annex A - Classification of GOCCs According to Survey Methodology) Hereunder are the methodologies required by GCG for the different TIEZA clientele:

- a.) Intercept (Travel Tax Payers/Applicant) – Objective of the intercept interview is to gather on-site feedback from customers upon transaction with TIEZA. Intercept interviews are done by having trained interviewers positioned in either the main office, satellite offices or airport counters of TIEZA.

- b.) Telephone or Face – to Face Interview (TEZ Operators, Tourism Enterprises, LGUs, Customer in Operating Assets) - Telephone interview is the most efficient way of reaching customers who do not usually visit the main office, satellite offices and assets of TIEZA. Face –to –face interview may be conducted as well depending on the convenience of the respondents. The respondents that will participate in the interview should come from the official list of clients (individuals, corporations, and non-profit organizations). In using this methodology, the complete contact information including the names and contact details are required.

However, GCG's "Additional Guidelines in the Conduct of the Customer Satisfaction Survey" (August 14, 2020) provided key recommendations/modifications that may be taken up if issues relating to the ongoing pandemic are encountered.

Data Collection and Data Collection Instrument

The data to be collected must strictly abide with the requirements set forth in Section IV and VI of the *Enhanced Standard Methodology for the Conduct of the Customer Satisfaction Survey* and questions must be strictly guided by the *Survey Questionnaires for the Conduct of the CSS 2020 for TIEZA* (Annex-B).

Sample Universe and Size

The sample universe and sample size for this project must be in accordance with the guideline stated in sections IV B and C of the *Enhanced Standard Methodology for the Conduct of the Customer Satisfaction Survey*.

Objectives

- a.) Generate feedback from identified clients, customers and stakeholders of TIEZA;
- b.) Enable TIEZA to measure its performance in delivering its service to stakeholders based on satisfaction metrics and variables as identified by GCG – Timeliness; Ease of Access; Staff; Quality; and Outcome;
- c.) Identify specific actions that TIEZA can take to improve product and service delivery

d.) Be able to identify organizational risks and opportunities guided by the ISO 9001: 2015 standards

e.) Comply with the good governance conditions of GCG

Scope of Work

The Service Provider must commit to the following:

- Develop a composite measure of client satisfaction and use it to determine the overall rating of the current level of satisfaction
- Determine the quality of service delivery as perceived by clients
- Identify gaps in service delivery
- Identify the sources of client complaints/dissatisfaction in regard to service delivery
- Provide thorough analysis of survey results and necessary recommendations
- Proposed product and service improvement measures
- Prepare and deliver a Comprehensive Final Report

Key Personnel Required

The minimum key personnel in conformity with the required research/survey team composition and structure as stated in GCG's guidelines are as follows:

- Overall Project Manager (1)
- Assistant Project Manager (2)
- Field Manager (1)
- Data Processing Manager (1)
- Field Supervisors (at least per major area)
- Data Processing Supervisors (2)
- Programmers/Scripters – including checker (2)
- Data Processing Assistants – including checker (2)
- Group Leaders (at least 1 for every 5 interviewers)
- Field Interviewers (depends on the sample size; maximum number of interviews per interviewer should only be 15% of the total sample)
- Coders (depends on the number of questions to be coded)
- Field Quality Checkers/Back-checkers (depends on the sample size; should be able to back-check at least 30% of the total sample size)

The identified personnel must have at least three (3) years of experience in relation to their function and have at least handled or is currently handling a CSS project for a GCG supervised GOCC.

Status Reports and Documents for Submission

The service provider must submit the following documents while the project is on-going:

Activity	Document for Submission
Pre-test	Survey Instrument Stimulus Materials Pre-Test Results Pre-Test Report
Training	Survey Instrument Stimulus Materials Training Manual

	Training Report
Project Kick-Off/Start-Off	Survey Instrument Stimulus Materials Observation Report Clearing/Debriefing Report
Project Implementation	Supervision/Observation Report Fieldwork Report
Back-checking and spot checking	Back-checking and Spot-checking Report
Data Processing	Spot Checking Report for Data Processing and Quality Control
Analysis	Final Report

Contract Duration

The suggested duration for this Customer Satisfaction Survey Project is one hundred twenty (120) calendar days upon issuance of the Notice to Proceed (NTP).

Timeline

Phase 1

Within Seven (7) days upon issuance of NTP

- Pre-Test
- Training
- Project Kick-off/Start-off

Phase 2

Q4 2020-February 2021

- Project Implementation
- Actual survey for customers/clients of Travel Tax Services, Asset Management Sector, Tourism Enterprise Zone Management Sector, and Architectural and Engineering Services Sector
- Spot Checking Report for Data Processing and Quality Control

Phase 3

Q1 2021

- Exit briefing of the CSS results
- Submission of the Final Comprehensive TIEZA Customer Survey Satisfaction Report 2020 (March 15, 2021 Deadline)
- Transfer of Technology

Minimum Required Content for the Final Report

1. Data Gathering Methodology (i.e. sampling procedure, total primary customers, sample size used, survey methodology, frequency of data collection)
2. Percentage of Satisfied Customers using Top 2 Box (Very satisfied and satisfied)
3. Average of the Overall Satisfaction Rating
4. Comparative Analysis of Survey Results based on 2019 findings;
5. Crosstabs of the Reasons for Overall Satisfaction Rating against Type of Raters (Positive and Negative) to determine Top Reasons for Satisfaction and Top Reasons for Dissatisfaction
6. Derived Importance (Correlation and Kruskal Analysis)
7. Scatter Diagram



Evaluation of Proposals

The proposals shall be evaluated using the Quality-Based Cost Evaluation. The technical proposal shall be given a weight of 70% whereas the financial proposal shall be given a weigh of 30%.

Evaluation Criteria	Weight	Minimum Score
Technical Proposal	70%	
Applicable Years of Experience of the Consultant/Firm (15%)		
Similar Projects Completed (15%)		
Qualification of personnel who shall be assigned to the project (15%)		
Research Design (25%)		
Financial Proposal	30%	
TOTAL	100%	75%

Terms of Payment

Progress Billing:

Phase 1 (15%) Submission of Pre-Test Report and Training Report

Phase 2 (35%) Submission of Project Implementation Report

Phase 3 (50%) Submission of Final Report on TIEZA's 2020 CSS

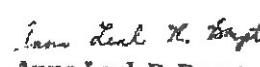
Prepared by:



Mikhael Bryan G. Caluya
Senior PPDO

Monitoring and Evaluation Division

Reviewed by:



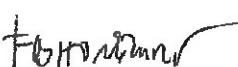
Anna Leah R. Bayot
Manager

Strategic Planning Division



Atty. Jose T. Bechayda, Jr.
Officer - in - Charge
Monitoring and Evaluation Division

Recommending Approval:



Francis Randy J. Hortelano
Manager
Corporate Planning Department

Approved by:



POCHOLO J.D. PARAGAS
Chief Operating Officer





Republic of the Philippines
Tourism Infrastructure & Enterprise Zone Authority

CERTIFICATE OF ACCEPTANCE

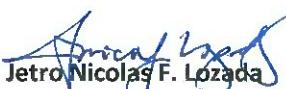
Deliverable: Final Report
2020 Third Party Customer Satisfaction Survey

By signing this document, I confirm that I have received, reviewed, and approved the above named deliverable for the Third Party Customer Satisfaction Survey for the year 2020 for Travel Tax Services, Assets Management, Tourism Enterprise Zone Management, and Architectural and Engineering Services.


Atty. Joy M. Bulauitan
ACOO, Administration and Finance Sector
Sector


Atty. Karen Mae G. Sarinas-Baydo
ACOO, Tourism Enterprise Zone


Engr. Nestor M. Domalanta
ACOO, Architectural and Engineering
Services Sector


Jetro Nicolas F. Lozada
ACOO, Assets Management Sector

CONTRACT AGREEMENT
(BAC CONTRACT AGREEMENT FORM NO. 2020-_____)

DEC 28, 2020

THIS AGREEMENT, made this _____ day of _____ 2020 between **TOURISM INFRASTRUCTURE AND ENTERPRISE ZONE AUTHORITY** with principal office address at 6th and 7th floor, Tower 1 Double Dragon Plaza Double Dragon Meridian Park Macapagal Avenue corner Edsa Extension Bay Area Pasay 1308, represented herein by its Chief Operating Officer, **POCHOLO JOSELITO D. PARAGAS** (hereafter referred to as "TIEZA").

-and-

MARKET RELEVANCE CORPORATION with principal office address at Unit 1201 One San Miguel Condominium, Ortigas Center, Pasig City represented herein by its President and CEO, **RHODORA SANTIAGO** (hereafter called the "Consultant").

WHEREAS, the TIEZA is desirous that the Consultant execute **CONSULTANCY SERVICES FOR A THIRD PARTY CUSTOMER SATISFACTION SURVEY** and the Entity has accepted the bid for **ONE MILLION THREE HUNDRED NINETY THOUSAND PESOS ONLY (Php 1,390,000.00)** by the Consultant for the execution and completion of such Consulting Services and the remedying of any defects therein.

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.

2. The following documents shall be deemed to form and be read and construed as part of this Agreement, to wit:

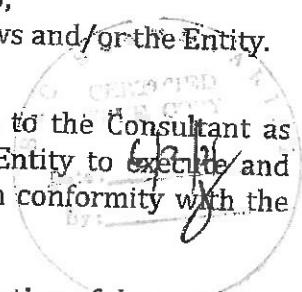
- (a) General and Special Conditions of Contract;
- (b) Terms of Reference
- (c) Request for Expression of Interest;
- (d) Instructions to Bidders;
- (e) Bid Data Sheet;
- (f) Addenda and/or Supplemental/Bid Bulletins, if any;
- (g) Bid forms, including all the documents/statements contained in the Bidder's bidding envelopes, as annexes, and all other documents/ statements submitted (e.g., bidder's response to request for clarifications on the bid), including corrections to the bid, if any, resulting from the Procuring Entity's bid evaluation;
- (h) Eligibility requirements, documents and/or statements;
- (i) Performance Security;
- (j) Notice of Award of Contract and the Bidder's conforme thereto;
- (k) Other contract documents that may be required by existing laws and/or the Entity.

3. In consideration of the payments to be made by the TIEZA to the Consultant as hereinafter mentioned, the Consultant hereby covenants with the Entity to execute and complete the Consulting Services and remedy any defects therein in conformity with the provisions of this Consultant in all respects.

4. The TIEZA hereby covenants to pay the Consultant in consideration of the execution and completion of the Consulting Services, the Contract Price or such other sum as may become payable under the provisions of this Contract at the times and in the manner prescribed by this Contract.

RHODORA SANTIAGO
For MARKET RELEVANCE CORPORATION

POCHOLO JOSELITO D. PARAGAS
For TIEZA



IN WITNESS whereof, the parties hereto have caused this Agreement to be executed in accordance with the laws of the Republic of the Philippines on the 20 and
DEC 28 2020

**TOURISM INFRASTRUCTURE AND
ENTERPRISE ZONE AUTHORITY**

by:



POCHOLO JOSELITO D. PARAGAS
Chief Operating Officer

MARKET RELEVANCE CORPORATION

by:



RHODORA SANTIAGO
President & CEO

SIGNED IN THE PRESENCE OF:



RAINER AMBREN M. SANTIAGO

ACKNOWLEDGEMENT

REPUBLIC OF THE PHILIPPINES)

) S.S.

MAKATI CITY

DEC 28 2020

BEFORE ME, a Notary Public in and for MAKATI CITY, Philippines, this 2020 day of
2020 personally appeared:

Name	ID Presented/ID No.	Date & Place Issued
POCHOLO JOSELITO D. PARAGAS	TIEZA ID No. _____	City of Makati

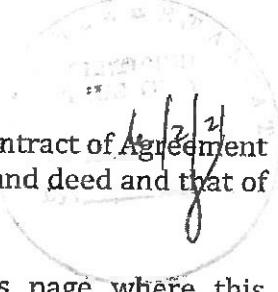
RHODORA SANTIAGO

All known to me to be the same persons who executed the foregoing Contract of Agreement and acknowledged to me that the same is their free and voluntary act and deed and that of the entities they respectively represent.

This instrument consists of TWO (2) pages, including this page where this acknowledgment is written.

IN TESTIMONY WHEREOF, I have hereunto set my hand and affixed my notarial seal on the date and at the place first above written.

Doc No. 247
Page No. 51
Book No. 193
Series of 2020.



ATTY. JOHN D. DE VILLE, JR.
NOTARY PUBLIC
APPOINTED BY THE CITY OF MAKATI CITY
TUESDAY, NOVEMBER 10, 2020
PERIOD NO. 40000147-42-2020-1000
NOTARIAL COMMISSION NO. 10-100270201-CB-20-7316
ROLL NO. 10001 TIN NO. 100-400-100-000
MIGLE CONSTRUCTION CO., LTD.
UNIT 20-21, 2ND FLOOR EDUCATION TOWER 3
BONI, QC, PHILIPPINES, 1600 QC, PHIL.
MAKATI CITY, METRO MANILA



FPF 1. FINANCIAL PROPOSAL SUBMISSION FORM

December 07, 2020

TOURISM INFRASTRUCTURE AND ENTERPRISE ZONE AUTHORITY (TIEZA)
BAC Secretariat

7th Floor, Tower 1 Double Dragon Plaza, Double Dragon Meridian Park,
Macapagal Ave. cor. EDSA Extension Bay Area,
Pasay City

Ladies/Gentlemen:

We, the undersigned, offer to provide the consulting services for the Consultancy Services for A Third-Party Customer Satisfaction Survey in accordance with your Bidding Documents dated October, 2020 and our Bid (Technical and Financial Proposals). Our attached Financial Proposal is for the sum of PESOS: ONEMILLION THREEHUNDRED NINETY THOUSAND ONLY (PhP1,390,000.00). This amount is inclusive of all local taxes (VAT), which we have estimated at PESOS: ONE HUNDREDFORTY-EIGHT THOUSAND NINE HUNDREDTWENTY-EIGHT AND 57/100Only(Php148,928.57).

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to the expiration of the bid validity period, i.e., April 05, 2021.

In accordance with GCC Clause 51, we acknowledge and accept the Procuring Entity's right to inspect and audit all records relating to our Bid irrespective of whether we enter into a contract with the Procuring Entity as a result of this Bid.

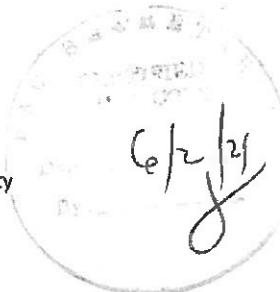
We confirm that we have read, understood and accept the contents of the Instructions to Bidders (ITB), the Bid Data Sheet (BDS), General Conditions of the Contract (GCC), Special Conditions of Contract (SCC), Terms of Reference (TOR), the provisions relating to the eligibility of Consultant and the applicable guidelines for the procurement rules of the Funding Source, any and all Bid issued and other attachments and inclusions included in the Bidding Documents sent to us.

We understand you are not bound to accept any Bid you receive.

We remain,

Yours sincerely,

RAINIER AUBREN M. SANTIAGO
Research Manager
Market Relevance Corporation
Unit 1201-1202 One San Miguel Condominium, Ortigas Center, Pasig City



No.	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100
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REPUBLIC OF THE PHILIPPINES
SECURITIES AND EXCHANGE COMMISSION
SEC Building, EDSA, Greenhills
City of Mandaluyong, Metro Manila

COMPANY REG. NO. CS200301664

CERTIFICATE OF FILING
OF
AMENDED ARTICLES OF INCORPORATION

KNOW ALL PERSONS BY THESE PRESENTS:

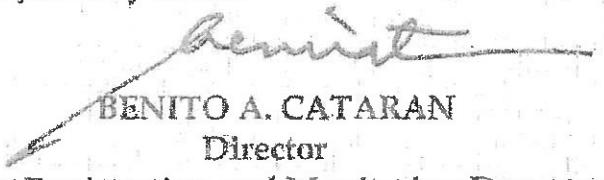
This is to certify that the amended articles of incorporation of the

MARKET RELEVANCE CORP.
(Amending Article III thereof.)

copy annexed, adopted on July 26, 2011 by majority vote of the Board of Directors and by the vote of the stockholders owning or representing at least two-thirds of the outstanding capital stock, and certified under oath by the Corporate Secretary and a majority of the Board of Directors of the corporation was approved by the Commission on this date pursuant to the provision of Section 16 of the Corporation Code of the Philippines, Batas Pambansa Blg. 68, approved on May 1, 1980, and copies thereof are filed with the Commission.

Unless this corporation obtains or already has obtained the appropriate Secondary License from this Commission, this Certificate does not authorize it to undertake business activities requiring a Secondary License from this Commission such as, but not limited to acting as; broker or dealer in securities, government securities eligible dealer (GSED), investment adviser of an investment company, close-end or open-end investment company, investment house, transfer agent, commodity/financial futures exchange/broker/merchant, financing company and time shares/club shares/membership certificates issuers or selling agents thereof. Neither does this Certificate constitute as permit to undertake activities for which other government agencies require a license or permit.

IN WITNESS WHEREOF, I have set my hand and caused the seal of this Commission to be affixed to this Certificate at Mandaluyong City, Metro Manila, Philippines, this 29 day of July, Twenty Eleven.

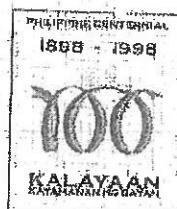

BENITO A. CATARAN
Director

Company Registration and Monitoring Department

CERTIFIED TRUE COPY



REPUBLIC OF THE PHILIPPINES
SECURITIES AND EXCHANGE COMMISSION
SEC Building, EDSA, Greenhills
City of Mandaluyong, Metro Manila



COMPANY REG. NO. CS200301664

CERTIFICATE OF INCORPORATION

KNOW ALL MEN BY THESE PRESENTS:

This is to certify that the Articles of Incorporation and By-Laws of

MARKET RELEVANCE CORP.

were duly approved by the Commission on this date upon the issuance of this Certificate of Incorporation in accordance with the Corporation Code of the Philippines (Batas Pambansa Blg. 68), and copies of said Articles and By-Laws are hereto attached.

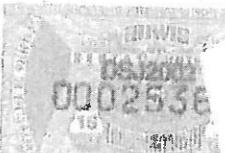
This Certificate grants juridical personality to the corporation but does not authorize it to undertake business activities requiring a Secondary License from this Commission such as, but not limited to acting as broker or dealer in securities, government securities eligible dealer (GSED), investment adviser of an investment company, close-end or open-end investment company, investment house, transfer agent, commodity/financial futures exchange/ broker/merchant, financing company, pre-need plan issuer, general agent in pre-need plans and time shares/club shares/membership certificates issuers or selling agents thereof. Neither does this Certificate constitute as permit to undertake activities for which other government agencies require a license or permit.

IN WITNESS WHEREOF, I have hereunto set my hand and caused the seal of this Commission to be affixed at Mandaluyong City, Metro Manila, Philippines, this 23rd day of January, Two Thousand Three.

Benito A. Cataran
BENITO A. CATARAN

Director

Company Registration and Monitoring Department



CERTIFIED TRUE COPY

MJS



Reference No : 122000035686174
 Date Filed : May 18, 2020 08:17 PM
 Batch Number : 2004364743

For BIR BCS/
Use Only Item



1702-RT06/13P1

 Republikang Pilipinas Kagawaran ng Pananalapi Kawanihan ng Rentas Internas		Annual Income Tax Return For Corporation, Partnership and Other Non-Individual Taxpayer Subject Only to REGULAR Income Tax Rate <i>Enter all required information in CAPITAL LETTERS. Mark applicable boxes with an "X". Two Copies MUST be filed with the BIR and one held by the taxpayer.</i>				BIR Form No. 1702-RT June 2013 Page 1
		1 For <input checked="" type="checkbox"/> Calendar <input type="checkbox"/> Fiscal	3 Amended Return? <input type="checkbox"/>	4 Short Period Return? <input type="checkbox"/>	5 Alphanumeric Tax Code (ATC) <input type="text"/> IC055 <input type="checkbox"/> Minimum Corporate Income Tax (MCIT)	
2 Year Ended (MM/20YY) <input type="text"/> 12 <input type="checkbox"/> 2019	Yes <input type="checkbox"/> <input type="checkbox"/> No	Yes <input type="checkbox"/> <input type="checkbox"/> No				
Part I - Background Information						
6 Taxpayer Identification Number (TIN) <input type="text"/> 222-327-801-000	7 RDO Code <input type="text"/> 043					
8 Date of Incorporation/Organization (MM/DD/YYYY) <input type="text"/> 01/22/2003						
9 Registered Name (Enter only 1 letter per box using CAPITAL LETTERS) <input type="text"/> MARKET RELEVANCE CORP						
10 Registered Address (Indicates complete registered address) <input type="text"/> UNIT 1201 ONE SAN MIGUEL AVE. CORNER SHAW BLVD. SAN ANTONIO PASIG CITY						
11 Contact Number <input type="text"/> 5338985	12 Email Address <input type="text"/> Linda_deasis@yahoo.com					
13 Main Line of Business <input type="text"/> MARKET RESEARCH AND PUBLIC OPINION POLLING	14 PSIC Code <input type="text"/> 7413					
15 Method of Deductions <input type="checkbox"/> Itemized Deductions [Section 34 (A-J), NIRC]	Optional Standard Deduction (OSD) - 40% of Gross Income [Section 34(L), NIRC as amended by RA No. 9504]					
Part II - Total Tax Payable (Do NOT enter Centavos)						
16 Total Income Tax Due (Overpayment) (From Part IV Item 44) <input type="text"/> 948,069						
17 Less: Total Tax Credits/Payments (From Part IV Item 45) <input type="text"/> 1,012,727						
18 Net Tax Payable (Overpayment) (item 16 Less item 17) (From Part IV Item 46) <input type="text"/> (64,668)						
19 Add: Total Penalties (From Part IV Item 50) <input type="text"/> 0						
20 TOTAL AMOUNT PAYABLE (Overpayment) (Sum of item 18 and 19) (From Part IV Item 51) <input type="text"/> (64,668)						
21 If Overpayment, mark "X" one box only (Once the choice is made, the same is irrevocable)						
<input type="checkbox"/> To be refunded <input type="checkbox"/> To be issued a Tax Credit Certificate (TCC) <input type="checkbox"/> To be carried over as tax credit next year/quarter						
We declare under the penalties of perjury, that this annual return has been made in good faith, verified by us, and to the best of our knowledge and belief, is true and correct pursuant to the provisions of the National Internal Revenue Code, as amended, and the regulations issued under authority thereof. (If Authorized Representative, attach authorization letter and indicate TIN)						
Signature over printed name of President/Principal Officer/Authorized Representative		Signature over printed name of Treasurer/Assistant Treasurer				
Title of Signatory <input type="text"/>		Number of pages filed <input type="text"/> 8				
22 <input checked="" type="checkbox"/> Community Tax Certificate (CTC) Number <input type="text"/> SEC Reg No. <input type="text"/> 10702	23 Date of Issue (MM/DD/YYYY) <input type="text"/> 01/15/2020					
24 Place of Issue <input type="text"/> PASIG CITY	25 Amount, if CTC <input type="text"/> 9,374					
Part III - Details of Payment						
26 Details of Payment <input type="checkbox"/> Cash/Bank Debit Memo	Drawee Bank/Agency <input type="text"/>	Number <input type="text"/>	Date (MM/DD/YYYY) <input type="text"/>	Amount <input type="text"/> 0		
27 Check <input type="text"/>				0		
28 Tax Debit Memo <input type="text"/>				0		
29 Others (Specify Below) <input type="text"/>				0		
Machine Validation/Revenue Official Receipts Details (If not filed with an Authorized Agent Bank)				Stamp of receiving Office/AAB and Date of Receipt (RO's Signature/Bank Teller's Initial)		

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Annual Income Tax Return Page 2		BIR Form No. 1702-RT		
		June 2013	1702-RT06/13P2	
Taxpayer Identification Number (TIN) 122 - 327 - 801 - 000		Registered Name MARKET RELEVANCE CORP		
Part IV - Computation of Tax (Do NOT enter Centavos)				
30 Net Sales/Revenues/Receipts/Fees (From Schedule 1 Item 8)		22,092,251		
31 Less: Cost of Sales/Services (From Schedule 2 Item 27)		10,452,438		
32 Gross Income from Operation (Item 30 Less Item 31)		11,639,813		
33 Add: Other Taxable Income Not Subjected to Final Tax (From Schedule 3 Item 4)		36,154		
34 Total Gross Income (Sum of Items 32 & 33)		11,675,967		
Less: Deductions Allowable under Existing Law				
35 Ordinary Allowable Itemized Deductions (From Schedule 4 Item 40)		8,515,772		
36 Special Allowable Itemized Deductions (From Schedule 5 Item 5)		0		
37 NOLCO (only for those taxable under Sec. 27(A) to C); Sec. 28(A)(f) & (A)(6)(b) of the Tax Code) (From Schedule 6A Item 8D)		0		
38 Total Itemized Deductions (Sum of Items 35 to 37)		8,515,772		
<i>OR [in case taxable under Sec 27(A) & 28(A)(f)]</i>				
39 Optional Standard Deduction (40% of Item 34)		0		
40 Net Taxable Income (Item 34 Less Item 38 OR 39)		3,160,195		
41 Income Tax Rate		30.0%		
42 Income Tax Due other than MCIT (Item 40 x Item 41)		948,059		
43 Minimum Corporate Income Tax (MCIT) (2% of Gross Income in Item 34)		233,519		
44 Total Income Tax Due (Normal Income Tax in Item 42 or MCIT in Item 43, whichever is higher) (To part II Item 16)		948,059		
45 Less: Total Tax Credits/Payments (From Schedule 7 Item 12) (To Part II Item 17)		1,012,727		
46 Net Tax Payable (Overpayment) (Item 44 Less Item 45) (To Part II Item 18)		(64,668)		
Add Penalties				
47 Surcharge		0		
48 Interest		0		
49 Compromise		0		
50 Total Penalties (Sum of Items 47 to 49) (To part II Item 19)		0		
51 Total Amount Payable (Overpayment) (Sum Item 46 & 50) (To Part II Item 20)		(64,668)		
Part V - Tax Relief Availment (Do NOT enter Centavos)				
52 Special Allowable Itemized Deductions (30% of Item 36)		0		
53 Add: Special Tax Credits (From Schedule 7 Item 9)		0		
54 Total Tax Relief Availment (Sum of Items 52 & 53)		0		
Part VI - Information - External Auditor/Accredited Tax Agent				
55 Name of External Auditor/Accredited Tax Agent IMELDA M. PACLIBAR				
		56 TIN	109 - 1802 - 1572 - 000	
57 Name of Signing Partner (If External Auditor is a Partnership)				
		58 TIN	- - - -	
59 BIR Accreditation No.		60 Issue Date (MM/DD/YYYY)	61 Expiry Date (MM/DD/YYYY)	
109 - 002033		1001 - 2019	09/17/2019	09/17/2022

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Annual Income Tax Return Page 3 - Schedules 1 & 2		BIR Form No. 1702-RT	June 2013	
Taxpayer Identification Number (TIN)		Registered Name 122 327 801 000 MARKET RELEVANCE CORP		

1702-RT06/13P3

Schedule 1 - Sales/Revenues/Receipts/Fees (Attach additional sheet/s, if necessary)	
1 Sale of Goods/Properties	0
2 Sale of Services	22,092,251
3 Lease of Properties	0
4 Total (Sum of Items 1 to 3)	22,092,251
5 Less: Sales Returns, Allowances and Discounts	0
6 Net Sales/Revenues/Receipts/Fees (Item 4 Less Item 5) (To Part IV Item 30)	22,092,251

Schedule 2 - Cost of Sales (Attach additional sheet/s, if necessary)

Schedule 2A - Cost of Sales (For those Engaged in Trading)	
1 Merchandise Inventory - Beginning	0
2 Add: Purchases of Merchandise	0
3 Total Goods Available for Sale (Sum of Items 1 & 2)	0
4 Less: Merchandise Inventory, Ending	0
5 Cost of Sales (Item 3 Less Item 4) (To Schedule 2 Item 27)	0

Schedule 2B - Cost of Sales (For those Engaged in Manufacturing)	
6 Direct Materials, Beginning	0
7 Add: Purchases of Direct Materials	0
8 Materials Available for Use (Sum of Items 6 & 7)	0
9 Less: Direct Materials, Ending	0
10 Raw Materials Used (Item 8 Less Item 9)	0
11 Direct Labor	0
12 Manufacturing Overhead	0
13 Total Manufacturing Cost (Sum of Items 10, 11 & 12)	0
14 Add: Work in Process, Beginning	0
15 Less: Work In Process, Ending	0
16 Cost of Goods Manufactured (Sum of Items 13 & 14 Less Item 15)	0
17 Finished Goods, Beginning	0
18 Less: Finished Goods, Ending	0
19 Cost of Goods Manufactured and Sold (Sum of Items 16 & 17 Less Item 18) (To Sched. 2 Item 27)	0

Schedule 2C - Cost of Services (For those Engaged in Services, indicate only those directly incurred or related to the gross revenue from rendition of services)	
20 Direct Charges - Salaries, Wages and Benefits	1,998,057
21 Direct Charges - Materials, Supplies and Facilities	92,405
22 Direct Charges - Depreciation	0
23 Direct Charges - Rental	0
24 Direct Charges - Outside Services	3,307,526
25 Direct Charges - Others	5,054,450
26 Total Cost of Services (Sum of Items 20 to 25) (To Item 27)	10,452,438
27 Total Cost of Sales/Services (Sum of Items 5, 19 & 26, if applicable) (To Part IV Item 31)	10,452,438

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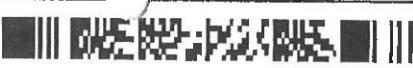


Annual Income Tax Return Page 4 - Schedules 3 & 4			BIR Form No. 1702-RT June 2013	
Taxpayer Identification Number (TIN)		Registered Name 1702-RT06/13P4 MARKET RELEVANCE CORP		
1222	327	801	000	

Schedule 3 - Other Taxable Income Not Subjected to Final Tax (Attach additional sheet/s, if necessary)		
1 OTHER INCOME		36,154
2		0
3		0
4 Total Other Taxable Income Not Subjected to Final Tax (Sum of items 1 to 3) (To Part IV Item 33)		36,154

Schedule 4 - Ordinary Allowable Itemized Deductions (Attach additional sheet/s, if necessary)		
1 Advertising and Promotions		0
Amortizations (Specify on Items 2, 3 & 4)		
2		0
3		0
4		0
5 Bad Debts		466,880
6 Charitable Contributions		0
7 Commissions		0
8 Communication, Light and Water		290,472
9 Depletion		0
10 Depreciation		1,152,542
11 Director's Fees		0
12 Fringe Benefits		0
13 Fuel and Oil		0
14 Insurance		190,705
15 Interest		97,680
16 Janitorial and Messenger Services		0
17 Losses		0
18 Management and Consultancy Fee		0
19 Miscellaneous		27,132
20 Office Supplies		0
21 Other Services		105,036
22 Professional Fees		537,252
23 Rental		66,000
24 Repairs and Maintenance - (Labor or Labor & Materials)		0
25 Repairs and Maintenance - (Materials/Supplies)		150,934
26 Representation and Entertainment		0
27 Research and Development		0
28 Royalties		0
29 Salaries and Allowances		4,595,253

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Annual Income Tax Return Page 5 - Schedules 4, 5 & 6			BIR Form No. 1702-RT June 2013	
Taxpayer Identification Number (TIN)		Registered Name 1222-327-801-000 MARKET RELEVANCE CORP		

1702-RT06/13P5

Schedule 4 - Ordinary Allowable Itemized Deductions (Continued from Previous Page)

30 Security Services	0
31 SSS, GSIS, Philhealth, HDMF and Other Contributions	222,484
32 Taxes and Licenses	304,805
33 Tolling Fees	0
34 Training and Seminars	181,915
35 Transportation and Travel	0
Others /Specify below: Add additional sheet(s), if necessary)	
36 MEDICAL	47,889
37 RECRUITMENT FEE	13,340
38 ASSO DUES	65,263
39	0
40 Total Ordinary Allowable Itemized Deductions (Sum of Items 1 to 39) (To Part IV Item 35)	8,515,772

Schedule 5 - Special Allowable Itemized Deductions (Attach additional sheet/s, if necessary)

Description	Legal Basis	Amount
1		0
2		0
3		0
4		0
5 Total Special Allowable Itemized Deductions (Sum of Items 1 to 4) (To Part IV Item 36)		0

Schedule 6 - Computation of Net Operating Loss Carry Over (NOLCO)

1 Gross Income (From Part IV Item 34)	0
2 Less: Total Deductions Exclusive of NOLCO & Deduction Under Special Law	0
3 Net Operating Loss (To Schedule 6A)	0

Schedule 6A - Computation of Available Net Operating Loss Carry Over (NOLCO)

Year Incurred	Net Operating Loss		B) NOLCO Applied Previous Year
	A) Amount		
4		0	0
5		0	0
6		0	0
7		0	0

Continuation of Schedule 6A (Item numbers continue from the table above)

C) NOLCO Expired	D) NOLCO Applied Current Year	E) Net Operating Loss (Unapplied)
4	0	0
5	0	0
6	0	0
7	0	0
8 Total NOLCO (Sum of Items 4D to 7D) (To Part IV Item 37)		0

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Annual Income Tax Return Page 6 - Schedules 7, 8 & 9			BIR Form No. 1702-RT June 2013	
				1702-RT06/13P6
Taxpayer Identification Number (TIN) 222-327-801-000		Registered Name MARKET RELEVANCE CORP		

Schedule 7 - Tax Credits/Payments (attach proof) (Attach additional sheet/s, if necessary)	
1 Prior Year's Excess Credits Other Than MCIT	45,059
2 Income Tax Payment under MCIT from Previous Quarter/s	0
3 Income Tax Payment under Regular/Normal Rate from Previous Quarter/s	54,042
4 Excess MCIT Applied this Current Taxable Year (From Schedule 8 Item 4F)	0
5 Creditable Tax Withheld from Previous Quarter/s per BIR Form No. 2307	292,858
6 Creditable Tax Withheld per BIR Form No. 2307 for the 4th Quarter	620,768
7 Foreign Tax Credits, if applicable	0
8 Tax Paid in Return Previously Filed, if this is an Amended Return	0
9 Special Tax Credits (To Part V Item 53)	0
Other Credits/Payments (Specify)	
10	0
11	0
12 Total Tax Credits/Payments (Sum of Items 1 to 11) (To Part IV Item 4G)	1,012,727

Schedule 8 - Computation of Minimum Corporate Income Tax (MCIT)			
	Year	A) Normal Income Tax as Adjusted	B) MCIT
1		0	0
2		0	0
3		0	0

Continuation of Schedule 8 (Line numbers continue from table above)				
D) Excess MCIT Applied/Used for Previous Years	E) Expired Portion of Excess MCIT	F) Excess MCIT Applied this Current Taxable Year	G) Balance of Excess MCIT Allowable as Tax Credit for Succeeding Year/s	
1	0	0	0	0
2	0	0	0	0
3	0	0	0	0
4 Total Excess MCIT (Sum of Column for Items 1 to 3F) (To Schedule 7 Item 4)		0		

Schedule 9 - Reconciliation of Net Income per Books Against Taxable Income (Attach additional sheet/s, if necessary)				
1 Net Income/(Loss) per books	2,247,740			
Add: Non-deductible Expenses/Taxable Other Income				
2 PROVISION FOR UNCOLLECTIBLE ACCOUNTS	912,456			
3	0			
4 Total (Sum of Items 1 to 3)	3,160,195			
Less: A) Non-taxable Income and Income Subjected to Final Tax				
5	0			
6	0			
B) Special Deductions				
7	0			
8	0			
9 Total (Sum of Items 5 to 8)	0			
10 Net Taxable Income (Loss) (Item 4 Less Item 9)	3,160,195			

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Annual Income Tax Return Page 8 - Schedules 12 & 13		BIR Form No. 1702-RT June 2013	
Taxpayer Identification Number (TIN) 222-327-H801-000		Registered Name MARKET RELEVANCE CORP	1702-RT06/13P8

Schedule 12 - Supplemental Information (Attach additional sheet/s, if necessary)

I) Gross Income/ Receipts Subjected to Final Withholding	A) Exempt	B) Actual Amount/Fair Market Value/Net Capital Gains	C) Final Tax Withheld/Paid
1 Interests	0	0	0
2 Royalties	0	0	0
3 Dividends	0	0	0
4 Prizes and Winnings	0	0	0

II) Sale/Exchange of Real properties	A) Sale/Exchange #1	B) Sale/Exchange #2
5 Description of Property (e.g. land, improvement, etc.)		
6 OCT/TCT/CCT/Tax Declaration No.		
7 Certificate Authorizing Registration (CAR) No		
8 Actual Amount/Fair Market Value/Net Capital Gains		
9 Final Tax Withheld/Paid		

III) Sale/Exchange of Shares of Stock	A) Sale/Exchange #1	B) Sale/Exchange #2
10 Kind(PS/CS)/Stock Certificate Series No.		
11 Certificate Authorizing Registration (CAR) No.		
12 Number of Shares		
13 Date of Issue (MM/DD/YYYY)		
14 Actual Amount/Fair Market Value/Net Capital Gains		
15 Final Tax Withheld/Paid		

IV) Other Income (Specify)	A) Other Income #1	B) Other Income #2
16 Other Income Subject to Final Tax Under Sections 57(A)/127/others of the Tax Code, as amended (Specify)		
17 Actual Amount/Fair Market Value/Net Capital Gains		
18 Final Tax Withheld/Paid		

19 Total Final Tax Withheld Paid (Sum of Items 1C to 4C, 9A, 9B, 15A, 15B, 18A & 18B)	0
---	---

Schedule 13 - Gross Income/Receipts Exempt from Income Tax

1 Return of Premium (Actual Amount/Fair Market Value)	0
I) Personal/Real Properties Received thru Gifts, Bequests, and Devices	A) Personal/Real Properties #1 B) Personal/Real Properties #2
2 Description of Property (e.g. land, improvement, etc.)	
3 Modes of Transfer (e.g. Donation)	
4 Certificate Authorizing Registration (CAR) No.	
5 Actual Amount/Fair Market Value	

II) Other Exempt Income/Receipts	A) Other Exempt Income #1	B) Other Exempt Income #2
6 Other Exempt Income/Receipts Under Sec. 32 (B) of the Tax Code, as amended (Specify)		
7 Actual Amount/Fair Market Value/Net Capital Gains		

8 Total Income Receipts Exempt From Income Tax (Sum of Items 1, 5A, 5B, 7A & 7B)	0
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**SM
INFRASTRUCTURE AND
ENTERPRISE
ZONE
AUTHORITY**

6th & 7th Floors, Tower 1
Double Dragon Plaza
Double Dragon Mandaue Park
Mactan-Jag槐 Avenue corner
Edna Extension 1102

MEMORANDUM

For The Manager
Financial Services Department

From The Manager
General Services Division

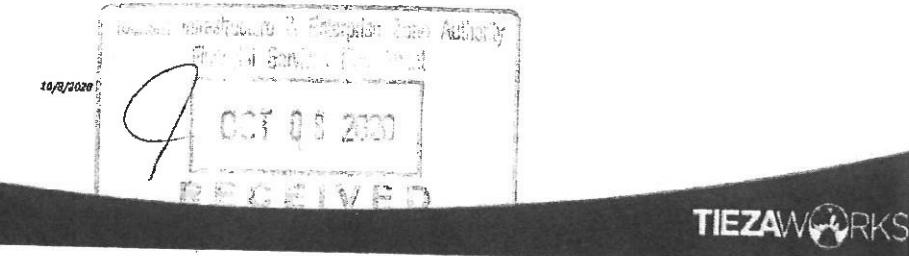
Subject Certificate of Availability of Budget (CABU)

Date October 8, 2020

May we request for the issuance of Certificate of Availability of Budget for Utilization (CABU) for the following:

<u>PR No.</u>	<u>Items</u>	<u>End-user</u>	<u>Estimated Price</u>
20-10-0286	Consulting Services for a Third-Party Customer Satisfaction Survey	COPD	P 1,4000,000.00

Ana Ruth L. Mateo
ANA RUTH L. MATEO





**TOURISM
INFRASTRUCTURE AND
ENTERPRISE
ZONE
AUTHORITY**

6th & 7th Floor, Tower 1
DoubleDragon Plaza
DoubleDragon Meridian Park
Macapagal Avenue corner
EDSA Extension Bay Area
Pasay City 1302

(+632) 8249-5900 loc. 631
financialservices@tieza.gov.ph
www.tieza.gov.ph

CERTIFICATE OF AVAILABILITY OF FUNDS

This is to certify that funds in the amount of **ONE MILLION FOUR HUNDRED THOUSAND PESOS (₱ 1,400,000.00)** are available for the *Consulting Services for a Third-Party Customer Satisfaction Survey per PR # 20-10-0286 dated October 5, 2020.*

Issued this 8th day of October 2020 at Pasay City.

RODOLEO E. ANCHETA
Manager, Financial Services Department

Consultancy Services
Fund Reference No. 2020-1534 dated October 8, 2020

CONTRACT REVIEW REPORT
Consultancy Contract

PROJECT TITLE : CONSULTING SERVICES FOR A THIRD-PARTY CUSTOMER
SATISFACTION SURVEY

NAME OF AGENCY : TIEZA

LOCATION OF THE PROJECT : TIEZA

NAME OF CONTRACTOR : MARKET RELEVANCE CORPORATION

CONTRACT AMOUNT : Php 1,390,000.00

CONTRACT DURATION : 2020

NOTICE OF AWARD : Received on December 22, 2020

NOTICE TO PROCEED : Received on December 29, 2020

DATE OF CONTRACT : December 28, 2020

CONTRACT AWARDED thru (x)-PUBLIC BIDDING ()-SEALED BIDS ()-NEGOTIATED



REVIEWED BY : *[Signature]*

DATE/TIME:

JUN 22 2021
9:48 a.m.

	Particulars	Y	N	Ref	Remarks
I.	Bidding Documents (Section 17, Art. VI, RA 9184)				
	1.Approved Consultancy Contract	x			
	2.Terms of Reference	x			
	3.Detailed breakdown of the Approved Budget for the Contract	x			Indicated at the TOR
	4.Detailed breakdown of the contract cost indicating the following:	x			
	Schedule of basic rates certified by the consultant with a sworn statement	x			
	Derivation of the billing factor/multiplier certified by the consultant with a sworn statement	x			
	Detailed breakdown of reimbursable costs based on agreed fixed rates	x			
	Detailed breakdown of reimbursable costs based on actual costs	x			
	Statement of Scope of work, expected outputs/deliverables and expected time frame	x			
	Minimum requirements on the expertise of the consultants and the qualifications of individual personnel necessary for the undertaking	x			
	5.Approved Program of Work/Project Schedule				n.a for infra only
	6.Approved Manning Schedule indicating the names and positions of the consultants and staff and the extend of their participation in the project	x			
	7.Curriculum vitae of the consultants and staff	x			

	Particulars	Y	N	Ref	Remarks
	8.Letter Request for payment from the consultant				
	9.Approved Consultancy Progress/Final Reports, and/or output required under the contract				
	Bidding Documents (Section 17, Art. VI, RA 9184)				
	10.Invitation to Apply for Eligibility to Bid	X			
	11. Letter of Intent	X			
	12.Eligibility Documents/Eligibility Requirements	X			
	13.Results of Eligibility Check/Screening	X			
	14..Bidding Documents:	X			
	Instruction to Bidders, including scope of bid, documents comprising the bid, bid evaluation methodology/criteria in accordance with RA 9184, and post-qualification, as well as the date, time, place of the pre-bid conference, if applicable, submission of bids and opening of bids				
	15.Minutes of Pre-bid Conference	X			
	16.Agenda and/or Supplemental Bulletin				
	17.Minutes of Bid Opening	X			
	18.Abstract of Bids	X			
	19.Post-Qualification Report of Technical Working Group	X			
	20.BAC Resolution declaring winning bidder	X			
	21.Notice of Post Qualification	X			
	22.BAC Resolution recommending approval and approval by the Head of the Procuring Entity of the Resolution of the BAC recommending award of contract	X			
	23.Notice of Award	X			
	24.Performance Security				
	25.Notice to Proceed	X			
	26.Certificate of Availability of Funds/Obligation Request	X			
	27.Form of Bid, Price Form, and List of Goods or Bill of Quantities	X			
	28.Delivery Time or Completion Schedule				
	29.Form, Amount, and Validity Period of Bid Security (e.g. Bid Securing Declaration/Bid Bond)	X			
	30.Form, Amount, and Validity of Performance Security and Warranty (e.g. details of security)	X			
	31.General and Special Conditions of Contract	X			
II.	Advertising and Posting of the Invitation to Bid (Sec. 21, Article VII, RA 9184)				
	32. Entire page of the newspaper where the Invitation to Bid was advertised, if the amount of the contract is more than P5M;				n.a
	33. Printout of the web page where the Invitation to	X			

	Particulars	Y	N	Ref	Remarks
	Bid was posted in the PhilGEPS website, the website of the procuring entity concerned, if available, for 7 calendar days starting on date of advertisement;				
	34. Certification by the head of the BAC Secretariat of the procuring entity that the invitation was posted at any conspicuous place reserved for the purpose in the premises of the procuring entity for 7 days.	x			
III.	Issuance of Bidding Documents for the Procurement of Infrastructure Projects (Sec.17.5, Rule VI, Revised IRR of RA 9184)				
	35. Printouts (duly certified by the BAC Secretariat as true and correct) of the web pages where the Bidding Documents were posted in the PhilGEPS website, the website of the procuring entity concerned, if available.	x			
IV.	Pre-Bid Conference (Sec.22, Article VII, RA 9184)				
	36. BAC approved Minutes of the Pre-bid Conference.	x			
V.	Supplemental/Bid Bulletins (Sec.22.5, Rule VII, Revised IRR of RA 9184)				
	37. Copy of the Supplemental/Bid Bulletin				
	38. Copies of Requests for Clarification submitted by bidder with evidence of receipt by the BAC Secretariat, if any.				
	39. Printouts of PhilGEPS and procuring entity's web page evidencing of receipt of the Supplemental/Bid Bulletin, if any.	x			
VI.	Submission, Receipt, Opening & Preliminary Examination of Bids:				
	Eligibility Documents (Sec.23, Rule VIII, Revised IRR of RA 9184)				
	Class "A" Documents:				
	Legal Document: 40. Department of Trade and Industry (DTI) business name registration or SEC registration certificate, whichever is appropriate.	x			
	41. Valid and Current Mayor's Permit/Municipal License;	x			
	42. Tax Clearance	x			
	43. PhilGeps Registration	x			
	Technical Documents: 44. Statement of the prospective bidder of all its ongoing and completed government and private contracts, including contracts awarded but not yet started, if any, whether similar or not similar in	x			

	Particulars	Y	N	Ref	Remarks
	nature and complexity to the contract to be bid, within the relevant period as provided in the Bidding Documents.				
	45. Valid Philippine Contractors Accreditation Board (PCAB) license and registration for the type and cost of the contract to bid.				n.a
	Contractors Organizational Chart/List of Key Personnel	x			
	Financial Documents:				
	46. Audited Financial Statements, stamped "received" by the BIR or its duly accredited and authorized institutions, for the immediately preceding calendar year which should not be earlier than 2 years from the date of bid submission.	x			
	47. Income Tax Return	x			
	48. The prospective bidder's computation for its Net Financial Contracting Capacity (NFCC); or a commitment form Universal or Commercial Bank to extend a Credit Line(CL) in favor of the prospective bidder if awarded contract to be bid.				n.a
	Eligibility Criteria				
	49. The prospective bidder must have completed, within the period specified in the Invitation to Bid, a single contract that is similar to the contract to be bid, and whose value adjusted to current prices using the NSO's consumer price indices must be at least 50% of the ABC to be bid.				n.a
	50. The Constructor's Performance Evaluations System (CPES) rating and/or certificate of contract must be satisfactory.				
	51. Sworn statement by the bidder or its duly authorized representative in the form prescribed by GPPB as to the Following: (Sec.25. (b)vi), Rule VIII,RIRR	x			
	(1) It is not blacklisted or barred from bidding by the GOP or any of its agencies, offices, corporations, or LGUs, including foreign government or international financing institution whose blacklisting rules have been recognized by the GPPB; (2) Each of the documents submitted in satisfaction of the bidding requirements is an authentic copy of the original, complete and all statements and information provided therein are true and correct; (3) It is authorizing the Head of the Procuring Entity or his duly authorized representative/s to verify all the documents submitted;				

BAC RESOLUTION NO. 8000 - 149

WHEREAS, a Request for Expression of Interest was posted in the PHILGEPS, TIEZA website and at conspicuous places of TIEZA Building premises for the public bidding for the Consultancy Service for the Service Provider for the 2020 Customer Satisfaction Survey;

WHEREAS, the Approved Budget Contract (ABC) is in the total amount of One Million four Hundred Thousand (Php 1,400,000.00) Pesos;

WHEREAS, only One (1) prospective consultant responded to the invitation to bid and obtained eligibility documents within the scheduled issuance period, namely:

1. Market Relevance Corporation

WHEREAS, on November 5, 2020 the Bids and Awards Committee (BAC) opened the eligibility proposal of Market Relevance Corporation pursuant to Section 24.4.1 Rule VIII of the 2016 Revised IRR of R.A. 9184;

WHEREAS, the Bids and Awards Committee (BAC) through its Technical Working Group (TWG) conducted the detailed evaluation and shortlisting process pursuant to Section 24.4.2 Rule VIII of the 2016 Revised IRR of R.A. 9184;

WHEREAS, based on the results of the shortlisting evaluation Market Relevance Corporation passed the shortlisting process and the obtained a score of 93%;

WHEREAS, Market Relevance Corporation was notified to submit their Technical and Financial proposal for the opening of bid on December 7, 2020;

WHEREAS, pursuant to Sec. 32.2.1.b.ii Rule IX and Sec. 33.2.2 Rule IX of the 2016 Revised IRR of R.A. 9184 the Technical Working Group (TWG) conducted the detail evaluation on the technical bid proposal of Market Relevance Corporation based on the following criteria as stated in the Terms of Reference:

- 30% - Financial Proposal
- 70% - Technical Proposal
 - (35% -Quality of Personnel to be assigned)
 - (35% -Experience and capability of the Firm)
 - (30% -Plan of Approach and Methodology)

WHEREAS, the result of the detailed evaluation on the technical proposal of Market Relevance Corporation are as follows:



Name of Bidder	Quality of personnel to be assigned (35%)	Experience and capability of the Firm (35%)	Plan of approach and methodology (30%)	Total Score	Remarks
				100%	

Market Relevance Corporation	24	38	28	90	Passed the detailed evaluation on the technical proposal subject to further evaluation of financial component of bid proposal
------------------------------	----	----	----	----	---

WHEREAS, based on the result of the detailed valuation procedure conducted on the technical proposal, Market Relevance Corporation passed the minimum requirement for the technical proposal with a total score of 90%.

WHEREAS, the Technical Working Group (TWG) recommended to the Bids and Awards Committee (BAC) for the opening of the financial proposal of Market Relevance Corporation for the public bidding for the Consultancy Service for the Service Provider for the 2020 Customer Satisfaction Survey for purposes of completing the Quality-Cost based evaluation procedure for this consultancy services pursuant to Sec. 33.2.1 b) Rule IX of the 2016 Revised IRR of R.A. 9184;

WHEREAS, the Bids and Awards Committee (BAC) approves and confirms the recommendation of the Technical Working Group (TWG) for the opening of the financial proposal of Market Relevance Corporation for the public bidding for the Consultancy Service for the Service Provider for the 2020 Customer Satisfaction Survey for purposes of completing the Quality-Cost based evaluation procedure for this consultancy services pursuant to Sec. 33.2.1 b) Rule IX of the 2016 Revised IRR of R.A. 9184;

WHEREAS, as stated in the Terms of Reference for the bidding of this consultancy service, the bid proposals of the prospective Consultant/s shall be evaluated using the Quality Based Cost Evaluation. The Technical proposal shall be given a weight of 70% whereas the financial proposal shall be given a weight of 30%

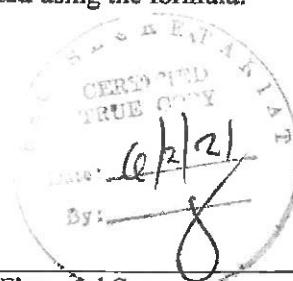
WHEREAS, the Technical Working Group (TWG) computed the rating of each financial proposal in the following manner:

- a. The Firm/Consultant with the lowest bid price proposal gets 100 points; and
- b. The score of the other Firm/Consultant will be computed using the formula:

$$SF = 100 \times FI/F$$

Where:

- | | |
|----|--|
| SF | = Financial Score |
| FI | = Lowest Financial Proposal |
| F | = Financial Proposal under consideration |



Name of the Firm	Financial Bid Proposal	Financial Score
Market Relevance Corporation	Php 1,390,000.00	1,390,000.00/1,390,000.00 = 100 pts.

WHEREAS, in order to obtain the total score for the Technical and Financial Proposals of the Prospective Consultants the Technical Working Group (TWG) used the Formula $S = St \times T\% + Sf \times F\%$.

Where:

S = is the Total Score;
 St = is the Technical Score;
 Sf = is the Financial Score;
 T = is the weight given to the Technical Proposal; and
 F = is the weight given to the Financial Proposal.

WHEREAS, the Final computation of Score for the Technical and Bid Proposals of the prospective Consultants are as follows:

TECHNICAL PROPOSAL

Firm	Average Score	Weight	Weighted Score
Market Relevance Corporation	90	x 70%	= 63

FINANCIAL PROPOSAL

Firm	Average Score	Weight	Weighted Score
Market Relevance Corporation	100	x 30%	= 30

TOTAL TECHNICAL AND FINANCIAL SCORE

Firm	Technical Weighted Score	Financial Weighted Score	Total Weighted Score
Market Relevance Corporation	63	30	93

WHEREAS, pursuant to Sections 33 Rule X of the 2016 Revised IRR of R.A. 9184 the technical proposal and financial proposal submitted by Market Relevance Corporation emerged as the Highest Rated Bid with a total rating/score of 93%.

WHEREAS, the Technical Working Group (TWG) recommended to the Bids and Awards Committee (BAC) to declare Market Relevance Corporation as the Highest Rated Bid for the public bidding Consultancy Service for the Service Provider for the 2020 Customer Satisfaction Survey;

WHEREAS, the Technical Working Group (TWG) also recommended to the Bids and Awards Committee (BAC) to proceed with the negotiation with Market Relevance Corporation pursuant to Sec. 33.2.5 of the 2016 Revised IRR of R.A. 9184 and to subject the said Consultant to post qualification process in accordance to Sec. 34, Rule X of the 2016 Revised IRR of R.A. 9184;

WHEREAS, the Bids and Awards Committee (BAC) confirmed and approved the recommendation of the Technical Working Group (TWG) to declare Market Relevance Corporation as the Highest Rated Bid for the public bidding for Consultancy Service for the Service Provider for the 2020 Customer Satisfaction Survey;

WHEREAS, the Bids and Awards Committee (BAC) also approved and confirmed the recommendation of the Technical Working Group (TWG) to proceed with the negotiation with Market Relevance Corporation pursuant to Sec. 33.2.5 of the 2016 Revised IRR of R.A. 9184 and to subject the said Consultant to post qualification process in accordance to Sec. 34, Rule X of the 2016 Revised IRR of R.A. 9184;

WHEREAS, the Bids and Awards Committee (BAC) confirmed and approved the recommendation of the Technical Working Group (TWG) to declare Market Relevance Corporation as the Highest Rated Bid for the public bidding for Consultancy Service for the Service Provider for the 2020 Customer Satisfaction Survey;

WHEREAS, the Bids and Awards Committee (BAC) also approved and confirmed the recommendation of the Technical Working Group (TWG) to proceed with the negotiation with Market Relevance Corporation (Highest Rated Bid) pursuant to Sec. 33.2.5 of the 2016 Revised IRR of R.A. 9184 and to subject the said Consultant to post qualification process in accordance to Sec. 34, Rule X of the 2016 Revised IRR of R.A. 9184;

WHEREAS, pursuant to Sec. 33.2.5 Rule IX of the 2016 Revised Implementing Rules and Regulations of the Republic Act No. 9184, the Bids and Awards Committee (BAC) together with Market Relevance Corporation successfully concluded the negotiation process for the Consultancy Service for the Service Provider for the 2020 Customer Satisfaction Survey;

WHEREAS, as required under Sec. 34.2 Rule X of the Revised IRR of R.A. 9184, the Market Relevance Corporation submitted their latest income and business tax returns, and other appropriate licenses and permits required in the bidding documents;

WHEREAS, pursuant to Sec. 34.3 Rule X of the Revised IRR of R.A. 9184, the Technical Working Group (TWG) verified, validated and ascertained all statements made and documents submitted by Market Relevance Corporation with the Highest Rated Bid, such as but not limited to, Legal, Technical and Financial requirements of the bidding for the Consultancy Service for the Service Provider for the 2020 Customer Satisfaction Survey;

WHEREAS, pursuant to Sec. 34.4 Rule X of the Revised IRR of R.A. 9184, upon confirmation and ascertainment of the Technical, Legal and Financial capability of Market Relevance Corporation to fulfill the obligation for Consultancy Service for the Service Provider for the 2020 Customer Satisfaction Survey, the Technical Working Group (TWG) recommended to the Bids and Awards Committee (BAC) to declare Market Relevance Corporation as the Highest Rated Responsive Bid (HRRB) and for the award of contract to Market Relevance Corporation for the consultancy service being bid out;

WHEREFORE, the Bids and Awards Committee (BAC), upon confirmation and ascertainment of the Technical, Legal and Financial capability of Market Relevance Corporation to fulfill the obligation for Consultancy Service for the Service Provider for the 2020 Customer Satisfaction Survey, confirms and approves the recommendation of the Technical Working Group (TWG) to declare Market Relevance Corporation as the Highest Rated Responsive Bid (HRRB) for the consultancy service being bid out;

FURTHER, the Bids and Awards Committee (BAC) also confirms and approves the recommendation of the Technical Working Group (TWG) for the award of contract to Market Relevance Corporation for the consultancy service being bid out; **FINALLY RESOLVED**, the Bids and Awards Committee (BAC) hereby recommends to the Head of the Procuring Entity (HOPE) to award the contract to Market Relevance Corporation for the Consultancy Service for the Service Provider for the 2020 Customer Satisfaction Survey.

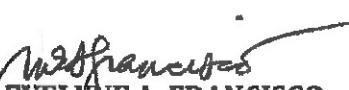
Done on this 31st day of December 2020 at the City of Pasay, Philippines.

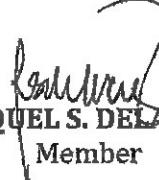



Engr. NESTOR M. DOMALANTA
Chairperson


Atty. NINO RUBERTO F. AQUINO
Vice-Chairperson


HERNANDO A. ENAL
Member


MA. EVELYNE A. FRANCISCO
Member


RAQUEL S. DELA CRUZ
Member

Engr. JEOFFREY L. MACALALAD
Member





**TOURISM
INFRASTRUCTURE AND
ENTERPRISE
ZONE
AUTHORITY**

6th & 7th Floors, Tower 1
Double Dragon Plaza
Double Dragon Meridian Park
Macapagal Avenue corner
Edsa Extension Bay Area
Pasay City 1302

① (+63) 998-539-0162
② +249-5900 loc. 713 or 714
✉ bacsecretariat@tieza.gov.ph
🌐 www.tieza.gov.ph

22 December 2020

RHODORA SANTIAGO
President & CEO
MARKET RELEVANCE CORP.
Unit 1201 One San Miguel Condominium, Ortigas Center, Pasig City
Telephone Number: (63-2)687-7173, (63-2) 470-5011
Email address: chong_santiago@yahoo.com.ph

SUBJECT: NOTICE OF AWARD

Dear Ms. Santiago:

The contract for the **CONSULTANCY SERVICES FOR A THIRD PARTY CUSTOMER SATISFACTION SURVEY** is hereby awarded to you with a total contract price of (Php 1,390,000.00).

In this connection, you are hereby instructed to enter into and execute the contract agreement with us within ten (10) days upon receipt of this Notice and furnish us with the following documents which shall form part of the contract agreement.

1.0 Performance bond amounting to any of the following:

1.1 5% of the contract price - for cash, manager's check, cashier's check Bank draft/Guarantee confirmed by a Universal or Commercial Bank or irrevocable letter of credit issued by a Universal or Commercial Bank

1.2 30% of the contract price - Surety Bond Callable upon demand issued by a surety or insurance company

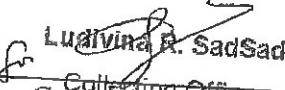
Very truly yours,

POCHOLO J.D. PARAGAS
Chief Operating Officer

Conforme:

RAHNER TUBREN M. SANTIAGO

(ORIGINAL)

Official Receipt of the Republic of the Philippines		
		No. 4799332 M 4799332
Date December 28, 2020		
Agency TIEZA	Zone Authority	Fund
Payor MARKET RELEVANCE CORP.		
Nature of Collection	Account Code	Amount
Performance Bond for Customer Satisfaction Survey		P69,500.00
TOTAL		P69,500.00
Amount in Words Sixty-Nine Thousand Five Hundred Pesos ONLY		
<input checked="" type="checkbox"/> Cash	Drawee Bank	Number
<input type="checkbox"/> Check		
<input type="checkbox"/> Money Order		
Received the amount stated above.		
 Luisina R. SadSad Collecting Officer Collecting Officer		
NOTE: Write the number and date of this receipt on the back of check or money order received.		





TOURISM
INFRASTRUCTURE AND
ENTERPRISE
ZONE
AUTHORITY

6th & 7th Floors, Tower I
Double Dragon Plaza
Double Dragon Indian Park
Macapagal Avenue corner
Edsa Extension Bay Area
Pasay City 1302

(+63) 998-539-0162
(+632) 8249-5900 loc. 730
bacsecretariat@tieza.gov.ph
www.tieza.gov.ph

29 December 2020

RHODORA SANTIAGO

President & CEO

MARKET RELEVANCE CORP.

Unit 1201 One San Miguel Condominium, Ortigas Center, Pasig City

Telephone Number: (63-2) 687-7173, (63-2) 470-5011

Email address: chong_santiago@yahoo.com.ph

NOTICE TO PROCEED

Dear Ms. Santiago:

Pursuant to our Contract Agreement for the **CONSULTANCY SERVICES FOR A THIRD PARTY CUSTOMER SATISFACTION SURVEY**, you are hereby directed to commence with your undertaking upon receipt of this Notice.

We hope for a harmonious working relation with you.

Very truly yours,

POCHOLO JOSELITO D. PARAGAS
Chief Operating Officer

Received By:

RAINER AUDREN M. SANDAGA
Printed Name & Signature/Date

12/29/2020





**TOURISM
INFRASTRUCTURE AND
ENTERPRISE
ZONE
AUTHORITY**

6th & 7th Floors, Tower 1
Double Dragon Plaza
Double Dragon Meridian Park
Macapagal Avenue corner
Edsa Extension Bay Area
Pasay City 1302

- (+63) 998-539-0162
(+632) 8249-5986 loc. 713 or 714
bacsecretariat@tieza.gov.ph
www.tieza.gov.ph

Authority to Accept Payment

Please accept the sum of Ninety - nine thousand five hundred pesos

(Php 99,500.00) as bidder fee for Performance Bond.

PROJECT

Customer Satisfaction Survey

BIDDER

Market Reference Corp.

BUSINESS ADDRESS

Class One San Miguel Condo, Rizalits Center, Pasig City

CONTACT PERSON

Hannah Ariana Sotangco

CONTACT NO

0917-81665410

EMAIL ADDRESS

marketreference@y.com

OFFICIAL RECEIPT NO.

12345678901234567890

TIN NO. OF COMPANY

12345678901234567890

Infrastructure:

- Section I-IX
- Bill of Quantity
- Specifications
- Plans
- Manpower & List of Equipment
- Summary of Bid
- 10 pages sample template
- Statement of Exclusivity Form
- Bid Bulletin/s
- Detailed Estimate/s

Received by:

Date: _____

Goods:

- Section I-VIII
- Terms of Reference
- Specifications
- 10 pages sample template
- Bid Bulletin/s

Received by:

Date: _____

Consultancy:

- Section I-III
- Terms of Reference
- 4 pages sample template
- Bid Bulletin/s
- Eligibility Submission Form

Received by:

Date: _____

Prepared By:

BAC Secretariat

ED TRUE / PHOTO COPY

LEONILA R. LANSANGAN
IC Supervising Insurance Specialist
Licensing Division
Insurance Commission

Date: APR 05 2019



Blg. 2019/26-R
(No.) 2019/26-R

Republika ng Pilipinas
Republic of the Philippines
Kagawaran ng Pananalapi
Department of Finance
INSURANCE COMMISSION

ITO AY PATUNAY na ang ALPHA INSURANCE & SURETY COMPANY, INC.
(This is to certify that

NG LUNGSOD NG MAYNILA, PILIPINAS

na isang pang DI-BUHAY
NON-LIFE
(FIRE, MARINE, CASUALTY & SURETY*)

na kompanya ng seguro ay nakatugon sa lahat ng mga kailangang itinakda ng batas
insurance company, has complied with all requirements of law

ng Pilipinas kaugnay sa gayong mga kompanya ng seguro, kung kaya pinagkakalooban
of the Philippines relative to such insurance companies, and it is hereby granted

nitong KATIBAYAN NG PAGKAMAYKAPANGYARIHAN upang makipagnegosyo ng
this CERTIFICATE OF AUTHORITY to transact

uri ng seguro na itinakda sa itaas hanggang ikalabingdalawa ng hatinggabi, ng ikatatlumpu't isang
the class of insurance business above set forth until twelve o'clock midnight, on the thirty-first

araw ng Disyembre, taong dalawang libo't dalwamputisa
day of December 2019

maliban kung agad na bawiin o pigilin ng may makatuwirang dahilan.
unless sooner revoked or suspended for cause.)



Bilang KATUNAYAN NYTO, inilagda ko ang aking pangalan
In WITNESS WHEREOF, I have hereunto subscribed my name

at ikinintal ang Opisyal na Tatak ng aking Tanggapang
and caused my Official Seal to be affixed,

sa Lungsod ng Maynila, Pilipinas. Ito ay may bisa
at the City of Manila, Philippines. This becomes

simula ika-isa ng Enero 2019.
effective on 1 January 2019.)

CERTIFIED TRUE COPY

BY: EDMUND H. REMO

DENNIS B. FUNA
Insurance Commissioner

*AO No. 244 issued on
May 31, 1957

Date Issued:



REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF FINANCE
BUREAU OF INTERNAL REVENUE
REVENUE REGION 7B-EAST, NCR

TCC NO. 07B-043 07-22-R1071-2020

TAX CLEARANCE CERTIFICATE

(Pursuant to Executive Order No. 398)

MARKET RELEVANCE CORP

Name of Taxpayer

UNIT 1201 ONE SAN MIGUEL AVE. CORNER SHAW BLVD. ORTIGAS CENTER
SAN ANTONIO PASIG CITY 1600

Address

222-327-801-000

Taxpayer Identification Number

This is to certify that the above mentioned taxpayer is eligible for issuance of this Tax Clearance Certificate having satisfied all the criteria set forth by the BIR as of the date of this certification pursuant to Regulations No. 8-2016, as amended.

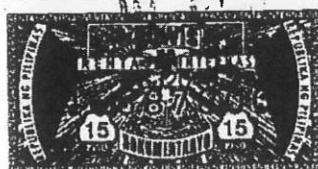
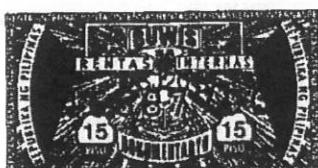
Tax liabilities recorded after the aforesaid dates or outside the jurisdiction of this Office are not covered by this tax clearance.

Issued this 22nd day of July, 2020.

NOTE: THIS CERTIFICATE SHALL BE VALID AND EFFECTIVE FROM DATE OF ISSUE UNTIL JULY 22, 2021 ONLY OR UNTIL REVOKED, WHICHEVER COMES EARLIER. THIS SHALL NOT BE USED ON SALES/TRANSFER OF REAL PROPERTIES. CERTIFICATION FEE OF P100 WAS PAID ON JUNE 29, 2020. UNDER EFPS PAYMENT TRANSACTION NUMBER 205114938. ANY ERASURE MADE ON THIS TCC SHALL RENDER IT NULL AND VOID.



CEFERINA M. ONG
CHIEF, COLLECTION DIVISION



WARNING: Counterfeiting is punishable by law. For authenticity, please visit BIR website www.bir.gov.ph/index.php/tax-clearance/released-tax-clearance.html. Tax Clearance Certificate (for bidding purposes) not listed/posted herein will be deemed to have originated from an illegal source.



REPUBLIC OF THE PHILIPPINES

City Government of Pasig
Office of the City Mayor

Business Permit and License Office

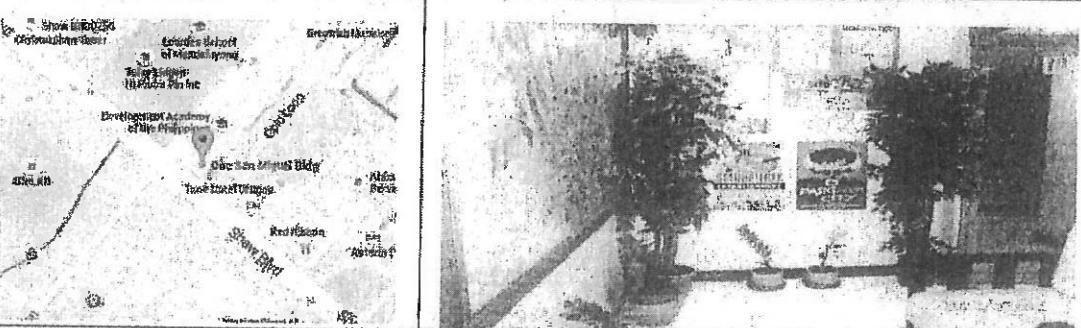
LUNGSOD NG

PASIG
UMAGBON ANG PAG-ASA

Mayor's Permit Number	SER 20-001756	Date	JANUARY 28, 2020
This certifies that	MARKET RELEVANCE CORP.,		
Business / Trade Name	MARKET RELEVANCE CORP.		
with business address	U-1201, 12/F ONE SAN MIGUEL AVE., ORTIGAS CTR., SAN ANTONIO, Pasig		

has been granted a BUSINESS PERMIT to operate the following business/es hereunder indicated, pursuant to PASIG REVENUE CODE, LOCAL GOVERNMENT CODE and SUBJECT to such other pertinent laws, ordinances and other related administrative implementary regulations.

VALID UNTIL JANUARY 28, 2020 BUSINESS RENEWAL



KIND OF BUSINESS	AMOUNT PAID	O.R. NO.	DATE	REMARKS
APT LESSOR COMMERCIAL SPACE	900.00	6444206-BE	01/15/2020	PHP 60,160.47
SER MARKET RESEARCH SERVICES	900.00			2020, 1st Paid Quarterly

SUBJECT TO CONDITIONS STATED HEREOF

REMINDERS

- Permit granted is a privilege and not a right. Violation of any City Ordinance or prevailing laws immediately revokes your permit to conduct business in the City of Pasig.
- This permit shall be posted conspicuously at the place where the business(es) is/are being conducted and shall be presented and/or surrendered to competent authorities upon demand.
- This Permit is not transferable and not valid without the corresponding official receipts showing the payments of Mayor's Permit Fees and City Business Taxes.
- In case of closure of business, surrender this permit to the City Treasurer for official retirement.
- This PERMIT is issued temporarily subject to compliance with the requirements that may be imposed by the City Building Official, City Environment and Natural Resources Office, the Chief of Fire Department, the City Health Office and the Station Commander of EPD, as to building, environmental protection, fire safety, sanitation and peace and order requirements, respectively.

Approved by:	
ATTY. CHRISTIAN B. VILLAR	Category I
Authorized by the City Mayor	

HON. VICTOR M.A. REGIS N. SOTTO
City Mayor

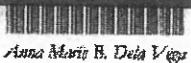
For and By the Authority of
The City Mayor

MELANIE B. DE MESA
CHIEF - BPLO

ERASURE AND/OR ALTERATION WILL INVALIDATE THIS PERMIT

SA-2006-015374

Business ID Number

VISIT US AT
www.pasigcity.gov.ph

Anna Marie B. Dela Vega

MP 2020-41650
Control Number

CERTIFIED TRUE COPY

REPUBLIKA NG PILIPINAS
KAGAWARANG NG PANANALAPI
KAWANIHAN NG RENAS INTERNAS
REVENUE REGION NO. 7
REVENUE DISTRICT 803

BIR
Form No.
Revised July 1997

2303

ORC0000793066

CERTIFICATE OF REGISTRATION

TIN 222-327-801-000	NAME MARKET RELEVANCE CORP	REGISTRATION DATE 02/04/2003
REGISTERED ADDRESS UNIT 1201 ONE SAN MIGUEL AVE. CORNER SHAW BLVD. ORTIGAS CENTER SAN ANTONIO PASIG CITY 1600		
REGISTERED ACTIVITY(IES)		
TAX TYPE		
INCOME TAX	REGISTRATION FEE	
VALUE - ADDED TAX	WITHHOLDING TAX - COMPENSATION	
WITHHOLDING TAX - EXPANDED/OTH	WITHHOLDING TAX - FINAL	
TRADE NAME MARKET RELEVANCE CORP	LINE OF BUSINESS / INDUSTRY 7413 MARKET RESEARCH AND PUBLIC OPINION POLLING	
CALENDAR YEAR: DECEMBER 31		
REMINDERS:		
FILING OF REQUIRED TAX RETURN/S TO CONFORM WITH ABOVE TAX TYPE/S WITH OR WITHOUT OPERATION TO AVOID PENALTIES		
INCOME TAX		WITHHOLDING TAX : EXPANDED
SINGLE PROPRIETOR 17010	CORPORATION/ASSOC 17020	1601-E - 10th day of the following month 1604-E : Annual Information Return - March 31
1st Qtr : APR 15	1st Qtr : MAY 30	WITHHOLDING TAX - COMPENSATION
2nd Qtr : AUG 15	2nd Qtr : AUG 28	1601-C - 10th day of the following month 1604-CF : Annual Information Return - January 31
3rd Qtr : NOV 15	3rd Qtr : NOV 29	#VALUE!
1701	1702	APR 15
VAT	PERCENTAGE TAX	
2600M - 30th day of the following month 2600U - Every 20th day after the close of each quarter	1601-M - 20th day of the following month THEREBY CERTIFY THAT THE BUSINESS BEING QUARANTEENED AS INDICATED ABOVE, UNDER THE PROVISIONS OF THE NATIONAL INTERNAL REVENUE CODE, AS AMENDED.	
		MAY 03 2017 RAMER D. MARVAEZ RAMON D. NAVARRO OIC Asst. Revenue District Officer REVENUE DISTRICT OFFICER (signature overprinted name)
DATE ISSUED : 06/03/2017		
THIS CERTIFICATE MUST BE EXHIBITED CONSPICUOUSLY IN THE PLACE OF BUSINESS		

EN

Cancelled Taxtype WR

CERTIFIED TRUE COPY

May 10, 2017
Former Office

Republic of the Philippines
Department of Budget and Management
PROCUREMENT SERVICE

CERTIFICATE OF PHILGEPS REGISTRATION (Platinum Membership)

THIS IS TO CERTIFY THAT

MARKET RELEVANCE CORPORATION
One San Miguel Building, Shaw Blvd.,
Mandaluyong City, Metro Manila, NCR, Philippines

is registered in the Philippine Government Electronic Procurement System (PhilGEPS) on 22-Sep-2016 pursuant to Section 8.5 of the Revised Implementing Rules and Regulations of Republic Act No. 9184, otherwise known as the Government Procurement Reform Act.

This further certifies that MARKET RELEVANCE CORPORATION has submitted the required eligibility documents in the PhilGEPS Supplier Registry as listed in Annex A, which document is attached hereto and made an integral part hereof. The Procuring Entity reserves the right to verify, validate and ascertain the authenticity, completeness and truthfulness of all the submitted documents during the post-qualification process.

This Certificate is valid until 17-Feb-2021

Issued this 17th day of February 2020.

This is a system generated certificate. No signature is required.



Documentary Stamp Tax Paid Php 30.00

Certificate Reference No: 2020021859321198154735
Amended Date as of October 26, 2020 10:05 AM

Page 1 of 3

CERTIFIED TRUE COPY

REMINDERS¹

- *The PhilGEPS office shall not determine the eligibility of merchants. The PhilGEPS office's evaluation of the eligibility requirements shall be for the sole purpose of determining the approval or disapproval of the merchant's application for registration.*
- *A merchant's registration and membership in the GOP-OMR is neither contract-specific nor understood to be tantamount to a finding of eligibility. Neither shall the merchant's successful registration in the GOP-OMR be relied upon to claim eligibility for the purpose of participation in any public bidding.*
- *The determination of the eligibility of merchants, whether registered with the GOP-OMR or not, shall remain with the Bids and Awards Committee (BAC). The BAC's determination of validity of the eligibility requirements shall be conclusive to enable the merchant to participate in the public bidding process.*

**Certificate Reference No: 2020021859321198154735
Amended Date as of October 26, 2020 10:05 AM**

Page 2 of 3

¹Refer to Section 4 of the Guidelines for the Use of the Government of the Philippines - Official Merchant's Registry

CERTIFIED TRUE COPY

"Annex A"

List of Eligibility Documents

of
MARKET RELEVANCE CORPORATION
One San Miguel Building, Shaw Blvd ,
Mandaluyong City , Metro Manila , NCR , Philippines

SEC Certificate	Registration Date : 22-Jan-2003 SEC Certificate Number : CS200301664
Mayors Permit	Expiration Date : 31-Dec-2020 Permit Number : SER 20001758 Place of Issue : Pasig Issued By / Signatory : Hon Victor Ma. Regis N. Sotto Issuance Date : 28-Jan-2020
Tax Clearance	Expiration Date : 22-Jul-2021 TCC Number : 07B-04307-22-R1071-2020 Issued By / Signatory : Ceferina M. Ong Chief Collection Division Issuance date : 22-Jul-2020
Audited Financial Statement	Date of Filing : 24-Jun-2020 Current Asset : 16,769,561.00 Total Asset : 28,323,063.00 Current Liabilities : 7,783,418.00 Total Liabilities : 21,611,651.00 Name of Auditor : Imelda Merelos Paclibar BIR RDO Code : 57
PCAB License	Expiration Date : - Issued By / Signatory : Issuance Date : - License Number : License First Issue Date : - Principal Classification : Category :

Certificate Reference No: 2020021859321198154735
Amended Date as of October 26, 2020 10:05 AM

CERTIFIED TRUE COPY
Page 3 of 3



**TOURISM
INFRASTRUCTURE AND
ENTERPRISE
ZONE
AUTHORITY**

ADSD.QF.29
Appendix 60

6th & 7th Floors, Tower 1
DoubleDragon Plaza
DD Meridian Park
Macapagal Avenue corner
EDSA Extension 1302
Bay Area, Pasay City

PURCHASE REQUEST

Department: Division:	Corporate Planning Department	P.R. No.: Date:	20-10-0286 5-Oct-20								
Stock No.	Unit	Item Description	Quantity	Estimated Unit Cost	Estimated Total Cost						
		Consulting Services for a Third-Party Customer Satisfaction Survey for the following core processes: Travel Tax Services Assets Management Tourism Enterprise Zone Management Architectural and Engineering Services	1	Total	P1,400,000.00						
Note: See attached Terms of Reference											
<p>Funds Available</p> <table border="1"><tr><td>Consultancy Services</td><td>₱1,400,000.00</td></tr><tr><td>Account</td><td>Amount</td></tr><tr><td colspan="2">RODOLFO E. ANCHETA Manager, Financial Services Dept.</td></tr></table>						Consultancy Services	₱1,400,000.00	Account	Amount	RODOLFO E. ANCHETA Manager, Financial Services Dept.	
Consultancy Services	₱1,400,000.00										
Account	Amount										
RODOLFO E. ANCHETA Manager, Financial Services Dept.											
Purpose:	For the fulfillment of the GCG requirement on the conduct of third-party Customer Satisfaction Survey										
Requested by:	Approved By:										
Signature: Printed Name: Designation:	<p>FRANCIS RANDY J. HORTELANO Manager Corporate Planning Department</p> <p><i>[Signature]</i></p> <p>TIEZA Budget Division Fund Ref. No. 2020- 1534 10/10/2020 <i>[Signature]</i></p> <p>POCHOLO J.D. PARAGAS Chief Operating Officer</p>										



2020 CUSTOMER SATISFACTION SURVEY

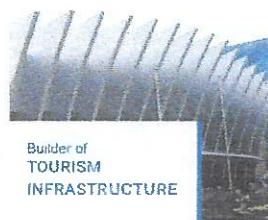
FOR

TOURISM INFRASTRUCTURE AND

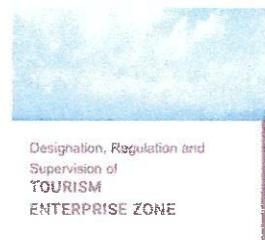
ENTERPRISE ZONE AUTHORITY



Collector of
TRAVEL
TAX



Builder of
TOURISM
INFRASTRUCTURE



Designation, Regulation and
Supervision of
TOURISM
ENTERPRISE ZONE



Operation and Management of
ASSETS

Prepared by:
Market Relevance Corp

Fieldwork Dates: December 29, 2020 – January 31, 2021



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2020 Satisfaction Survey for Tourism Infrastructure and Enterprise Zone Authority



Details of the Study

- As part of the Governance Commission for GOCCs' (GCG) mandate, all GOCCs are required to conduct an annual third-party satisfaction survey among their stakeholders.
- TIEZA commissioned Market Relevance Corp to conduct the agency's satisfaction survey among their customers for 2020.
- There were four stakeholders considered for this study – Travel taxpayers, TEZ Operators, Customers in Operating Assets (AMS), and LGUs (AESS).
- Fieldwork started December 29, 2020 and ended on January 31, 2021
- There were n=500 customers included in this study for Travel taxpayers and Customer in Operating Assets (AMS). The margin of error is computed at $\pm 4.3\%$ at 95% confidence level, which is within the recommendation of GCG.
- For the Travel tax payers and AMS a total of n=500 were completed for each stakeholder type.
- For the TEZ and AESSION a list of n=18 TEZ and n=12 LGU (AESSION) customers provided to MRC was exhausted. **Everyone was approached for the interview.**
- GCG's rule states that for companies with small universe (when the number of the total primary customers is not enough to reach at least a sample size of n=300 for the survey), the MOE should not be greater than $\pm 9.8\%$ at 95% CL.
- For this study, the **MOE computed is at $\pm 8.40\%$ for TEZ and $\pm 8.91\%$ for AESSION.** This means that TIEZA was able to comply with the rule set by GCG.
- For the Travel taxpayers, the interviews were conducted via face-to-face in the terminals. Every 2nd passenger who paid for their travel tax was approached for the interview.
- For the TEZ Operators, Customers in Operating Assets, and LGUs, all interviews were conducted via phone.



	No. of Interviews Completed
Travel Taxpayers	n=500
Customers in Operating Assets (AMS)	n=500
TEZ Operators	n=16
Local Government Units (AESS)	n=11

Quality Control Measures

- All field enumerators underwent strict quality control measures. Everyone underwent classroom training, which discussed the flow of the interview, and possible scenarios that enumerators might encounter and how to handle these scenarios.
- All field enumerators underwent strict quality control measures. Everyone underwent classroom training, which discussed the flow of the interview, and possible scenarios that enumerators might encounter and how to handle these scenarios.
- At least thirty percent of the work of the interviewers, which were not observed by a supervisor, were verified through backchecking/ data verification.
- All interviews underwent consistency checking on the responses, which was conducted by the supervisors and data processing encoders, and processors.

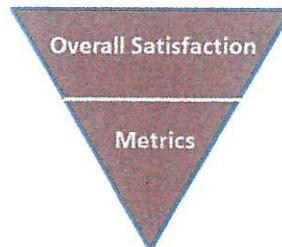


Survey Instrument

MRC used the recommended instrument of GCG for TIEZA's Stakeholder Satisfaction Survey.

There were four sets of questionnaires provided for the study – one for each specific respondent type.

The Funneling process was followed in the asking of questions: starting with the overall satisfaction on the agency to certain areas of concerns as specified in the objectives of the study.



Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied
5	4	3	2	1
Strongly Agree	Agree	Neither	Disagree	Strongly Disagree
5	4	3	2	1
Very Satisfied/ Definitely Agree	Performance of the GOCC meets and exceeds the needs and expectations of the customer. Service was provided with few minor problems or none at all.			
Satisfied/ Agree	Performance of the GOCC meets the minimum expectations of the customer. Service was provided with few minor problems or none at all.			
Neither	Midpoint in which the respondents cannot truly pick a side in the spectrum. The GOCC's performance neither meets nor doesn't meet the minimum expectations of the customer.			
Dissatisfied/ Disagree	Performance of the GOCC does not meet the minimum expectations of the customer.			
Very Dissatisfied/ Strongly Disagree	Performance of the GOCC does not meet most or did not meet any of the expectations of the customer.			

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2020 Satisfaction Survey for Tourism Infrastructure and Enterprise Zone Authority



Reporting Notes

- The scientific analysis was done in totality and per stakeholder type.
- All numbers are in percentages unless otherwise stated.
- Due to rounding off, the total will not always be exactly 100%.
- The margin of error was carefully considered all throughout the analysis. Hence, significant testing was implemented at 95% Confidence Level.
- In order to compute for the overall satisfaction, the responses of those who are very satisfied and satisfied on the overall satisfaction question were combined. The reasons for satisfaction were cross tabulated based on the rating that the respondents gave the GOCC.
- Please take note that there are instances when the base is low (TEZ and AESS). TIEZA is advised to read results with caution.

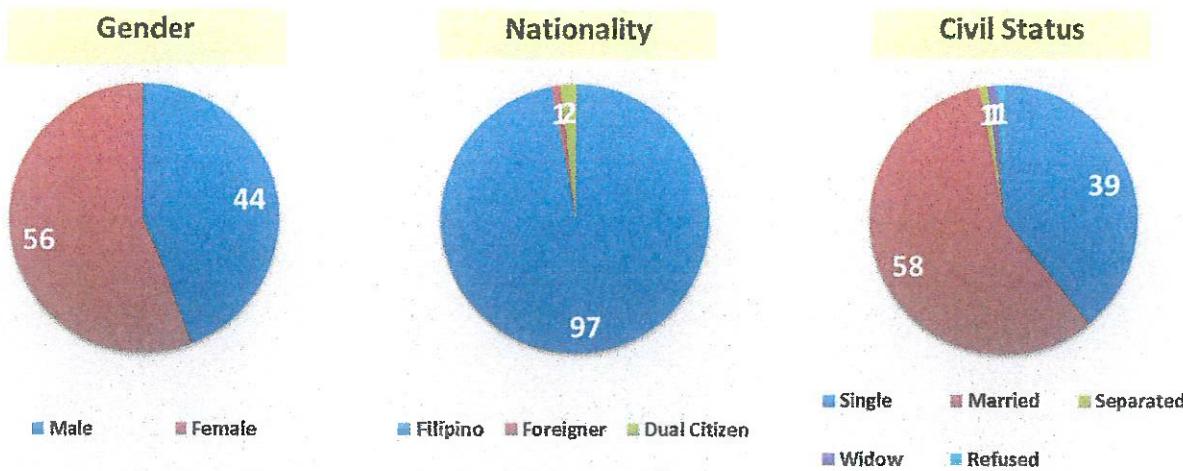
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2020 Satisfaction Survey for Tourism Infrastructure and Enterprise Zone Authority

Who are your Stakeholders?

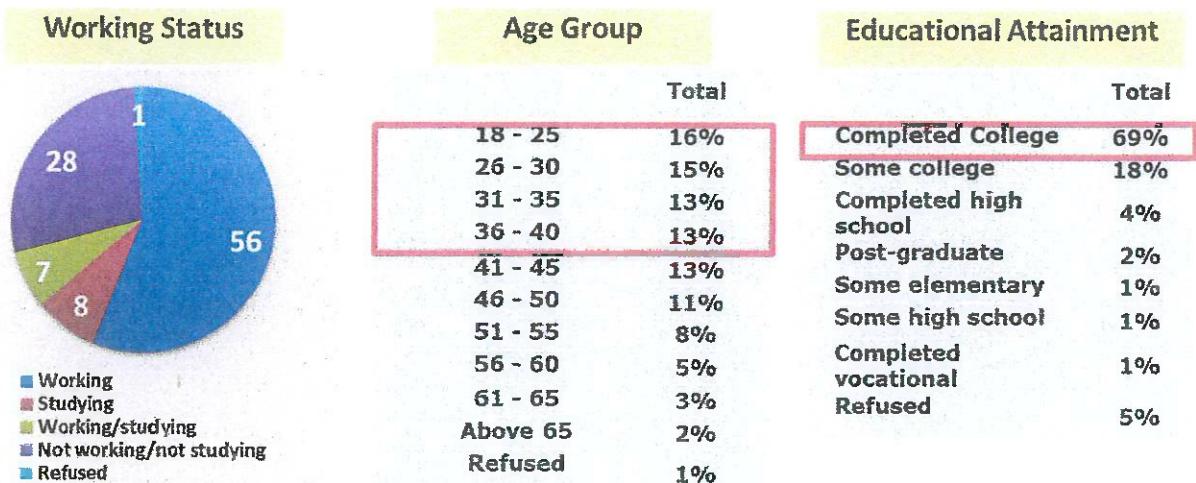
Profile of Interviewed Stakeholders

There were 6 female customers for every 4 males who were interviewed, with almost everyone being Filipino. Majority (six out of ten) of the interviewed customers were married.



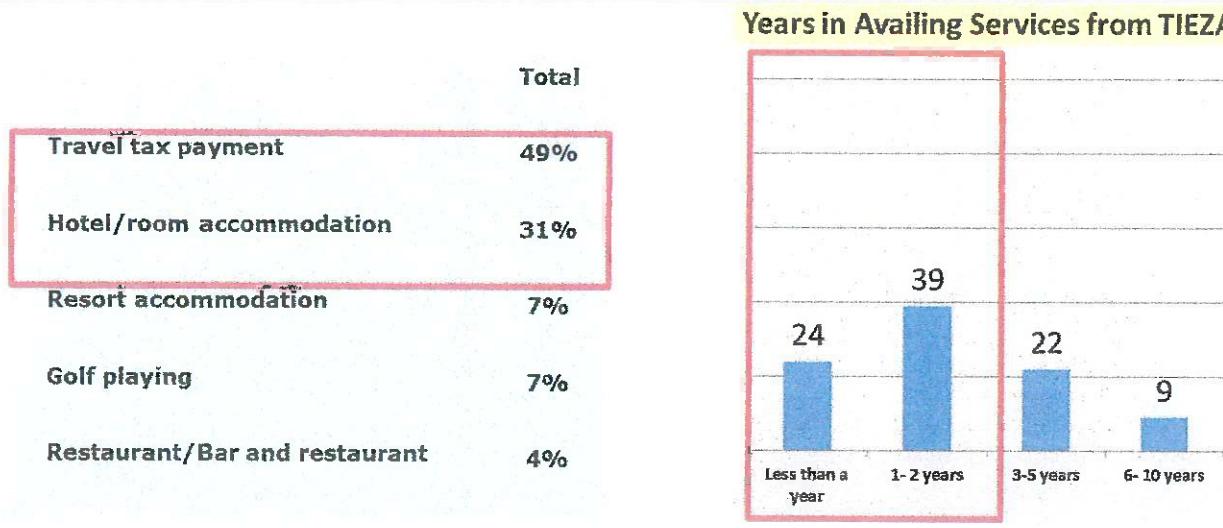
Base: Total Travel Tax and AMS (n=1000)

Six out of ten customers interviewed are working. Around 57% are 40 years old and below and at least seven out of ten are degree holders.



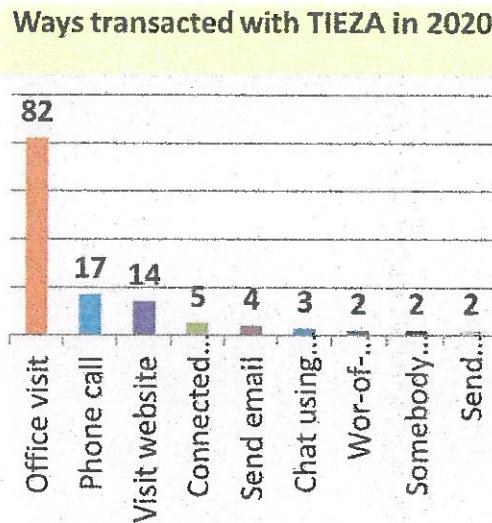
Base: Total Travel Tax and AMS (n=1000)

Six out of ten customers have only been availing services from TIEZA for 2 years and below. Most of the services availed of are travel tax payment, and hotel/room accommodation.

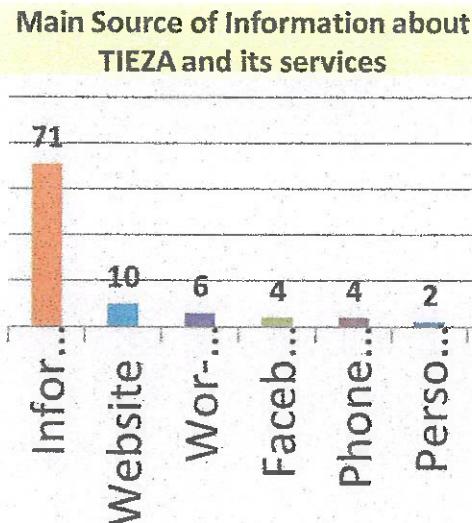


Base: Total Interviews (n=1027)

The most often way that eight out of ten stakeholders used to transact with TIEZA is office visit. Their main source of information is TIEZA's information desk.



Base: Total Interviews (n=1027)



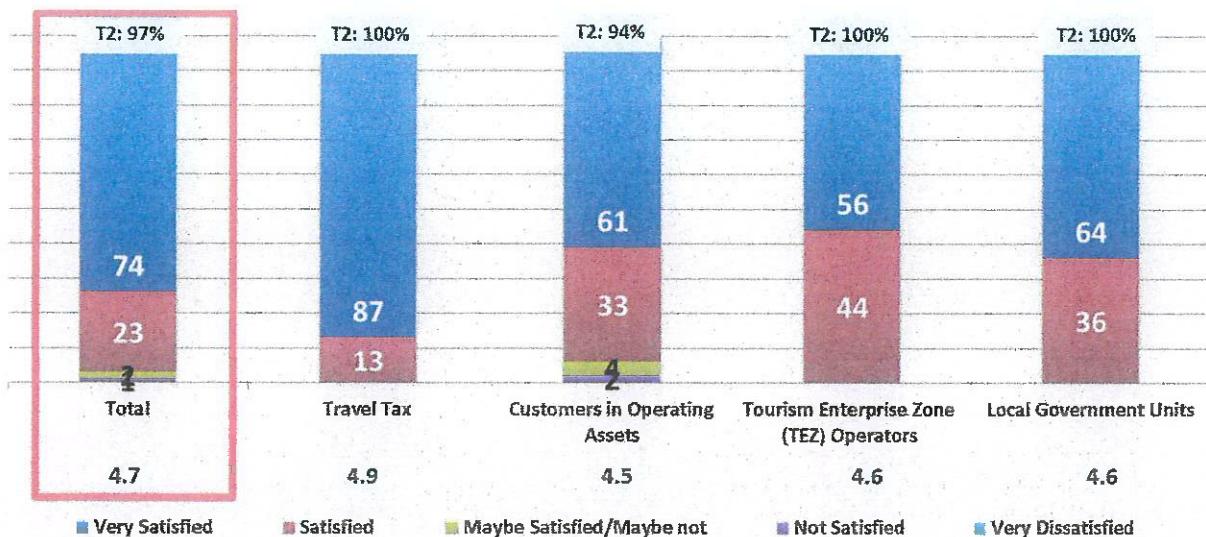
OVERALL SATISFACTION

Target score to meet: 90%

Overall Satisfaction

TIEZA received an overall satisfaction score of 97% from their stakeholders, with 74% feeling very satisfied and 23% feeling satisfied. This yielded a mean score of 4.7, which has a descriptive equivalent of very satisfied.

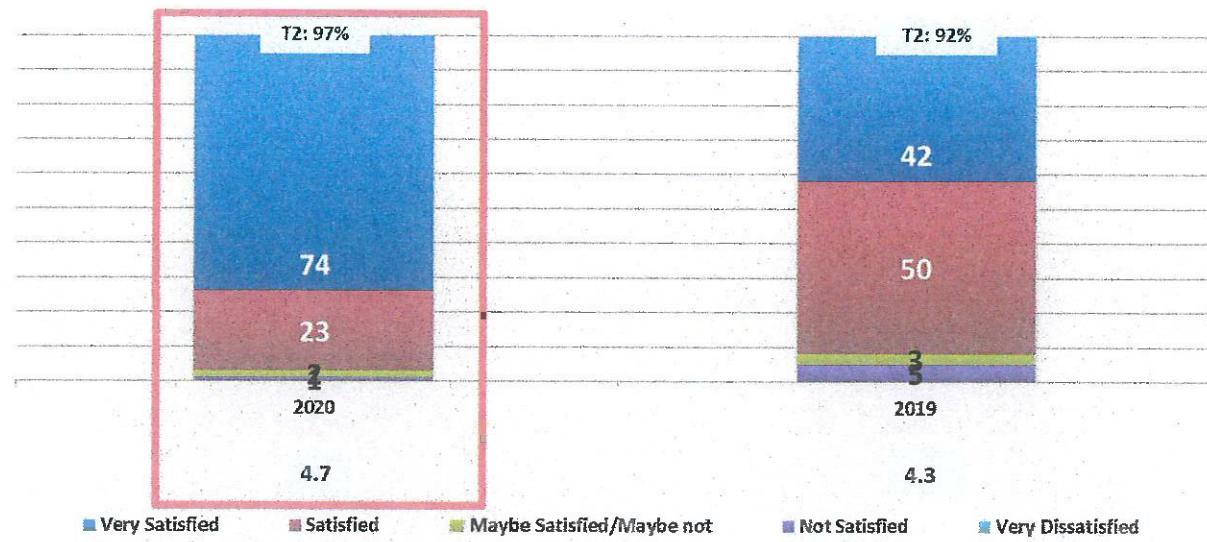
It received perfect satisfaction scores from interviewed travel taxpayers, TEZ operators, and LGUs. There were 6% of the customers interviewed in operating assets who directly expressed that they were not satisfied with the services they have received from TIEZA.



Base: Total Interviews (n=1027)

Overall Satisfaction 2020 vs. 2019

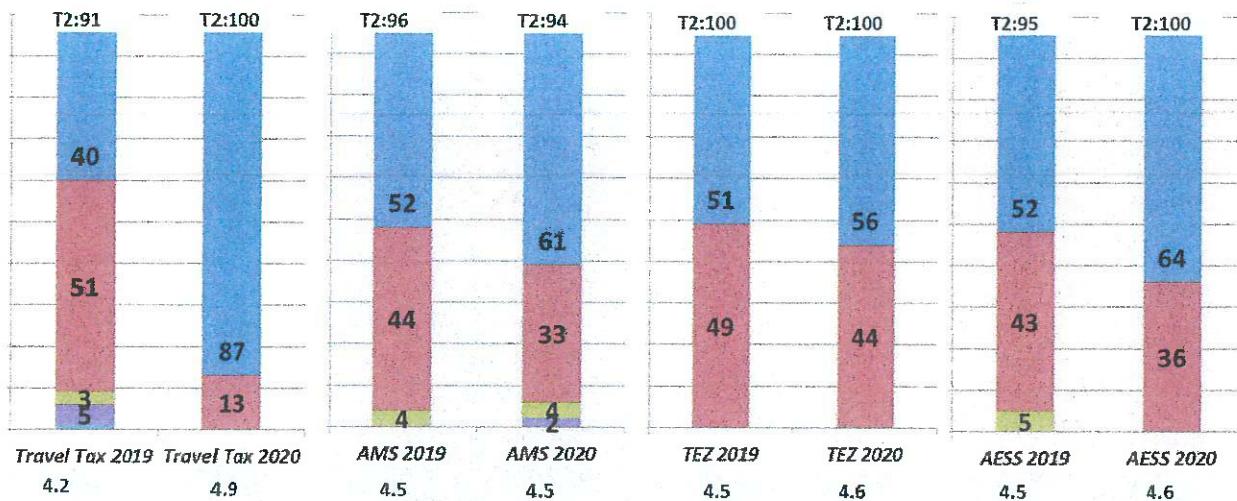
TIEZA received a significantly higher satisfaction score in 2020 than in 2019. There are significantly more customers who feel very satisfied with TIEZA in 2020 compared to the customers in 2019. Hence, the mean score in 2020 is also significantly higher than the agency's mean score in 2019.



Overall Satisfaction 2020 vs. 2019 (per department)

The most significant jump can be seen from the travel taxpayers - from 40% to 67% of the taxpayers feeling very satisfied with the services of the agency. The same satisfaction score was received from TEZ** stakeholders while there was a 5% satisfaction increase in 2020 from AEES** stakeholders.

There was also a 2% (insignificant) satisfaction drop from the AMS customers.



Base: Total Interviews (n=1027 in 2020, n=2356 in 2019)

**Low Base: Read with caution (n=16 (TEZ), n=11 (AEZZ))

Strengths of TIEZA: Overall

Half of the respondents (54%) cited TIEZA's staff as their reason for being satisfied with the agency while a third mentioned efficient transactions as to why they are happy with TIEZA.

There were also a third (28%) who cited TIEZA's accommodations as their source of satisfaction.

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2020 Satisfaction Survey for Tourism Infrastructure and Enterprise Zone Authority



Strengths and Weaknesses of TIEZA: Travel Taxpayers

For the travel taxpayers, the fast payment transaction and the attitude of staff are the main reasons for their overall satisfaction.

Travel Tax Payment	46%
- <i>Mabilis ang transaction (less than 5 minutes lang tapos na magbayad)</i>	
Attitude of staff	33%
- <i>Hindi masungit, willing to assist and entertain customers, magagalang at palaging bumabati, palangiti, hindi mo kakakitaan ng pagkainis kapag nagtatanong ka.</i>	
Queue	14%
- <i>Mabilis lang ang pila, hindi naghahintay ng matagal, may pila para sa senior citizens</i>	

Despite not receiving any negative satisfaction rating, there are n=33 taxpayers who expressed some dissatisfaction towards TIEZA.

One taxpayer mentioned that he had difficulty contacting TIEZA by phone. Three other taxpayers are saying that the information provided is insufficient (*Hindi nila sinasabi na ang customer pala ang magbabayad sa counter; pabalik balik di mo alam kung kailangan bang magbayad ng tax o kasama na sa ticket ng airlines*). However, n=20 of the taxpayers mentioned the amount of the travel tax as their main source of dissatisfaction (*mahal ang travel tax tapos walang breakdown, walang discount for students*).

Strengths and Weaknesses of TIEZA: Customers in Operating Assets

Six out of ten customers are mentioning the accommodation as their reason for satisfaction towards TIEZA. Half of the interviewed customers are also mentioning the friendly attitude of the staff while a tenth are happy about how responsive TIEZA's staff are.

Accommodation	58%
- <i>Maayos at malinis ang mga kwarto (walang ipis o nakakalat na basura), malawak ang kwarto, mabango, at well ventilated</i>	
- <i>Masarap ang hinahanda nilang pagkain – fresh and best-tasting meals</i>	
- <i>Maganda yung view (overlooking ang Banaue, relaxing, greenery)</i>	
- <i>May malaking swimming pool</i>	
- <i>Well-maintained ang golf course (malinis, well maintained ang grass, may maayos na fairway)</i>	
- <i>Mabilis mag check-in, wala pang 30 minutes. Kahit walk in pa yan</i>	
- <i>May free coffee, free breakfast, free bottled water, free salabat, free wifi internet,</i>	
- <i>May hot shower, may CCTV, may spacious lobby</i>	
- <i>Relaxing ambiance</i>	
- <i>Fresh air</i>	
Attitude of staff	53%
- <i>Hindi masungit, willing to assist and entertain customers, magagalang at palaging bumabati, palangiti, hindi mo kakakitaan ng pagkainis kapag nagtatanong ka.</i>	
Responsive staff	11%
- Very prompt in answering queries and attending to customers' needs	



Strengths and Weaknesses of TIEZA: Customers in Operating Assets

Despite receiving a high positive satisfaction score, there are n=135 customers who dropped some items on where TIEZA can possibly improve.

There are n=23 customers who cited their not-so-good experiences with TIEZA's staff.

- *Masungit, nakakaoffend kausap, yung nakausap ko sa phone ang sabi sakin mahal ang presyo nila.*
- *Matagal sumagot sa queries and di sila nag iinform kapag may changes sa reservation*
- *Caddies are not hygienic (Marumi damit, naka slippers lang, parang hindi naligo)*
- *Minsan mali ang narerelease na resibo*
- *Walang tutulong sayo magbuhat ng mga luggage mo*

There are also n=6 customers who experienced delays in their transactions.

- *Minsan nadelay transaction dahil sa internet*
- *Minsan nadelay dahil may pila*

While there are n=116 customers who noticed things to work on TIEZA's facilities and accommodations.

- *Minsan luma na ang room, saka mga gamit sa loob ng room, at pintura sa loob ng room, pati mga beddings, (25)*
- *Comfort room (Mahina patak ng tubig or nawawalan ng tubig, hindi malinis, flush not working) (25)*
- *Golf course (not well maintained, minsan may dumi ng aso, matataas and makakapal ang grass, may aso, kambing sa paligid, mga batang naglalaro (22)*
- *Luma na ang building at facilities sa hotel (20)*
- *Mahina signal ng wifi, minsan sa lobby lang (18)*
- *Walang TV (6)*
- *Walang clubhouse (4)*
- *Sira mga locker, walang lock (4)*

There are n=25 customers who directly expressed their dissatisfaction towards their experience on the services provided by TIEZA.

Their reasons given vary:

- *Luma ang mga beddings at rooms / luma na ang hotel – 4*
 - *Driving range is closed/ not well maintained (grassy) – 4*
 - *Malabo/ madilim ang ilaw sa facilities – 3*
 - *Walang restaurant/ canteen na makakainan sa loob – 3*
 - *Sobrang luma na ng CR, luma na tiles, walang bidet – 3*
 - *Lack of security personnel – 2*
 - *Cash only, bawal credit card for payments – 2*
 - *They just serve the same dishes, nakakaumay, at nakakasawa na – 2*
 - *Maliit ang room para sa apat na tao – 1*
 - *Maraming kulang , isa lang ang unan at kumot – 1*
 - *Caddies are non-hygienic (naka tsinelas) – 1*
-



Strengths and Weaknesses of TIEZA: TEZ Operators

The attitude, responsiveness, and knowledgeability of the staff are the strongest reasons why the TEZ Operators are satisfied with the performance of the agency.

Attitude of staff	62%
- <i>Hindi masungit, willing to assist and entertain customers, magagalang at palaging bumabati, palangiti, hindi mo kakakitaan ng pagkainis kapag nagtatanong ka.</i>	
Responsive	56%
- <i>Very prompt in answering calls, they immediately attend to customer complaints, they keep in touch immediately, They update via email their customer's application, processing of documents, if there are new trainings/ seminars,</i>	
Knowledgeable/informative	19%
- <i>provide sufficient information</i>	

There were n=5 out of n=16 operators who had some notes for TIEZA on the negative things they experienced despite being satisfied with the overall performance of the agency.

- Hindi nasusunod ang kanilang rules and regulations (2)
- Vague responses binibigay nila minsan (2)
- May delay sa processing (1)
- Matagal magcall back pag tinawagan mo on queries (n=1)
- Even after complying and completing requirements, they still did not approve some application (1)

***Low Base: Read with caution (n=16 (TEZ), n=11 (AESS))*

Strengths and Weaknesses of TIEZA: LGUs

The project of TIEZA is the main reason why 73% of the interviewed LGUs are satisfied with their transaction with the agency.

There are also four out of ten LGUs who are pleased with the responsiveness and the attitude of the staff.

TIEZA projects	73%
- <i>Very supportive sa pagfund ng projects</i>	
- <i>Laging nagfafollow up/ monitor/ supervise, on time natatapos according to deadline</i>	
Responsive	27%
- <i>Very prompt in answering calls, Agad nilang inaayos ang problema, hindi na kailangan tanungin ano gagawin kasi sila na mismo nagsasabi, madali macontact</i>	
Attitude of staff	(18%)
- <i>Willing to assist and help, magagalang at palaging bumabati, palangiti, hindi mo kakakitaan ng pagkainis kapag nagtatanong ka.</i>	



There are n=3 LGUs who experienced some dissatisfaction towards TIEZA despite giving a positive satisfaction score.

- *Cannot be reached minsan yung mga phones (1)*
- *Mabagal maggrant ng project kahit matagal mo ng nirequest (1)*
- *Malayo ang TIEZA sa area namin (1)*

***Low Base: Read with caution (n=16 (TEZ), n=11 (AESS))*

DETAILED FINDINGS

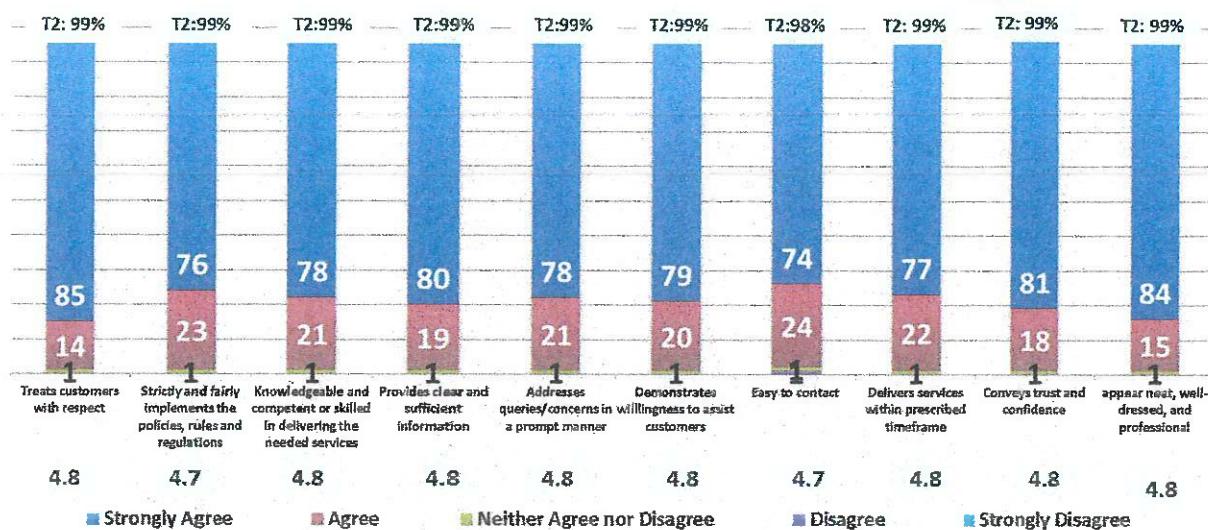
There were several dimensions that were covered to obtain the agreement rating of the stakeholders on some statements categorized under those dimensions.

The dimensions common to all stakeholder types are staff, information and communication, website, complaints handling and resolution keeping, and facilities.

There are also unique metrics crafted specifically for each of the stakeholder type included in this study.

Staff and Organization

Nine out of ten stakeholders agree that TIEZA's staff treats customers with respect, strictly and fairly implements the policies, rules, and regulations, knowledgeable and competent, provides clear and sufficient information, addresses queries/ concerns in a prompt manner, demonstrates willingness to assist customers, easy to contact, delivers services within prescribed timeframe, conveys trust and confidence, and appear neat, well-dressed, and professional.



Base: Total Interviews (n=1027)

On Staff & Organization (Comparison of Top-2 Box Scores)

The high agreement score cuts across all customer types, with at least nine out of ten agreeing with all the statements presented to them. There are around n=12 customers from AMS who disagree with the metrics presented to them under this dimension. There was also n=1 LGU/ AESS stakeholder who disagreed that TIEZA's staff strictly and fairly implements the policies/ rules, and easy to contact.

	Travel Tax	AMS	TEZ**	AESS**
Treats customers with respect	100%	98%	100%	100%
Strictly and fairly implements the policies, rules and regulations (e.g. no discrimination, no "palakasan" system)	100%	98%	100%	91%
Are knowledgeable and competent or skilled in delivering the needed services	100%	98%	100%	100%
Provides clear and sufficient information (i.e., solutions to problems, answers to inquiries, and information on products and services)	100%	97%	100%	100%
Addresses queries/concerns in a prompt manner	100%	98%	100%	100%
Demonstrates willingness to assist customers	100%	98%	100%	100%
Is easy to contact	100%	97%	100%	91%
Delivers services within prescribed timeframe	100%	98%	100%	100%
Conveys trust and confidence	100%	98%	100%	100%
Appear neat, well-dressed, and professional	100%	98%	100%	100%

Base: Total Interviews (n=1027)

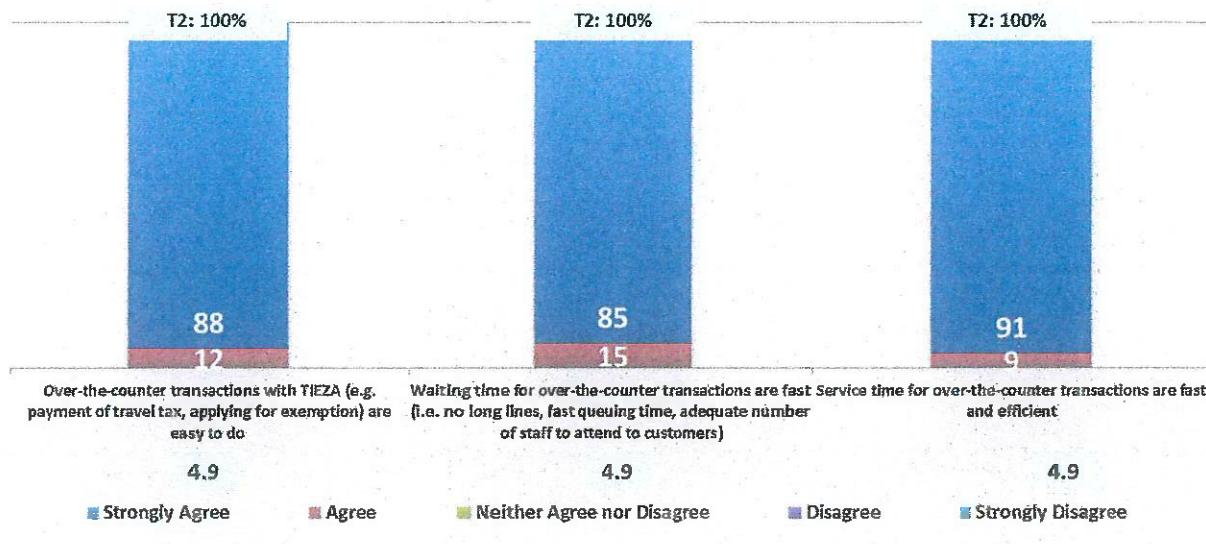
**Low Base: Read with caution (n=16 (TEZ), n=11 (AESS))

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2020 Satisfaction Survey for Tourism Infrastructure and Enterprise Zone Authority

Over-the-Counter Transactions

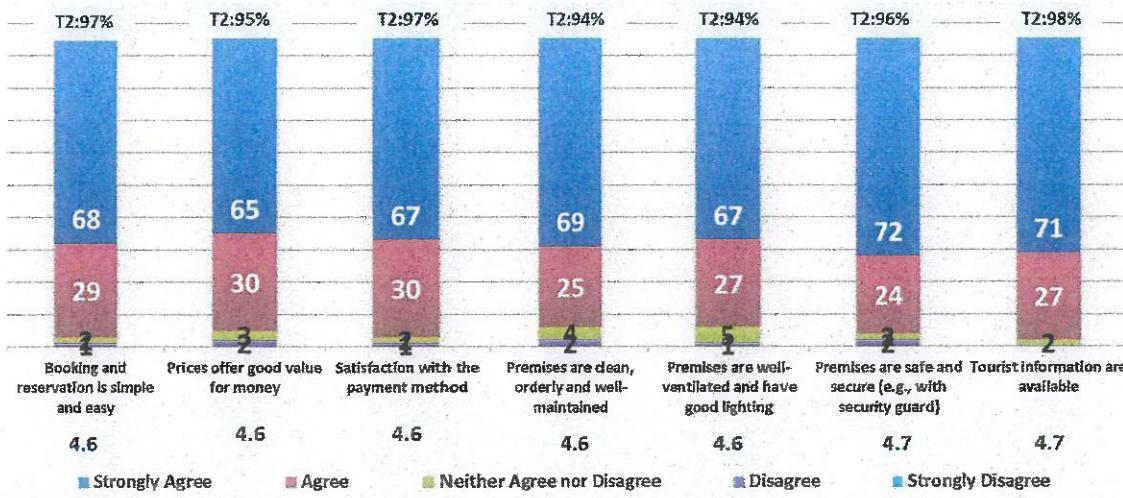
All the customers interviewed who were paying travel taxes agree that over-the-counter transactions with TIEZA are easy to do, that the waiting time for OTC transactions are fast, and that the service time for OTC transactions are fast and efficient.



Base: Total Travel Tax (n=500)

Operating Assets

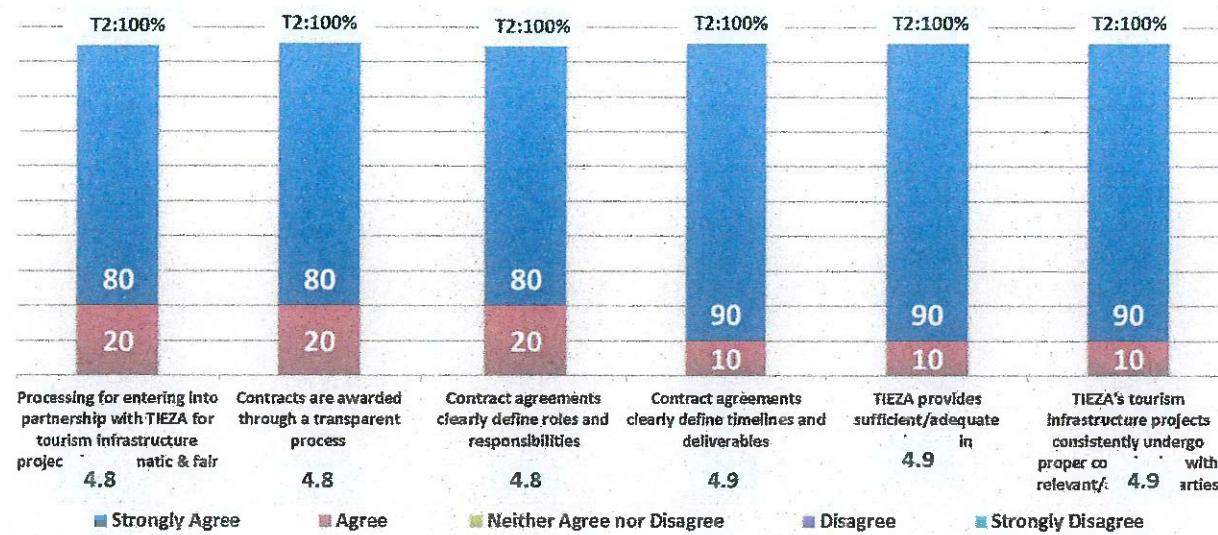
Nine out of ten customers interviewed in Operating Assets agree that booking and reservation is simple and easy, prices offer good value for money, satisfaction with the payment method, premises are clean, orderly, well-maintained, well-ventilated and have good lighting, and safe and secure. They also agree that tourist information are available.



Base: Total AMS (n=500)

Tourism and Infrastructure Projects/Infrastructure Development**

All the stakeholders interviewed under LGUs agree that the process for entering partnership with TIEZA for tourism infrastructure projects is systematic and fair, contracts are awarded through a transparent process, contract agreements clearly define roles and responsibilities, and contract agreements clearly define timelines and deliverables. TIEZA also provides sufficient/adequate assistance and that TIEZA's tourism infrastructure projects consistently undergo proper consultation with relevant parties.



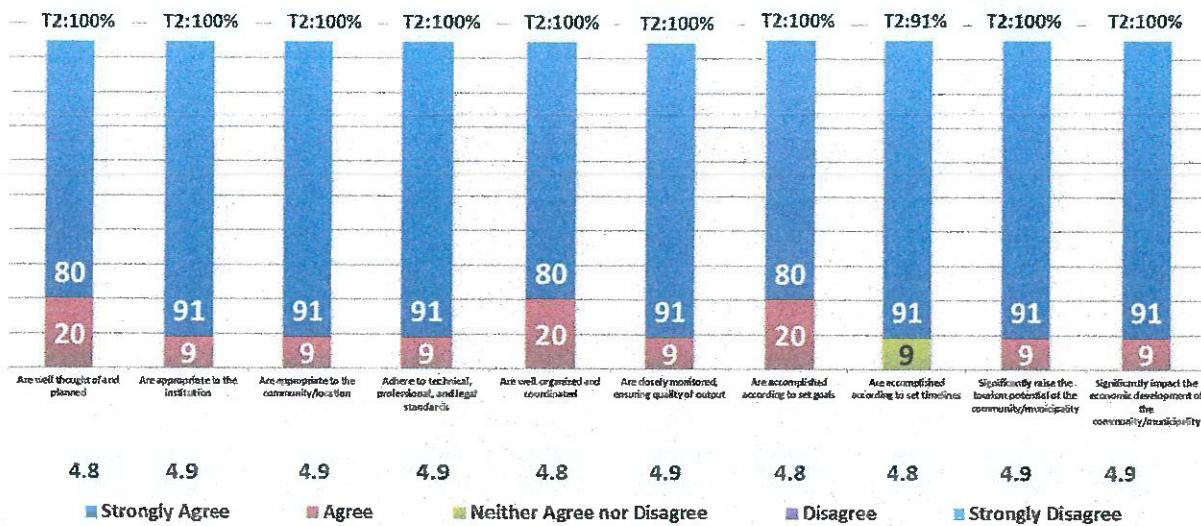
Base: Total LGU/AESS (n=11)

**Low Base: Read with caution

TIEZA's Tourism Infrastructure Projects

All LGU stakeholders interviewed agree that the projects are well-thought of and planned, appropriate to the institution, appropriate to the community/ location, adhere to technical, professional, and legal standards, well-organized and coordinated, closely monitored, ensuring quality of output, accomplished according to set goals, significantly raise the tourism potential of the community, and significantly impact the economic development of the community.

There was one stakeholder who neither agreed nor disagreed that the projects are accomplished according to set timelines.



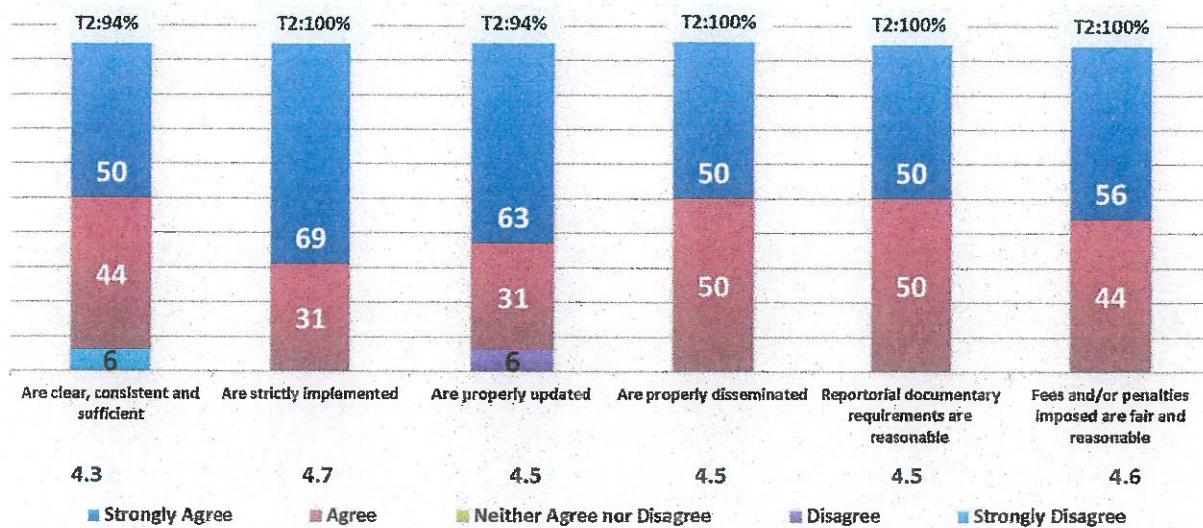
Base: Total LGU / AECC (n=11)

**Low Base: Read with caution

Regulatory

TEZ Operators agree that regulations are strictly implemented, properly disseminated, have reasonable reportorial documentary requirements, and fees and/or penalties imposed are fair and reasonable.

There was n=1 TEZ Operator who disagreed that rules and regulations are clear, consistent, and sufficient. There was another operator who disagreed that rules and regulations are properly updated.

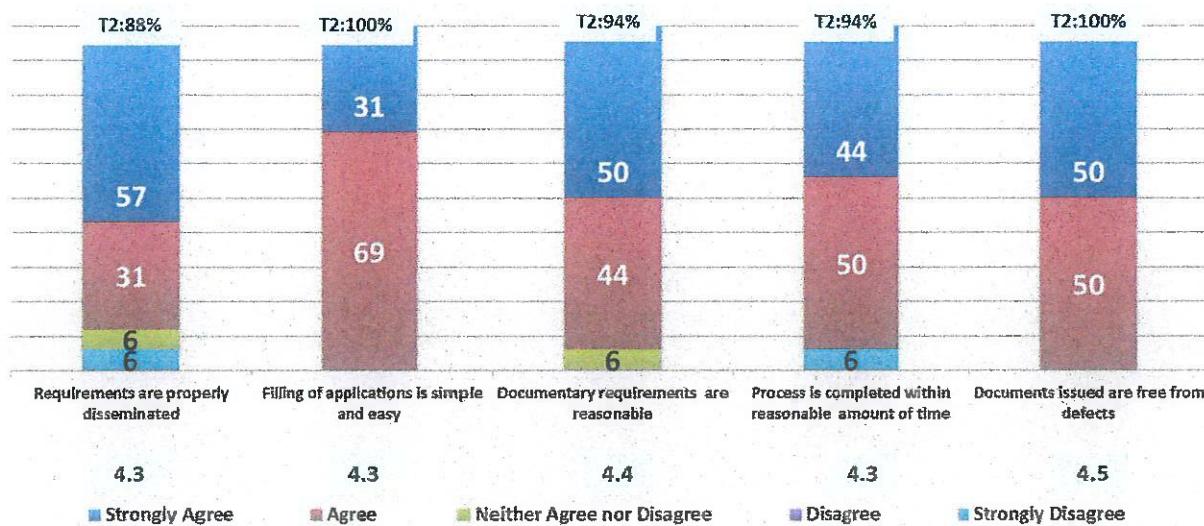


Base: Total TEZ (n=16)

**Low Base: Read with caution

Regulatory Application with TIEZA

TEZ Operators agree that the filing of applications is simple and easy, and that the documents issued are free from defects or typo errors. There are two TEZ Operators who disagreed that requirements are properly disseminated. There was another Operator who did not agree that the documentary requirements are reasonable, and another who thinks that process is not completed within a reasonable amount of time.

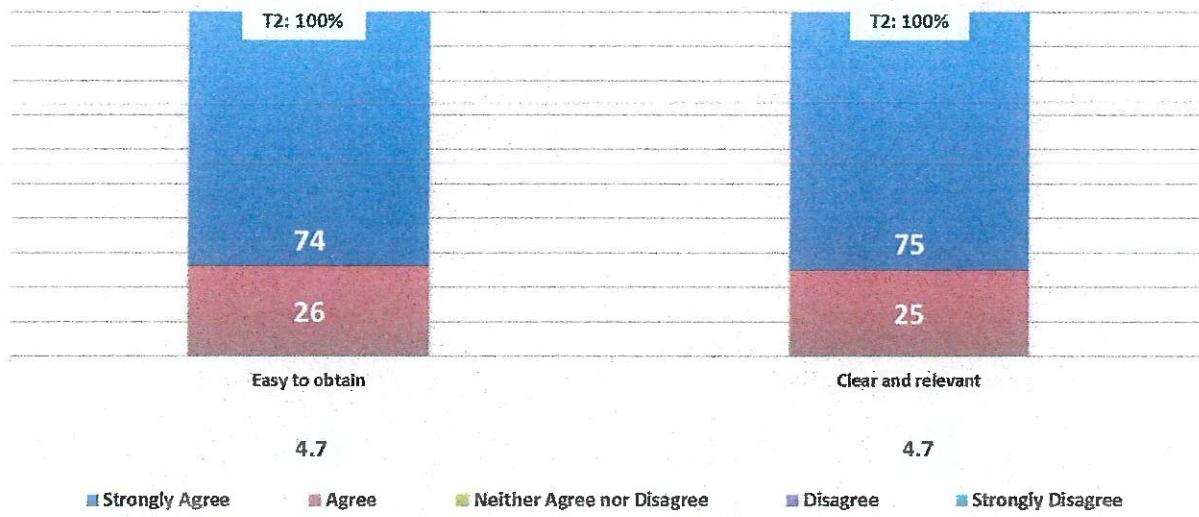


Base: Total TEZ (n=16)

**Low Base: Read with caution

Information and Communication

Stakeholders agree that information and communication are easy to obtain, and clear and relevant.



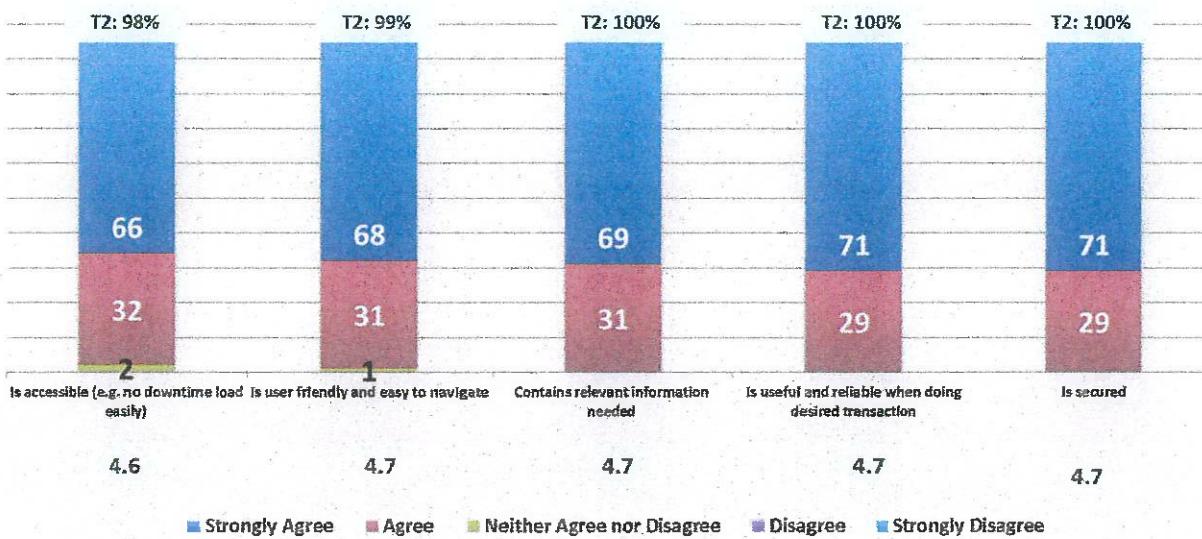
Base: Total Interviews (n=1027)

**Low Base: Read with caution (n=16 (TEZ), n=11 (AEES))

Information and Communication (Website)

There are n=373 (36%) stakeholders who accessed the website. Everyone who accessed agrees that the website contains relevant information needed, useful and reliable when doing desired transaction, and secured.

There are n=6 stakeholders who did not agree that the website is accessible, and there are n=3 stakeholders who disagreed that the website is user-friendly and easy to navigate.



Base: Total who accessed website (n=373 – n=116 Travel Tax, n=240 AMS, n=12 TEZ**, n=5 LGU**)

**Low Base: Read with caution

21 Final Report for TIEZA

2020 Satisfaction Survey for Tourism Infrastructure and Enterprise Zone Authority

Information and Communication + Website: Top-2 Box Scores

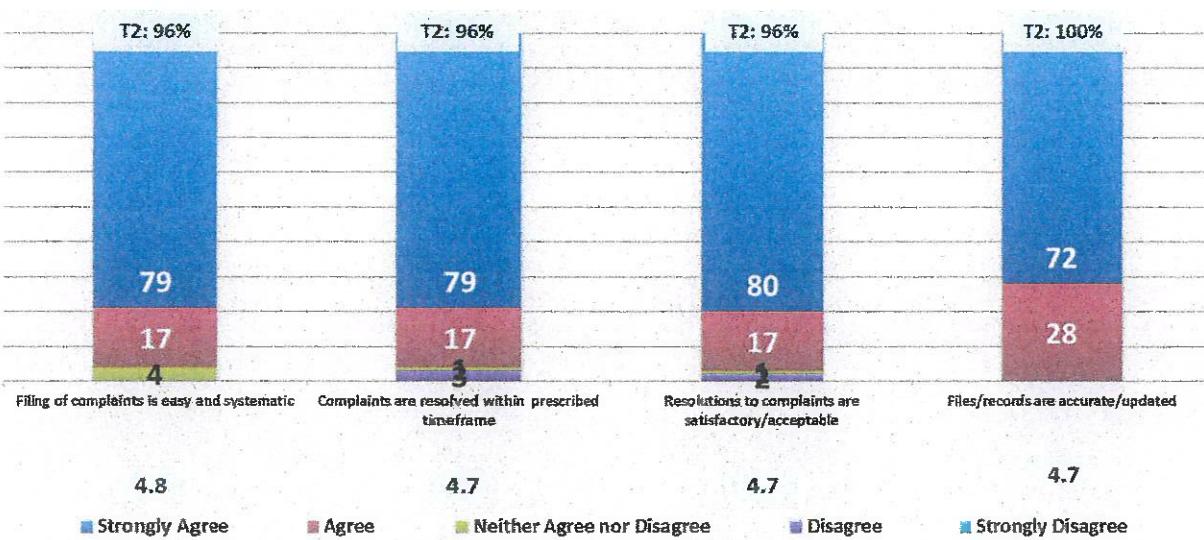
All the interviewed travel taxpayers, TEZ Operators, and LGUs agree on the metrics measured under information and communication. There are around n=3 customers in Operating Assets who disagreed that information from TIEZA is easy to obtain, clear and relevant, the website is accessible, user-friendly and easy to navigate, and useful and reliable when doing desired transaction.

	Travel Tax	AMS	TEZ**	AESS**
Information from TIEZA is...				
Easy to Obtain	100%	99%	100%	100%
Clear and Relevant	100%	99%	100%	100%
TIEZA's Website...				
Is accessible (e.g. no downtime load easily)	100%	98%	100%	100%
Is user friendly and easy to navigate	100%	99%	100%	100%
Contains relevant information needed	100%	100%	100%	100%
Is useful and reliable when doing desired transaction	100%	99%	100%	100%
Is secured	100%	100%	100%	100%

Base: Total who accessed website (n=373 – n=116 Travel Tax, n=240 AMS, n=12 TEZ**, n=5 LGU**)

**Low Base: Read with caution

Complaints Handling and Records Keeping



Base: Total who filed complaint (n=81 – n=7 Travel Tax, n=73 AMS, n=1 TEZ**)

**Low Base: Read with caution

22 Final Report for TIEZA

2020 Satisfaction Survey for Tourism Infrastructure and Enterprise Zone Authority

Complaints Handling and Records Keeping: Top-2 Box Scores

There are n=3 customers from AMS who disagreed that the filing of complaints is easy and systematic, complaints are resolved within prescribed timeframe, and that the resolutions to complaints are satisfactory/ acceptable.

	Travel Tax	AMS	TEZ**	AESS**
Filing of complaints is easy and systematic	100%	96%	100%	-
Complaints are resolved within prescribed timeframe	100%	96%	100%	-
Resolutions to complaints are satisfactory/acceptable	100%	96%	100%	-
Files/records are accurate and updated	100%	100%	100%	100%

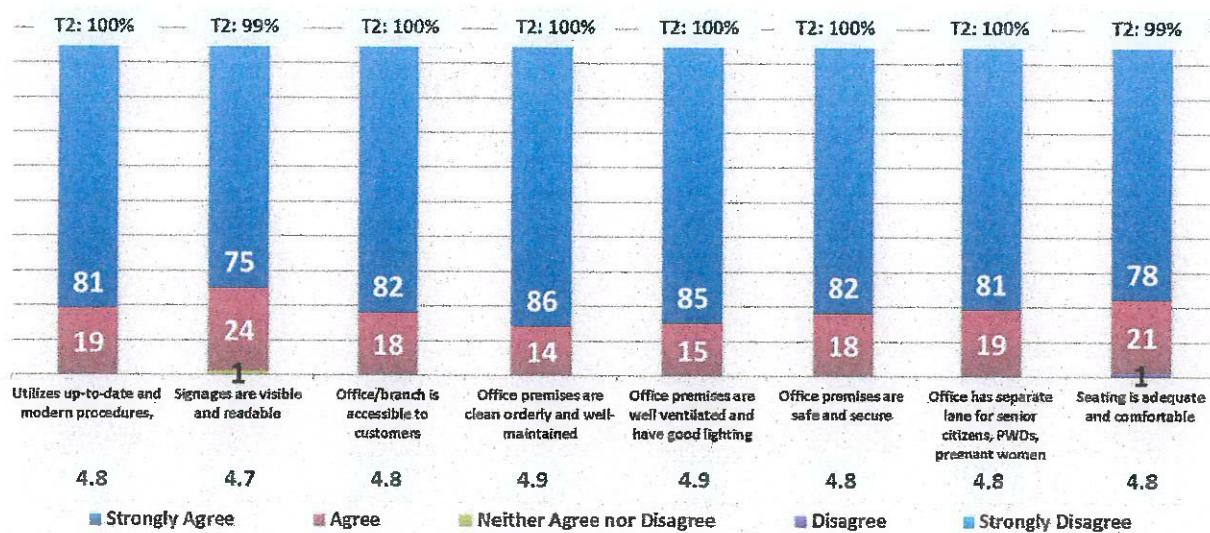
Base: Total who filed complaint (n=81 – n=7 Travel Tax, n=73 AMS, n=1 TEZ**)

**Low Base: Read with caution

Facilities

All those who visited TIEZA's office agreed that the facilities utilizes up-to-date and modern procedures, office/ branch is accessible to customers, office premises are clean, orderly, and well-maintained, office premises are well-ventilated and have good lighting, office premises are safe and secure, and office has separate lane for senior citizens, PWDs, pregnant women.

There were n=4 customers who did not agree that signages are visible and readable, and that the seating is adequate and comfortable.



Base: Total who visited TIEZA's facilities (n=519 – n=500 Travel Tax, n=16 TEZ**, n=3 LGU**)



Facilities: Top-2 Box Scores

The disagreement with the signages being visible and readable are coming from travel taxpayers (n=3) and LGU (n=1). The disagreement with the adequacy and comfortability of the chairs are coming from taxpayers (n=5)

	Travel Tax	TEZ**	AESS**
Utilizes up-to-date and modern procedures	100%	100%	100%
Signages are visible and readable	99%	100%	68%
Office/branch is accessible to customers	100%	94%	100%
Office premises are clean orderly and well maintained	100%	100%	100%
Office premises are well ventilated and have good lighting	100%	100%	100%
Office premises are safe and secure	100%	100%	100%
Office has separate lane for senior citizens, PWDs, pregnant women	100%	-	-
Seating is adequate and comfortable	99%	100%	100%

*Base: Total who visited TIEZA's facilities (n=519 – n=500 Travel Tax, n=16 TEZ**, n=3 LGU**)*

From 97 to 100: How to retain or improve that score

Climbing the higher step!

While seven out of ten stakeholders do not have anymore suggestions on how TIEZA can improve, and there are no gross mentions (more than 10%) on any suggestions – meaning there are no concerns that need to be urgently addressed.

Travel Taxpayers

10% discount, lower the price by 5% (n=30)

Sana pwede online ang payment (n=7)

Magkaroon ng directional signages sa labas ng airport kung nasaan yang travel tax (n=4)

TEZ

Microsoft Teams sana lakasan and find other ways to contact them (2)

Strengthen tech department para pag virtual madaling makaadapt (1)

LGU

Mas maging connected sa LGU kasi tourism projects nila (1)

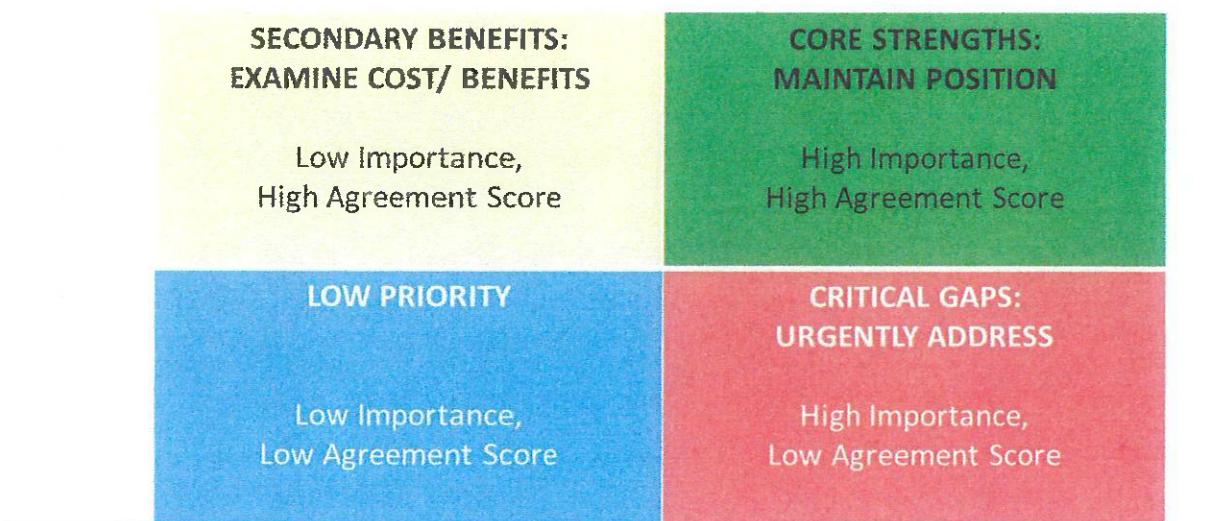
Sana may mas malapit na office kasi nasa island pa kami (1)

Minsan hindi nasusunod ang plano, sana masunod next time (1)



Quadrant Mapping

- There were different dimensions that the borrowers must measure with the use of an agreement scale.
- The results of these are based on the average agreement scores that SBC received.
- To further examine and appreciate the results, the metrics per dimension will be divided into four quadrants based on the derived importance and the mean scores that the agency received.





TIEZA's Staff

SECONDARY BENEFITS: EXAMINE COST/BENEFITS

CORE STRENGTHS: MAINTAIN POSITION

- Treats customer with respect
- Strictly and fairly implements the policies rules and regulations
- Knowledgeable/competent/skilled in delivering the needed services
- Provides clear and sufficient information (i.e., solutions to problems, answers to inquiries, and information on products and services)
- Addresses queries and concerns in prompt manner
- Is easy to contact
- Demonstrates willingness to assist customers
- Delivers services within prescribed timeframe
- Conveys trust and confidence
- Appears neat, well dressed and professional

LOW PRIORITY

CRITICAL GAPS: URGENTLY ADDRESS

TIEZA's Over-the-counter (Travel Tax)

SECONDARY BENEFITS: EXAMINE COST/BENEFITS

- Waiting time for over-the-counter transactions are fast (i.e. no long lines, fast queuing time, adequate number of staff to attend to customers)
- Service time for over-the-counter transactions are fast and efficient

CORE STRENGTHS: MAINTAIN POSITION

- Over-the-counter transactions with TIEZA (e.g. payment of travel tax, applying for exemption) are easy to do

LOW PRIORITY

CRITICAL GAPS: URGENTLY ADDRESS



TIEZA's Operating Assets (AMS)

SECONDARY BENEFITS: EXAMINE COST/ BENEFITS

CORE STRENGTHS: MAINTAIN POSITION

- Tourist information are available

LOW PRIORITY

<ul style="list-style-type: none">- Booking and reservation is simple and easy	<h3>CRITICAL GAPS: URGENTLY ADDRESS</h3> <ul style="list-style-type: none">- Prices offer good value for money- Satisfaction with the payment method- Premises are clean, orderly and well-maintained- Premises are well-ventilated and have good lighting- Premises are safe and secure (e.g., with security guard)
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TIEZAS's Tourism and Infrastructure Projects and Development (AESS)

SECONDARY BENEFITS: EXAMINE COST/ BENEFITS

CORE STRENGTHS: MAINTAIN POSITION

- Processing for entering into partnership with TIEZA
- Contracts are awarded through a transparent process
- Contract agreements clearly define roles and responsibilities
- Contract agreements clearly define timelines and deliverables
- TIEZA provides sufficient/adequate assistance in
- TIEZA's tourism infrastructure projects
- Are appropriate to the institution
- Are appropriate to the community/location
- Adhere to technical, professional,
- Are well organized and coordinated
- Are closely monitored, ensuring quality
- Are accomplished according to set goals
- Significantly raise the tourism potential
- Significantly impact the economic - development of the community municipality

- Are well thought of and planned

LOW PRIORITY

- Are accomplished according to set timelines

CRITICAL GAPS: URGENTLY ADDRESS



TIEZA's Regulatory (TEZ)

SECONDARY BENEFITS: EXAMINE COST/BENEFITS	CORE STRENGTHS: MAINTAIN POSITION <ul style="list-style-type: none">- Are strictly implemented- Are properly disseminated- Reportorial documentary requirements are reasonable- Fees and/or penalties imposed are fair and reasonable
LOW PRIORITY	CRITICAL GAPS: URGENTLY ADDRESS <ul style="list-style-type: none">- Are clear, consistent and sufficient- Are properly updated

TIEZA's Application with TIEZA (TEZ)

SECONDARY BENEFITS: EXAMINE COST/BENEFITS	CORE STRENGTHS: MAINTAIN POSITION <ul style="list-style-type: none">- Filling of applications is simple and easy- Documents issued are free from defects
LOW PRIORITY	CRITICAL GAPS: URGENTLY ADDRESS <ul style="list-style-type: none">- Requirements are properly disseminated- Documentary requirements are reasonable- Process is completed within reasonable amount of time



TIEZA's Information and Communication (website)

<p>SECONDARY BENEFITS: EXAMINE COST/BENEFITS</p> <ul style="list-style-type: none">- Is accessible (e.g., no downtime, loads easily)- Is user-friendly and easy to navigate- contains the information needed- Is useful and reliable when doing desired transaction- Is secured	<p>CORE STRENGTHS: MAINTAIN POSITION</p> <ul style="list-style-type: none">- easy to obtain- clear and relevant
LOW PRIORITY	CRITICAL GAPS: URGENTLY ADDRESS

TIEZA's Complaints Handling and Record Keeping

<p>SECONDARY BENEFITS: EXAMINE COST/BENEFITS</p>	<p>CORE STRENGTHS: MAINTAIN POSITION</p> <ul style="list-style-type: none">- Files/records are accurate and updated
LOW PRIORITY	CRITICAL GAPS: URGENTLY ADDRESS



TIEZA's Facilities

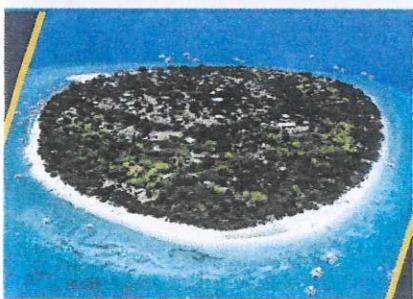
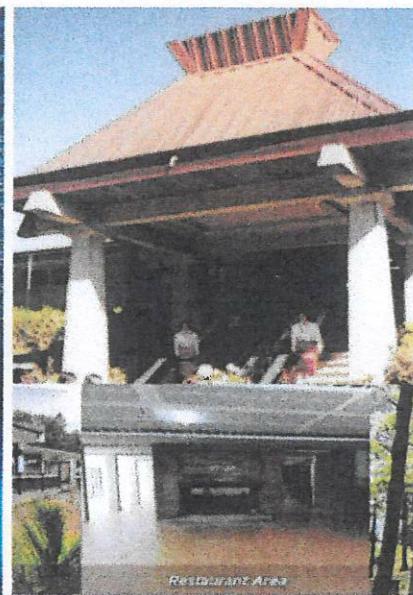
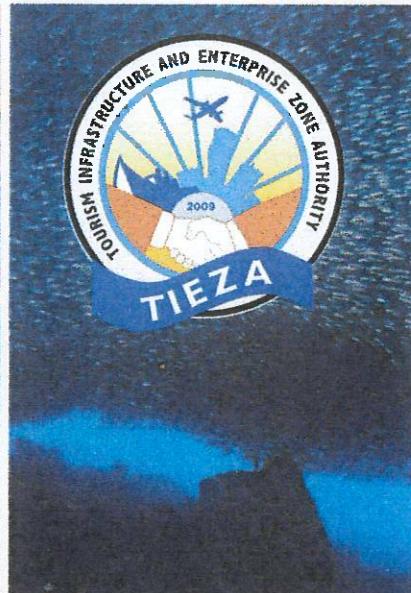
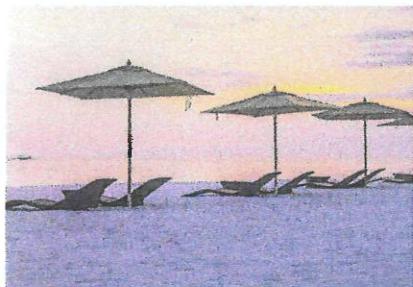
SECONDARY BENEFITS: EXAMINE COST/BENEFITS

- Utilizes up-to-date and modern procedures,
- Signages are visible and readable
- Office/branch is accessible to customers
- Office premises are clean orderly and well
- Office premises are well ventilated
- Office premises are safe and secure
- Office has separate lane for senior citizens, PWDs, pregnant women
- Seating is adequate and comfortable

CORE STRENGTHS: MAINTAIN POSITION

LOW PRIORITY

CRITICAL GAPS: URGENTLY ADDRESS



Questions?

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