



# PHILIPPINE BIDDING DOCUMENTS

*Procurement of a Consulting Service of a  
Third-Party Service Provider to  
Implement the Nationwide 2022  
Customer Satisfaction Survey of UCPB  
Savings*

*Bid Reference No.: ITB-CPCD-001-26-07-2022*

**Government of the Republic of the Philippines**

*The approved Budget for the Contract is Three Million  
Pesos Only (Php3,000,000.00)*

Fifth Edition  
August 2016

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## Preface

These Philippine Bidding Documents (PBDs) for the procurement of Consulting Services through Competitive Bidding have been prepared by the Government of the Philippines (GoP) for use by all branches, agencies, departments, bureaus, offices, or instrumentalities of the Government, including government-owned and/or -controlled corporations (GOCCs), government financial institutions (GFIs), state universities and colleges (SUCs), local government units (LGUs), and autonomous regional government. The procedures and practices presented in this document have been developed through broad experience, and are for mandatory use in projects that are financed in whole or in part by the GoP or the World Bank or any foreign government/foreign or international financing institution in accordance with the provisions of the 2016 Revised Implementing Rules and Regulations (IRR) of Republic Act 9184 (R.A. 9184).

The Bidding Documents shall clearly and adequately define, among others: (a) the objectives, scope, and expected outputs and/or results of the proposed contract; (b) the minimum eligibility requirements of bidders, such as track record to be determined by the Head of the Procuring Entity; (c) the expected contract duration, delivery schedule and/or time frame; and (d) the obligations, duties, and/or functions of the winning bidder.

In order to simplify the preparation of the Bidding Documents for each procurement, the PBDs groups the provisions that are intended to be used unchanged in Section II. Eligibility Documents of Part I; and Section II. Instructions to Bidders (ITB) and Section IV. General Conditions of Contract (GCC) of Part II. Data and provisions specific to each procurement and contract should be included in Section III. Eligibility Data Sheet (EDS) of Part I, Section III. Bid Data Sheet (BDS), and Section V. Special Conditions of Contract (SCC) of Part II. The forms to be used are provided in the attachments.

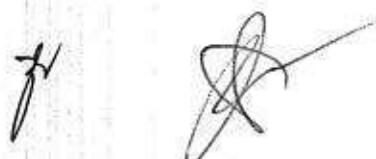
Care should be taken to check the relevance of the provisions of the Bidding Documents against the requirements of the specific Consulting Services to be procured. The following general directions should be observed when using the documents:

- (a) All the documents listed in the Table of Contents are normally required for the procurement of Consulting Services. However, they should be adapted as necessary to the circumstances of the particular Project.
- (b) These PBDs are divided into Part I and Part II, which shall be both made available from the time the Request for Expression of Interest is first advertised/posted until the deadline for the submission and receipt of bids.
- (c) Specific details, such as the "name of the Procuring Entity" and "address for proposal submission," should be furnished in the EDS, BDS, and SCC. The final documents should contain neither blank spaces nor options.
- (d) This Preface and the footnotes or notes in italics included in the Request for Expression of Interest, EDS, BDS, SCC, Terms of Reference, and Appendices are not part of the text of the final document, although they contain instructions that



the Procuring Entity should strictly follow. The Bidding Documents should contain no footnotes except Section VII. Bidding Forms of Part II since these provide important guidance to Bidders.

- (e) The criteria for evaluation and the various methods of evaluation in the ITB should be carefully reviewed. Only those that are selected to be used for the procurement in question should be retained and expanded, as required in the BDS. The criteria that are not applicable should be deleted from the BDS.
- (f) The cover should be modified as required to identify the Bidding Documents as to the names of the Project, Contract, and Procuring Entity, in addition to date of issue.
- (g) If modifications must be made to bidding procedures, they can be presented in the BDS. Modifications for specific Project or Contract should be provided in the SCC as amendments to the Conditions of Contract. For easy completion, whenever reference has to be made to specific clauses in the EDS, BDS, or SCC these terms shall be printed in bold type face on Section II. Eligibility Documents, Section I. Instructions to Bidders, and Section III. General Conditions of Contract, respectively.

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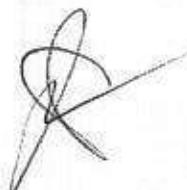
## **TABLE OF CONTENTS**

### **PART I**

<u>SECTION I. REQUEST FOR EXPRESSION OF INTEREST .....</u>	<u>5</u>
<u>SECTION II. ELIGIBILITY DOCUMENTS.....</u>	<u>10</u>
<u>SECTION III. ELIGIBILITY DATA SHEET .....</u>	<u>17</u>

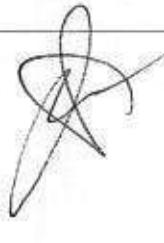
### **PART II**

<u>SECTION I. NOTICE OF ELIGIBILITY AND SHORT LISTING.....</u>	<u>20</u>
<u>SECTION II. INSTRUCTIONS TO BIDDERS .....</u>	<u>23</u>
<u>SECTION III. BID DATA SHEET.....</u>	<u>53</u>
<u>SECTION IV. GENERAL CONDITIONS OF CONTRACT .....</u>	<u>60</u>
<u>SECTION V. SPECIAL CONDITIONS OF CONTRACT.....</u>	<u>85</u>
<u>SECTION VI. TERMS OF REFERENCE .....</u>	<u>90</u>
<u>SECTION VII. BIDDING FORMS .....</u>	<u>145</u>
<u>SECTION VIII. APPENDICES .....</u>	<u>171</u>

74  


## *Section I. Request for Expression of Interest*

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## REQUEST FOR EXPRESSION OF INTEREST FOR

### Procurement of a Consulting Service of a Third-Party Service Provider to Implement the Nationwide 2022 Customer Satisfaction Survey of UCPB Savings

(*Bid Reference No. ITB-CPCD-001-26-07-2022*)

1. The **UCPB Savings, Inc. (UCPBS)**, through the **Approved Corporate Budget of 2022**, intends to apply the sum of **Three Million Pesos Only (Php3,000,000.00), inclusive of all applicable taxes and other charges, including insurance coverage (if applicable) being the Approved Budget for the Contract (ABC)** to payments under the contract for the **Procurement of a Consulting Service of a Third-Party Service Provider to Implement the Nationwide 2022 Customer Satisfaction Survey of UCPB Savings**. Bids received in excess of the ABC shall be automatically rejected at the opening of financial proposals.
2. The **UCPB Savings, Inc. (UCPBS)**, now calls for the submission of eligibility documents for the **Procurement of a Consulting Service of a Third-Party Service Provider to Implement the Nationwide 2022 Customer Satisfaction Survey of UCPB Savings**. Eligibility documents of interested consultants must be duly received by the BAC Secretariat on or before **September 6, 2022/Tuesday, 11:00AM at 18<sup>th</sup> Floor, BAC Secretariat Office, UCPB Corporate Offices Building, 7907 Makati Avenue, Makati City, Philippines**. Applications for eligibility will be evaluated based on a non-discretionary "pass/fail" criterion.
3. Eligibility Check and Shortlisting of Bidders will be on **September 6, 2022/Tuesday, 1:30PM via MS Teams**.
4. Interested bidders may obtain further information from **UCPB Savings, Inc. (UCPBS)**, and inspect the Bidding Documents at the address given below during office hours from 8:30AM to 3:00PM.
5. A complete set of Bidding Documents may be bought and acquired by shortlisted Bidders on **September 7, 2022 to September 12, 2022**, from 8:30AM to 3:00PM, from the address below and upon payment of the applicable fee for the Bidding Documents, pursuant to the latest Guidelines issued by the GPPB, in the amount of **Five Thousand Pesos (Php5,000.00)**.

Instructions to bidders on payment of bid documents:

- a. The payment for the bid documents shall be made at the UCPB Savings Kalayaan Branch, 106 Neptune Street, Kalayaan Avenue corner Makati Avenue, Makati City. It shall be received by the Senior Teller or Branch Officer.
- b. The mode of payment shall be strictly limited to Cash or Manager's/ Cashier's Check payable to UCPB Savings (UCPBS). Personal checks shall not be accepted.

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- c. The Bidder is required to enclose the cover page of this Invitation to Bid (ITB) in order to properly determine which bid document, the bidder is paying for.
- d. The Bidder shall be issued a validated official receipt (OR), a copy of which should be provided to BAC Secretariat upon submission of the bid documents.

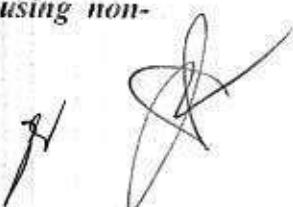
It may also be downloaded free of charge from the website of the Philippine Government Electronic Procurement System (PhilGEPS) and the website of the Procuring Entity, provided that Bidders shall pay the applicable fee for the Bidding Documents not later than the submission of their bids.

- 6. The BAC shall draw up the short list of consultants from those who have submitted Expression of Interest, including the eligibility documents, and have been determined as eligible in accordance with the provisions of Republic Act 9184 (RA 9184), otherwise known as the "Government Procurement Reform Act", and its Implementing Rules and Regulations (IRR). The short list shall consist of Top 5 prospective bidders, from the highest rated bidders, provided they meet the minimum qualifications and the minimum total weighted rating of three (3) points. The criteria and rating system for short listing are:

CRITERIA	WEIGHT
<b>I. Applicable Experience of the Third-Party Service Provider</b>	<b>60%</b>
a. Year of experience in the business/ track record as a Research Service Agency	25%
b. Number of completed survey contracts of similar nature within the last five (5) years	20%
c. Contract value of the largest completed survey contract of similar nature within the last (5) years	15%
<b>II. Qualification of Personnel to be Assigned to the Project</b>	<b>25%</b>
Qualification of Key Personnel (Education)	
a. Overall Project Manager	15%
b. Technical Personnel (at least 13 individuals)	10%
<b>III. Current Workload Relative to Capacity of the Third-Party Service Provider</b>	<b>15%</b>
Number of ongoing survey contracts	15%
<b>TOTAL:</b>	<b>100%</b>

"Similar nature of contract" shall mean a project that involves the design and implementation of customer satisfaction research.

- 7. **Bidding will be conducted through open competitive bidding procedures using non-discretionary "pass/fail" criterion as specified in the IRR of RA 9184.**



Bidding is restricted to Filipino citizens/sole proprietorships, cooperatives, and partnerships or organizations with at least sixty percent (60%) interest or outstanding capital stock belonging to citizens of the Philippines.

8. The Procuring Entity shall evaluate bids using the **Quality-Cost Based Evaluation/Selection (QCBE/QCBS)** procedure. The technical proposal (70%) together with the financial proposal (30%) shall be considered in the ranking of bidders.

The technical proposals shall be evaluated first using the criteria below. The financial proposals of the bidders who meet the minimum technical score *[total weighted score of three (3) points]* shall then be opened. Refer to *Annex C* for the detailed criteria and rating system for Technical Evaluation and *Annex D* for the Financial Evaluation Procedure.

The BAC shall rank the bidders in descending order based on the combined numerical ratings of their technical and financial proposals and identify the Highest Rated Bid (HRB). Ratings shall be subject to the approval of the HoPE through the BAC. After approval by the HoPE of the Highest Rated Bid, the BAC shall notify and invite the bidder with the Highest Rated Bid for Negotiation.

CRITERIA	WEIGHTS
<b>TECHNICAL</b>	<b>70%</b>
<b>I. Quality of Personnel to be assigned to the Project</b>	<b>30%</b>
a. General Qualification of an Overall Project Manager	
○ Education	2%
○ Relevant trainings/ seminar	3%
○ Adequacy of work experience	10%
b. General Qualification of Technical Personnel (at least 13 individuals)	
○ Education	2%
○ Relevant trainings/ seminar	3%
○ Adequacy of work experience	10%
<b>II. Experience and Capability of the Third-Party Service Provider</b>	<b>30%</b>
1. Years of experience in the business/track record as a Research Service Agency	10%
2. Number of Completed survey contracts of similar nature	10%
3. Evaluation of past performance	10%
<b>III. Approach and Methodology</b>	<b>40%</b>

24

4. Organization, clarity, completeness and comprehensiveness of the technical work plan	15%	
5. Work flow/ approach and timetable	15%	
6. Detailed deliverables in accordance with given research output standards	10%	
<b>FINANCIAL</b>		<b>30%</b>
Project Costs  The cost will be an important consideration in the selection, although it will not be the sole determining factor	30%	
<b>TOTAL PERCENTAGE (%):</b>		<b>100%</b>

9. The contract shall be completed within *three (3) months or before November 30, 2022 from the receipt of the Notice to Proceed (NTP)*.
10. The **UCPB Savings (UCPBS)** reserves the right to reject any and all bids, declare a failure of bidding, or not award the contract at any time prior to contract award in accordance with Section 41 of RA 9184 and its IRR, without thereby incurring any liability to the affected bidder or bidders.
11. For further information, please refer to:

**Mr. Dronnel A. Espina**  
 BAC Secretariat  
**UCPB Savings, Inc.**  
 Penthouse, UCPB Corporate Offices Building  
 7907 Makati Avenue, Makati City  
 Telephone number: (+632) 8811-9148  
 E-mail address: [bacsecretariat@ucpbsavings.com](mailto:bacsecretariat@ucpbsavings.com)  
 Website: [www.ucpbsavings.com](http://www.ucpbsavings.com)

August 31, 2022

  
**Ms. Ma. Pamela V. Suarez**  
 BAC Chairperson  
**UCPB Savings, Inc.**



## *Section II. Eligibility Documents*

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## **1. Eligibility Criteria**

- 1.1. The following persons/entities shall be allowed to participate in the bidding for Consulting Services:
  - (a) Duly licensed Filipino citizens/sole proprietorships;
  - (b) Partnerships duly organized under the laws of the Philippines and of which at least sixty percent (60%) of the interest belongs to citizens of the Philippines;
  - (c) Corporations duly organized under the laws of the Philippines and of which at least sixty percent (60%) of the outstanding capital stock belongs to citizens of the Philippines;
  - (d) Cooperatives duly organized under the laws of the Philippines; or
  - (e) Persons/entities forming themselves into a joint venture, *i.e.*, a group of two (2) or more persons/entities that intend to be jointly and severally responsible or liable for a particular contract: Provided, however, That Filipino ownership or interest thereof shall be at least sixty percent (60%). For this purpose, Filipino ownership or interest shall be based on the contributions of each of the members of the joint venture as specified in their JVA.
- 1.2. When the types and fields of Consulting Services involve the practice of professions regulated by law, those who will actually perform the services shall be Filipino citizens and registered professionals authorized by the appropriate regulatory body to practice those professions and allied professions specified in the **EDS**.
- 1.3. If the Request for Expression of Interest allows the participation of foreign consultants, prospective foreign bidders may be eligible subject to the conditions stated in the **EDS**.
- 1.4. Government-owned or -controlled corporations (GOCCs) may be eligible to participate only if they can establish that they (a) are legally and financially autonomous, (b) operate under commercial law, and (c) are not attached to agencies of the Procuring Entity.

## **2. Eligibility Requirements**

- 2.1. The following eligibility requirements, together with the Eligibility Documents Submission Form, shall be submitted on or before the date of the eligibility check specified in the Request for Expression of Interest and Clause 5 for purposes of determining the eligibility of prospective bidders:

(a) Class "A" Documents –

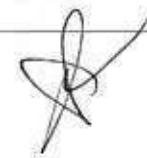
Legal Documents

- (i) PhilGEPS Certificate of Registration and Membership in accordance with Section 8.5.2 of the IRR, except for foreign bidders participating in the procurement by a Philippine Foreign Service Office or Post, which shall submit their eligibility documents under Section 24.1 of the IRR, provided, that the winning Consultant shall register with PhilGEPS in accordance with Section 37.1.4 of the IRR;

Technical Documents

- (ii) 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 nature and complexity to the contract to be bid, within the relevant period provided in the EDS. The statement shall include, for each contract, the following:
- (ii.1) the name and location of the contract;
  - (ii.2) date of award of the contract;
  - (ii.3) type and a brief description of consulting services;
  - (ii.4) consultant's role (whether main consultant, sub-consultant, or partner in a JV)
  - (ii.5) amount of contract;
  - (ii.6) contract duration; and
  - (ii.7) certificate of satisfactory completion or equivalent document specified in the EDS issued by the client, in the case of a completed contract;
- (iii) Statement of the consultant specifying its nationality and confirming that those who will actually perform the service are registered professionals authorized by the appropriate regulatory body to practice those professions and allied professions in accordance with Clause 1.2, including their respective curriculum vitae.

Financial Documents

- (iv) The consultant's audited financial statements, showing, among other things, the consultant's total and current assets and liabilities, stamped "received" by the BIR or its duly accredited and authorized institutions, for the preceding calendar year
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which should not be earlier than two (2) years from the date of bid submission.

(b) Class "B" Document –

If applicable, the Joint Venture Agreement (JVA) in case the joint venture is already in existence, or duly notarized statements from all the potential joint venture partners in accordance with Section 24.1(b) of the IRR of RA 9184.

- 2.2. The eligibility requirements or statements, the bids, and all other documents to be submitted to the BAC must be in English. If the eligibility requirements or statements, the bids, and all other documents submitted to the BAC are in foreign language other than English, it must be accompanied by a translation of the documents in English. The documents shall be translated by the relevant foreign government agency, the foreign government agency authorized to translate documents, or a registered translator in the foreign bidder's country; and shall be authenticated by the appropriate Philippine foreign service establishment/post or the equivalent office having jurisdiction over the foreign bidder's affairs in the Philippines.

However, for Contracting Parties to the Apostille Convention, the documents shall be authenticated through an apostille by the Competent Authority, except for countries identified by the Department of Foreign Affairs (DFA) that will still require legalization (red ribbon) by the relevant Embassy or Consulate.

A Contracting Party refers to a State that has joined the Apostille Convention, whether or not the Convention has entered in force for the State.

A Competent Authority refers to the authority designated by a Contracting Party that is competent to issue an apostille. A Contracting Party may designate one or more Competent Authorities and may designate Competent Authorities that are competent to issue an apostille for certain categories of public documents. Information about designated Competent Authorities may be found on the Apostille Section of the Hague Conference website under "Competent Authorities".

The English translation shall govern, for purposes of interpretation of the bid.

- 2.3. Prospective bidders may obtain a full range of expertise by associating with individual consultant(s) and/or other consultants or entities through a JV or subcontracting arrangements, as appropriate. However, sub consultants may only participate in the bid of one shortlisted consultant. Foreign Consultants shall seek the participation of Filipino Consultants by entering into a JV with, or subcontracting part of the project to, Filipino Consultants.

### 3. Format and Signing of Eligibility Documents

- 3.1. Prospective bidders shall submit their eligibility documents through their duly authorized representative on or before the deadline specified in Clause 5.

- 3.2. Prospective bidders shall prepare an original and copies of the eligibility documents. In the event of any discrepancy between the original and the copies, the original shall prevail.
- 3.3. The Eligibility Documents Submission Form shall be signed by the duly authorized representative/s of the Bidder. Failure to do so shall be a ground for the rejection of the eligibility documents.
- 3.4. Any interlineations, erasures, or overwriting shall be valid only if they are signed or initialed by the duly authorized representative/s of the prospective bidder.

#### **4. Sealing and Marking of Eligibility Documents**

- 4.1. Prospective bidders shall enclose their original eligibility documents described in Clause 2.1, in a sealed envelope marked "ORIGINAL – ELIGIBILITY DOCUMENTS". Each copy thereof shall be similarly sealed duly marking the envelopes as "COPY NO. \_\_\_\_ - ELIGIBILITY DOCUMENTS". These envelopes containing the original and the copies shall then be enclosed in one single envelope.
- 4.2. The original and the number of copies of the eligibility documents as indicated in the EDS shall be typed or written in ink and shall be signed by the prospective bidder or its duly authorized representative/s.
- 4.3. All envelopes shall:
  - (c) contain the name of the contract to be bid in capital letters;
  - (d) bear the name and address of the prospective bidder in capital letters;
  - (e) be addressed to the Procuring Entity's BAC specified in the EDS;
  - (f) bear the specific identification of this Project indicated in the EDS; and
  - (g) bear a warning "DO NOT OPEN BEFORE..." the date and time for the opening of eligibility documents, in accordance with Clause 5.
- 4.4. Eligibility documents that are not properly sealed and marked, as required in the bidding documents, shall not be rejected, but the bidder or its duly authorized representative shall acknowledge such condition of the documents as submitted. The BAC shall assume no responsibility for the misplacement of the contents of the improperly sealed or marked eligibility documents, or for its premature opening.

#### **5. Deadline for Submission of Eligibility Documents**

Eligibility documents must be received by the Procuring Entity's BAC at the address and on or before the date and time indicated in the Request for Expression of Interest and the EDS.

#### **6. Late Submission of Eligibility Documents**

Any eligibility documents submitted after the deadline for submission and receipt prescribed in Clause 5 shall be declared "Late" and shall not be accepted by the Procuring Entity. The BAC shall record in the minutes of submission and opening of eligibility documents, the Bidder's name, its representative, and the time the eligibility documents were submitted late.

## **7. Modification and Withdrawal of Eligibility Documents**

- 7.1. The prospective bidder may modify its eligibility documents after it has been submitted; provided that the modification is received by the Procuring Entity prior to the deadline specified in Clause 5. The prospective bidder shall not be allowed to retrieve its original eligibility documents, but shall be allowed to submit another set equally sealed, properly identified, linked to its original bid marked as "ELIGIBILITY MODIFICATION" and stamped "received" by the BAC. Modifications received after the applicable deadline shall not be considered and shall be returned to the prospective bidder unopened.
- 7.2. A prospective bidder may, through a letter of withdrawal, withdraw its eligibility documents after it has been submitted, for a valid and justifiable reason; provided that the letter of withdrawal is received by the Procuring Entity prior to the deadline prescribed for submission and receipt of eligibility documents.
- 7.3. Eligibility documents requested to be withdrawn in accordance with this Clause shall be returned unopened to the prospective bidder concerned. A prospective bidder that withdraws its eligibility documents shall not be permitted to submit another set, directly or indirectly, for the same project. A prospective bidder that acquired the eligibility documents may also express its intention not to participate in the bidding through a letter that should reach and be stamped by the BAC before the deadline for submission and receipt of eligibility documents.

## **8. Opening and Preliminary Examination of Eligibility Documents**

- 8.1. The BAC will open the envelopes containing the eligibility documents in the presence of the prospective bidders' representatives who choose to attend, at the time, on the date, and at the place specified in the EDS. The prospective bidders' representatives who are present shall sign a register evidencing their attendance.

In case the submitted eligibility envelopes cannot be opened as scheduled due to justifiable reasons, the BAC shall take custody of the said envelopes and reschedule the opening on the next working day or at the soonest possible time through the issuance of a Notice of Postponement to be posted in the PhilGEPS website and the website of the Procuring Entity concerned.

- 8.2. Letters of withdrawal shall be read out and recorded during the opening of eligibility documents and the envelope containing the corresponding withdrawn eligibility documents shall be returned unopened to the withdrawing prospective bidder.

- 8.3. The eligibility documents envelopes and modifications, if any, shall be opened one at a time, and the following read out and recorded:
- (a) the name of the prospective bidder;
  - (b) whether there is a modification or substitution; and
  - (c) the presence or absence of each document comprising the eligibility documents vis-à-vis a checklist of the required documents.
- 8.4. The eligibility of each prospective bidder shall be determined by examining each bidder's eligibility requirements or statements against a checklist of requirements, using the non-discretionary "pass/fail" criterion, as stated in the Request for Expression of Interest, and shall be determined as either "eligible" or "ineligible." If a prospective bidder submits the specific eligibility document required, he shall be rated "passed" for that particular requirement. In this regard, failure to submit a requirement, or an incomplete or patently insufficient submission, shall be considered "failed" for the particular eligibility requirement concerned. If a prospective bidder is rated "passed" for all the eligibility requirements, he shall be considered eligible to participate in the bidding, and the BAC shall mark the set of eligibility documents of the prospective bidder concerned as "eligible." If a prospective bidder is rated "failed" in any of the eligibility requirements, he shall be considered ineligible to participate in the bidding, and the BAC shall mark the set of eligibility documents of the prospective bidder concerned as "ineligible." In either case, the BAC chairperson or his duly designated authority shall countersign the markings.

## **9. Short Listing of Consultants**

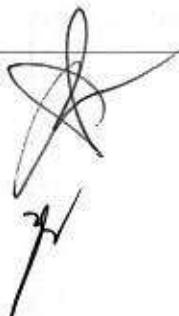
- 9.1. Only prospective bidders whose submitted contracts are similar in nature and complexity to the contract to be bid as provided in the **EDS** shall be considered for short listing.
- 9.2. The BAC shall draw up the short list of prospective bidders from those declared eligible using the detailed set of criteria and rating system to be used specified in the **EDS**.
- 9.3. Short listed consultants shall be invited to participate in the bidding for this project through a Notice of Eligibility and Short Listing issued by the BAC.

## **10. Protest Mechanism**

Decision of the Procuring Entity at any stage of the procurement process may be questioned in accordance with Section 55 of the IRR of RA 9184.



### *Section III. Eligibility Data Sheet*



# Eligibility Data Sheet

<b>Eligibility Documents</b>	
1.2	Type/field of Consulting Services that will be performed in relation to the Project and the appropriate GoP regulatory body: end-to-end conduct of quantitative study – <b><u>customer satisfaction survey performed by any of the following: market research firms, consultants, and other research institutions.</u></b>
1.3	No further instructions.
2.1(a)(ii)	The statement of all ongoing and completed government and private contracts shall include all such contracts within <b><i>five (5) years</i></b> prior to the deadline for the submission and receipt of eligibility documents.
2.1(a)(ii.7)	Certificate of satisfactory completion or an equivalent document within the last five (5) years from submission of the Expression of Interest.
4.2	Each prospective bidder shall submit one (1) original and one (1) copy of its eligibility documents.
4.3(c)	<b>Bids and Awards Committee (BAC) of the UCPB Savings, Inc.</b>
4.3(d)	Procurement of a Consulting Service of a Third-Party Service Provider to Implement the Nationwide 2022 Customer Satisfaction Survey of UCPB Savings, Inc. (UCPBS)
5	<p>The address for submission of eligibility documents is:</p> <p><b>UCPB Savings, Inc. (UCPBS)</b>  <b>BAC Secretariat</b>          Penthouse, UCPB Corporate Offices Building          7907 Makati Avenue, Makati City, Philippines 0728</p> <p>The deadline for submission of bid proposal is on <b><u>September 13, 2022(Tuesday) on or before 11:30AM.</u></b></p>
8.1	The date and time of opening of bid proposal is on <b><u>September 13, 2022(Tuesday), 1:30PM via online (MS Teams link will be send separately to prospective bidders)</u></b>
9.1	Similar nature of contracts shall refer to projects that involve the design and implementation of a customer satisfaction research.
9.2	The short list shall consist of Top 5 prospective bidders, from the highest rated bidders, provided they meet the minimum qualifications and the minimum total weighted rating of three (3) points based on the criteria per Annex B (Criteria for Eligibility and Shortlisting)

# ***Section I. Notice of Eligibility and Short Listing***

*[Insert Date], 2022*

*[Name and Address of Short Listed Consultant]*

Dear *[Addressee]:*

1. The **UCPB Savings, Inc. (UCPBS)**, hereinafter called "Procuring Entity" has received financing (hereinafter called "funds") from **UCPBS 2022 corporate approved budget** (hereinafter called the "Funding Source") toward the cost of **Procurement of a Consulting Service of a Third-Party Service Provider to Implement the Nationwide 2022 Customer Satisfaction Survey of UCPB Savings.** UCPBS intends to apply a portion of the funds in the amount of Php3,000,000.00 to eligible payment under the contract for the said Procurement which the Bidding Documents is issued.
2. The Procuring Entity now invites bids to provide the following Consulting Services: ***conduct customer satisfaction survey among UCPBS individual and business customers as part of UCPBS commitment to enhance stakeholder satisfaction.*** More details on the services are provided in the Terms of Reference (TOR) for the project.
3. The Consultant shall be selected and employed in accordance with **Quality Cost Based Evaluation/Selection (QCBE/QCBS)** procedures as described in the Bidding Documents.
4. This notice has been addressed to the following short-listed consultants:
  - a. \_\_\_\_\_
  - b. \_\_\_\_\_
  - c. \_\_\_\_\_
  - d. \_\_\_\_\_
5. It is not permissible for you to transfer this invitation to any other consultant.
6. The Bidding Documents may be bought and acquired at **UCPB Savings BAC Secretariat, Penthouse, UCPB Corporate Offices Building, 7907 Makati Avenue, Makati City, Philippines 0728** during weekdays, from 9:00 a.m. to 3:00 p.m. upon payment of an applicable fee for the Bidding Documents, pursuant to the latest Guidelines issued by the GPPB, in the amount of **Php5,000.00**
7. The **UCPB Savings, Inc. (UCPBS)** will hold a Pre-Bid Conference on **September 6, 2022/ Tuesday at 1:30pm**, which shall be open to all short-listed consultants.<sup>1</sup>

<sup>1</sup> May be deleted in case the ABC is less than One Million Pesos (PhP1,000,000) where the Procuring Entity may not hold a pre-bid conference.

Yours sincerely,

[Insert signature, name, and title of the  
Procuring Entity's Representative]

A handwritten signature consisting of stylized, cursive initials and a surname.

# Bidding Documents



**Republic of the Philippines**

## **Procurement of a Consulting Service of a Third-Party Service Provider to Implement the Nationwide 2022 Customer Satisfaction Survey of UCPB Savings, Inc.**

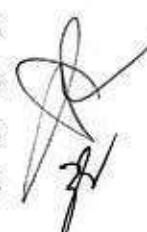
*Conduct customer satisfaction survey among  
UCPB Savings customers as part of UCPBS  
commitment to enhance stakeholder  
satisfaction.*

A handwritten signature in black ink, appearing to read 'JH'.

# ***Section II. Instructions to Bidders***

## **TABLE OF CONTENTS**

<b>A.</b>	<b><u>GENERAL</u></b>	<b>25</b>
1.	<u>Introduction</u>	25
2.	<u>Conflict of Interest</u>	25
3.	<u>Corrupt, Fraudulent, Collusive, Coercive, and Obstructive Practices</u>	27
4.	<u>Consultant's Responsibilities</u>	29
5.	<u>Origin of Associated Goods</u>	31
6.	<u>Subcontracts</u>	31
<b>B.</b>	<b><u>CONTENTS OF BIDDING DOCUMENTS</u></b>	<b>31</b>
7.	<u>Pre-Bid Conference</u>	31
8.	<u>Clarifications and Amendments to Bidding Documents</u>	32
<b>C.</b>	<b><u>PREPARATION OF BIDS</u></b>	<b>32</b>
9.	<u>Language of Bids</u>	32
10.	<u>Documents Comprising the Bid: Technical Proposal</u>	33
11.	<u>Documents Comprising the Bid: Financial Proposal</u>	35
12.	<u>Alternative Bids</u>	36
13.	<u>Bid Currencies</u>	36
14.	<u>Bid Validity</u>	37
15.	<u>Bid Security</u>	37
16.	<u>Format and Signing of Bids</u>	39
17.	<u>Sealing and Marking of Bids</u>	40
<b>D.</b>	<b><u>SUBMISSION OF BIDS</u></b>	<b>41</b>
18.	<u>Deadline for Submission of Bids</u>	41
19.	<u>Late Bids</u>	41
20.	<u>Modification and Withdrawal of Bids</u>	41
<b>E.</b>	<b><u>EVALUATION AND COMPARISON OF BIDS</u></b>	<b>42</b>
21.	<u>Process to be Confidential</u>	43
22.	<u>Clarification of Bids</u>	43
23.	<u>Bid Evaluation</u>	43
24.	<u>Opening and Evaluation of Technical Proposals</u>	44



<u>25.</u>	<u>Opening and Evaluation of Financial Proposals</u>	45
<u>26.</u>	<u>Negotiations</u>	45
<u>27.</u>	<u>Post Qualification</u>	46
<u>28.</u>	<u>Reservation Clause</u>	47
<b>F.</b>	<b>AWARD OF CONTRACT</b>	<b>48</b>
<u>29.</u>	<u>Contract Award</u>	48
<u>30.</u>	<u>Signing of the Contract</u>	49
<u>31.</u>	<u>Performance Security</u>	50
<u>32.</u>	<u>Notice to Proceed</u>	51
33.	Protest Mechanism.....	51



## A. General

### 1. Introduction

- 1.1. The Procuring Entity named in the Bid Data Sheet (**BDS**) shall select an individual, sole proprietorship, cooperative, partnership, corporation, or a joint venture (JV) (hereinafter referred to as "Consultant") from among those short listed, in accordance with the evaluation procedure specified in the **BDS**.
- 1.2. The Procuring Entity has received financing (hereinafter called "funds") from the source indicated in the **BDS** (hereinafter called the "Funding Source") toward the cost of the Project named in the **BDS**. The Procuring Entity intends to apply a portion or the whole of the funds to payments for this Project.
- 1.3. Consultants are invited to submit bids composed of a technical proposal and a financial proposal for Consulting Services required for this Project described in the **BDS**. Bids shall be the basis for contract negotiations and ultimately for a signed contract with the selected Consultant.
- 1.4. If the **BDS** indicates that the Project will be completed in phases, each phase must be completed to the Procuring Entity's satisfaction prior to the commencement of the next phase.
- 1.5. Consultants must familiarize themselves with local conditions and take them into account in preparing their bids. To obtain firsthand information on the project and on the local conditions, Consultants are encouraged to visit the Procuring Entity before submitting a bid and to attend the pre-bid conference specified in **ITB Clause 7**.
- 1.6. The Consultants' costs of preparing their bids and negotiating the contract, including a visit to the Procuring Entity, are not reimbursable as a direct cost of the project.
- 1.7. Consultants shall not be under a declaration of ineligibility for corrupt, fraudulent, collusive, coercive or obstructive practices issued by the Funding Source or the Procuring Entity in accordance with **ITB Clause 3.1**.

### 2. Conflict of Interest

- 2.1. The Funding Source's policy requires that Consultants provide professional, objective, and impartial advice and at all times hold the Procuring Entity's interests paramount, without any consideration for future work, and strictly avoid situations where a conflict of interest shall arise with their other projects or their own interests. Consultants shall not be hired for any project that would be in conflict with their prior or current obligations to other entities, or that may place them in a position of not being able to carry out the Project in the best interest of the Procuring Entity. Without limitation on the generality of this rule, Consultants shall not be hired under the circumstances set forth below:

- (a) If a Consultant combines the function of consulting with those of contracting and/or supply of equipment for the same Project;
  - (b) If a Consultant is associated with, affiliated to, or owned by a contractor or a manufacturing firm with departments or design offices offering services as consultants unless such Consultant includes relevant information on such relationships along with a statement in the Technical Proposal cover letter to the effect that the Consultant shall limit its role to that of a consultant and disqualify itself and its associates from work in any other capacity that may emerge from the Project (including bidding for any part of the future project). The contract with the Consultant selected to undertake the Project shall contain an appropriate provision to such effect; or
  - (c) If there is a conflict among consulting projects, the Consultant (including its personnel and subconsultants) and any subsidiaries or entities controlled by such Consultant shall not be recruited for the relevant project. The duties of the Consultant depend on the circumstances of each case. While continuity of consulting services may be appropriate in particular situations where no conflict exists, a Consultant cannot be recruited to carry out a project that, by its nature, shall result in conflict with a prior or current project of such Consultant. Examples of the situations mentioned are when a Consultant engaged to prepare engineering design for an infrastructure project shall not be recruited to prepare an independent environmental assessment for the same project; similarly, a Consultant assisting a Procuring Entity in privatization of public assets shall not purchase, nor advise purchasers, of such assets; or a Consultant hired to prepare Terms of Reference (TOR) for a project shall not be recruited for the project in question.
- 2.2. Consultants shall not be related to the Head of the Procuring Entity (HoPE), members of the BAC, the TWG, and the BAC Secretariat, the head of the PMO or the end-user unit, and the project consultants, by consanguinity or affinity up to the third civil degree. The prohibition shall apply as follows:
- (a) If the Consultant is an individual or sole proprietorship, then to himself;
  - (b) If the Consultant is a partnership, then to all its officers and members;
  - (c) If the Consultant is a corporation, then to all its officers, directors and controlling stockholders;
  - (d) If the Consultant is a cooperative, to all its officers, directors, and controlling shareholders or members; or
  - (e) If the Consultant is a JV, the provisions of items (a), (b), (c), or (d) of this Section shall correspondingly apply to each of the members of the said joint venture, as may be appropriate.
- 

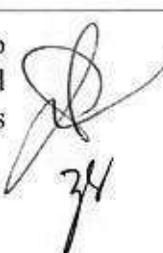
Relationship of the nature described above or a failure to comply with the provisions of this clause will result in the rejection of the Consultant's bid.

- 2.3. Subject to the provisions of ITB Clause 2, any previous or ongoing participation by the Consultant, its professional staff, or its affiliates or associates under a contract with the Funding Source or the Procuring Entity in relation to this Project may result in the rejection of its bid. Consultants should clarify their situation in that respect with the Procuring Entity before preparing its bid.
- 2.4. Failure by a Consultant to fully disclose potential conflict of interest at the time of Bid submission, or at a later date in the event that the potential conflict arises after such date, shall result in the Procuring Entity and/or the Funding Source seeking the imposition of the maximum administrative, civil and criminal penalties up to and including imprisonment.
- 2.5. Consultants are discouraged to include officials and employees of the Government of the Philippines (GoP) as part of its personnel. Participation of officials and employees of the GoP in the Project shall be subject to existing rules and regulations of the Civil Service Commission.
- 2.6. Fairness and transparency in the selection process require that Consultants do not derive unfair competitive advantage from having provided consulting services related to the Project in question. To this end, the Procuring Entity shall make available to all the shortlisted consultants together with the Bidding Documents all information that would in that respect give each Consultant a competitive advantage.

### **3. Corrupt, Fraudulent, Collusive, Coercive, and Obstructive Practices**

- 3.1. The Procuring Entity as well as the Consultants shall observe the highest standard of ethics during the procurement and execution of the contract. In pursuance of this policy, the Procuring Entity:
  - (a) defines, for purposes of this provision, the terms set forth below as follows:
    - (i) "corrupt practice" means behavior on the part of officials in the public or private sectors by which they improperly and unlawfully enrich themselves, others, or induce others to do so, by misusing the position in which they are placed, and includes the offering, giving, receiving, or soliciting of anything of value to influence the action of any such official in the procurement process or in contract execution; entering, on behalf of the GoP, into any contract or transaction manifestly and grossly disadvantageous to the same, whether or not the public officer profited or will profit thereby, and similar acts as provided in Republic Act 3019.
    - (ii) "fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a

contract to the detriment of the Procuring Entity, and includes collusive practices among Bidders (prior to or after bid submission) designed to establish bid prices at artificial, non-competitive levels and to deprive the Procuring Entity of the benefits of free and open competition.

- (iii) “collusive practices” means a scheme or arrangement between two or more Bidders, with or without the knowledge of the Procuring Entity, designed to establish bid prices at artificial, non-competitive levels.
  - (iv) “coercive practices” means harming or threatening to harm, directly or indirectly, persons, or their property to influence their participation in a procurement process, or affect the execution of a contract;
  - (v) “obstructive practice” is
    - (aa) deliberately destroying, falsifying, altering or concealing of evidence material to an administrative proceedings or investigation or making false statements to investigators in order to materially impede an administrative proceedings or investigation of the Procuring Entity or any foreign government/foreign or international financing institution into allegations of a corrupt, fraudulent, coercive or collusive practice; and/or threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the administrative proceedings or investigation or from pursuing such proceedings or investigation; or
    - (bb) acts intended to materially impede the exercise of the inspection and audit rights of the Procuring Entity or any foreign government/foreign or international financing institution herein.
- (b) will reject a proposal for award if it determines that the Bidder recommended for award has engaged in any of the practices mentioned in this Clause for purposes of competing for the contract.
- 3.2. Further, the Procuring Entity will seek to impose the maximum civil, administrative, and/or criminal penalties available under applicable laws on individuals and organizations deemed to be involved in any of the practices mentioned in **ITB Clause 3.1(a)**.
- 3.3. Furthermore, the Funding Source and the Procuring Entity reserve the right to inspect and audit records and accounts of a Consultant in the bidding for and performance of a contract themselves or through independent auditors as reflected in the **GCC Clause 51**.
- 

#### **4. Consultant's Responsibilities**

- 4.1. The Consultant or its duly authorized representative shall submit a sworn statement in the form prescribed in Section VII. Bidding Forms as required in **ITB Clause 10.2(d)**.
- 4.2. The Consultant is responsible for the following:
  - (a) Having taken steps to carefully examine all of the Bidding Documents;
  - (b) Having acknowledged all conditions, local or otherwise, affecting the implementation of the contract;
  - (c) Having made an estimate of the facilities available and needed for this Project, if any;
  - (d) Having complied with its responsibility to inquire or secure Supplemental/Bid Bulletin/s as provided under **ITB Clause 8.4**.
  - (e) Ensuring that it is not “blacklisted” or barred from bidding by the GoP or any of its agencies, offices, corporations, or LGUs, including foreign government/foreign or international financing institution whose blacklisting rules have been recognized by the GPPB;
  - (f) Ensuring that 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;
  - (g) Authorizing the Head of the Procuring Entity or its duly authorized representative/s to verify all the documents submitted;
  - (h) Ensuring that the signatory is the duly authorized representative of the Bidder, and granted full power and authority to do, execute and perform any and all acts necessary to participate, submit the bid, and to sign and execute the ensuing contract, accompanied by the duly notarized Special Power of Attorney, Board/Partnership Resolution, or Secretary’s Certificate, whichever is applicable;
  - (i) Complying with the disclosure provision under Section 47 of RA 9184 and its IRR in relation to other provisions of Republic Act 3019;
  - (j) Complying with existing labor laws and standards, in the case of procurement of services. Moreover, bidder undertakes to:
    - (1) Ensure the entitlement of workers to wages, hours of work, safety and health and other prevailing conditions of work as established by national laws, rules and regulations; or collective bargaining agreement; or arbitration award, if and when applicable.

In case there is a finding by the Procuring Entity or the DOLE of underpayment or non-payment of workers' wage and wage-related benefits, bidder agrees that the performance security or portion of the contract amount shall be withheld in favor of the complaining workers pursuant to appropriate provisions of Republic Act No. 9184 without prejudice to the institution of appropriate actions under the Labor Code, as amended, and other social legislations.

- (ii) Comply with occupational safety and health standards and to correct deficiencies, if any.

In case of imminent danger, injury or death of the worker, bidder undertakes to suspend contract implementation pending clearance to proceed from the DOLE Regional Office and to comply with Work Stoppage Order; and

- (iii) Inform the workers of their conditions of work, labor clauses under the contract specifying wages, hours of work and other benefits under prevailing national laws, rules and regulations; or collective bargaining agreement; or arbitration award, if and when applicable, through posting in two (2) conspicuous places in the establishment's premises; and

- (k) Ensuring that it did not give or pay, directly or indirectly, any commission, amount, fee, or any form of compensation, pecuniary or otherwise, to any person or official, personnel or representative of the government in relation to any procurement project or activity.

Failure to observe any of the above responsibilities shall be at the risk of the Consultant concerned.

- 4.3. It shall be the sole responsibility of the prospective bidder to determine and to satisfy itself by such means as it considers necessary or desirable as to all matters pertaining to this Project, including: (a) the location and the nature of the contract, project, or work; (b) climatic conditions; (c) transportation facilities; (c) nature and condition of the terrain, geological conditions at the site communication facilities, requirements, location and availability of construction aggregates and other materials, labor, water, electric power and access roads; and (d) other factors that may affect the cost, duration and execution or implementation of the contract, project, or work.

- 4.4. The Procuring Entity shall not assume any responsibility regarding erroneous interpretations or conclusions by the Consultant out of the data furnished by the Procuring Entity. However, the Procuring Entity shall ensure that all information in the Bidding Documents, including supplemental/bid bulletins issued are correct and consistent.

- 4.5. Before submitting their bids, the Consultants are deemed to have become familiar with all existing laws, decrees, ordinances, acts and regulations of the GoP which may affect the contract in any way.

- 4.6. The Consultant shall bear all costs associated with the preparation and submission of his bid, and the Procuring Entity will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
- 4.7. Consultants should note that the Procuring Entity will only accept bids from those that have paid the applicable fee for the Bidding Documents at the office indicated in the Request for Expression of Interest.

## 5. Origin of Associated Goods

Unless otherwise indicated in the **BDS**, there is no restriction on the origin of Goods other than those prohibited by a decision of the United Nations Security Council taken under Chapter VII of the Charter of the United Nations.

## 6. Subcontracts

- 6.1. Unless otherwise specified in the **BDS**, the Consultant may subcontract portions of the Consulting Services to an extent as may be approved by the Procuring Entity and stated in the **BDS**. However, subcontracting of any portion shall not relieve the Consultant from any liability or obligation that may arise from the contract for this Project.
- 6.2. Subconsultant must comply with the eligibility criteria and the documentary requirements specified in the **BDS**. In the event that any subconsultant is found by the Procuring Entity to be ineligible, the subcontracting of such portion of the Consulting Services shall be disallowed.
- 6.3. The Consultant may identify the subconsultant to whom a portion of the Consulting Services will be subcontracted at any stage of the bidding process or during contract implementation. If the Consultant opts to disclose the name of the subconsultant during bid submission, the Consultant shall include the required documents as part of the technical component of its bid. A subconsultant that is identified by the Consultant during contract implementation must comply with the eligibility criteria and documentary requirements and secure approval of the Procuring Entity.

## B. Contents of Bidding Documents

## 7. Pre-Bid Conference

- 7.1. If so specified in the **BDS**, a pre-bid conference shall be held at the venue and on the date indicated therein, to clarify and address the Consultants' questions on the technical and financial components of this Project.
- 7.2. The pre-bid conference shall be held at least twelve (12) calendar days before the deadline for the submission and receipt of bids, but not earlier than seven (7) calendar days from the determination of the shortlisted consultants. If the Procuring Entity determines that, by reason of the method, nature, or complexity of the contract to be bid, or when international participation will

be more advantageous to the GoP, a longer period for the preparation of bids is necessary, the pre-bid conference shall be held at least thirty (30) calendar days before the deadline for the submission and receipt of bids.

- 7.3. Consultants are encouraged to attend the pre-bid conference to ensure that they fully understand the Procuring Entity's requirements. Non-attendance of the Consultant will in no way prejudice its bid; however, the Consultant is expected to know the changes and/or amendments to the Bidding Documents as recorded in the minutes of the pre-bid conference and the Supplemental/Bid Bulleting. The minutes of the pre-bid conference shall be recorded and prepared not later than five (5) calendar days after the pre-bid conference. The minutes shall be made available to prospective bidders not later than five (5) days upon written request.
- 7.4. Decisions of the BAC amending any provision of the bidding documents shall be issued in writing through a Supplemental/Bid Bulletin at least seven (7) calendar days before the deadline for the submission and receipt of bids.

## **8. Clarifications and Amendments to Bidding Documents**

- 8.1. Shortlisted consultants may request for clarification(s) on and/or an interpretation of any part of the Bidding Documents. Such a request must be in writing and submitted to the Procuring Entity at the address indicated in the **BDS** at least ten (10) calendar days before the deadline set for the submission and receipt of bids.
- 8.2. The BAC shall respond to the said request by issuing a Supplemental/Bid Bulletin to be made available to all those who have properly secured the Bidding Documents at least seven (7) calendar days before the deadline for the submission and receipt of Bids.
- 8.3. Supplemental/Bid Bulletins may also be issued upon the Procuring Entity's initiative for purposes of clarifying or modifying any provision of the Bidding Documents not later than seven (7) calendar days before the deadline for the submission and receipt of bids. Any modification to the Bidding Documents shall be identified as an amendment.
- 8.4. Any Supplemental/Bid Bulletin issued by the BAC shall also be posted in the PhilGEPS and the website of the Procuring Entity concerned, if available and at any conspicuous place in the premises of the Procuring Entity concerned. It shall be the responsibility of all Consultants who have properly secured the Bidding Documents to inquire and secure Supplemental/Bid Bulletins that may be issued by the BAC. However, Consultants who have submitted bids before the issuance of the Supplemental/Bid Bulletin must be informed and allowed to modify or withdraw their bids in accordance with **ITB Clause 20**.

## **C. Preparation of Bids**

### **9. Language of Bids**

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The eligibility requirements or statements, the bids, and all other documents to be submitted to the BAC must be in English. If the eligibility requirements or statements, the bids, and all other documents submitted to the BAC are in foreign language other than English, it must be accompanied by a translation of the documents in English. The documents shall be translated by the relevant foreign government agency, the foreign government agency authorized to translate documents, or a registered translator in the foreign bidder's country; and shall be authenticated by the appropriate Philippine foreign service establishment/post or the equivalent office having jurisdiction over the foreign bidder's affairs in the Philippines. The English translation shall govern, for purposes of interpretation of the bid.

## 10. Documents Comprising the Bid: Technical Proposal

10.1. While preparing the Technical Proposal, Consultants must give particular attention to the following:

- (a) The Technical Proposal shall not include any financial information. Any Technical Proposal containing financial information shall be declared non-responsive.
- (b) For projects on a staff-time basis, the estimated number of professional staff-months specified in the **BDS** shall be complied with. Bids shall, however, be based on the number of professional staff-months estimated by the Consultant.
- (c) Proposed professional staff must, at a minimum, have the experience indicated in the **BDS**, preferably working under conditions similar to those prevailing in the Republic of the Philippines.
- (d) No alternative professional staff shall be proposed, and only one Curriculum Vitae (CV) may be submitted for each position.

10.2. The Technical Proposal shall contain the following information/documents:

- (a) Technical Proposal Submission Form shall be the cover letter of the Technical Proposal, using the form prescribed in Section VII. Bidding Forms (TPF 1).
- (b) Bid security as prescribed in **ITB** Clause 15. If the bidder opts to submit the bid security in the form of:
  - (i) a bank draft/guarantee or an irrevocable Letter of Credit issued by a foreign bank, it shall be accompanied by a confirmation from a Universal or Commercial Bank; or
  - (ii) a surety bond accompanied by a certification coming from the Insurance Commission that the surety or insurance company is authorized to issue such instrument.



- (c) Information indicated in the paragraphs below must be provided by the Consultant and each partner and/or subconsultant, if any, following the formats described in the Technical Proposal Forms:
- (i) A brief description of the organization and outline of recent experience of the Consultant and each partner and/or subconsultant on projects of a similar and related nature as required in form TPF 2. Consultant's References. For each project, the outline should indicate *inter alia*, the project, contract amount and the Consultant's involvement. Information should be provided only for those projects for which the Consultant was legally contracted by itself or as one of the major participating consultants within an association. Whenever applicable, the experience of individual experts from projects completed independently or when associated with consultants other than the one with whom the individual is currently associated with cannot be claimed as the experience of the current consultant or any one of its partners and/or subconsultants, but can be claimed by the individuals themselves in their CVs. Consultants should be prepared to substantiate the claimed experience if so requested by the Procuring Entity.
  - (ii) Comments, if any, on the TOR (TPF 3. Comments and Suggestions of Consultant on the Terms of Reference and on Data, Services, and Facilities to be Provided by the Procuring Entity) to improve performance in carrying out the Project. Innovativeness shall be appreciated, including workable suggestions that could improve the quality/effectiveness of the Project. In this regard, unless the Consultant clearly states otherwise, it shall be assumed by the Procuring Entity that work required to implement any such improvements, are included in the inputs shown on the Consultant's Staffing Schedule. It shall include a list of facilities requested by the Consultant to be provided by the Procuring Entity, if any, in addition to those shown on the Data Sheet that may include support facilities such as: counterpart staff, office space, local transportation, equipment, domestic administrative support, etc. that would be needed to carry out the project.
  - (iii) A concise, complete, and logical description of how the Consultant's team shall carry out the services to meet all requirements of the TOR using TPF 4. Description of the Methodology and Work Plan for Performing the Project.
  - (iv) An organization chart of the key and support staff indicating their tasks and relationships amongst the Consultant and any partner and/or subconsultant, the Procuring Entity, the Funding Source and the GoP, and other parties or stakeholders, if any, involved in the project using TPF 5. Team Composition and Task.

- (v) The name, age, nationality, background employment record, and professional experience of each nominated expert including ongoing projects, with particular reference to the type of experience required for the tasks assigned should be presented in the CV format shown in TPF 6. Format of Curriculum Vitae (CV) for Proposed Professional Staff. Only one duly notarized CV for each consultant involved in the Project may be submitted for each position.
- (vi) The Procuring Entity requires that each expert confirm that the content of his/her CV is correct and the experts themselves should sign the certification of the CV. In addition, the expert should submit a signed written commitment stating that the expert shall work for the Project once awarded the contract. A zero rating shall be given to a nominated expert if the expert:
- (vi.1) is proposed for a domestic position but is not a Filipino citizen;
  - (vi.2) failed to state nationality on the CV; or
  - (vi.3) the CV is not signed in accordance with paragraph (v) above.
- (vii) A Time Schedule (TPF 7. Time Schedule for Professional Personnel) indicating clearly the estimated duration in terms of person-months (shown separately for work in the field and in the home office) and the proposed timing of each input for each nominated expert, including domestic experts, if required, using the format shown. The schedule shall also indicate when experts are working in the project office and when they are working at locations away from the project office.
- (viii) A work plan showing in graphical format (bar chart) the timing of major activities, anticipated coordination meetings, and deliverables such as reports required under the TOR using TPF 8. Activity (Work) Schedule.
- (d) Sworn statement in accordance with Section 25.3 of the IRR of RA 9184 and using the form prescribed in Section VII. Bidding Forms.

## 11. Documents Comprising the Bid: Financial Proposal

- 11.1. All information provided in a Consultant's Financial Proposal shall be treated as confidential. The Financial Proposal must be submitted in hard copy using the format shown in Financial Proposal Forms.
- 11.2. The Financial Proposal requires completion of six (6) forms, particularly, FPF 1, FPF 2, FPF 3, FPF 4, FPF 5, and FPF 6. FPF 1. Financial Proposal Submission Form should form the covering letter of the Financial Proposal. Form FPF 2. Summary of Costs FPF 3. Breakdown of Price per Activity,

- FPP 4. Breakdown of Remuneration per Activity, FPP 5. Reimbursables per Activity, and FPP 6. Miscellaneous Expenses, relate to the costs of consulting services under two distinct categories, namely: (a) Remuneration; and (b) Reimbursable Expenditures.
- 11.3. Remuneration is divided into billing rate estimates for international and domestic consultants. Reimbursable Expenditures are divided into per diem rates for international and domestic consultants and costs for other reimbursable expenditure items required to perform the consulting services.
- 11.4. The list of experts, and their respective inputs, identified in Financial Proposal Forms, must match the list of experts and their respective inputs shown in Technical Proposal Forms.
- 11.5. The Consultant shall be subject to Philippine taxes on amounts payable by the Procuring Entity under the contract through mandated withholding by local tax authorities of specified percentages of such amounts or otherwise. The **BDS** details the taxes payable.
- 11.6. The Financial Proposal should clearly estimate, as a separate amount, the local taxes (including social security), duties, fees, levies, and other charges imposed under the applicable law, on the Consultants, the subconsultants, and its personnel (other than Philippine Nationals or permanent residents of the Philippines).
- 11.7. Unless otherwise provided in the **BDS**, total calculated bid prices, as evaluated and corrected for minor arithmetical corrections, such as computational errors, which exceed the approved budget for the contract (ABC) shall not be considered.
- 12. Alternative Bids**
- Consultants participating in more than one bid or associating with any other entity other than those already provided in its eligibility documents and allowed by the Procuring Entity shall be disqualified.
- 13. Bid Currencies**
- 13.1. All bid prices shall be quoted in Philippine Pesos unless otherwise provided in the **BDS**. However, for purposes of bid evaluation, bids denominated in foreign currencies shall be converted to Philippine currency based on the exchange rate prevailing on the day of the bid opening.
- 13.2. If so allowed in accordance with ITB Clause 13.1, the Procuring Entity for purposes of bid evaluation and comparing the bid prices will convert the amounts in various currencies in which the bid price is expressed to Philippine Pesos at the exchange rate as published in the *Bangko Sentral ng Pilipinas* (BSP) reference rate bulletin on the day of the bid opening.
- 13.3. Unless otherwise specified in the **BDS**, payment of the contract price shall be made in Philippine Pesos.

## **14. Bid Validity**

- 14.1. Bids shall remain valid for the period specified in the **BDS** which shall not exceed one hundred twenty (120) calendar days from the date of the opening of bids.
- 14.2. In exceptional circumstances, prior to the expiration of the bid validity period, the Procuring Entity may request Consultants to extend the period of validity of their bids. The request and the responses shall be made in writing. The bid security described in **ITB** Clause 15 should also be extended corresponding to the extension of the bid validity period at the least. A Consultant may refuse the request without forfeiting its bid security, but his bid shall no longer be considered for further evaluation and award. A Consultant granting the request shall not be required or permitted to modify its bid.

## **15. Bid Security**

- 15.1. The Consultant shall submit a Bid Securing Declaration or any form of Bid Security in an amount stated in the **BDS**, which shall be not less than the percentage of the ABC in accordance with the following schedule:

Form of Bid Security	Amount of Bid Security (Not less than the Percentage of the ABC)
<p>a) Cash or cashier's/manager's check issued by a Universal or Commercial Bank.</p> <p><i>For biddings conducted by LGUs, the cashier's/manager's check may be issued by other banks certified by the BSP as authorized to issue such financial instrument.</i></p>	
<p>b) Bank draft/guarantee or irrevocable letter of credit issued by a Universal or Commercial Bank: Provided, however, that it shall be confirmed or authenticated by a Universal or Commercial Bank, if issued by a foreign bank.</p> <p><i>For biddings conducted by LGUs, the Bank Draft/Guarantee, or irrevocable letter of credit may be issued by other banks certified by the BSP as authorized to issue such</i></p>	Two percent (2%)



<i>financial instrument.</i>	
c) Surety bond callable upon demand issued by a surety or insurance company duly certified by the Insurance Commission as authorized to issue such security.	Five percent (5%)

The Bid Securing Declaration mentioned above is an undertaking which states, among others, that the bidder shall enter into contract with the Procuring Entity and furnish the performance security required under ITB Clause 31, within ten (10) calendar days from receipt of the Notice of Award, and commits to pay the corresponding amount as fine, and be suspended for a period of time from being qualified to participate in any government procurement activity in the event it violates any of the conditions stated therein as provided in the guidelines issued by the GPPB.

- 15.2. The bid security should be valid for the period specified in the **BDS**. Any bid not accompanied by an acceptable bid security shall be rejected by the Procuring Entity as non-responsive.
- 15.3. No bid securities shall be returned to the Consultants after the opening of bids and before contract signing, except to those that failed or declared as post-disqualified, upon submission of a written waiver of their right to file a request for reconsideration and/or protest or lapse of the reglementary period without having filed a request for reconsideration or protest. Without prejudice on its forfeiture, bid securities shall be returned only after the bidder with the Highest Rated Responsive Bid (HRRB) has signed the contract and furnished the performance security, but in no case later than the expiration of the bid security validity period indicated in **ITB Clause 15.2**.
- 15.4. Upon signing and execution of the contract pursuant to **ITB Clause 31**, and the posting of the performance security pursuant to **ITB Clause 32**, the Consultant's bid security will be discharged, but in no case later than the bid security validity period as indicated in **ITB Clause 15.2**.
- 15.5. The bid security may be forfeited:
  - (a) if a Consultant:
    - (i) withdraws its bid during the period of bid validity specified in **ITB Clause 15.2**;
    - (ii) does not accept the correction of errors pursuant to **ITB Clause 11.7**;



31

- (iii) has a finding against the veracity of the required documents submitted in accordance with **ITB** Clause 27.2;
- (iv) submission of eligibility requirements containing false information or falsified documents;
- (v) any submission of bids that contain false information or falsified documents, or the concealment of such information in the bids in order to influence the outcome of eligibility screening or any other stage of the public bidding;
- (vi) allowing the use of one's name, or using the name of another for purposes of public bidding;
- (vii) withdrawal of a bid, or refusal to accept an award, or enter into contract with the Government without justifiable cause, after the Bidder had been adjudged as having submitted the LCRB;
- (viii) refusal or failure to post the required performance security within the prescribed time;
- (ix) refusal to clarify or validate in writing its bid during post-qualification within a period of seven (7) calendar days from receipt of the request for clarification;
- (x) any documented attempt by a Bidder to unduly influence the outcome of the bidding in his favor;
- (xi) failure of the potential joint venture partners to enter into the joint venture after the bid is declared successful; or
- (xii) all other acts that tend to defeat the purpose of the competitive bidding, such as habitually withdrawing from bidding, submitting late Bids or patently insufficient bid, for at least three (3) times within a year, except for valid reasons.

- (b) if the successful Consultant:
  - (i) fails to sign the contract in accordance with **ITB** Clause 31;
  - (ii) fails to furnish performance security in accordance with **ITB** Clause 32; or
  - (iii) any other reason stated in the **BDS**.

## 16. Format and Signing of Bids

- 16.1. Consultants shall submit their bids through their duly authorized representative using the appropriate forms provided in Section VII, Bidding Forms on or before the deadline specified in the **ITB** Clause 18 in two (2)

separate sealed bid envelopes, and which shall be submitted simultaneously. The first shall contain the technical proposal and the second shall contain the financial proposal.

- 16.2. Forms as mentioned in **ITB** Clause 16.1 must be completed without any alterations to their format, and no substitute form shall be accepted. All blank spaces shall be filled in with the information requested.
- 16.3. The Consultant shall prepare an original of the first and second envelopes as described in **ITB** Clauses 10 and 11. In addition, the Consultant shall submit copies of the first and second envelopes. In the event of any discrepancy between the original and the copies, the original shall prevail.
- 16.4. Each and every page of the Technical Proposal Submission Form and the Financial Proposal Submission Form under Section 11 hereof shall be signed by the duly authorized representative/s of the Consultant. Failure to do so shall be a ground for the rejection of the bid.
- 16.5. Any interlineations, erasures, or overwriting shall be valid only if they are signed or initialed by the duly authorized representative/s of the Consultant.

## **17. Sealing and Marking of Bids**

- 17.1. Unless otherwise indicated in the **BDS**, Consultants shall enclose their original technical proposal described in **ITB** Clause 10, in one sealed envelope marked "ORIGINAL - TECHNICAL PROPOSAL", and the original of their financial proposal in another sealed envelope marked "ORIGINAL - FINANCIAL PROPOSAL", sealing them all in an outer envelope marked "ORIGINAL BID".
- 17.2. Each copy of the first and second envelopes shall be similarly sealed duly marking the inner envelopes as "COPY NO. \_\_\_\_ - TECHNICAL PROPOSAL" and "COPY NO. \_\_\_\_ - FINANCIAL PROPOSAL" and the outer envelope as "COPY NO. \_\_\_\_", respectively. These envelopes containing the original and the copies shall then be enclosed in one single envelope.
- 17.3. The original and the number of copies of the bid as indicated in the **BDS** shall be typed or written in ink and shall be signed by the bidder or its duly authorized representative/s.
- 17.4. All envelopes shall:
  - (a) contain the name of the contract to be bid in capital letters;
  - (b) bear the name and address of the Consultant in capital letters;
  - (c) be addressed to the Procuring Entity's BAC in accordance with **ITB** Clause 18.1;
  - (d) bear the specific identification of this bidding process indicated in the **ITB** Clause 1.2; and



24

- (e) bear a warning "DO NOT OPEN BEFORE..." the date and time for the opening of bids, in accordance with ITB Clause 18.
- 17.5. Bid envelopes that are not properly sealed and marked, as required in the bidding documents, shall not be rejected, but the bidder or its duly authorized representative shall acknowledge such condition of the Bid as submitted. The BAC or the Procuring Entity shall assume no responsibility for the misplacement of the contents of the improperly sealed or marked Bid, or for its premature opening.

## **D. Submission and Opening of Bids**

### **18. Deadline for Submission of Bids**

Bids must be received by the Procuring Entity's BAC at the address and on or before the date and time indicated in the BDS.

### **19. Late Bids**

Any bid submitted after the deadline for submission and receipt of bids prescribed by the Procuring Entity, pursuant to ITB Clause 18, shall be declared "Late" and shall not be accepted by the Procuring Entity. The BAC shall record in the minutes of Bid submission and opening, the Consultant's name, its representative and the time the late bid was submitted.

### **20. Modification and Withdrawal of Bids**

- 20.1. The Consultant may modify its bid after it has been submitted; provided that the modification is received by the Procuring Entity prior to the deadline prescribed for submission and receipt of bids. The Consultant shall not be allowed to retrieve its original bid, but shall be allowed to submit another bid equally sealed, properly identified in accordance with ITB Clause 17.4, linked to its original bid marked as "TECHNICAL MODIFICATION" or "FINANCIAL MODIFICATION" and stamped "received" by the BAC. Bid modifications received after the applicable deadline shall not be considered and shall be returned to the Consultant unopened.
- 20.2. A Consultant may, through a letter of withdrawal, withdraw its bid after it has been submitted, for valid and justifiable reason; provided that the letter of withdrawal is received by the Procuring Entity prior to the deadline prescribed for submission and receipt of bids. The letter of withdrawal must be executed by the authorized representative of the Bidder identified in the Omnibus Sworn Statement, a copy of which should be attached to the letter.
- 20.3. Bids requested to be withdrawn in accordance with ITB Clause 20.1 shall be returned unopened to the Bidders. A Consultant, who has acquired the bidding documents, may also express its intention not to participate in the bidding through a letter which should reach and be stamped by the BAC before the deadline for submission and receipt of bids. A Consultant that withdraws its
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- bid shall not be permitted to submit another bid, directly or indirectly, for the same contract.
- 20.4 No bid may be modified after the deadline for submission of bids. No bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of the period of bid validity specified by the Consultant on the Financial Bid Form. Withdrawal of a bid during this interval shall result in the forfeiture of the Consultant's bid security, pursuant to ITB Clause 15.5, and the imposition of administrative, civil, and criminal sanctions as prescribed by R.A. 9184 and its IRR.
- ### **E. Evaluation and Comparison of Bids**
- ## **21. Opening and Preliminary Examination of Bids**
- 21.1 Only bids from short listed bidders shall be opened and considered for award of contract. These short-listed bidders, whether single entities or JVs, should confirm in their Technical Proposal Submission Form that the information contained in the submitted eligibility documents remains correct as of the date of bid submission.
- 21.2 The BAC shall open the bids immediately after the deadline for the submission and receipt of bids in public, as specified in the **BDS**. In case the bids cannot be opened as scheduled due to justifiable reasons, the BAC shall take custody of the bids submitted and reschedule the opening on the next working day or at the soonest possible time through the issuance of a Bulletin to be posted at the PhilGEPS website and the website of the Procuring Entity concerned.
- 21.3 To determine each bidder's compliance with the documents prescribed in ITB Clause 10, the BAC shall open the first envelope (Technical Proposal) and check the submitted documents of each bidder in accordance with ITB Clause 10.2 to ascertain if they are all present, using a non-discretionary "pass/fail" criterion. If a bidder submits the required document, it shall be rated "passed" for that particular requirement. In this regard, bids that fail to include any requirement or are incomplete or patently insufficient shall be considered as "failed". Otherwise, the BAC shall rate the said first bid envelope as "passed".
- 21.4 Letters of withdrawal shall be read out and recorded during bid opening, and the envelope containing the corresponding withdrawn bid shall be returned to the Consultant unopened.
- 21.5 All members of the BAC who are present during bid opening shall initial every page of the original copies of all bids received and opened.
- 21.6 All technical envelopes shall be resealed. Those rated "passed" shall be secured for the detailed technical bid evaluation, while those rated "failed" will be secured for purposes of possible filing of a request for reconsideration

unless the bidder waives its right to file a request for reconsideration, in which case, the envelope shall be returned to the bidder immediately. .

- 21.7 The Procuring Entity shall prepare the minutes of the proceedings of the bid opening that shall include, as a minimum: (a) names of Bidders, their bid price (per lot, if applicable, and/or including discount, if any), bid security, findings of preliminary examination, and whether there is a withdrawal or modification; and (b) attendance sheet. The BAC members shall sign the abstract of bids as read.

## **22. Process to be Confidential**

- 22.1 Members of the BAC, including its staff and personnel, as well as its Secretariat and TWG, are prohibited from making or accepting any kind of communication with any Consultant regarding the evaluation of their bids until the approval by the HoPE of the ranking of shortlisted Consultants, unless otherwise allowed in the BDS or in the case of ITB Clause 23.
- 22.2 Any effort by a bidder to influence the Procuring Entity in the Procuring Entity's decision in respect of bid evaluation, bid comparison or contract award will result in the rejection of the Consultant's bid.

## **23. Clarification of Bids**

To assist in the evaluation, comparison and post-qualification of the bids, the Procuring Entity may ask in writing any Consultant for a clarification of its bid. All responses to requests for clarification shall be in writing. Any clarification submitted by a Consultant in respect to its bid and that is not in response to a request by the Procuring Entity shall not be considered.

## **24. Bid Evaluation**

- 24.1 For the evaluation of bids, numerical ratings shall be used. In order to eliminate bias in evaluating the Bids, it is recommended that the highest and lowest scores for each Consultant for each criterion shall not be considered in determining the average scores of the Consultants, except when the evaluation is conducted in a collegial manner.
- 24.2 For complex or unique undertakings, such as those involving new concepts/technology or financial advisory services, participating short listed consultants may be required, at the option of the Procuring Entity concerned, to make an oral presentation to be presented by each Consultant, or its nominated Project Manager or head, in case of consulting firms, within fifteen (15) calendar days after the deadline for submission of Technical Proposals.
- 24.3 The entire evaluation process, including the submission of the results thereof to the HoPE for approval, shall be completed in not more than twenty-one (21) calendar days after the deadline for receipt of bids. The bid with the highest rank shall be identified as the Highest Rated Bid. The HoPE shall approve or disapprove the recommendations of the BAC within two (2) calendar days after receipt of the results of the evaluation from the BAC.

24.4 All participating short listed consultants shall be furnished the results (ranking and total scores only) of the evaluation after the approval by the HoPE of the ranking. Said results shall also be posted in the PhilGEPS and the website of the Procuring Entity, if available, for a period of not less than seven (7) calendar days.

## 25 Evaluation of Technical Proposals

25.1 The BAC shall then conduct a detailed evaluation of technical bids following the procedures specified in the **BDS** depending on the evaluation procedure identified in the Request for Expression of Interest and **ITB** Clause 1.1.

25.2 The BAC evaluates the Technical Proposals on the basis of their compliance with the requirements under **ITB** Clause 10 and responsiveness to the TOR using the following criteria:

(a) Quality of personnel to be assigned to the Project which covers suitability of key staff to perform the duties for the Project and general qualifications and competence including education and training of the key staff;

(b) Experience and capability of the Consultant which include records of previous engagement and quality of performance in similar and in other projects; relationship with previous and current clients; and, overall work commitments, geographical distribution of current/impending projects and attention to be given by the consultant. The suitability of the Consultant to the Project shall consider both the overall experiences of the firm and the individual experiences of the principal and key staff including the times when employed by other consultants; and

(c) Plan of approach and methodology with emphasis on the clarity, feasibility, innovativeness and comprehensiveness of the plan approach, and the quality of interpretation of project problems, risks, and suggested solutions.

25.3 The BAC shall assign numerical weights and the minimum required technical score to each of the above criteria which shall be indicated in the **BDS**. A Bid shall be rejected at this stage if it does not respond to important aspects of the TOR or if it fails to achieve the minimum Technical Score (St) indicated in the **BDS**.

25.4 Technical Proposals shall not be considered for evaluation in any of the following cases:

(a) late submission, *i.e.*, after the deadline set in the **ITB** Clause 18;

(b) failure to submit any of the technical requirements provided under this **ITB** and TOR;

(c) the Consultant that submitted a Bid or any of its partner and/or subconsultant belongs to one of the conflict-of-interest cases as

- described in **ITB** Clauses 2.1(k) to (c) and failed to make a proper statement to that effect in the cover letter; or
- (d) the Technical Proposal included any cost of the services.

## **26 Opening and Evaluation of Financial Proposals**

- 26.1 Financial Proposals shall be opened on the date indicated in the **BDS**.
- 26.2 The Financial Proposals opened shall be evaluated based on the evaluation procedure indicated in **ITB** Clause 1.1 using the corresponding procedure provided in the **BDS**.

## **27 Negotiations**

- 27.1 Negotiations with the Consultant that submitted the Highest Rated Bid shall be held at the address indicated in the **BDS**. The aim is to reach agreement on all points.
- 27.2 Negotiations shall cover the following:
- (a) Discussion and clarification of the TOR and Scope of Services;
  - (b) Discussion and finalization of the methodology and work program proposed by the Consultant;
  - (c) Consideration of appropriateness of qualifications and pertinent compensation, number of man-months and the personnel to be assigned to the job, taking note of over-qualified personnel to be commensurate with the compensation of personnel with the appropriate qualifications, number of man-months and schedule of activities (manning schedule);
  - (d) Discussion on the services, facilities and data, if any, to be provided by Procuring Entity concerned;
  - (e) Unless otherwise indicated in the **BDS**, discussion on the Financial Proposal submitted by the Consultant; and
  - (f) Provisions of the contract.
- 27.3 Having selected the Consultant on the basis of, among other things, an evaluation of the proposed key professional staff, the Procuring Entity expects to negotiate a contract on the basis of the experts named in the bid. Before contract negotiations, the Procuring Entity shall require assurances that the experts shall be actually available. The Procuring Entity shall not consider substitutions during contract negotiations except for justifiable reason as may be determined by the Procuring Entity, such as illness, death, or resignation, unless both parties agree that undue delay in the selection process makes such substitution unavoidable or that such changes are critical to meet the objectives of the Project. If this is not the case and if it is established that key staff were offered in the bid without confirming their availability, the Consultant may be disqualified. Once the contract has been awarded, no
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replacement shall be allowed until after fifty percent (50%) of the personnel's man-months have been served, except for justifiable reasons as may be determined by the Procuring Entity. Violators shall be fined an amount equal to the refund of the replaced personnel's basic rate, which should be at least fifty percent (50%) of the total basic rate for the duration of the engagement.

- 27.4 Negotiations shall include a discussion of the technical proposal, the proposed methodology (work plan), staffing and any suggestions made by the Consultant to improve the TOR. The Procuring Entity and Consultant shall then work out the final TOR, staffing, and bar charts indicating activities, staff, periods in the field and in the home office, staff-months, logistics, and reporting. The agreed work plan and final TOR shall then be incorporated in Appendix I and form part of the contract. Special attention shall be paid to getting the most the Consultant can offer within the available budget and to clearly defining the inputs required from the Procuring Entity to ensure satisfactory implementation of the Project.
- 27.5 The financial negotiations shall include a clarification of the Consultant's tax liability in the Philippines, if any, and the manner in which it shall be reflected in the contract; and shall reflect the agreed technical modifications in the cost of the services. The negotiations shall conclude with a review of the draft form of the contract. To complete negotiations, the Procuring Entity and the Consultant shall initial the agreed contract. If negotiations fail, the Procuring Entity shall invite the Consultant whose Bid received the second highest score to negotiate a contract. If negotiations still fail, the Procuring Entity shall repeat the process for the next-in-rank Consultant until the negotiation is successfully completed.

## 28 Post Qualification

- 28.1 The BAC shall determine to its satisfaction whether the Consultant that is evaluated as having submitted the Highest Rated Bid (HRB) complies with and is responsive to all the requirements and conditions specified in the Eligibility Documents and **ITB** Clauses 10 and 11.
- 28.2 Within a non-extendible period of five (5) calendar days from receipt by the Consultant of the notice from the BAC that it submitted the Highest Rated Bid, the Consultant shall submit its latest income and business tax returns filed and paid through the BIR Electronic Filing and Payment System (EFPS) and other appropriate licenses and permits required by law and stated in the **BDS**.

Failure to submit any of the post-qualification requirements on time, or a finding against the veracity thereof, shall disqualify the bidder for award. Provided, in the event that a finding against the veracity of any of the documents submitted is made, it shall cause the forfeiture of the bid security in accordance with Section 69 of the IRR of RA 9184.

- 28.3 The determination shall be based upon an examination of the documentary evidence of the Consultant's qualifications submitted pursuant to **ITB** Clauses 10 and 11, as well as other information as the Procuring Entity deems

necessary and appropriate, using a non-discretionary “pass/fail” criterion, which shall be completed within a period of twelve (12) calendar days.

- 28.4 If the BAC determines that the Consultant with the Highest Rated Bid passes all the criteria for post-qualification, it shall declare the said bid as the Consultant with the HRRB, and recommend to the HoPE the award of contract to the said Consultant at its submitted price or its calculated bid price, whichever is lower, subject to ITB Clause 30.3.
- 28.5 A negative determination shall result in rejection of the Consultant's bid, in which event the BAC shall proceed to the next Highest Rated Bid with a fresh period to make a similar determination of that Consultant's capabilities to perform satisfactorily. If the second Consultant, however, fails the post qualification, the procedure for post qualification shall be repeated for the Consultant with the next Highest Rated Bid, and so on until the HRRB is determined for recommendation of contract award.
- 28.6 Within a period not exceeding fifteen (15) calendar days from the determination by the BAC of the HRRB and the recommendation to award the contract, the HoPE or his duly authorized representative shall approve or disapprove the said recommendation.
- 28.7 In the event of disapproval, which shall be based on valid, reasonable, and justifiable grounds as provided for under Section 4I of the IRR of RA 9184, the HoPE shall notify the BAC and the Consultant in writing of such decision and the grounds for it. When applicable, the BAC shall conduct negotiations, and if successful, post-qualification of the Consultant with the next Highest Rated Bid. A request for reconsideration may be filed by the bidder with the HoPE in accordance with Section 37.1.3 of the IRR of RA 9184.

## **29 Reservation Clause**

- 29.1 Notwithstanding the eligibility, short listing, or post-qualification of a Consultant, the Procuring Entity concerned reserves the right to review its qualifications at any stage of the procurement process if it has reasonable grounds to believe that a misrepresentation has been made by the said Consultant, or that there has been a change in the Consultant's capability to undertake this Project from the time it submitted its eligibility requirements. Should such review uncover any misrepresentation made in the eligibility and bidding requirements, statements or documents, or any changes in the situation of the Consultant which will affect its capability to undertake the project so that it fails the preset eligibility or bid evaluation criteria, the Procuring Entity shall consider the said Consultant as ineligible and shall disqualify it from submitting a bid or from obtaining an award or contract.
- 29.2 Based on the following grounds, the Procuring Entity reserves the right to reject any and all bids, declare a failure of bidding at any time prior to the contract award, or not to award the contract, without thereby incurring any liability, and make no assurance that a contract shall be entered into as a result of the bidding:

- (a) If there is *prima facie* evidence of collusion between appropriate public officers or employees of the Procuring Entity, or between the BAC and any of the bidders, or if the collusion is between or among the bidders themselves, or between a bidder and a third party, including any act which restricts, suppresses or nullifies or tends to restrict, suppress or nullify competition;
  - (b) If the Procuring Entity's BAC is found to have failed in following the prescribed bidding procedures; or
  - (c) For any justifiable and reasonable ground where the award of the contract will not redound to the benefit of the GoP as follows:
    - (i) If the physical and economic conditions have significantly changed so as to render the project no longer economically, financially or technically feasible as determined by the HoPE;
    - (ii) If the project is no longer necessary as determined by the HoPE; and
    - (iii) If the source of funds for the project has been withheld or reduced through no fault of the Procuring Entity.
- 29.3 In addition, the Procuring Entity may likewise declare a failure of bidding when:
- (a) No bids are received;
  - (b) All prospective bidders are declared ineligible;
  - (c) All bids fail to comply with all the bid requirements or there is no successful negotiation, or fail post-qualification; or
  - (d) The bidder with the HRRB refuses, without justifiable cause to accept the award of contract, and no award is made in accordance with Section 40 of the IRR of RA 9184.

## F. Award of Contract

### 30. Contract Award

- 30.1 Subject to **ITB** Clause 28, the HoPE or its authorized representative shall award the contract to the Bidder whose bid has been determined to be the HRRB.
- 30.2 Prior to the expiration of the period of bid validity, the Procuring Entity shall notify the successful Consultant in writing that its bid has been accepted, through a Notice of Award duly received by the Consultant or its authorized representative personally or by registered mail or electronically, receipt of which must be confirmed in writing within two (2) days by the Consultant
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with the HRRB and submitted personally or sent by registered mail or electronically to the Procuring Entity.

- 30.3 Notwithstanding the issuance of the Notice of Award, award of contract shall be subject to the following conditions:
- (a) Submission of the following documents within the (10) calendar days from receipt of the Notice of Award:
    - (i) Valid JVA, if applicable;
    - (ii) In the case of procurement by a Philippine Foreign Service Office or Post, the PhilGEPS Registration Number of the winning foreign consultant; and/or
    - (iii) SEC Certificate of Registration of the foreign consulting firm, and/or the authorization or license issued by the appropriate GoP professional regulatory body of the foreign professionals engaging in the practice of regulated professions and allied professions, where applicable.
  - (b) Posting of the performance security in accordance with ITB Clause 32;
  - (c) Signing of the contract as provided in ITB Clause 31; and
  - (d) Approval by higher authority, if required, as provided in Section 37.3 of the IRR of RA 9184.

## 31. Signing of the Contract

- 31.1 At the same time as the Procuring Entity notifies the successful Bidder that its bid has been accepted, the Procuring Entity shall send the Contract Form to the Bidder, which contract has been provided in the Bidding Documents, incorporating therein all agreements between the parties.
- 31.2 Within ten (10) calendar days from receipt of the Notice of Award, the successful Bidder shall post the required performance security and sign and date the contract and return it to the Procuring Entity.
- 31.3 The Procuring Entity shall enter into contract with the successful Bidder within the same ten (10) calendar day period provided that all the documentary requirements are complied with.
- 31.4 The following documents shall form part of the contract:
- (1) Contract Agreement;
  - (2) Bidding Documents;
  - (3) Winning bidder's bid, including the Technical and Financial Proposals, and all other documents/statements submitted (e.g., bidder's response
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- to request for clarifications on the bid), including corrections to the bid, if any, resulting from the Procuring Entity's bid evaluation;
- (4) Performance Security;
  - (5) Notice of Award of Contract; and
  - (6) Other contract documents that may be required by existing laws and/or specified in the **BDS**.

## 32. Performance Security

- 32.1 Unless otherwise provided in the **BDS**, to guarantee the faithful performance by the winning Consultant of its obligations under the contract, it shall post a performance security within a maximum period of ten (10) calendar days from the receipt of the Notice of Award from the Procuring Entity and in no case later than the signing of the contract.
- 32.2 The performance security shall be denominated in Philippine Pesos and posted in favor of the Procuring Entity in an amount not less than the percentage of the total contract price in accordance with the following schedule:

Form of Performance Security	Amount of Performance Security (Not less than the Percentage of the Total Contract Price)
(a) Cash or cashier's/manager's check issued by a Universal or Commercial Bank;  <i>For biddings conducted by the LGUs, the Cashier's/Manager's Check may be issued by other banks certified by the BSP as authorized to issue such financial instrument.</i>	
(b) Bank draft/guarantee or irrevocable letter of credit issued by a Universal or Commercial Bank: Provided, however, that it shall be confirmed or authenticated by a Universal or Commercial Bank, if issued by a foreign bank; and/or	Five percent (5%)
<i>For biddings conducted by the LGUs, the Bank Draft/Guarantee or Irrevocable Letter of Credit may be issued by</i>	



24

<i>other banks certified by the BSP as authorized to issue such financial instrument.</i>	
(c) Surety bond callable upon demand issued by a surety or insurance company duly certified by the Insurance Commission as authorized to issue such security.	Thirty percent (30%)

- 32.3 Failure of the successful Consultant to comply with the above-mentioned requirement shall constitute sufficient ground for the annulment of the award and forfeiture of the bid security, in which event the Procuring Entity shall have a fresh period to initiate negotiation and if successful, complete post-qualification of the second Highest Rated Bid. The procedure shall be repeated until the HRRB is identified and selected for recommendation of contract award. However, if no Consultant had a successful negotiation or passed post-qualification, the BAC shall declare the bidding a failure and conduct a re-bidding with re-advertisement, if necessary.

### **33. Notice to Proceed**

- 33.1 Within seven (7) calendar days from the date of approval of the contract by the appropriate government approving authority, the Procuring Entity shall issue the Notice to Proceed together with copies of the approved contract to the successful Consultant. All notices called for by the terms of the contract shall be effective only at the time of receipt thereof by the successful Consultant.
- 33.2 The contract effectivity date shall be the date of contract signing. The Consultant shall commence performance of its obligations only upon receipt of the Notice to Proceed.

### **34. Protest Mechanism**

Decision of the Procuring Entity at any stage of the procurement process may be questioned in accordance with Section 55 of the IRR of RA 9184.



### *Section III. Bid Data Sheet*



# Bid Data Sheet

ITB Clause	
1.1	<p>The Procuring Entity is <b>UCPB Savings, Inc. (UCPBS)</b></p> <p>The evaluation procedure is</p> <p>Quality Cost Based Evaluation/Selection (QCBE/QCBS)</p> <p><i><b>NOTE:</b> For the World Bank, all of the above may be used. GoP permits the use of QCBE and QBE, users should note that the GoP version of QBE is what the World Bank refers to as selection under a fixed budget. A summary of each is set out below:</i></p> <p><i>QCBE/QCBS – (GoP and WB) Technical and Financial Scores are combined to determine the winner. ABC is stated and Financial Proposal above this amount are rejected except in the case of WB, no ABC or cost estimate is included in the Bidding Documents except for an estimate of the staff months required to complete the Project.</i></p>
1.2	<p>The Funding Source is:</p> <p>The Government of the Philippines (GoP) through UCPBS 2022 approved budget.</p> <p>The name of the project is <b>Procurement of a Consulting Service of a Third-Party Service Provider to Implement the Nationwide 2022 Customer Satisfaction Survey of UCPB Savings.</b></p>
1.3	<p>Engagement of the services of a reputable and established research firm who will provide the following:</p> <ol style="list-style-type: none"> <li>1. Conduct customer satisfaction survey among UCPBS individual and business customers as part of UCPBS commitment to enhance stakeholder satisfaction in line with the mandates of the Governance Commission for Government-Owned or -Controlled Companies.</li> <li>2. Report on the results of the customer satisfaction survey.</li> </ol>
1.4	The Project shall not be phased.
5	No further instructions.
6.1	Subcontracting is not allowed.
6.2	Not applicable



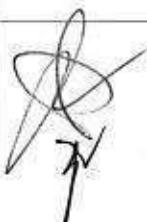
7.1	The Procuring Entity will hold a pre-bid conference for this Project on <b>September 6, 2022(Tuesday), 1:30pm</b> via Microsoft Teams (links will be send to prospective bidders in separate email).
8.1	<p>The Procuring Entity's address is:</p> <p><b>UCPB Savings, Inc. (UCPBS)</b>  c/o BAC Secretariat  Penthouse, UCPB Corporate Offices Building  7907 Makati Avenue, Makati City, Philippines 0728  Tel. No. (+632) 8811-9148  E-mail address: <a href="mailto:bacsecretariat@uepbsavings.com">bacsecretariat@uepbsavings.com</a></p> <p><i>Contact Person:</i></p> <p><b>Mr. Dronnel A. Espina</b>  AVP – HR / BAC Secretariat  Human Resources and General Services Division</p>
10.1(b)	Not applicable
10.1(c)	Please refer to Annex C – Criteria for the Technical Evaluation.
11.5	Taxes: Expanded Withholding Tax (EWT) pursuant to BIR Revenue Regulation No. 30-2003 and Value Added Tax (VAT)
11.7	The ABC is <b>THREE MILLION PESOS ONLY (Php3,000,000.00)</b> . Any bid with a financial component exceeding this amount shall not be accepted.
13.1	The bid prices shall be quoted in Philippine Pesos.
13.3	No further instructions.
14.1	Bids will be valid until 120 days from Bid Opening.
15.1	<p>The bid security shall be limited to a Bid Securing Declaration or any of the following forms and amounts:</p> <ol style="list-style-type: none"> <li>1. The amount of not less than <b>Php60,000.00 (2% of ABC)</b>, if bid security is in cash, cashier's/manager's check, bank draft/guarantee or irrevocable letter of credit; or</li> <li>2. The amount of not less than <b>Php150,000.00 (5% of ABC)</b>, if bid security is in Surety Bond.</li> </ol>
15.2	The bid security shall be valid until 120 calendar days from Bid Opening.
15.5(b)(iii)	No further instructions.
17.1	No further instructions.



17.3	Each Bidder shall submit one (1) original and one (1) copy of the first and second components of its bid.
18	<p>The address for submission of bids is:</p> <p>UCPB SAVINGS, INC.  <b>Bids and Awards Committee (BAC)</b>      Penthouse, UCPB Corporate Offices Building      7907 Makati Avenue, Makati City, Philippines 0728</p> <p>The deadline for submission of bids is <u>September 12, 2022, 2:00pm</u>.</p>
21.2	<p>The opening of bids is:</p> <p>The date and time for opening of bids is <u>September 13, 2022, 1:30pm</u>.</p>
22.1	No further instructions.
25.1	<p>The following processes for the opening and evaluation of bids shall be adopted:</p> <ul style="list-style-type: none"> <li>a) The technical proposal together with the financial proposal shall be considered in the ranking of consultants. The technical proposals shall be evaluated first using the criteria in <b>ITB Clause 25.2</b>. The financial proposals of the consultants who meet the minimum technical score shall then be opened.</li> <li>b) The financial and technical proposals shall be given corresponding weights with the financial proposal given a minimum weight of fifteen percent (15%) up to a maximum of forty percent (40%). The weight of the technical criteria shall be adjusted accordingly such that their total weight in percent together with the weight given to the financial proposal shall add to one hundred percent (100%). The BAC shall rank the consultants in descending order based on the combined numerical ratings of their technical and financial proposals and identify the Highest Rated Bid.</li> <li>c) The HoPE shall approve or disapprove the recommendations of the BAC within two (2) calendar days after receipt of the results of the evaluation from the BAC.</li> <li>d) After approval by the HoPE of the Highest Rated Bid, the BAC shall, within three (3) calendar days, notify and invite the consultant with the Highest Rated Bid for negotiation in accordance with <b>ITB Clause 27</b>.</li> </ul>
25.3	<p>The numerical weight and the minimum required St for each criterion are as follows:</p> <p>TECHNICAL PROPOSAL – 70%</p> 

CRITERIA		WEIGHTS
<b>TECHNICAL</b>		<b>70%</b>
I.	<b>Quality of Personnel to be assigned to the Project</b>	<b>30%</b>
a.	General Qualification of an Overall Project Manager	
c.	Education	2%
c.	Relevant trainings/ seminar	3%
c.	Adequacy of work experience	10%
b.	General Qualification of Technical Personnel (at least 13 individuals)	
c.	Education	2%
c.	Relevant trainings/ seminar	3%
c.	Adequacy of work experience	10%
II.	<b>Experience and Capability of the Third-Party Service Provider</b>	<b>30%</b>
1.	Years of experience in the business/track record as a Research Service Agency	10%
2.	Number of Completed survey contracts of similar nature	10%
3.	Evaluation of past performance	10%
III.	<b>Approach and Methodology</b>	<b>40%</b>
1.	Organization, clarity, completeness and comprehensiveness of the technical work plan	15%
2.	Work flow/ approach and timetable	15%
3.	Detailed deliverables in accordance with given research output standards	10%
<b>FINANCIAL</b>		<b>30%</b>
Project Costs		
The cost will be an important consideration in the selection, although it will not be the sole determining factor		30%
<b>TOTAL PERCENTAGE (%)</b>		<b>100%</b>

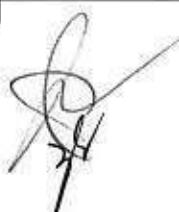
The minimum St required to pass is *a minimum total weighted rating of*



	<p><i>three (3) points.</i></p> <p>The attention of the Consultant is drawn to Technical Proposal Forms – Bids must adhere to the maximum number of pages outlined in Clause 10.2(b).</p>
26.1	<p>The opening of Financial Proposals shall be on <b>September 13, 2022, 1:30pm via Microsoft Teams (MS Teams)</b>.</p> <p>Financial Proposals <b>shall</b> be opened in public.</p>
26.2	<p>For Quality Cost Based Evaluation (QCBE):</p> <p>After the evaluation of quality is completed, the Procuring Entity shall notify those Consultants whose Bids did not meet the minimum qualifying mark or were considered non-responsive to the Bidding Documents and TOR, indicating that their Financial Proposals shall be returned unopened after completing the selection process. The Procuring Entity shall simultaneously notify the Consultants that have secured the minimum qualifying mark, indicating the date and time set for opening the Financial Proposals. The opening date shall not be sooner than two weeks after the notification date unless otherwise specified in ITB Clause 26.1. The notification may be sent by registered letter, facsimile, or electronic mail.</p> <p>The Financial Proposals shall be opened publicly in the presence of the Consultants' representatives who choose to attend. The name of the Consultant, the quality scores, and the proposed prices shall be read aloud and recorded when the Financial Proposals are opened. The Procuring Entity shall prepare minutes of the public opening.</p> <p>The BAC shall determine whether the Financial Proposals are complete, i.e., whether all the documents mentioned in ITB Clause 11 are present and all items of the corresponding Technical Proposals that are required to be priced are so priced. If not, the Procuring Entity shall reject the proposal. The BAC shall correct any computational errors, and convert prices in various currencies to the Philippine Peso at the rate indicated in ITB Clause 13. The Financial Proposal shall not exceed the ABC and shall be deemed to include the cost of all taxes, duties, fees, levies, and other charges imposed under the applicable laws. The evaluation shall include all such taxes, duties, fees, levies, and other charges imposed under the applicable laws; where special tax privileges are granted to a particular class or nationality of Consultant by virtue of the GoP's international commitments, the amount of such tax privileges shall be included in the Financial Proposal for purposes of comparative evaluation of Bids.</p> <p>The lowest Financial Proposal (F1) shall be given a Financial Score (Sf) of 100 points. The Sf of other Financial Proposals shall be computed based on the formula indicated below:</p>



	<p style="text-align: right;"><math>S_f = 100 \times F_l/F</math></p> <p>Where:</p> <p><math>S_f</math> is the financial score of the Financial Proposal under consideration,</p> <p><math>F_l</math> is the lowest Financial Proposal, and</p> <p><math>F</math> is the Financial Proposal under consideration.</p> <p>Using the formula <math>S = S_t \times T\% + S_f \times F\%</math>, the Bids shall then be ranked according to their combined <math>S_t</math> and <math>S_f</math> using the weights (<math>S_t</math> is the technical score of the Technical Proposal under consideration; <math>T</math> = the weight given to the Technical Proposal; <math>F</math> = the weight given to the Financial Proposal; <math>T + F = 1</math>) indicated below:</p> <p><math>T \text{ } 0.70</math>; and</p> <p><math>F \text{ } 0.30</math>;</p> <p>provided that the total weights given to the Technical and Financial Proposals shall add up to 1.0.</p>
27.1	<p>The address for negotiations is</p> <p><b>UCPB SAVINGS, INC.</b>  <b>Office of the BAC Secretariat</b>  Penthouse, UCPB Corporate Offices Building, 7907 Makati Avenue,  Makati City, Philippines 0728  Tel. No. (+632) 8811-9148</p>
27.2(e)	No negotiations pertaining to the Financial Proposal shall be undertaken.
28.2	<ul style="list-style-type: none"> <li>a. Mayor's/ Business permit</li> <li>b. Professional License/ Curriculum Vitae (Consulting Services)</li> <li>c. PhilGEPS accreditation Reg. Number</li> <li>d. Income/ Business Tax Return</li> <li>e. BIR Registration of the Vendor. Description of the organization  <i>(i.e., individual/partnership, corporation, others);</i></li> <li>f. Securities and Exchange Commission accreditation</li> </ul>
31.4.6	No additional requirement.
32.1	No further instructions.
33.2	The effective date of the contract is upon issuance of the Notice to Proceed(NTP).



## *Section IV. General Conditions of Contract*

A handwritten signature in black ink, appearing to read "John Doe".

## TABLE OF CONTENTS

<u>1.</u>	<u>DEFINITIONS</u>	70
<u>2.</u>	<u>HEADINGS</u>	71
<u>3.</u>	<u>LOCATION</u>	71
<u>4.</u>	<u>LAW GOVERNING CONTRACT AND SERVICES</u>	71
<u>5.</u>	<u>LANGUAGE</u>	72
<u>6.</u>	<u>CONSULTANTS AND AFFILIATES NOT TO ENGAGE IN CERTAIN ACTIVITIES</u>	72
<u>7.</u>	<u>AUTHORITY OF MEMBER IN CHARGE</u>	72
<u>8.</u>	<u>RESIDENT PROJECT MANAGER</u>	72
<u>9.</u>	<u>ENTIRE AGREEMENT</u>	72
<u>10.</u>	<u>MODIFICATION</u>	72
<u>11.</u>	<u>RELATIONSHIP OF PARTIES</u>	73
<u>12.</u>	<u>AUTHORIZED REPRESENTATIVES</u>	73
<u>13.</u>	<u>GOOD FAITH</u>	73
<u>14.</u>	<u>OPERATION OF THE CONTRACT</u>	73
<u>15.</u>	<u>NOTICES</u>	73
<u>16.</u>	<u>WARRANTY AS TO ELIGIBILITY</u>	74
<u>17.</u>	<u>CONFIDENTIALITY</u>	74
<u>18.</u>	<u>PAYMENT</u>	74
<u>19.</u>	<u>CURRENCY OF PAYMENT</u>	74
<u>20.</u>	<u>LIABILITY OF THE CONSULTANT</u>	75
<u>21.</u>	<u>INSURANCE TO BE TAKEN OUT BY THE CONSULTANT</u>	75
<u>22.</u>	<u>EFFECTIVITY OF CONTRACT</u>	75
<u>23.</u>	<u>COMMENCEMENT OF SERVICES</u>	75
<u>24.</u>	<u>EXPIRATION OF CONTRACT</u>	75
<u>25.</u>	<u>FORCE MAJEURE</u>	75
<u>26.</u>	<u>SUSPENSION</u>	77
<u>27.</u>	<u>TERMINATION BY THE PROCURING ENTITY</u>	77
<u>28.</u>	<u>TERMINATION BY THE CONSULTANT</u>	78



<u>29.</u>	<u>PROCEDURES FOR TERMINATION OF CONTRACTS</u>	79
<u>30.</u>	<u>CESSATION OF SERVICES</u>	80
<u>31.</u>	<u>PAYMENT UPON TERMINATION</u>	80
<u>32.</u>	<u>DISPUTES ABOUT EVENTS OF TERMINATION</u>	80
<u>33.</u>	<u>CESSATION OF RIGHTS AND OBLIGATIONS</u>	80
<u>34.</u>	<u>DISPUTE SETTLEMENT</u>	81
<u>35.</u>	<u>DOCUMENTS PREPARED BY THE CONSULTANT AND SOFTWARE DEVELOPED TO BE THE PROPERTY OF THE PROCURING ENTITY</u>	81
<u>36.</u>	<u>EQUIPMENT AND MATERIALS FURNISHED BY THE PROCURING ENTITY</u>	81
<u>37.</u>	<u>SERVICES, FACILITIES AND PROPERTY OF THE PROCURING ENTITY</u>	81
<u>38.</u>	<u>CONSULTANT'S ACTIONS REQUIRING PROCURING ENTITY'S PRIOR APPROVAL</u>	82
<u>39.</u>	<u>PERSONNEL</u>	82
<u>40.</u>	<u>WORKING HOURS, OVERTIME, LEAVE, ETC.</u>	83
<u>41.</u>	<u>COUNTERPART PERSONNEL</u>	84
<u>42.</u>	<u>PERFORMANCE SECURITY</u>	84
<u>43.</u>	<u>STANDARD OF PERFORMANCE</u>	85
<u>44.</u>	<u>CONSULTANT NOT TO BENEFIT FROM COMMISSIONS, DISCOUNTS, ETC.</u>	85
<u>45.</u>	<u>PROCUREMENT BY THE CONSULTANT</u>	86
<u>46.</u>	<u>SPECIFICATIONS AND DESIGNS</u>	86
<u>47.</u>	<u>REPORTS</u>	86
<u>48.</u>	<u>ASSISTANCE BY THE PROCURING ENTITY ON GOVERNMENT REQUIREMENTS</u>	86
<u>49.</u>	<u>ACCESS TO LAND</u>	87
<u>50.</u>	<u>SUBCONTRACT</u>	87
<u>51.</u>	<u>ACCOUNTING, INSPECTION AND AUDITING</u>	87
<u>52.</u>	<u>CONTRACT COST</u>	88
<u>53.</u>	<u>REMUNERATION AND REIMBURSABLE EXPENDITURES</u>	88
<u>54.</u>	<u>FINAL PAYMENT</u>	89
<u>55.</u>	<u>LUMP SUM CONTRACTS</u>	90
<u>56.</u>	<u>LIQUIDATED DAMAGES FOR DELAY</u>	90



## **1. Definitions**

- 1.1 Unless the context otherwise requires, the following terms whenever used in this Contract have the following meanings:
- i. "Applicable Law" means the laws and any other instruments having the force of law in the Philippines as they may be issued and enforced from time to time.
  - ii. "Consultant" refers to the short-listed consultant with the HRRB determined by the Procuring Entity as such in accordance with the ITB.
  - iii. "Consulting Services" refer to services for Infrastructure Projects and other types of projects or activities of the Government of the Philippines (GoP) requiring adequate external technical and professional expertise that are beyond the capability and/or capacity of the Procuring Entity to undertake such as, but not limited to: (i) advisory and review services; (ii) pre-investment or feasibility studies; (iii) design; (iv) construction supervision; (v) management and related services; and (vi) other technical services or special studies.
  - iv. "Contract" means the agreement signed by the Parties, to which these General Conditions of Contract (GCC) and other sections of the Bidding Documents are attached.
  - v. "Effective Date" means the date on which this Contract comes into full force and effect.
  - vi. "Foreign Currency" means any currency other than the currency of the Philippines.
  - vii. "Funding Source" means the entity indicated in the SCC.
  - viii. "GCC" means these General Conditions of Contract.
  - ix. "Government" means the Government of the Philippines (GoP).
  - x. "Local Currency" means the Philippine Peso (Php).
  - xi. "Member," in case the Consultant is a Joint Venture (JV) of two (2) or more entities, means any of these entities; and "Members" means all these entities.
  - xii. "Party" means the Procuring Entity or the Consultant, as the case may be, and "Parties" means both of them.
  - xiii. "Personnel" means persons hired by the Consultant or by any Subconsultant as employees and assigned to the performance of the Services or any part thereof; "Foreign Personnel" means such persons who at the time of being so hired had their domicile outside the Government's country; "Local Personnel" means such persons who at the time of being

so hired had their domicile inside the Philippines; and "Key Personnel" means the Personnel referred to in **GCC Clause 39**.

- xiv. "Procuring Entity" refers to any branch, constitutional commission or office, agency, department, bureau, office or instrumentality of the Government, including GOCC, GFI, SUC, LGU, and autonomous regional government procuring Goods, Consulting Services, and Infrastructure Projects.
- xv. "SCC" means the Special Conditions of Contract by which the GCC may be amended or supplemented.
- xvi. "Services" means the work to be performed by the Consultant pursuant to this Contract, as described in Appendix I.
- xvii. "Subconsultant" means any person or entity to whom/which the Consultant subcontracts any part of the Services in accordance with the provisions of **GCC Clause 50**.
- xviii. "Third Party" means any person or entity other than the Government, the Procuring Entity, the Consultant or a Subconsultant.

## **2. Headings**

The headings shall not limit, alter or affect the meaning of this Contract.

## **3. Location**

The Services shall be performed at such locations as are specified in Appendix I and, where the location of a particular task is not so specified, at such locations, whether in the Philippines or elsewhere, as the Procuring Entity may approve.

## **4. Law Governing Contract and Services**

- 4.1 This Contract, its meaning and interpretation, and the relation between the Parties shall be governed by the Applicable Law.
- 4.2 The Consultant shall perform the Services in accordance with the Applicable Law and shall take all practicable steps to ensure that any Subconsultant, as well as the Personnel of the Consultant and any Subconsultant, complies with the Applicable Law. The Procuring Entity shall notify the Consultant in writing of relevant local customs, and the Consultant shall, after such notification, respect such customs.
- 4.3 If, after the date of this Contract, there is any change in the Applicable Law with respect to taxes and duties which increases or decreases the cost incurred by the Consultant in performing the Services, then the remuneration and reimbursable expenses otherwise payable to the Consultant under this Contract shall be increased or decreased on a no loss-no gain basis, and corresponding adjustments shall be made to the ceiling amounts specified in **GCC Clause 52**, provided that the cost is within the Approved Budget for the Contract (ABC).



## **5. Language**

This Contract has been executed in the English language, which shall be the binding and controlling language for all matters relating to the meaning or interpretation of this Contract.

## **6. Consultants and Affiliates Not to Engage in Certain Activities**

- 6.1 The Consultant agrees that, during the term of this Contract and after its termination, the Consultant and any entity affiliated with the Consultant, as well as any Subconsultant and any entity affiliated with such Subconsultant, shall be disqualified from providing goods, works, or consulting services for any project resulting from or closely related to this Contract other than the Services and any continuation thereof provided there is no current or future conflict.
- 6.2 The Consultant shall not engage, and shall cause their Personnel as well as their Subconsultants and their Personnel not to engage, either directly or indirectly, in any of the following activities:
  - (a) during the term of this Contract, any business or professional activities in the Government's country which would conflict with the activities assigned to them under this Contract; and
  - (b) after the termination of this Contract, such other activities as may be specified in the SCC.

## **7. Authority of Member in Charge**

In case the Consultant is a JV, the Members hereby authorize the entity specified in the SCC to act on their behalf in exercising all the Consultant's rights and obligations towards the Procuring Entity under this Contract, including without limitation the receiving of instructions and payments from the Procuring Entity.

## **8. Resident Project Manager**

If required by the SCC, the Consultant shall ensure that at all times during the Consultant's performance of the Services in the Government's country, a resident project manager, acceptable to the Procuring Entity, shall take charge of the performance of such Services.

## **9. Entire Agreement**

This Contract, including the documents specified in Section 37.2.3 of the IRR of RA 9184, contains all covenants, stipulations and provisions agreed by the Parties. No agent or representative of either Party has authority to make any statement, representation, promise, or agreement not set forth herein of which the Parties shall not be bound by or be liable for.

## **10. Modification**

Unless otherwise specified in the SCC, no modification of the terms and conditions of this Contract, including any modification of the scope of the Services shall be allowed. Pursuant to **GCC** Clause 14 hereof, however, each Party shall give due consideration to any proposal for modification made by the other Party.

## **11. Relationship of Parties**

- 11.1 Nothing contained herein shall be construed as establishing a relation of employer and employee or of principal and agent as between the Procuring Entity and the Consultant. The Consultant, subject to this Contract, has complete charge of its Personnel and Subconsultants, if any, performing the Services and shall be fully responsible for the Services performed by them or on their behalf hereunder.
- 11.2 The Consultant shall during the performance of the Services be an independent contractor, retaining complete control over its Personnel, conforming to all statutory requirements with respect to all its employees, and providing all appropriate employee benefits.

## **12. Authorized Representatives**

Any action required or permitted to be taken, and any document required or permitted to be executed, under this Contract by the Procuring Entity or the Consultant may be taken or executed by the officials specified in the SCC.

## **13. Good Faith**

The Parties undertake to act in good faith with respect to each other's rights under this Contract and to adopt all reasonable measures to ensure the realization of the objectives of this Contract.

## **14. Operation of the Contract**

The Parties recognize that it is impractical for this Contract to provide for every contingency which may arise during the life of this Contract, and the Parties hereby agree that it is their intention that this Contract shall operate fairly as between them, and without detriment to the interest of either of them; and that, if during the term of this Contract either Party believes that this Contract is operating unfairly, the Parties shall use their best efforts to agree on such action as may be necessary to remove the cause or causes of such unfairness, but no failure to agree on any action pursuant to this Clause shall give rise to a dispute subject to arbitration in accordance with **GCC** Clause 34 hereof.

## **15. Notices**

- 15.1 Any notice, request or consent required or permitted to be given or made pursuant to this Contract shall be in writing. Any such notice, request or consent shall be deemed to have been given or made when received by the concerned party, either in person or through an authorized representative of the Party to whom the communication is addressed, or when sent by registered

mail, telex, telegram or facsimile to such Party at the address specified in the SCC.

- 15.2 Notice shall be deemed to be effective as specified in the SCC.
- 15.3 A Party may change its address for notice hereunder by giving the other Party notice of such change pursuant to the provisions listed in the SCC with respect to **GCC** Clause 15.2.

## **16. Warranty as to Eligibility**

- 16.1 The Consultant represents, warrants, and confirms that it, as well as its Subconsultant, if any, is eligible, i.e., has the legal personality to act as a consultant in accordance with Part I, Section II. Eligibility Documents issued for this project.
- 16.2 The Consultant shall fulfill its obligations under this Contract by using knowledge according to the best accepted professional standards. The Consultant shall exercise all reasonable skill, care and diligence in the discharge of duties agreed to be performed and shall work in the best interest of the GoP.

## **17. Confidentiality**

Except with the prior written consent of the Procuring Entity, the Consultant and the Personnel shall not at any time communicate to any person or entity any confidential information acquired in the course of the Services, nor shall the Consultant and the Personnel make public the recommendations formulated in the course of, or as a result of, the Services. For purposes of this clause, "confidential information" means any information or knowledge acquired by the Consultant and/or its Personnel arising out of, or in connection with, the performance of the Services under this Contract that is not otherwise available to the public.

## **18. Payment**

- 18.1 In consideration of the Services performed by the Consultant under this Contract, the Procuring Entity shall make to the Consultant such payments and in such manner as is provided by **GCC** Clause 53 of this Contract. However, the Procuring Entity may refuse to make payments when the terms and conditions of the contract are not satisfactorily performed by the Consultant.
- 18.2 Subject to the ceilings specified in **GCC** Clause 52 hereof, the Procuring Entity shall pay to the Consultant: (i) remuneration as set forth in **GCC** Clause 53.2; and (ii) reimbursable expenditures as set forth in **GCC** Clause 53.4. Said remuneration shall not be subject to price adjustment.
- 18.3 All payments under this Contract shall be made to the account of the Consultant specified in the SCC.

## **19. Currency of Payment**



Unless otherwise specified in the SCC, all payments shall be made in Philippine Pesos.

## **20. Liability of the Consultant**

Subject to additional provisions, if any, set forth in the SCC, the Consultant's liability under this Contract shall be as provided by the laws of the Republic of the Philippines.

## **21. Insurance to be Taken Out by the Consultant**

- 21.1 The Consultant, at its own cost, shall be responsible for taking out or maintaining any insurance policy against any risk related to the project.
- 21.2 The Procuring Entity undertakes no responsibility in respect of life, health, accident, travel or any other insurance coverage for the Personnel or for the dependents of any such Personnel.

## **22. Effectivity of Contract**

The contract effectivity date shall be the date of contract signing, provided that the effectiveness of the conditions, if any, listed in the SCC have been met.

## **23. Commencement of Services**

The Consultant shall begin carrying out the Services starting from the effectivity date of this Contract, as mentioned in **GCC Clause 22**.

## **24. Expiration of Contract**

Unless sooner terminated pursuant to **GCC Clauses 27 or 28** hereof, this Contract shall terminate at the end of such time period after the effectivity date as shall be specified in the SCC.

## **25. Force Majeure**

- 25.1 For purposes of this Contract the terms "force majeure" and "fortuitous event" may be used interchangeably. In this regard, a fortuitous event or force majeure shall be interpreted to mean an event which the Consultant could not have foreseen, or which though foreseen, was inevitable. It shall not include ordinary unfavorable weather conditions; and any other cause the effects of which could have been avoided with the exercise of reasonable diligence by the Consultant.
- 25.2 The failure of a Party to fulfill any of its obligations hereunder shall not be considered to be a breach of, or default under, this Contract insofar as such inability arises from an event of force majeure, provided that the Party affected by such an event has taken all reasonable precautions, due care and reasonable alternative measures, all with the objective of carrying out the terms and conditions of this Contract.



- 25.3 Unless otherwise agreed herein, force majeure shall not include:
- (a) any event which is caused by the negligence or intentional action of a Party or such Party's Subconsultants or agents or employees;
  - (b) any event which a diligent Party could reasonably have been expected to both take into account at the time of the conclusion of this Contract and avoid or overcome in the carrying out of its obligations hereunder;
  - (c) insufficiency of funds or failure to make any payment required hereunder; or
  - (d) the Procuring Entity's failure to review, approve or reject the outputs of the Consultant beyond a reasonable time period.
- 25.4 A Party affected by an event of force majeure shall take all reasonable measures to remove such Party's inability to fulfill its obligations hereunder immediately or within a reasonable time.
- 25.5 A Party affected by an event of force majeure shall notify the other Party of such event as soon as possible, and in any event not later than fifteen (15) days following the occurrence of such event, providing evidence of the nature and cause of such event, and shall similarly give notice of the restoration of normal conditions as soon as possible.
- 25.6 The Parties shall take all reasonable measures to minimize the consequences of any event of force majeure.
- 25.7 Any period within which a Party shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a direct and proximate result of force majeure.
- 25.8 During the period of their inability to perform the Services as a direct and proximate result of an event of force majeure, the Consultant shall be entitled to continue receiving payment under the terms of this Contract as well as to be reimbursed for additional costs reasonably and necessarily incurred by it during such period for the purposes of the Services and in reactivating the Services after the end of such period, provided that such costs are still within the total contract price. However, the foregoing provision shall not apply if the Procuring Entity suspends or terminates this Contract in writing, notice thereof duly received by the Consultant, pursuant to GCC Clauses 26 and 27 hereof with the exception of the direct and proximate result of force majeure.
- 25.9 Not later than fifteen (15) days after the Consultant, as the direct and proximate result of an event of force majeure, has become unable to perform a material portion of the Services, the Parties shall consult with each other with a view to agreeing on appropriate measures considering the circumstances.
- 25.10 In the case of disagreement between the parties as to the existence, or extent of force majeure, the matter shall be submitted to arbitration in accordance with GCC Clause 34 hereof.
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## **26. Suspension**

- 26.1 The Procuring Entity shall, by written notice of suspension to the Consultant, suspend all payments to the Consultant hereunder if the Consultant fail to perform any of their obligations due to their own fault or due to force majeure or other circumstances beyond the control of either party (e.g. suspension of civil works being supervised by the consultant) under this Contract, including the carrying out of the Services, provided that such notice of suspension:
- (a) shall specify the nature of the failure; and
  - (b) shall request the Consultant to remedy such failure within a period not exceeding thirty (30) days after receipt by the Consultant of such notice of suspension.
- 26.2 The Consultant may, without prejudice to its right to terminate this Contract pursuant to **GCC** Clause 28, by written notice of suspension, suspend the Services if the Procuring Entity fails to perform any of its obligations which are critical to the delivery of the Consultant's services such as, non-payment of any money due the Consultant within forty-five (45) days after receiving notice from the Consultant that such payment is overdue.

## **27. Termination by the Procuring Entity**

- 27.1 The Procuring Entity shall terminate this Contract when any of the following conditions attends its implementation:
- (a) Outside of force majeure, the Consultant fails to deliver or perform the Outputs and Deliverables within the period(s) specified in the Contract, or within any extension thereof granted by the Procuring Entity pursuant to a request made by the Consultant prior to the delay;
  - (b) As a result of force majeure, the Consultant is unable to deliver or perform a material portion of the Outputs and Deliverables for a period of not less than sixty (60) calendar days after the Consultant's receipt of the notice from the Procuring Entity stating that the circumstance of force majeure is deemed to have ceased;
  - (c) In whole or in part, at any time for its convenience, the HoPE may terminate the Contract for its convenience if he has determined the existence of conditions that make Project Implementation economically, financially or technically impractical and/or unnecessary, such as, but not limited to, fortuitous event(s) or changes in law and National Government policies;
  - (d) If the Consultant is declared bankrupt or insolvent as determined with finality by a court of competent jurisdiction: in which event, termination will be without compensation to the Consultant, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the Procuring Entity and/or the Consultant;

- (e) In case it is determined *prima facie* that the Consultant has engaged, before or during the implementation of this Contract, in unlawful deeds and behaviors relative to contract acquisition and implementation, such as, but not limited to, the following: corrupt, fraudulent, collusive, coercive, and obstructive practices; drawing up or using forged documents; using adulterated materials, means or methods, or engaging in production contrary to rules of science or the trade; and any other act analogous to the foregoing. For purposes of this clause, corrupt, fraudulent, collusive, coercive, and obstructive practices shall have the same meaning as that provided in **ITB Clause 3.1(a)**;
  - (f) The Consultant fails to remedy a failure in the performance of their obligations hereunder, as specified in a notice of suspension pursuant to **GCC Clause 15.2** hereinabove, within thirty (30) days of receipt of such notice of suspension or within such further period as the Procuring Entity may have subsequently approved in writing;
  - (g) The Consultant's failure to comply with any final decision reached as a result of arbitration proceedings pursuant to **GCC Clause 34** hereof; or
  - (h) The Consultant fails to perform any other obligation under the Contract.
- 27.2 In case of termination, written notice shall be understood to mean fifteen (15) days for short term contracts, *i.e.*, four (4) months or less, and thirty (30) days for long term contracts.

## **28. Termination by the Consultant**

The Consultant must serve a written notice to the Procuring Entity of its intention to terminate this Contract at least thirty (30) calendar days before its intended termination. This Contract is deemed terminated if no action has been taken by the Procuring Entity with regard to such written notice within thirty (30) calendar days after the receipt thereof by the Procuring Entity. The Consultant may terminate this Contract through any of the following events:

- (a) The Procuring Entity is in material breach of its obligations pursuant to this Contract and has not remedied the same within sixty (60) calendar days following its receipt of the Consultant's notice specifying such breach;
- (b) The Procuring Entity's failure to comply with any final decision reached as a result of arbitration pursuant to **GCC Clause 34** hereof
- (c) As the direct and proximate result of force majeure, the Consultant is unable to perform a material portion of the Services for a period of not less than sixty (60) days; or
- (d) The Procuring Entity fails to pay any money due to the Consultant pursuant to this Contract and not subject to dispute pursuant to **GCC Clause 32** hereof within eighty four (84) days after receiving written notice from the Consultant that such payment is overdue.

## **29. Procedures for Termination of Contracts**

The following provisions shall govern the procedures for the termination of this Contract:

- (a) Upon receipt of a written report of acts or causes which may constitute ground(s) for termination as aforementioned, or upon its own initiative, the Procuring Entity shall, within a period of seven (7) calendar days, verify the existence of such ground(s) and cause the execution of a Verified Report, with all relevant evidence attached;
- (b) Upon recommendation by the Procuring Entity, the HoPE shall terminate this Contract only by a written notice to the Consultant conveying such termination. The notice shall state:
  - (i) that the contract is being terminated for any of the ground(s) aforementioned, and a statement of the acts that constitute the ground(s) constituting the same;
  - (ii) the extent of termination, whether in whole or in part;
  - (iii) an instruction to the Consultant to show cause as to why the contract should not be terminated; and
  - (iv) special instructions of the Procuring Entity, if any.

The Notice to Terminate shall be accompanied by a copy of the Verified Report;

- (c) Within a period of seven (7) calendar days from receipt of the Notice of Termination, the Consultant shall submit to the HoPE a verified position paper stating why this Contract should not be terminated. If the Consultant fails to show cause after the lapse of the seven (7) day period, either by inaction or by default, the HoPE shall issue an order terminating this Contract;
- (d) The Procuring Entity may, at anytime before receipt of the Consultant's verified position paper to withdraw the Notice to Terminate if it is determined that certain services subject of the notice had been completed or performed before the Consultant's receipt of the notice;
- (e) Within a non-extendible period of ten (10) calendar days from receipt of the verified position paper, the HoPE shall decide whether or not to terminate this Contract. It shall serve a written notice to the Consultant of its decision and, unless otherwise provided, this Contract is deemed terminated from receipt of the Consultant of the notice of decision. The termination shall only be based on the ground(s) stated in the Notice to Terminate; and
- (f) The HoPE may create a Contract Termination Review Committee (CTRC) to assist him in the discharge of this function. All decisions recommended by the CTRC shall be subject to the approval of the HoPE.

## **30. Cessation of Services**

Upon termination of this Contract by notice of either Party to the other pursuant to **GCC** Clauses 27 or 28 hereof, the Consultant shall, immediately upon dispatch or receipt of such notice, take all necessary steps to bring the Services to a close in a prompt and orderly manner and shall make every reasonable effort to keep expenditures for this purpose to a minimum. With respect to documents prepared by the Consultant and equipment and materials furnished by the Procuring Entity, the Consultant shall proceed as provided, respectively, by **GCC** Clauses 35 or 36 hereof.

## **31. Payment Upon Termination**

Upon termination of this Contract pursuant to **GCC** Clauses 27 or 28 hereof, the Procuring Entity shall make the following payments to the Consultant:

- (a) remuneration pursuant to **GCC** Clause 53 hereof for Services satisfactorily performed prior to the effective date of termination;
- (b) reimbursable expenditures pursuant to **GCC** Clause 53 hereof for expenditures actually incurred prior to the effective date of termination; and
- (c) in the case of termination pursuant to **GCC** Clause 27(b) hereof, reimbursement of any reasonable cost incident to the prompt and orderly termination of this Contract including the cost of the return travel of the Personnel and their eligible dependents.

## **32. Disputes about Events of Termination**

If either Party disputes whether an event specified in **GCC** Clause 27.1 or in **GCC** Clause 28 hereof has occurred, such Party may refer the matter to arbitration pursuant to **GCC** Clause 34 hereof, and this Contract shall not be terminated on account of such event except in accordance with the terms of any resulting arbitral award.

## **33. Cessation of Rights and Obligations**

Upon termination of this Contract pursuant to **GCC** Clauses 27 or 28 hereof, or upon expiration of this Contract pursuant to **GCC** Clause 24, all rights and obligations of the Parties hereunder shall cease, except:

- (a) such rights and obligations as may have accrued on the date of termination or expiration;
- (b) the obligation of confidentiality set forth in **GCC** Clause 17 hereof; and
- (c) the Consultant's obligation to permit inspection, copying and auditing of their accounts and records set forth in **GCC** Clauses 51(b) and 51(c) hereof, any right which a Party may have under the Applicable Law.

## **34. Dispute Settlement**



- 34.1 If any dispute or difference of any kind whatsoever shall arise between the Parties in connection with the implementation of this Contract, the Parties shall make every effort to resolve amicably such dispute or difference by mutual consultation.
- 34.2 Any and all disputes arising from the implementation of this Contract shall be submitted to arbitration in accordance with the rules of procedure specified in the SCC.

## **35. Documents Prepared by the Consultant and Software Developed to be the Property of the Procuring Entity**

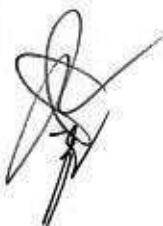
- 35.1 All plans, drawings, specifications, designs, reports, other documents and software prepared by the Consultant for the Procuring Entity under this Contract shall become and remain the property of the Procuring Entity, and the Consultant shall, prior to termination or expiration of this Contract, deliver all such documents to the Procuring Entity, together with a detailed inventory thereof. The Consultant may retain a copy of such documents and software. The plans, drawings, specifications, designs, reports, other documents and software, including restrictions on future use of such documents and software, if any, shall be specified in the SCC.
- 35.2 All computer programs developed by the Consultant under this Contract shall be the sole and exclusive property of the Procuring Entity; provided, however, that the Consultant may use such programs for its own use with prior written approval of the Procuring Entity. If license agreements are necessary or appropriate between the Consultant and third parties for purposes of development of any such computer programs, the Consultant shall obtain the Procuring Entity's prior written approval to such agreements. In such cases, the Procuring Entity shall be entitled at its discretion to require recovering the expenses related to the development of the program(s) concerned.

## **36. Equipment and Materials Furnished by the Procuring Entity**

Equipment and materials made available to the Consultant by the Procuring Entity, or purchased by the Consultant with funds provided by the Procuring Entity, shall be the property of the Procuring Entity and shall be marked accordingly. Upon termination or expiration of this Contract, the Consultant shall make available to the Procuring Entity an inventory of such equipment and materials and shall dispose of such equipment and materials in accordance with the Procuring Entity's instructions. While in possession of such equipment and materials, the Consultant, unless otherwise instructed by the Procuring Entity in writing, shall insure it at the expense of the Procuring Entity in an amount equal to their full replacement value.

## **37. Services, Facilities and Property of the Procuring Entity**

The Procuring Entity shall make available to the Consultant and the Personnel, for the purposes of the Services and free of any charge, the services, facilities and property described in Appendix V at the terms and in the manner specified in said appendix,



provided that if such services, facilities and property shall not be made available to the Consultant as and when so specified, the Parties shall agree on:

- (a) any time extension that it may be appropriate to grant to the Consultant for the performance of the Services;
- (b) the manner in which the Consultant shall procure any such services, facilities and property from other sources; and
- (c) the additional payments, if any, to be made to the Consultant as a result thereof pursuant to **GCC** Clause 52 hereinafter which should be within the agreed contract ceiling.

### **38. Consultant's Actions Requiring Procuring Entity's Prior Approval**

The Consultant shall obtain the Procuring Entity's prior approval in writing before taking any of the following actions:

- (a) appointing such members of the Personnel as are listed in Appendix III merely by title but not by name;
- (b) entering into a subcontract for the performance of any part of the Services, it being understood that:
  - (i) the selection of the Subconsultant and the terms and conditions of the subcontract shall have been approved in writing by the Procuring Entity prior to the execution of the subcontract; and
  - (ii) the Consultant shall remain fully liable for the performance of the Services by the Subconsultant and its Personnel pursuant to this Contract;
- (c) replacement, during the performance of the contract for any reason, of any Personnel as listed in Appendix III of this Contract requiring the Procuring Entity's prior approval; and
- (d) any other action that may be specified in the SCC.

### **39. Personnel**

- 39.1 The Consultant shall employ and provide such qualified and experienced Personnel and Subconsultants as are required to carry out the Services.
- 39.2 The title, agreed job description, minimum qualification and estimated period of engagement in the carrying out of the Services of each of the Consultant's Key Personnel are described in Appendix III.
- 39.3 The Key Personnel and Subconsultants listed by title as well as by name in Appendix III are hereby approved by the Procuring Entity. In respect of other Key Personnel which the Consultant proposes to use in the carrying out of the Services, the Consultant shall submit to the Procuring Entity for review and approval a copy of their biographical data and, in the case of Key Personnel to



be assigned within the GoP, a copy of a satisfactory medical certificate attached as part of Appendix III. If the Procuring Entity does not object in writing; or if it objects in writing but fails to state the reasons for such objection, within twenty-one (21) calendar days from the date of receipt of such biographical data and, if applicable, such certificate, the Key Personnel concerned shall be deemed to have been approved by the Procuring Entity.

- 39.4 The Procuring Entity may request the Consultants to perform additional services not covered by the original scope of work but are determined by the Procuring Entity to be critical for the satisfactory completion of the Services, subject to **GCC** Clause 55.6.
- 39.5 No changes shall be made in the Key Personnel, except for justifiable reasons as may be determined by the Procuring Entity, as indicated in the **SCC**, and only upon prior approval of the Procuring Entity. If it becomes justifiable and necessary to replace any of the Personnel, the Consultant shall forthwith provide as a replacement a person of equivalent or better qualifications. If the Consultant introduces changes in Key Personnel for reasons other than those mentioned in the **SCC**, the Consultant shall be liable for the imposition of damages as described in the **SCC**.
- 39.6 Any of the Personnel provided as a replacement under **GCC** Clauses 39.5 and 39.7, the rate of remuneration applicable to such person as well as any reimbursable expenditures the Consultant may wish to claim as a result of such replacement, shall be subject to the prior written approval by the Procuring Entity. Except as the Procuring Entity may otherwise agree, the Consultant shall bear all additional travel and other costs arising out of or incidental to any removal and/or replacement, and the remuneration to be paid for any of the Personnel provided as a replacement shall not exceed the remuneration which would have been payable to the Personnel replaced.
- 39.7 If the Procuring Entity finds that any of the Personnel has committed serious misconduct or has been charged with having committed a criminal action as defined in the Applicable Law, or has reasonable cause to be dissatisfied with the performance of any of the Personnel, then the Consultant shall, at the Procuring Entity's written request specifying the grounds therefore, forthwith provide as a replacement a person with qualifications and experience acceptable to the Procuring Entity.

#### **40. Working Hours, Overtime, Leave, etc.**

- 40.1 Working hours and holidays for Key Personnel are set forth in Appendix III. Any travel time prior to and after contract implementation shall not be considered as part of the working hours.
- 40.2 The Key Personnel shall not be entitled to claim payment for overtime work, sick leave, or vacation leave from the Procuring Entity since these items are already covered by the Consultant's remuneration. All leaves to be allowed to the Personnel are included in the staff-months of service set forth in Appendix III. Taking of leave by any Personnel should not delay the progress and adequate supervision of the Services.

- 40.3 If required to comply with the provisions of GCC Clause 43.1 hereof, adjustments with respect to the estimated periods of engagement of Key Personnel set forth in Appendix III may be made by the Consultant by prior written notice to the Procuring Entity, provided that:
- (a) such adjustments shall not alter the originally estimated period of engagement of any individual by more than ten percent (10%); and
  - (b) the aggregate of such adjustments shall not cause payments under this Contract to exceed the ceilings set forth in GCC Clause 52.1 of this Contract. Any other such adjustments shall only be made with the Procuring Entity's prior written approval.

## 41. Counterpart Personnel

- 41.1 If so provided in Appendix III hereto, the Procuring Entity shall make available to the Consultant, as and when provided in such Appendix III, and free of charge, such Counterpart Personnel to be selected by the Procuring Entity, with the Consultant's advice, as shall be specified in such Appendix III. Counterpart Personnel shall work with the Consultant. If any member of the Counterpart Personnel fails to perform adequately any work assigned to such member by the Consultant which is consistent with the position occupied by such member, the Consultant may request the replacement of such member, and the Procuring Entity shall not unreasonably refuse to act upon such request.
- 41.2 The responsibilities of the Counterpart Personnel shall be specified in Appendix III, attached hereto, and the Counterpart Personnel shall not perform any work beyond the said responsibilities.
- 41.3 If Counterpart Personnel are not provided by the Procuring Entity to the Consultant as and when specified in Appendix III, and or if the Counterpart Personnel lack the necessary training, experience or authority to effectively undertake their responsibilities, the Procuring Entity and the Consultant shall agree on how the affected part of the Services shall be carried out, and the additional payments, if any, to be made by the Procuring Entity to the Consultant as a result thereof pursuant to GCC Clause 52 hereof.

## 42. Performance Security

- 42.1 Unless otherwise specified in the SCC, within ten (10) calendar days from receipt of the Notice of Award from the Procuring Entity but in no case later than the signing of the contract by both parties, the Consultant shall furnish the performance security in any the forms prescribed in the ITB Clause 32.2.
  - 42.2 The performance security posted in favor of the Procuring Entity shall be forfeited in the event it is established that the Consultant is in default in any of its obligations under the contract.
  - 42.3 The performance security shall remain valid until issuance by the Procuring Entity of the Certificate of Final Acceptance.
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- 42.4 The performance security may be released by the Procuring Entity and returned to the Consultant after the issuance of the Certificate of Final Acceptance subject to the following conditions:
- (a) There are no pending claims against the Consultant or the surety company filed by the Procuring Entity;
  - (b) The Consultant has no pending claims for labor and materials filed against it; and
  - (c) Other terms specified in the SCC.
- 42.5 In case of a reduction of the contract value, the Procuring Entity shall allow a proportional reduction in the original performance security, provided that any such reduction is more than ten percent (10%) and that the aggregate of such reductions is not more than fifty percent (50%) of the original performance security.

### **43. Standard of Performance**

- 43.1 The Consultant shall perform the Services and carry out their obligations hereunder with all due diligence, efficiency and economy, in accordance with generally accepted professional techniques and practices, and shall observe sound management practices, and employ appropriate advanced technology and safe and effective equipment, machinery, materials and methods.
- 43.2 The Consultant shall always act, in respect of any matter relating to this Contract or to the Services, as faithful advisers to the Procuring Entity, and shall at all times support and safeguard the Procuring Entity's legitimate interests in any dealings with Subconsultants or third parties.
- 43.3 The Consultant shall furnish to the Procuring Entity such information related to the Services as the Procuring Entity may from time-to-time reasonably request.
- 43.4 The Consultant shall at all times cooperate and coordinate with the Procuring Entity with respect to the carrying out of its obligations under this Contract.

### **44. Consultant Not to Benefit from Commissions, Discounts, etc.**

The remuneration of the Consultant pursuant to GCC Clause 53 hereof shall constitute the Consultant's sole remuneration in connection with this Contract or the Services and, subject to GCC Clause 45 hereof, the Consultant shall not accept for their own benefit any trade commission, discount or similar payment in connection with activities pursuant to this Contract or to the Services or in the discharge of their obligations hereunder, and the Consultant shall use its best efforts to ensure that any Subconsultants, as well as the Personnel and agents of either of them, similarly shall not receive any such additional remuneration.

### **45. Procurement by the Consultant**

If the Consultant, as part of the Services, has the responsibility of advising or procuring goods, works or services, for the Procuring Entity, the Consultant shall comply with any applicable procurement guidelines of the Funding Source, and shall at all times exercise such responsibility in the best interest of the Procuring Entity. Any discounts or advantages obtained by the Consultant in the exercise of such procurement responsibility shall be for the benefit of the Procuring Entity.

#### **46. Specifications and Designs**

- 46.1 The Consultant shall prepare all specifications and designs using the metric system and shall embody the best design criteria applicable to Philippine conditions. The Consultant shall specify standards which are accepted and well-known among industrial nations.
- 46.2 The Consultant shall ensure that the specifications and designs and all documentation relating to procurement of goods and services for this Contract are prepared on an impartial basis so as to promote national and international competitive bidding.

#### **47. Reports**

The Consultant shall submit to the Procuring Entity the reports, deliverables and documents in English, in the form, in the numbers, and within the time periods set forth in Appendix II.

#### **48. Assistance by the Procuring Entity on Government Requirements**

- 48.1 The Procuring Entity may assist the Consultant, Subconsultants, and Personnel in the payment of such taxes, duties, fees and other impositions as may be levied under the Applicable Law by providing information on the preparation of necessary documents for payment thereof.
- 48.2 The Procuring Entity shall use its best efforts to ensure that the Government shall:
  - (a) provide the Consultant, Subconsultants, and Personnel with work permits and such other documents as shall be necessary to enable the Consultant, Subconsultants, or Personnel to perform the Services;
  - (b) arrange for the foreign Personnel and, if appropriate, their eligible dependents to be provided promptly with all necessary entry and exit visas, residence permits, and any other documents required for their stay in the Philippines for the duration of the Contract;
  - (c) facilitate prompt clearance through customs of any property required for the Services and of the necessary personal effects of the foreign Personnel and their eligible dependents;
  - (d) issue to officials, agents and representatives of the Government all such instructions as may be necessary or appropriate for the prompt and effective implementation of the Services; and

- (e) grant to foreign Consultant, any foreign Subconsultant and the Personnel of either of them the privilege, pursuant to the Applicable Law, of bringing into the Government's country reasonable amounts of foreign currency for purposes of the Services or for the personal use of the foreign Personnel and their dependents.

## **49. Access to Land**

The Procuring Entity warrants that the Consultant shall have, free of charge, unimpeded access to all lands in the Philippines in respect of which access is required for the performance of the Services. The Procuring Entity shall be responsible for any damage to such land or any property thereon resulting from such access and shall indemnify the Consultant and each of the Personnel in respect of liability for any such damage, unless such damage is caused by the default or negligence of the Consultant or any Subconsultant or the Personnel of either of them.

## **50. Subcontract**

- 50.1 Subcontracting of any portion of the Consulting Services, if allowed in the BDS, does not relieve the Consultant of any liability or obligation under this Contract. The Consultant will be responsible for the acts, defaults, and negligence of any subconsultant, its agents, servants or workmen as fully as if these were the Consultant's own acts, defaults, or negligence, or those of its agents, servants or workmen.
- 50.2 Subconsultants disclosed and identified during the bidding may be changed during the implementation of this Contract, subject to compliance with the required qualifications and the approval of the Procuring Entity.

## **51. Accounting, Inspection and Auditing**

- 51.1 The Consultant shall:
- (a) keep accurate and systematic accounts and records in respect of the Services hereunder, in accordance with internationally accepted accounting principles and in such form and detail as shall clearly identify all relevant time changes and costs, and the bases thereof;
  - (b) permit the Procuring Entity or its designated representative and or the designated representative of the Funding Source at least once for short-term Contracts, and annually in the case of long-term Contracts, and up to one year from the expiration or termination of this Contract, to inspect the same and make copies thereof as well as to have them audited by auditors appointed by the Procuring Entity; and
  - (c) permit the Funding Source to inspect the Consultant's accounts and records relating to the performance of the Consultant and to have them audited by auditors approved by the Funding Source, if so required.
- 51.2 The basic purpose of this audit is to verify payments under this Contract and, in this process, to also verify representations made by the Consultant in

relation to this Contract. The Consultant shall cooperate with and assist the Procuring Entity and its authorized representatives in making such audit. In the event the audit discloses that the Consultant has overcharged the Procuring Entity, the Consultant shall immediately reimburse the Procuring Entity an amount equivalent to the amount overpaid. If overpayment is a result of the Consultant having been engaged in what the Procuring Entity (or, as the case may be, the Funding Source) determines to constitute corrupt, fraudulent, or coercive practices, as defined in **GCC** Clause 27(e) and under the Applicable Law, the Procuring Entity shall, unless the Procuring Entity decides otherwise, terminate this Contract.

- 51.3 The determination that the Consultant has engaged in corrupt, fraudulent, coercive practices shall result in the Procuring Entity and/or the Funding Source seeking the imposition of the maximum administrative, civil and criminal penalties up to and including imprisonment.

## **52. Contract Cost**

- 52.1 Except as may be otherwise agreed under **GCC** Clause 10, payments under this Contract shall not exceed the ceiling specified in the SCC. The Consultant shall notify the Procuring Entity as soon as cumulative charges incurred for the Services have reached eighty percent (80%) of this ceiling.
- 52.2 Unless otherwise specified in the SCC, the cost of the Services shall be payable in Philippine Pesos and shall be set forth in the Appendix IV attached to this Contract.

## **53. Remuneration and Reimbursable Expenditures**

- 53.1 Payments of Services do not relieve the Consultant of any obligation hereunder.
- 53.2 Remuneration for the Personnel shall be determined on the basis of time actually spent by such Personnel in the performance of the Services including other additional factors indicated in the SCC after the date determined in accordance with **GCC** Clause 22, or such other date as the Parties shall agree in writing, including time for necessary travel via the most direct route, at the rates referred to, and subject to such additional provisions as are set forth, in the SCC.
- 53.3 Remuneration for periods of less than one month shall be calculated on an hourly basis for time spent in home office (the total of 176 hours per month shall apply) and on a calendar-day basis for time spent away from home office (1 day being equivalent to 1/30th of a month).
- 53.4 Reimbursable expenditures actually and reasonably incurred by the Consultants in the performance of the Services are provided in the SCC.
- 53.5 Billings and payments in respect of the Services shall be made as follows:



- (a) The Procuring Entity shall cause to be paid to the Consultant an advance payment as specified in the **SCC**, and as otherwise set forth below. The advance payment shall be due after the Consultant provides an irrevocable standby letter of credit in favor of the Procuring Entity issued by an entity acceptable to the Procuring Entity in accordance with the requirements provided in the **SCC**.
- (b) As soon as practicable and not later than fifteen (15) days after the end of each calendar month during the period of the Services, the Consultant shall submit to the Procuring Entity, in duplicate, itemized statements, accompanied by copies of received invoices, vouchers and other appropriate supporting materials, of the amounts payable pursuant to **GCC** Clauses 52.1 and 53 for such month. Separate monthly statements shall be submitted in respect of amounts payable in foreign currency and in local currency. Each separate monthly statement shall distinguish that portion of the total eligible costs which pertains to remuneration from that portion which pertains to reimbursable expenditures.
- (c) The Procuring Entity shall cause the payment of the Consultant's monthly statements within sixty (60) days after the receipt by the Procuring Entity of such statements with supporting documents. Only such portion of a monthly statement that is not satisfactorily supported may be withheld from payment. Should any discrepancy be found to exist between actual payment and costs authorized to be incurred by the Consultant, the Procuring Entity may add or subtract the difference from any subsequent payments. Interest shall be paid for delayed payments following the rate provided in the **SCC**.

## **54. Final Payment**

- 54.1 The final payment shall be made only after the final report and a final statement, identified as such, shall have been submitted by the Consultant and approved as satisfactory by the Procuring Entity. The Services shall be deemed completed and finally accepted by the Procuring Entity and the final report and final statement shall be deemed approved by the Procuring Entity as satisfactory ninety (90) calendar days after receipt of the final report and final statement by the Procuring Entity unless the Procuring Entity, within such ninety (90)-day period, gives written notice to the Consultant specifying in detail deficiencies in the Services, the final report or final statement. The Consultant shall thereupon promptly make any necessary corrections within a maximum period of ninety (90) calendar days, and upon completion of such corrections, the foregoing process shall be repeated.
- 54.2 Any amount which the Procuring Entity has paid or caused to be paid in accordance with this clause in excess of the amounts actually payable in accordance with the provisions of this Contract shall be reimbursed by the Consultant to the Procuring Entity within thirty (30) days after receipt by the Consultant of notice thereof. Any such claim by the Procuring Entity for reimbursement must be made within twelve (12) calendar months after receipt

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by the Procuring Entity of a final report and a final statement approved by the Procuring Entity in accordance with the above.

## **55. Lump Sum Contracts**

- 55.1 For Lump Sum Contracts when applicable, notwithstanding the terms of GCC Clauses 10, 18.1, 31(c), 41.3, 53.2, 53.3, 53.4, 53.5, and 54.1; the provisions contained hereunder shall apply.
- 55.2 Personnel - Any replacement approved by the Procuring Entity in accordance with ITB Clause 27.3 shall be provided by the Consultant at no additional cost.
- 55.3 Staffing Schedule - Should the rate of progress of the Services, or any part hereof, be at any time in the opinion of the Procuring Entity too slow to ensure that the Services are completed in accordance with the Staffing Schedule, the Procuring Entity shall so notify the Consultant in writing and the Consultant shall at its sole cost and expense, thereupon take such steps as necessary, subject to the Procuring Entity's approval, or as reasonably required by the Procuring Entity, to expedite progress so as to ensure that the Services are completed in accordance with the Staffing Schedule.
- 55.4 Final payment pursuant to the Payment Schedule in Appendices IV and V shall be made by the Procuring Entity after the final report has been submitted by the Consultant and approved by the Procuring Entity.
- 55.5 Termination - Upon the receipt or giving of any notice referred to in GCC Clause 29 and if the Consultant is not in default under this Contract and has partly or substantially performed its obligation under this Contract up to the date of termination and has taken immediate steps to bring the Services to a close in prompt and orderly manner, there shall be an equitable reduction in the maximum amount payable under this Contract to reflect the reduction in the Services, provided that in no event shall the Consultant receive less than his actual costs up to the effective date of the termination, plus a reasonable allowance for overhead and profit.
- 55.6 Unless otherwise provided in the SCC, no additional payment for variation order, if any, shall be allowed for this Contract.

## **56. Liquidated Damages for Delay**

If the Consultant fails to deliver any or all of the Services within the period(s) specified in this Contract, the Procuring Entity shall, without prejudice to its other remedies under this Contract and under the Applicable Law, deduct from the contract price, as liquidated damages, a sum equivalent to one-tenth of one percent of the price of the unperformed portion of the Services for each day of delay based on the approved contract schedule up to a maximum deduction of ten percent (10%) of the contract price. Once the maximum is reached, the Procuring Entity may consider termination of this Contract pursuant to GCC Clause 27.

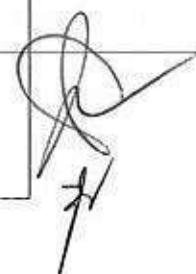


## *Section V. Special Conditions of Contract*

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# Special Conditions of Contract

GCC Clause	
1.1(g)	The Funding Source is:  The Government of the Philippines (GoP)
6.2(b)	For a period of two years after the expiration of this Contract, the Consultant shall not engage, and shall cause its Personnel as well as their Subconsultants and its Personnel not to engage, in the activity of a purchaser (directly or indirectly) of the assets on which they advised the Procuring Entity under this Contract nor in the activity of an adviser (directly or indirectly) of potential purchasers of such assets. The Consultant also agree that their affiliates shall be disqualified for the same period of time from engaging in the said activities.
7	Not applicable.
8	Not Applicable.
10	No further instructions.
12	The Authorized Representatives are as follows:  For the Procuring Entity: <u>MR. JAIME JUAN RAMON N. VALERA III / MS. CHRISTINE Y. VAQUILAR</u>  For the Consultant: _____  <i>NOTE: Name of authorized representative to be filled out by winning consultant prior to contract signing.</i>
15.1	The addresses are:  Procuring Entity: <b>UCPB SAVINGS, INC. (UCPBS)</b>  Attention: <b>Mr. Dronnel A. Espina, BAC Secretariat</b>  Address: <b>Penthouse, UCPB Corporate Offices Building 7907 Makati Avenue, Makati City, Philippines 0728</b>  Tel. No.: <b>(+632) 8811-9148</b> Email Address: <b>bacsecretariat@ucpbsavings.com</b>
	Consultants: [insert name of the Consultant]  Attention: [insert name of the Consultant's authorized representative]



	<p>Address: _____</p> <p>Faxsimile: _____</p> <p>Email Address: _____</p> <p><b>NOTE:</b> Contact details to be filled out by winning consultant prior to contract signing.</p>
15.2	<p>Notice shall be deemed to be effective as follows:</p> <ul style="list-style-type: none"> <li>(a) in the case of personal delivery or registered mail, on delivery;</li> <li>(b) in the case of facsimiles, within 8:30am to 3:00pm following confirmed transmission; or</li> <li>(c) in the case of telegrams, within 8:30am to 3:00pm following confirmed transmission.</li> </ul>
18.3	<p><i>State here Consultant's account where payment may be made.</i></p> <p><b>NOTE:</b> Details of account to be filled out by winning consultant prior to contract signing.</p>
19	No further instructions.
20	<p>No additional provision.</p> <p><i>However, if the Consultant is a joint venture, "All partners to the joint venture shall be jointly and severally liable to the Procuring Entity."</i></p>
22	None.
24	The time period shall be <b>four (4) calendar weeks</b> upon acceptance by UCPBS of the revised final Consultant report or such other time period as parties may agree in writing.
34.2	Any and all disputes arising from the implementation of this contract shall be submitted to arbitration in the Philippines according to the provisions of Republic Acts 876 and 9285, as required in Section 59 of the IRR of RA 9184.
35.1	<p>The drawings, specifications, designs, reports, other documents and software prepared by the Consultant for the Procuring Entity under this Contract that shall become and remain the property of the Procuring Entity are as follows:</p> <ol style="list-style-type: none"> <li>1) Respondent contact list with internal sampling</li> <li>2) Questionnaire (Softcopy and printout)</li> </ol>

	<p>3) Raw survey data</p> <p>4) Code frame (ASCII or any format agreed upon between parties) with code definition</p> <p>5) Data tables</p> <p>6) Consultant Reports <b><u>digital copies</u></b> (MS Word/ Power Point or any format agreed upon between parties)</p> <p>7) Consultant Reports <b><u>hardcopy printout</u></b> (MS Word/ Power Point or any format agreed upon between parties)</p> <p>8) Record of incidental concerns of respondents</p> <p>9) Any form of recorded documentation of data gathering (e.g. audio or video recorded interviews)</p> <p>10) Any documented correspondence between parties concerning the project (e.g. letters, memos, minutes of the meetings, briefing and debriefing notes, recorded teleconference/ videoconference meetings)</p> <p>All enumerated items above for secured archiving and proper disposal of the Consultant.</p> <p>All enumerated items above not to be used (study result citation). Replicated or reproduced without the consent of the Procuring Entity.</p>
38.1(d)	<p>The Consultant's actions requiring the Procuring Entity's prior approval are:</p> <p>Any actions pertaining to this project shall require the Procuring Entity's prior approval.</p>
39.5	<p>The Consultant may change its Key Personnel only for justifiable reasons as may be determined by the Procuring Entity, such as death, serious illness, incapacity of an individual Consultant, resignation, among others, or until after fifty percent (50%) of the Personnel's man-months have been served.</p> <p>Violators will be fined an amount equal to the refund of the replaced Personnel's basic rate, which should be at least fifty percent (50%) of the total basic rate for the duration of the engagement.</p>
42.1	No further instructions.
42.4(c)	No further instructions.
52.1	The total ceiling amount in Philippine Pesos is Three Million Pesos Only (Php3,000,000.00) inclusive of all applicable taxes.

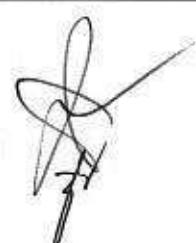


52.2	No further instructions.
53.2	No additional instructions.
53.4	Reimbursable is not allowed.
53.5(a)	No advance payment is allowed.
53.5(c)	The interest rate is: ZERO
55.6	No further instructions.

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## **Section VI. Terms of Reference**

*[Terms of Reference normally contain the following sections: (a) Background; (b) Objectives; (c) Scope of the Services; (d) Training (when appropriate); (e) Reports and Time Schedule; and (f) Data, Local Services, Personnel, and Facilities to be provided by the Procuring Entity.]*



***Procurement of a Consulting Service of a Third-Party Service Provider to Implement the Nationwide 2022 Customer Satisfaction Survey of UCPB Savings***

**I. Background**

In compliance with the mandate prescribed under the Governance Commission for Government – Owned and Controlled Corporation (GCG) Memorandum Circular (M.C.) No. 2012-07, GOCCs are required to:

1. Ensure integrity and honesty in dealings with customers and operate a highly effective and efficient 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.
2. Operate policies of continuous improvement, of both processes and the skills of the staff, to take best advantage of advances in all aspects of society in order to ensure that it continues to add value to its customers' businesses.

To ensure GOCCs 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).

On 24 September 2019, the GCG transmitted the "***Guidebook for GOCCs: Enhanced Standard Methodology for the Conduct of the Customer Satisfaction Survey***". This is anchored on the principle of continuous improvement in order to ensure that the individual results of GOCC's CSS are comparable and can be consolidated to determine the overall customer satisfaction score of the GOCC sector. The enhanced guideline aims to ensure that GOCCs go beyond compliance and utilize the CSS in harnessing and determining vital data and information on customer satisfaction.

**II. Objective**

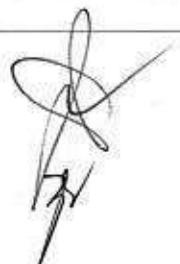
UCPB Savings, Inc. (UCPBS) aims to engage the services of a Third-Party Service Provider who is capable to administer data gathering(interview), data processing and report writing, and reports printing and results presentations of the Nationwide 2022 Customer Satisfaction Survey to comply with GCG's requirement, including all necessary research and logistical activities that may be deemed important to accomplish the survey project successfully.

The project's main objective is to provide tangible and verifiable data on how UCPBS delivers services to its customers.

More specifically, **the project aims to:**

1. To measure the Bank's customer feedback in terms of:
  - a. Customer banking transaction;
  - b. Service satisfaction; and
  - c. Execution of service
2. To know the socio-demographic profile of Bank customers.

**III. Scope of Work**



1. The Third-Party Service Provider shall undertake within the agreed schedule all relevant and necessary research activities such as but not limited to conduct data gathering, perform leg work, provide logistics, processing, validation, evaluation and interpretation of results, preparation of final reports. The timely submission and presentation of the project to Customer Management Department, the Management Committee, and the Board, and preparation of all other related activities to fulfill the requirements of the project shall be included.
2. The Third-Party Service Provider shall submit within the agreed schedule the final reports in hard and electronic copies. Final Report with results in accordance to GCG's guidelines in conducting the Customer Satisfaction Survey shall be submitted. Final report shall contain all relevant mathematical formulas and other related scientific and technical procedures applied in the completion of the project. In addition, a summary describing the quality control procedures performed in the conduct of the survey shall also be submitted.
3. As required by UCPBS and concerned regulators, the Third-Party Service Provider shall be at all times ready to provide related information/data needed by UCPBS.

#### **IV. Survey Methodology**

##### **1. Data Gathering Method**

For purposes of the conduct of UCPBS 2022 CSS, the quantitative data gathering methodology that shall be used is:

Method B: Telephone Interview. This is the most efficient way of reaching customers who do not usually visit the offices/branches of UCPBS. In light of the COVID-19 pandemic, the Telephone Interview shall be the only method to be used for both Individual Customers and Business Organizations (i.e., Government Agencies and Private Entities). This is to ensure the safety of all customers.

Utilizing the Telephone Interview shall be subject to compliance with the Data Privacy Act and the signature of the respondents shall be dispensed with.

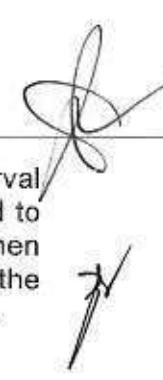
##### **2. Sampling Procedure**

The selection of the respondents will be done through the systematic sampling technique using a customer list provided by UCPBS.

The procedure for systematic sampling technique for telephone interviews is as follows:

- ✓ Step 1: Create a contact list and identify population size;
- ✓ Step 2: Clean, segment, and group customers based on how data is to be analyzed;
- ✓ Step 3: Identify sample size;
- ✓ Step 4: Compute for sampling interval number;
- ✓ Step 5: Select the respondents using interval number; and
- ✓ Step 6: Contact respondents for the interview.

Researches should identify a sampling interval number. The sampling interval number will be used to determine which of the customer in the list will be invited to participate in the survey. For example, if the sampling interval number is 10, then every 10<sup>th</sup> customer in the list will be contacted and invited. In doing so, the customers may get equal chance of getting selected to participate in the interview.



Note that for systematic sampling technique, aside from sampling interval number, a random start number should be identified.

In case when the selected customer does not meet the required recruitment criteria or is not willing to participate in the survey, the interviewers should continue with the interval scheme in identifying the next customer, until the required customer sample is met.

The respondent may be interviewed instantly upon reaching him/her or an appointment may be set with the respondent. In the event that the customer is not available or cannot be reached, a maximum of two (2) callbacks will be made. If at the second callback, the customer is still not available or cannot be reached, the customer should be replaced by calling the next customer in the list, still following the interval scheme.

Substitution of respondents (for selected respondents who are not available) will be done only after two (2) valid callbacks. Substitution will be made only with a respondent of the same socio-economic profile as the original one – same age group, gender, working status and from within the same sample spot.

### **3. Data Collection**

#### **a. Respondent Criteria**

Customers can be categorized as primary or secondary. Primary customers are those with direct economic transactions with UCPBS, while secondary customers are external customers who are or may be affected by the business of the corporation despite not directly engaged with the economic transactions of UCPBS. For this purpose, the survey instrument only covers primary customers.

Of the identified primary customers, the survey respondents should satisfy at least one of the criteria below:

- 1) Current/on-going customers of UCPBS;
- 2) Has a current/active account with UCPBS; or
- 3) Had at least one transaction with UCPBS during the time of visit.

It is also crucial that the respondent criteria are time bound and the respondent/customer should have availed of the services of the UCPBS within the year being evaluated, i.e. 2022.

The final criterion to be followed should be included in the screener portion of the questionnaire and should be clear among the interviewers to ensure that the respondents to be interviewed are eligible and responses will be relevant.

Target survey respondents are the ***UCPBS customers – individual and business customers.***

#### **b. Sample Universe**

The sample universe refers to the names of the customers with their telephone numbers. UCPBS will provide this to the Third-Party Service Provider prior to the conduct of the systematic selection.

To ensure the confidentiality of the list, the researchers and all their partners should sign a Non-Disclosure and Confidentiality Agreement which contains the following items:

- 1) The list should only be used for the purposes of this particular customer satisfaction survey and should not be shared with anyone who is not involved in the Project.
- 2) The masterlist should only be provided to the researcher who will be doing the systematic selection. All field interviewers should only be provided with the list of customers that they will be contacting.
- 3) The list should be disposed of properly or returned to UCPBS. No copies of the list, be it printed or in soft copy formats, should be left with the Third-Party Service Provider.

In order to eliminate bias, UCPBS should not inform their customers that a customer satisfaction survey will be conducted. Instead, UCPBS should provide a letter to the Third-Party Service Provider stating the purpose for which the CSS is conducted and providing authority to the Third-Party Service Provider to collect data on their behalf. The letter will be read out to the respondents before the conduct of interview proper. At the minimum, the official letter must contain the following:

- 1) Information about the Third-Party Service Provider and what they will be conducting;
- 2) Purpose of the research;
- 3) Invitation of customers to participate in the survey; and
- 4) Assurance of confidentiality.

#### c. Sample Size

The target sample size is 600 nationwide representative, proportional allocation per customer type, i.e., individual customers and business organizations (government agencies and private entities).

1. Minimum sample size for nationwide coverage is 500 per customer type → MOE of +/- 4.3% at 95% confidence level
2. At least n=100 should be targeted for each sub-segment (e.g. region, age, gender, etc.) for data to be analyzed, if needed. → MOE of +/- 9.8% at 95% confidence level.

#### 4. Data Collection Instrument

The quantitative study will make use of a structured questionnaire, which will ensure consistency all throughout the project and eliminate interviewer bias. This questionnaire ensures:

- a. More rigid style of interviewing;
- b. Presence of closed-ended and open-ended questions;
- c. Highly structured way of questioning; and
- d. Assigned of numerical values to responses.



The length of the interview will be 15 minutes at the maximum, particularly for the telephone interviews, as lengthy interviews often in higher refusal and drop-out rates. The actual length of interview will be determined during the pre-test of the questionnaire. Should the questionnaire be longer than 15 minutes, the information coverage will be reviewed and checked for prioritization of questions.

The questionnaire is composed of three (3) sections:

- (a) Screener
- (b) Main questionnaire
  - Transacting with UCPBS
  - Overall Satisfaction
  - Execution of Service
- (c) Socio-Demographic Profile

Questions under the Main Questionnaire are fixed and may not be altered, modified, or deleted. Service or product specific questions may be added under Execution of Service section subject to approval of UCPBS. Please see Annex A for the Questionnaires for Individual and for Business Customers.

A 5-point Likert scale shall be used for the overall satisfaction rating question that determines the level of satisfaction/dissatisfaction of the customers.

Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied
5	4	3	2	1

Explanation of the scale should be read out to the respondents. This should be done before any of the rating questions are asked. Interviewers should explain the scale repeatedly through the conduct of the survey until respondent gets used to it. Below are the explanations of each point in the scale:

5 – Very Satisfied	Performance of UCPBS meets and exceeds the needs and expectations, to the benefits, of the customer. The service was provided with few minor problems or none at all. If there were few minor problems, a corrective action might have already taken place which is deemed highly effective.
4 – Satisfied	Performance of UCPBS meets the minimum expectations of the customer. The service was provided with few minor problems or none at all. If there were few minor problems, a corrective action might have already taken place which is deemed highly effective.
3 – Neither Satisfied nor Dissatisfied	This is the midpoint in which the respondents cannot truly pick a side in the spectrum. However, this does not mean that the respondent has no opinion or does not know. Performance of UCPBS neither meets or doesn't meet the minimum expectations of the customer.
2 – Dissatisfied	Performance of UCPBS does not meet the minimum expectations of the customers. There are a number of elements or aspects in UCPBS customer service that reflects a problem for which UCPBS has not yet identified corrective actions. If there were corrective actions, then the action is perceived by the customer as ineffective or has not been fully implemented to be effective.
1 – Very Dissatisfied	Performance of UCPBS does not meet most or did not meet any of the expectations of the customers. There are a number of elements or aspects in the UCPBS customer service that reflects a serious problem for which UCPBS has not yet identified



	corrective actions. If there were corrective actions, then the action is perceived by the customer as very ineffective or has totally been disregarded.
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## 5. **Data Collection Quality Control**

To be able to ensure that the data gathered from the CSS is of highest quality possible, the following quality control procedures should be set in place:

### a. Pre-test

A pre-test shall be conducted to test the instrument in an actual respondent/scenario to:

1. Ensure clarity and comprehension;
2. Check for bias;
3. Assess interview length; and
4. Anticipate possible issues on field and agree on resolutions prior the training proper.

Documents needed:

1. Survey Instrument
2. Stimulus Materials

Deliverables to be submitted:

1. Pretest Results – The Third-Party Service Provider is required to pretest at least three (3) to five (5) respondents for each customer type, depending on the size of population/ customer base of UCPBS.
2. Pretest Report – The report documents the issues, challenges and other insights and relevant observations gathered during the pretest. It contains document agreements/ resolutions agreed upon during the pretest discussion between UCPBS and the Third-Party Service Provider.

### b. Training

Training is given to team members, specifically the field team to:

1. Give an overview of the project, its design and objectives;
2. Train on sampling procedure and selection of respondents;
3. Brief on the questionnaire administration;
4. Practice skipping and routing of questions; and
5. Do mock interviews amongst themselves to familiarize with the questions and to test their comprehension of the instructions.

Documents needed:

1. Survey Instrument
2. Stimulus Materials
3. Training Manual

Deliverables to be submitted:

1. Training Report – The training report documents the issues, challenges and agreements/ instructions relayed during the briefing.

### c. Observation



Researchers and/or team leaders should observe and conduct start-off within the initial days of fieldwork to monitor if sampling procedures are well-understood and to check if the questionnaire is implemented properly.

The first set of accomplished questionnaires will also be checked by the team leader or supervisor and/or researcher to check for consistency and proper filling-up of the questionnaires (for PAPI only).

Cleaning/debriefing sessions should be conducted, as the need arises, in order to clarify pending questions and provide additional instructions to the field team.

Document needed:

1. Survey Instrument
2. Stimulus Materials

Deliverables to be submitted:

1. Observation Report
2. Cleaning/Debriefing Report

#### **d. Supervision and Spot-Checking**

##### **Spot Checking**

Spot checking involves going to the data collection area to check among others if: (1) interviewers did proper sampling; (2) proper skipping was implemented; (3) interviewers are indeed in the area covered by the study; (4) or interviewers are interviewing correctly.

##### **Supervision**

A field manager will ensure the proper field implementation of study content and distribution and scheduling of visit.

Supervisors will observe at least 30% of the sample size. They will also ensure field logistics are received promptly and administered properly.

Deliverables to be submitted:

1. Supervision/ Observation/ Spot Checking Report
2. Fieldwork Progress Report

#### **e. Back-checking**

Back-checking is the subsequent re-contacting or revisiting respondents to check whether the interviews were conducted and completed and whether the responses recorded by the interviewer were consistent and accurate. As a standard, at least 30% of the total sample size should be back-checked. A combination of phone and in-person back-checking should be done.

Should audio recording be an option to be availed of, the Third-Party Service Provider should seek consent from the potential respondent before proceeding, to be consistent with the Data Privacy Act. While recording of telephone interviews with the respondent is not required, the procedure undertaken to corroborate the consistency and accuracy of the telephone interview must

however be detailed in the Back-Checking Report. Through back-checking, a project team member other than the original interviewer/ enumerator shall re-contact the respondent to check the quality and validity of the interviews/ outputs.

Deliverables to be submitted:

1. Back-Checking Report
2. For CAPI surveys, report on automated checks which will contain the following information:
  - a. Schedule of Automated Checks Conducted
  - b. Checking of Administrative Variables to Monitor Data Quality
    - i. Total Completed Output per Interviewer versus Sample Size
    - ii. Total Output/ Productivity per Day
    - iii. LOI Checks
    - iv. Interview Gap between Successive Interviews
    - v. Areas/Spots Covered per Day
    - vi. Interview Done in Odd Hours
    - vii. Geocodes
    - viii. Duplicate Contact Information
  - c. Interviewing Issues
    - i. Audio Recording Problem
    - ii. Administration Problems
    - iii. Non-responses
    - iv. Response Patterns

As part of the ESOMAR codes and guidelines, the identity of the respondents will be kept confidential from the GCG and UCPBS. If there is a requirement from the GCG or UCPBS to reveal the identity of the respondents, the consent of the respondents will be sought for. It should be noted that the information on the identity of respondents will be limited to their addresses /locations. However, if the respondents want to keep their locations/ addresses confidential and detached from the survey results, this will be adhered to by the researcher.

## **6. Data Processing**

### **For Computer-Assisted Personal Interview (CAPI)**

#### **a. Transfer of Data**

Interviewers are instructed to sync or upload data to the server on a daily basis before 10PM to help monitor fieldwork progress every morning.

#### **b. Data Extraction**

Interim data shall be extracted and submitted within the first full week of data collection have an initial review of the data, to check for completeness, accuracy of skipping and logic checks programmed in the survey, and other issues affecting quality of data collection. Data will also be extracted regularly to check for the survey progress and will be forwarded and be used by the quality control team as basis for the spot checking and for the quality control measures highlighted in the Data Collection Quality Control.

After fieldwork completion, the complete dataset will be extracted for final validation and cleaning prior to processing.

c. Data Processing

Once data has reached zero error, data will be prepared for table processing. Data tabulation specifications or tabspecs will be developed by the researcher, for approval of UCPBS, as reference of the data processing team. The tabspecs will include the following key details:

1. List of tables with table titles and base descriptions;
2. Segments to be read in the table banners/headers;
3. Stubs or list of responses;
4. Filters/logic checks; and
5. Weights computation (for disproportionate sampling)

The data table processing will involve descriptive statistics and several cross-tabulations, depending on the data requirements.

All tables will also undergo statistical tests for groups to measure the variance among the existing groups/segments in the sample. This significance testing should be done at 95% confidence level, but may be at 90% confidence level, depending on the questions that we are testing for significance.

**7. Analysis Plan**

The analysis plan will serve as the basis for the preparation of the Final Report. The results shall be analyzed looking into the following segments, as may be applicable:

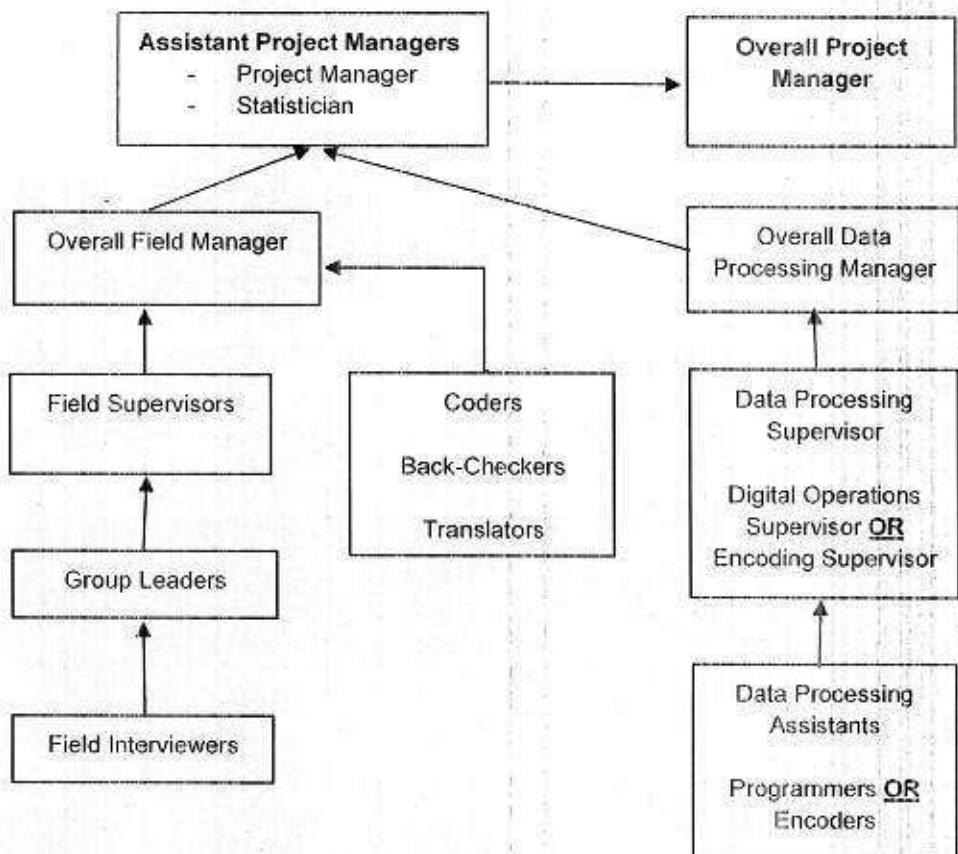
- a. Total
- b. By Customer Type
  1. General Public/ Individual Customer
  2. Business/ Organizations
- c. By Area (depending on the sample area coverage)
  1. Total Luzon
  2. Total Visayas
  3. Total Mindanao
- d. By Region or Key City
- e. By Type of Service Availed
- f. By Rating
- g. Drivers of Satisfaction (derived importance)

Depending on customer type, the following demographic segmentation may also be looked into:

The above segments should only be read if sample size allows or if subsegments are  $n \geq 100$ . If the segment's sample size is  $n < 100$ , it can only be read at total level. However, sub-segments that fall below 100 may be analyzed provided that it is statistically acceptable to read the data.

**8. Project Team**

The Third-Party Service Provider to be contracted by UCPBS is recommended to follow the structure below, to promote an organized and efficient working environment.



The table below provides the minimum prescribed task per project team member:

Position	Number	Task
Overall Project Manager	1	<ul style="list-style-type: none"> <li>1. Oversees all activities of the study from start to finish ensuring that project objectives are realized.</li> <li>2. Monitors the operational details of the survey and work closely with field and data processing departments in meeting client expectations.</li> <li>3. Should be present in major meetings and trainings.</li> <li>4. Should approve the questionnaire, tabulation specifications and report draft.</li> <li>5. Presents the finding to UCPBS.</li> </ul>
Assistant Project Manager Statistician/ Assistant Project Manager	2	<ul style="list-style-type: none"> <li>1. Assist the Overall Project Manager in monitoring the survey and following through to completion</li> <li>2. Should be present in all meetings and trainings.</li> <li>3. Prepares the fieldwork material (i.e. questionnaire and other stimulus), data specs, and report.</li> <li>4. Conducts statistical analysis on the data.</li> </ul>
Field Manager	1	<ul style="list-style-type: none"> <li>1. Oversees all fieldwork activities of the study from start to finish ensuring that project objectives are</li> </ul>

		realized. 2. Monitors the field operational details of the survey and work closely with research and data processing department in meeting client expectations.
Data Processing Manager	1	1. Oversees all data processing activities of the study from start to finish ensuring that project objectives are realized. 2. Monitors the data processing operational details of the survey and work closely with research and field department in meeting client expectations.
Field Supervisors	Depends on area coverage; at least 1 per major area	Supervise during field activities (recruitment, interviews, etc.)
Data Processing Supervisors	2	Assist the Data Processing Manager in data processing related activities (programming, finalization of the script, checking of data completion, data processing and data cleaning).
Programmers/ Scripters (including checker)	2	Program the survey instruments into a survey link or an encoding script.
Data Processing Assistants (including checker)	2	Check completion, process the data.
Group Leaders	At least 1 for every 5 interviewers	Assist the field supervisors in the field monitoring.
Field Interviewers	Depends on the same size; maximum number of interviews per interviewer should only be 15% of the total sample	Conduct the interviews/ data collection.
Coders	Depends on the number of questions to be coded	Code verbatim responses.
Field Quality Checkers/ Back-Checkers	Depends on the sample size; should be able to back-check at least 30% of the total sample size	Check quality and validity of the interviews/ outputs.

#### Additional requirements for Field Interviewers

- must have a background of customer interviews; customer-oriented, courteous, patient, must have good listening and communication skills and good voice quality
- assign executive interviewers for business customers

#### 9. Status Reports and Documents for Submission

As a monitoring mechanism, UCPBS is required to submit a status report on the 2022 CSS activity as part of the Quarterly Monitoring Report for its annual Performance Scorecard. Accordingly, the following documents are required to be submitted to support status update as reported:

Activity	Document for Submission	Due Date*
Pre-test	Survey Instrument	Quarterly Monitoring Report

	Stimulus Materials Pre-Test Results Pre-Test Report	
Training	Survey Instrument Stimulus Materials Training Manual Training Report	Quarterly Monitoring Report
Project Kickoff/ Start-off	Survey Instrument Stimulus Materials Observation Report Clearing/Debriefing Report	Quarterly Monitoring Report

Activity	Document for Submission	Due Date*
Project Implementation	Supervision/ Observation Report Fieldwork Progress Report	Quarterly Monitoring Report
Back-checking and Spot-checking	Back-Checking and Spot-Checking Report	Quarterly Monitoring Report
Data Processing	Spot-Checking Report for Data Processing Clearing/Debriefing Report	Annual Accomplishment Report
Analysis	Final Report	Annual Accomplishment Report

\*Specific due dates to be determined after contract is awarded to winning bidder.

	Scope	Analysis of Sub-segments
Final Report	In accordance to GCG's guidelines in conducting the Customer Satisfaction Survey	For sub-segments with $n > 100$  Sub-segments that fall below 100 may be analyzed provided that it is statistically acceptable to read the data

\*Final report to include:

- Highlights of the results of the survey (electronic copy only in PowerPoint format)
- Executive summaries and detailed reports per segment (electronic copies in Word format and three hardcopies)

The following analyses are the minimum required information to be presented in the Final Report:

- a. Data Gathering Methodology (i.e. detailed sampling procedure, total primary customers, sample size used, survey methodology, dates of data collection)
- b. Percentage of Satisfied Customers using Top 2 Box (Very Satisfied and Satisfied)
- c. Averaging of the Overall Satisfaction Rating
- d. Comparison of Current Year Ratings versus Previous Year Ratings
- e. 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
- f. Deriving Importance (not applicable to customer types with sample size of  $n \leq 30$ )

#### Correlation

Derived importance may be determined by correlating the satisfaction levels of each attribute (independent variable) with the overall satisfaction rating (dependent variable), as well as other critical performance metrics. The higher the correlation, the higher the influence a particular attribute has on overall satisfaction, and hence, the more important it is.

#### Kruskal Analysis

The Modified Kruskal Analysis, is a tool for measuring the power of attributes in driving a dependent variable, may also be used to determine derived importance. The assumption behind the Kruskal Analysis is variables which exhibit strongly similar patterns of response to some dependent variable, such as overall satisfaction, are causally linked to them.

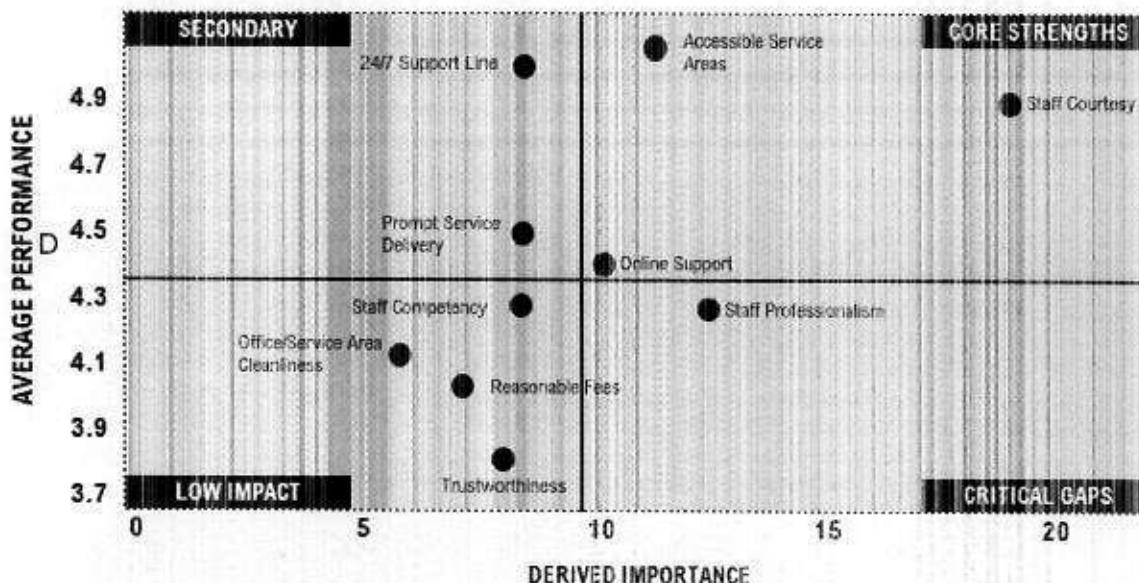
The analysis approach uses the concept of partial correlations, where the correlation between two variables is obtained when the effects of other variables are removed. The key argument for using such procedure would reduce the impact of collinear variables and provide more robust estimates.

#### g. Plotting in Scatter Diagram

To determine where attributes will fall under, derived importance score per attribute (coefficient percentage of each variable) can be plotted against satisfaction score per attribute (either mean rating or percentage giving it a high rating) in a scatter diagram. The scatter diagram will be divided/ sectioned by getting and crossing the mean scores of each of your axis.

See illustration below:

Attributes	Derived Importance	Average Performance Score
Staff Courtesy	19	4.83
Prompt Service Delivery	9	4.52
24/7 Support Line	9	4.91
Online Support	10	4.34
Staff Competency	9	4.24
Office/Service Area Cleanliness	6	4.17
Trustworthiness	8	3.85
Reasonable Fees	7	4.00
Accessible Service Areas	11	4.96
Staff Professionalism	13	4.30
<b>Mean</b>	<b>10</b>	<b>4.41</b>



There will be four boxes in this scatter diagram, where attributes will be plotted:

- Important and high rated → CORE STRENGTHS to maintain and communicate
- Important but low rated → CRITICAL GAPS to focus on for improvement
- Not important but high rated → SECONDARY ATTRIBUTES to maintain and support
- Not important and low rated → LOW IMPACT ATTRIBUTES to monitor

#### 10. Other Requirements

- a. All tables shall be supported by narrative description and explanation
- b. All reports shall contain analysis/ interpretation, validation and recommendations
- c. Three (3) hard copies each of the final reports and the sub-segment reports (individual results per branch and other bank unit)
- d. All electronic copies of the MS Powerpoint presentation materials, Ms Excel format of the following: detailed dataset/data tables: raw data, code frame, data tabulation, audio recordings, agreement ratings – correlation/ Kruskal analysis results shall be emailed to CMD-CFS.
- e. UCPBS shall have intellectual rights over the survey questionnaire/form to be finalized by the Third-Party Service Provider, confidentiality of the results and reports.

#### **V. Approved Budget for the Contract (ABC)**

The approved budget for the Contract is **Three Million Pesos Only (Php3,000,000.00)**, all-in, inclusive of all applicable taxes, logistics, permit fees, transportation, out-of-pocket and all other related expenses necessary to completely accomplish the project.

#### **VI. Project Time Frame and Payment Schedule**

##### **Project Time Frame**

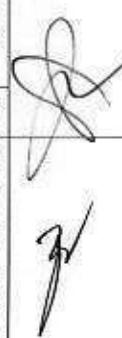
ACTIVITIES		TIMINGS
Pretest	Inception meeting and discussion of sampling design, methodology, protocols, and technical work plan	1 week and 3 days
	Questionnaire preparation, review, format, translate survey instrument	
	Pilot testing of survey instruments and feedback for possible revision	
	Finalization of survey instrument	
Training	Recruit, train, and submission of final field team to be deployed	
	Data collection set up (production and preparation of fieldwork materials)	
Project Kick-off / Start-off, Project Implementation	Fieldwork: data collection proper	4 weeks
Back-checking and Spot-checking, Data Processing	Data Processing: data cleaning and validation, and computation of descriptive statistics	1 week
Analysis, Presentation	Analysis and report writing/ Report revisions	2 weeks
	Submission of final full reports	
	Presentation of results to UCPBS	
	<b>TOTAL</b>	<b>8 weeks and 3 days</b>

\*calendar days

##### **Payment Schedule**

ACTIVITIES	DELIVERABLES	% OF TOTAL CONTRACT PRICE AND DELIVERY PERIOD	ACCEPTANCE PROCEDURE
Pre-test	<ul style="list-style-type: none"> <li>• Technical Work Plan</li> <li>• Translated Survey Instrument and Stimulus Materials</li> <li>• Billing statement</li> </ul> <p><i>Detailed technical work plan specifying all processes, activities, and detailed timetable necessary for complete project implementation based on the</i></p>	5% Within 5 working days after signing of Contract	<ul style="list-style-type: none"> <li>• The proposed technical work plan, translated survey instrument, and stimulus materials shall be evaluated and approved by the End-user.</li> <li>• If the requirements</li> </ul>  

	<i>project requirements, research design and methodology prescribed by GCG, including design and questionnaire requirements.</i>			above have been fully met by the Third-Party Service Provider and compliant with the project requirements and specifications, the end-use shall issue a certificate of submission and completion.
	Pre-test Results, including at least three (3) survey forms of respondents per customer type accomplished during the pre-testing Pre-test Report Survey instrument and stimulus materials modified based on the pre-test results	10%	Within 10 working days after approval of Technical Work Plan	<ul style="list-style-type: none"> <li>The certificate is a required attachment in the processing of payment.</li> <li>The survey instrument, stimulus materials, pre-test results, and the training conducted shall be evaluated and approved by the end-user.</li> <li>If the pre-testing, training, and the survey instrument and stimulus materials have been fully met by the Third-Party Service Provider and compliant with the project requirements and specifications, the end-use shall issue a certificate of submission and completion.</li> <li>The certificate is a required attachment in the processing of payment.</li> </ul>
<b>Training</b>	<ul style="list-style-type: none"> <li>Survey Instrument</li> <li>Stimulus Materials</li> <li>Training Manual</li> <li>Training Report</li> <li>Billing Statement</li> </ul>			
<b>Project Kick-off / Start-off, Project Implementation</b>	30% Completion of research activities	10%	Within 10 working days after the final data collection set up, i.e., provision of the sample universe by UCPBS	<ul style="list-style-type: none"> <li>If the deliverables submitted are completed and fully met by the Third-Party Service Provider and compliant with the project requirements and specifications, the end-user shall issue a certificate of submission and completion.</li> <li>The certificate is a required attachment in the processing of payment.</li> </ul>
<b>Back-checking and Spot-checking, Data Processing</b>	<ul style="list-style-type: none"> <li>Evidence of accomplished survey forms of 30% of the total target sample size</li> <li>Clearing/ Debriefing Report</li> <li>Supervision/ Observation Report</li> <li>Fieldwork Progress Report</li> <li>Back-checking and Spot-checking Report</li> <li>Billing statement</li> </ul>	10%	Within 10 working days	<ul style="list-style-type: none"> <li>If the deliverables submitted are complete and fully met by the Third-Party Service Provider and compliant with the project requirements and specifications, the end-user shall issue a certificate of submission and completion.</li> <li>The certificate is a required attachment in the processing of payment.</li> </ul>
	Next 30% Completion of research activities	10%	after approval of the previous 30% Completion of research activities	complete and fully met by the Third-Party Service Provider and compliant with the project requirements and specifications, the end-user shall issue a certificate of



	<ul style="list-style-type: none"> <li>• Report</li> <li>• Fieldwork Progress Report</li> <li>• Back-checking and Spot-checking Report</li> <li>• Billing statement</li> </ul>			<ul style="list-style-type: none"> <li>• submission and completion.</li> <li>• The certificate is a required attachment in the processing of payment.</li> </ul>
	<p>Next 40% Complete implementation of all research activities (i.e., data gathering, analysis, etc.)</p> <ul style="list-style-type: none"> <li>• Evidence of accomplished survey forms of 40% of the total target sample size</li> <li>• Fieldwork Progress Report</li> <li>• Consolidated Data Quality Report for the entire duration of the survey, inclusive of the following: <ul style="list-style-type: none"> <li>- Clearing/ Debriefing Report</li> <li>- Supervision/ Observation Report</li> <li>- Fieldwork Progress Report</li> <li>- Back-checking and Spot-checking Report</li> <li>- For CAPI surveys, report on automated checks containing the information specified in item e. Back-checking under Section IV. E. Data Collection Quality Control</li> </ul> </li> <li>• Billing statement</li> </ul>	15%	<p>Within 10 working days after approval of the previous 30%</p> <p>Completion of research activities, provided that data gathering shall be completed not later than <u>December 15, 2022</u></p>	<ul style="list-style-type: none"> <li>• If the deliverables submitted are complete and fully met by the Third-Party Service Provider and compliant with the project requirements and specifications, the end-user shall issue a certificate of submission and completion.</li> <li>• The certificate is a required attachment in the processing of payment.</li> </ul>
<b>Analysis, Presentation</b>	<ul style="list-style-type: none"> <li>• Draft of Full Report</li> <li>• Revised and Final Full Reports</li> <li>• Final Presentation Materials</li> <li>• Billing statement</li> </ul>	50%	<p>Within 10 working days after complete project implementation and acceptance of the final full report (in soft and hard copies) or as per approved 3 presentation</p>	<ul style="list-style-type: none"> <li>• The Third-Party Service Provider to submit written accomplishment report, results and draft and revised/ final full final report and will present to Customer Management Department, Management Committee, and the Board of Directors.</li> </ul>
			<p>schedules to</p> <ol style="list-style-type: none"> <li>a. Customer Management Dept.</li> <li>b. MANCOM</li> <li>c. BOD</li> </ol>	<ul style="list-style-type: none"> <li>• If the requirements above have been fully met by the Third-Party Service Provider and compliant with the project requirements and specifications, the end-user shall issue a</li> </ul>


				<p>certificate of submission and completion.</p> <ul style="list-style-type: none"> <li>• The certificate is a required attachment in the processing of payment.</li> </ul>
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**Notes:**

- a. Project implementation shall be based on a detailed project timetable to be agreed upon between UCPBS and the winning Third-Party Service Provider based on the identified outputs/milestones.
- b. If the Third-Party Service Provider fails to deliver any or all of the services within the period(s) specified in the contract, UCPBS shall, without prejudice to its other remedies under the contract and under the Applicable Law, deduct from the contract price, as liquidated damages, a sum equivalent to one-tenth of one percent of the price of the unperformed portion of the services for each day of delay based on the approved contract schedule. Once the maximum amount of liquidated damages reaches ten percent (10%) of the total amount of contract, UCPBS may consider termination of the contract pursuant to General Conditions of Contract (GCC) Clause 27.
- c. Payment of incomplete services will be based on quantum meruit.
- d. In the event error/s or inconsistency/ies during project implementation is/are committed by the Third-Party Service Provider, the cost of undertaking corrective activities or actions, as may be necessary, shall be shouldered by the Third-Party Service Provider.
- e. UCPBS reserves the right to refuse acceptance of outputs/deliverables submitted by the Third-Party Service Provider which are found bearing inaccurate/ questionable content (i.e, data/findings/insights) or sub-standard quality of presentation. The Third-Party Service Provider shall be given the chance to remedy the rejected outputs/ deliverables through re-work, revisions or amendments.
- f. OGCC Review. All agreements to be executed by the parties in relation to the project/ transaction shall be subject to prior review/clearance of the Office of the Government Corporate Counsel(OGCC). The comments and suggested revisions of the OGCC shall form part of the agreement and be binding on the parties.
- g. In the event the GCG, the regulatory body that requires and governs the conduct of the Customer Satisfaction Survey (CSS), issues directives that will require UCPBS to adopt modifications to the standards and procedures in the conduct of CSS, UCPBS reserves the right to apply such modification in the terms stated herein to conform to the issuance or directive of the GCG.

## VII. Terms of Engagement

The engagement of the Third-Party Service Provider shall commence from the issuance of the Notice to Proceed and terminates upon acceptance of the revised final reports by UCPBS in accordance with the "Guidebook for GOCCs: Enhanced Standard Methodology for the Conduct of the Customer Satisfaction Survey" issued by GCG, subject to extension at the option of UCPBS.

It is understood that the Consultancy Services do not create employee-employee relation between the Third-Party Service Provider and UCPBS; and that the former is not entitled to any benefits enjoyed by regular personnel of UCPBS.

## VIII. Qualification of the Third-Party Service Provider

UCPBS expects the Third-Party Service Provider to meet the qualifications set forth herein:

- a. The Third-Party Service Provider possesses relevant valid business license to provide such services to the Parties.

- b. The Third-Party Service Provider as at least five (5) years of experience in conducting stakeholders' surveys, from formulating the Methodology to reporting the analyses;
- c. The Third-Party Service Provider has adequate (at least a team of 14 key personnel) and experienced resources to conduct such engagement as well as to prepare for and attend meetings as required by UCPBS.
- d. The Third-Party Service Provider shall sign a Non-Disclosure Agreement to prevent divulging confidential information.

## **IX. Termination**

UCPBS may, subject to five (5) days advance notice, terminate the contract with the Vendor or cancel the purchase order (PO) it issued to the Supplier, on any of the following grounds:

- a. Misrepresentation by the selected vendor of any matter which UCPBS deem material, or
- b. Failure by the selected vendor to deliver the good and services to the satisfaction of UCPBS on the Delivery Schedule.

Notwithstanding any provision in the General and Special Conditions of Contract, UCPBS may pre-terminate the contract subject to a notice to the Vendor within thirty (30) days prior to the date of pre-termination.

## **X. Confidentiality and Data Privacy**

- a. The Third-Party Service Provider shall ensure that all information shared by UCPBS under this project shall remain confidential even after the termination of the contract;
- b. The Third-Party Service Provider shall be required to follow the rules on confidentiality and code of ethics as applicable to officials of the public service;
- c. The Third-Party Service Provider shall be required to comply with the provisions of Republic Act No.10173 (Data Privacy Act) in the collection and processing of personal information of data subjects, including the execution of a data sharing agreement with UCPBS, as may be warranted.

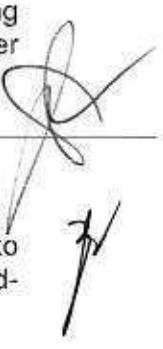
## **XI. Indemnity**

The Third-Party Service Provider shall be required to defend and hold UCPBS, its officers, officials, employees and associates free and harmless from any and all claims, injuries, damages, losses or suits including attorney fees, arising out of or resulting from the acts, errors or omissions of the Third-Party Service Provider in the performance of its work;

The Third-Party Service Provider shall be required to fully indemnify UCPBS in the event of liability for claims, injuries, damages, losses or suits including attorney fees, arising out of or resulting from the acts, errors or omissions of the Third-Party Service Provider in the of its work.

## **XII. Assignment of Rights**

UCPBS shall have the right to assign its rights and obligations under the agreement to be executed with the Third-Party Service Provider subject only to a notice to such Third-Party Service Provider.

  
7/

### **XIII. Obligations of the Third-Party Service Provider**

- a. Process the personal data only upon the documented instructions of the personal information controller, including transfer of personal data to another country or an international organization, unless such transfer is authorized by law;
- b. Ensure that an obligation of confidentiality is imposed on persons authorized to process the personal data;
- c. Implement appropriate security measures and comply with the Act, these Rules, and other issuances of the Commission;
- d. Not engage another processor without prior instruction from the personal information controller;
- e. Assist the personal information controller, by appropriate technical and organizational measures and to the extent possible, fulfill the obligation to respond to requests by data subjects relative to the exercise of their rights;
- f. Assist the personal information controller in ensuring compliance with the Act, these Rules, other relevant laws, and other issuances of the Commission, taking into account the nature of processing and the information available to the personal information processor;
- g. At the choice of the personal information controller, delete or return all personal data to the personal information controller after the end of the provision of services relating to the processing; Provided, that this includes deleting existing copies unless storage is authorized by the Act or another law;
- h. Make available to the personal information controller all information necessary to demonstrate compliance with the obligations laid down in the Act, and allow for and contribute to audits, including inspections, conducted by the personal information controller or another auditor mandated by the latter;
- i. Immediately inform the personal information controller if, in its opinion, an instruction infringes the Act, these Rules, or any other issuance of the Commission.

### **XIV. Selection Criteria**

#### **a. Eligibility and Shortlisting Criteria**

The BAC shall draw up the short list of Third-Party Service Provider from those who have submitted Expression on Interest, including the eligibility documents, and have been determined as eligible in accordance with the provisions of Republic Act 9184, otherwise known as the "Government Procurement Reform Act", and its Implementing Rules and Regulations (IRR). The short list shall consist of Top 5 prospective bidders, from the highest rated bidders, provided they meet the minimum qualifications and the minimum total weighted rating of three (3) points. Refer to **Annex B** for the detailed criteria and rating system of eligibility and shortlisting.

CRITERIA	WEIGHT
<b>A. Applicable Experience of the Third-Party Service Provider</b>	<b>60%</b>
1. Years of experience in the business/track record as a Research Service Agency	25%
2. Number of completed survey contracts of similar nature within the last five (5) years	20%
3. Contract value of the largest completed survey contract of similar nature within the last five (5) years	15%
<b>B. Qualification of Personnel to be Assigned to the Project</b>	<b>25%</b>
Qualification of Key Personnel (Education)	
1. Overall Project Manager	15%
2. Technical Personnel (at least 13 individuals)	10%
<b>C. Current Workload Relative to Capacity of the Third-Party Service Provider</b>	<b>15%</b>
Number of ongoing survey contracts	15%
	<b>TOTAL 100%</b>

"Similar nature of contract" shall mean a project that involves the design and implementation of a customer satisfaction research

b. Technical Evaluation Criteria and Financial Evaluation Procedure

UCPBS shall evaluate bids using the Quality-Cost Based Evaluation/ Selection (QCBE/QCBS) procedure. The **technical proposal (70%)** together with the **financial proposal (30%)** shall be considered in the ranking of bidders.

The technical proposals shall be evaluated first using the criteria below. The financial proposals of the bidders who meet the minimum technical score [total weighted score of three (3) points] shall then be opened. Refer to Annex C for the detailed criteria and rating system for Technical Evaluation and Annex D for the Financial Evaluation Procedure.

The BAC shall rank the bidders in descending order based on the combined numerical ratings of their technical and financial proposals and identify the Highest Rated Bid. Rating shall be subject to the approval of the HoPE through BAC. After approval by the HoPE of the Highest Rated Bid, the BAC shall notify and invite the bidder with the Highest Rated Bid for negotiation.

CRITERIA	WEIGHTS
<b>TECHNICAL</b>	70%
A. Quality of personnel to be assigned to the Project	30%
1.General Qualification of an Overall Project Manager	
o Education	2%
o Relevant trainings/ seminar	3%
o Adequacy of work experience	10%
2.General Qualification of Technical Personnel (at least 13 individuals)	
o Education	
o Relevant trainings/ seminar	
o Adequacy of work experience	
B. Experience and Capability of the Third-Party Service Provider	30%
1.Years of experience in the business/ track record as a Research Service Agency	10%
2.Number of completed survey contracts of similar nature	10%
3.Evaluation of past performance	10%
C. Approach and Methodology	40%
1.Organization, clarity, completeness and comprehensiveness of the technical work plan	15%
2.Work flow/approach and timetable	15%
3.Detailed deliverables in accordance with given research output standards	10%
<b>FINANCIAL</b>	30%
Project Costs	30%
The cost will be an important consideration in the selection, although it will not be the sole determining factor.	
<b>TOTAL</b>	100%

**XV. Specification for Proposals**

All proposals submitted in response to this request for proposal must contain the following information:

- a. Name, address, telephone number, email address (including name, title of person responsible of submitting this proposal);
- b. Mayor's/ Business permit, Professional License/ Curriculum Vitae (Consulting Services), PhilGEPS Reg. Number, Income/Business Tax Return, BIR Registration of the Vendor, Description of the organization (individual/partnership, corporation, others); they should be valid at the time of the submission of bids, Post-Qualification Evaluation and signing of the contract;

- c. Name and biography of all proposed consultants/research team that will be directly involved in this project;
- d. A list of clients for whom similar work has been performed including three referees that the UCPBS may contact regarding the job evaluation exercise conducted in similar size organization;
- e. Project steps to complete the project and proposed timeline of work tasks with the date of final completion of the project;
- f. Expected outcomes/output and deliverables;
- g. Project costs including a breakdown of the company's rates, fees and charges for services by phase, any additional reimbursable expenses and proposed payment schedule in Philippine peso and VAT inclusive price and/or TAX if applicable to any fees/charges.

1. Each and every page of the Bid Form must be signed by the bidder or the bidder's authorized representative. The authorization should also be attached. Failure to do so shall be a ground for the rejection of the Bid.
2. The BAC expects the bidders to exercise due diligence in going through the bid documents to prepare bids intelligently.
3. All supporting documents related to the declared list of employees and attended training/s relevant to assigned project tasks of all personnel in the submitted CV shall be presented by Single/Highest Rated Bidder (S/HRB) to UCPBS BAC/TWG thru the BAC Secretariat for checking during the post-qualification evaluation.

Notes:

## **ANNEX A**

### **CUSTOMER SATISFACTION SURVEY UCPB SAVINGS, INC. (UCPBS)**

#### **INDIVIDUAL CUSTOMER**

A handwritten signature in black ink, appearing to read "John Doe".  
A handwritten mark or initial "J" located below the signature.



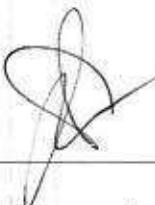
CUSTOMER SATISFACTION SURVEY  
UCPB SAVINGS BANK, INC. (UCPBS)



INDIVIDUAL CUSTOMER

QUESTIONNAIRE  
NUMBER

RESPONDENT INFORMATION			
Respondent Name		Time Start (in 24:00)	
Respondent Address		Time End (in 24:00)	
Respondent Phone Number (House)		Respondent Phone Number (Mobile)	
RESPONDENT INFORMATION			
Interviewer Name		Date of Interview	
Interviewer ID		Time of Interview	
QUALITY CONTROL CHECKS AND VALIDATIONS			
Witnessed/ Validated by		Edited by	
Witnessed/ Validation Date:		Date of Editing	
Signature		Signature	
Quality Check by		Data Punched by	
Quality Check Date		Data Punch Date	
Signature		Signature	
Observed by		Cleared by	
Observation Date		Clearing Date	
Signature		Signature	
Back-checked by			
Back-checked Date			
Signature			


## INTRODUCTION

As part of the government's initiative to deepen citizen participation in government processes, particularly in the delivery of products and/or services, we are conducting this survey to gauge customer satisfaction on the services of the UCPB SAVINGS BANK (UCPBS). We would appreciate if you could spare a few minutes of your time to participate in our survey. Your insights will greatly help the UCPBS improve its product and/or service delivery and meet your expectations to serve you better in the future. Please be assured that all answers provided will be kept in strictest confidentiality.

Any information that is obtained in connection with this study and that can be identified with you will remain confidential and will be disclosed only with your permission. By filling out the survey form, You are giving consent to the (RESEARCH AGENCY/GOCC) to process all the provided information. As the data subject, you have the right to access and ask for changing or deleting your personal data, which will be kept by the (RESEARCH AGENCY/GOCC).

I am \_\_\_\_\_ from (RESEARCH AGENCY), a market research company. I will be your interviewer for today.

## **SCREENER**

	CODE	ROUTE
Yes	1	Close interview
No	2	Proceed to S2

S1. Are you or any of your close family/relatives working with UCPBS?

	CODE	
(SERVICE A)	1	Proceed to Q1 depending on service availed
(SERVICE B)	2	
(SERVICE C)	3	
Others (pls. specify)	4	
Did not avail of the service/s of UCPBS	99	

S2. Which of the following service/s did you avail from UCPBS during this visit?  
[MA]

**NOTE TO GOCC:** List all possible services that may be availed.


## MAIN QUESTIONNAIRE

### **PART I. TRANSACTING WITH UCPBS**

Q1. How long have you been availing services from UCPBS

NO. OF YEARS: \_\_\_\_\_

NO. OF MONTHS: \_\_\_\_\_

	<b>CODE</b>
Less than a year	1
1 - 2 years	2
3 - 5 years	3
6 - 10 years	4
More than 10 years	5
Don't know/ refused	9

Q2. Thinking about all your dealings/ transactions with UCPBS last (SPECIFY YEAR), in what ways did you transact with them? [MA]

	<b>CODE</b>
Office visit	1
Phone call	2
Mail delivery	3
Send text/ SMS message	4
Online	
Visit website	5
Send email	6
Chat using apps (e.g. Viber, WhatsApp, Line, Facebook messenger, Skype, etc.)	7
Connected to their social media accounts (e.g. Facebook, Twitter, LinkedIn Instagram, etc.)	8
Others pls. specify	9

Q3. Where do you most often get information about UCPBS and its services? [SA]

	<b>CODE</b>
Information desk	1
Website	2
Phone/ Hotline	3
Social media (Specify: _____)	4
Conferences	5
Text/ SMS	6
Bulletins	7
Others pls. specify	8

### **PART II. OVERALL SATISFACTION**

**NOTE TO INTERVIEWER:** For Q4, present showcard below while asking satisfaction dissatisfaction rating questions. Do not include N/A in the showcard.

Q4. Overall, how satisfied or dissatisfied are you with the service provided by UCPBS? Please use this rating scale where 5 means very satisfied, 4 means satisfied, 3 means neither satisfied nor dissatisfied, 2 Means dissatisfied and 1 means very dissatisfied. How would you rate UCPBS on the overall? [SA]



SHOWCARD	VERY SATISFIED	SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
Overall Satisfaction Rating	5	4	3	2	1

Q5. Why do you say that you are (RESPONSE in Q4) with UCPBS? What else? Any other reasons

**NOTE TO INTERVIEWER: ASK SPONTANEOUSLY, PROBE UNTIL RESPONDENT SAYS NONE.**

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### **PART III. EXECUTION OF SERVICE**

**NOTE TO INTERVIEWER:** For Q6, present showcard below while asking level of agreement questions. Do not include N/A in the showcard.

Q6. Now, we will talk about the different aspects of UCPBS' services. Using this rating scale where 6 means strongly agree, 4 means agree, 3 means neither agree nor disagree, 2 means disagree and 1 means strongly disagree, please let us know how much you agree or disagree with the statements that I am going to read out. Let's start with... [READ OUT ATTRIBUTES]. [SA per attributes].

STRONGLY AGREE	AGREE	NEITHER AGREE NOR DISAGREE	DISAGREE	STRONGLY DISAGREE
5	4	3	2	1

**NOTE TO INTERVIEWER:** Read attributes one at a time and wait for the respondent's answer. Do not leave any blanks. If the attribute is not applicable or the respondent says "Don't Know" even after probing, mark as N/A.



SA	A	Neither	D	SD	N/A
<b>Staff</b>					
UCPBS' staff...					
Treats customers with respect	5	4	3	2	1
Strictly and fairly implements the policies, rules and regulations (e.g. no discrimination, "no palakasan" system)	5	4	3	2	1
Are knowledgeable and competent or skilled in delivering the needed services	5	4	3	2	1
Provides clear and sufficient information (i.e. solutions to problems, answers to inquiries, and information on product and services)	5	4	3	2	1
Addresses queries/ concerns in a prompt manner	5	4	3	2	1
Demonstrates willingness to assist customers	5	4	3	2	1
Is easy to contact	5	4	3	2	1
Delivers services within the prescribed timeframe	5	4	3	2	1
Appears neat, well-dressed, and professional	5	4	3	2	1
Conveys trust and confidence	5	4	3	2	1
<b><u>Over-The-Counter Transactions</u></b>					
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)	5	4	3	2	1
Service time for over-the-counter transactions are fast and efficient	5	4	3	2	1
Bank forms are simple and easy to fill out	5	4	3	2	1
Rates and charges are reasonable and acceptable	5	4	3	2	1
Customer transactions are immediately posted/reflected in customer's account	5	4	3	2	1
Client information is kept confidential	5	4	3	2	1
<b><u>Loans</u></b>					
Process for application is simple and easy	5	4	3	2	1



24

<b>Documentary requirements are reasonable</b>	5	4	3	2	1
<b>Processing time for loan applications is fast</b>	5	4	3	2	1
<b>Interest rates are competitive (as applicable)</b>	5	4	3	2	1
<b>Fees/ charges are acceptable</b>	5	4	3	2	1
<b>Payment terms are easy and flexible</b>	5	4	3	2	1
<b>Remittance/ Fund Transfer Services</b>					
<b>Are accessible or readily available</b>	5	4	3	2	1
<b>Are simple and easy to use</b>	5	4	3	2	1
<b>Are secure</b>	5	4	3	2	1
<b>Ensure fast delivery</b>	5	4	3	2	1
<b>Ensure accurate delivery</b>	5	4	3	2	1
<b>Fees/ charges are acceptable</b>	5	4	3	2	1
<b>Deposit Accounts (Current and Savings Account)</b>					
<b>Documentary requirements are reasonable</b>	5	4	3	2	1
<b>Process is completed within a reasonable amount of time</b>	5	4	3	2	1
<b>Documents issued are free from defects or typographical errors</b>	5	4	3	2	1
<b>Deposit interest rates are competitive</b>	5	4	3	2	1
<b>Trust and Treasury Accounts</b>					
<b>Process for opening a trust/treasury account is simple and easy</b>	5	4	3	2	1
<b>Documentary requirements are reasonable</b>	5	4	3	2	1
<b>Processing time for opening a trust/treasury account is fast</b>	5	4	3	2	1
<b>Interest rates are competitive</b>	5	4	3	2	1
<b>Fees/ charges are acceptable</b>	5	4	3	2	1
<b>Information and Communication</b>					
<b>Information from UCPB is...</b>					
<b>Easy to obtain</b>	5	4	3	2	1
<b>Clear and relevant</b>	5	4	3	2	1
<b>Information and Communication (Website)</b>					
<b>UCPB's website...</b>					
<b>Is accessible (e.g. no downtime, loads easily)</b>	5	4	3	2	1
<b>Is user-friendly and easy to navigate</b>	5	4	3	2	1
<b>Contains the information needed</b>	5	4	3	2	1


Is useful and reliable when doing desired transaction	5	4	3	2	1
Is secured	5	4	3	2	1
<b>Complaints Handling and Records Keeping</b>					
Filing of complaint is easy and systematic	5	4	3	2	1
Complaints are resolved within prescribed timeframe	5	4	3	2	1
Resolutions to complaints are satisfactory/acceptable	5	4	3	2	1
Files/ records are accurate and updated	5	4	3	2	1
<b>Facilities</b>					
Utilizes up-to-date and modern procedures, facilities, and resources	5	4	3	2	1
Signages are visible and readable (e.g. Citizens Charter, steps and procedures, directional signages)	5	4	3	2	1
Office/branch is accessible to customers	5	4	3	2	1
Office premises are clean, orderly and well-maintained	5	4	3	2	1
Office premises are well-ventilated and have good lighting	5	4	3	2	1
Office premises are safe and secure (e.g. with security guard)	5	4	3	2	1
Office has separate lane for senior citizens, PWD's, pregnant women	5	4	3	2	1
Seating is adequate and comfortable	5	4	3	2	1

Q7. What are your suggestions for the improvement of UCPBS' services? What else? Anything else?

**NOTE TO INTERVIEWER: ASK SPONTANEOUSLY, PROBE UNTIL RESPONDENT SAYS NONE.**

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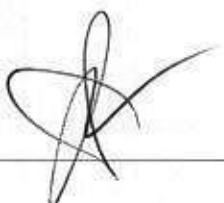
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## SOCIO DEMOGRAPHIC PROFILE

GENDER	Male	1	Female	2	NATIONALITY _____
CIVIL STATUS	Single	1	Seperated	3	WORKING STATUS
	Married	2	Widow/Widower	4	Working 1 Studying 2 Working/Studying 3 Not working/not studying 4
RESPONDENT AGE/GROUP      Actual _____					IF WORKING: OCCUPATION _____
18 - 25	1	36 - 40	4	56 - 60	9
26 - 30	2	41 - 45	5	61 - 65	10
31 - 35	3	46 - 50	6	Above 65	11
		51 - 55	7		
EDUCATIONAL ATTAINMENT					CONTACT DETAILS
No formal education	1	Some vocational	6	Landline:	
Some elementary	2	Completed vocational	7	Cellphone:	
Completed elementary	3	Some college	8	E-mail:	
Some high school	4	Completed collage	9	Office landline:	
Completed high school	5	Post graduate	10	Other contact info.:	

I declare that this interview has been carried out strictly in accordance with your specification and has been conducted within the ESOMAR Code of Conduct with a person unknown to me.	Interviewers' Signature	Supervisor's Signature
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361

## **ANNEX A**

### **CUSTOMER SATISFACTION SURVEY UCPB SAVINGS, INC. (UCPBS)**

#### **BUSINESS CLIENT**





CUSTOMER SATISFACTION SURVEY  
UCPB SAVINGS BANK, INC. (UCPBS)  
BUSINESS CLIENT



QUESTIONNAIRE  
NUMBER

RESPONDENT INFORMATION		
Respondent Name		Time Start (in 24:00)
Respondent Address		Time End (in 24:00)
Respondent Phone Number (House)		Respondent Phone Number (Mobile)
RESPONDENT INFORMATION		
Interviewer Name		Date of Interview
Interviewer ID		Time of Interview
QUALITY CONTROL CHECKS AND VALIDATIONS		
<b>Witnessed/ Validated by</b>		<b>Edited by</b>
Witnessed/ Validation Date:		Date of Editing
Signature		Signature
<b>Quality Check by</b>		<b>Data Punched by</b>
Quality Check Date		Data Punch Date
Signature		Signature
<b>Observed by</b>		<b>Cleared by</b>
Observation Date		Clearing Date
Signature		Signature
<b>Back-checked by</b>		
Back-checked Date		
Signature		

  
2W

## INTRODUCTION

As part of the government's initiative to deepen citizen participation in government processes, particularly in the delivery of products and/or services, we are conducting this survey to gauge customer satisfaction on the services of the UCPB SAVINGS BANK (UCPBS). We would appreciate if you could spare a few minutes of your time to participate in our survey. Your insights will greatly help the UCPBS improve its product and/or service delivery and meet your expectations to serve you better in the future. Please be assured that all answers provided will be kept in strictest confidentiality.

Any information that is obtained in connection with this study and that can be identified with you will remain confidential and will be disclosed only with your permission. By filling out the survey form, You are giving consent to the (RESEARCH AGENCY/GOCC) to process all the provided information. As the data subject, you have the right to access and ask for changing or deleting your personal data, which will be kept by the (RESEARCH AGENCY/GOCC).

I am \_\_\_\_\_ from (RESEARCH AGENCY], a market research company. I will be your interviewer for today.

## **SCREENER**

S1. Are you or any of your close family/relatives working with UCPBS?

	CODE	ROUTE
Yes	1	Close interview
No	2	Proceed to S2

S2. Which of the following service/s did you avail from UCPBS in (SPECIFY YEAR)?  
What else? Anything else? [MA]

	CODE	
(SERVICE A)	1	Proceed to S3
(SERVICE B)	2	
(SERVICE C)	3	
Others (pls. specify)	4	
Did not avail of the service/s of UCPBS in (SPECIFY YEAR)	99	Close interview

**NOTE TO GOCC:** List all possible services that may be availed.

S3. How you would describe your role in your company when it comes to dealing with UCPBS?

	CODE	
I am the owner/primary decision-maker in the company	1	Proceed to Q1
I am the primary person-in-charge of dealing/ transacting with UCPBS	2	Proceed to Q1
I do not have any say or involvement when it comes to dealing/ transacting with UCPBS	3	ASK FOR ELIGIBLE RESPONDENT

## MAIN QUESTIONNAIRE

### **PART I. TRANSACTING WITH UCPBS**

Q1. How long have you been availing services from UCPBS

NO. OF YEARS: \_\_\_\_\_

NO. OF MONTHS: \_\_\_\_\_

	<b>CODE</b>
Less than a year	1
1 - 2 years	2
3 - 5 years	3
6 - 10 years	4
More than 10 years	5
Don't know/ refused	6

Q2. Thinking about all your dealings/ transactions with UCPBS last (SPECIFY YEAR), in what ways did you transact with them? [MA]

	<b>CODE</b>
Office visit	1
Phone call	2
Mail delivery	3
Send text/ SMS message	4
Online	5
Visit website	6
Send email	6
Chat using apps (e.g. Viber, WhatsApp, Line, Facebook messenger, Skype, etc.)	6
Connected to their social media accounts (e.g. Facebook, Twitter, LinkedIn Instagram, etc.)	6
Others pls. specify	6

Q3. Where do you most often get information about UCPBS and its services? [SA]

	<b>CODE</b>
Information desk	1
Website	2
Phone/ Hotline	3
Social media (Specify: _____)	4
Conferences	5
Text/ SMS	6
Bulletins	6
Others pls. specify	6

### **PART II. OVERALL SATISFACTION**

**NOTE TO INTERVIEWER:** For Q4, present showcard below while asking satisfaction dissatisfaction rating questions. Do not include N/A in the showcard.

Q4. Overall, how satisfied or dissatisfied are you with the service provided by UCPBS? Please use this rating scale where 5 means very satisfied, 4 means satisfied, 3 means neither satisfied nor dissatisfied, 2 means dissatisfied and 1 means very dissatisfied. How would you rate UCPBS on the overall? [SA]

SHOWCARD	VERY SATISFIED	SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
Overall Satisfaction Rating	5	4	3	2	1

Q5. Why do you say that you are (RESPONSE in Q4) with UCPBS? What else? Any other reasons

**NOTE TO INTERVIEWER: ASK SPONTANEOUSLY, PROBE UNTIL RESPONDENT SAYS NONE.**

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### **PART III. EXECUTION OF SERVICE**

**NOTE TO INTERVIEWER:** For 06, present showcard below while asking level of agreement questions. Do not include N/A in the showcard.

Q6. Now, we will talk about the different aspects of UCPBS' services. Using this rating scale where 6 means strongly agree, 4 means agree, 3 means neither agree nor disagree, 2 means disagree and 1 means strongly disagree, please let us know how much you agree or disagree with the statements that I am going to read out. Let's start with... [READ OUT ATTRIBUTES). [SA per attributes].

STRONGLY AGREE	AGREE	NEITHER AGREE NOR DISAGREE	DISAGREE	STRONGLY DISAGREE
5	4	3	2	1

**NOTE TO INTERVIEWER:** Read attributes one at a time and wait for the respondent's answer. Do not leave any blanks. If the attribute is not applicable or the respondent says "Don't Know" even after probing, mark as N/A.



SA	A	Neither	D	SD	N/A
<b>Staff</b>					
UCPBS's staff...					
Treats customers with respect	5	4	3	2	1
Strictly and fairly implements the policies, rules and regulations (e.g. no discrimination, "no palakasan" system)	5	4	3	2	1
Are knowledgeable and competent or skilled in delivering the needed services	5	4	3	2	1
Provides clear and sufficient information (i.e. solutions to problems, answers to inquiries, and information on product and services)	5	4	3	2	1
Addresses queries/ concerns in a prompt manner	5	4	3	2	1
Demonstrates willingness to assist customers	5	4	3	2	1
Is easy to contact	5	4	3	2	1
Delivers services within the prescribed timeframe	5	4	3	2	1
Appears neat, well-dressed, and professional	5	4	3	2	1
Conveys trust and confidence	5	4	3	2	1
<b>Over-The-Counter Transactions</b>					
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)	5	4	3	2	1
Service time for over-the-counter transactions are fast and efficient	5	4	3	2	1
Bank forms are simple and easy to fill out	5	4	3	2	1
Rates and charges are reasonable and acceptable	5	4	3	2	1
Customer transactions are immediately posted/reflected in customer's account.	5	4	3	2	1
Client information is kept confidential	5	4	3	2	1
<b>Payroll Services</b>					

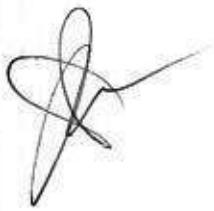


36

Timely payroll delivery/ crediting of cash	5	4	3	2	1
<b>Company Loans</b>					
Documentary requirements are properly disseminated	5	4	3	2	1
Process for applying for loans is simple and easy	5	4	3	2	1
Application process is better than with other lending institutions	5	4	3	2	1
Documentary requirements are reasonable	5	4	3	2	1
Loan applications are processed/completed within a reasonable amount of time	5	4	3	2	1
Loan terms and conditions (e.g. payment terms) are clear and reasonable	5	4	3	2	1
Interest rates are competitive	5	4	3	2	1
Documents issued are free from defects or typographical errors	5	4	3	2	1
Payments are easy to make	5	4	3	2	1
<b>Information and Communication</b>					
Information from UCPB is...					
Easy to obtain	5	4	3	2	1
Clear and relevant	5	4	3	2	1
<b>Information and Communication (Website)</b>					
UCPB's website...					
Is accessible (e.g. no downtime, loads easily)	5	4	3	2	1
Is user-friendly and easy to navigate	5	4	3	2	1
Contains the information needed	5	4	3	2	1
Is useful and reliable when doing desired transaction	5	4	3	2	1
Is secured	5	4	3	2	1
<b>Complaints Handling and Records Keeping</b>					
Filing of complaint is easy and systematic	5	4	3	2	1
Complaints are resolved within prescribed timeframe	5	4	3	2	1
Resolutions to complaints are satisfactory/acceptable	5	4	3	2	1
Files/ records are accurate and updated	5	4	3	2	1
<b>Facilities</b>					



Utilizes up-to-date and modern procedures, facilities, and resources	5	4	3	2	1
Signages are visible and readable (e.g. Citizens Charter, steps and procedures, directional signages)	5	4	3	2	1
Office/branch is accessible to customers	5	4	3	2	1
Office premises are clean, orderly and well-maintained	5	4	3	2	1
Office premises are well-ventilated and have good lighting	5	4	3	2	1
Office premises are safe and secure (e.g. with security guard)	5	4	3	2	1
Office has separate lane for senior citizens, PWD's, pregnant women	5	4	3	2	1
Seating is adequate and comfortable	5	4	3	2	1




## SOCIO DEMOGRAPHIC PROFILE

<b>NAME OF ORGANIZATION</b>		<b>COMPLETE ADDRESS OF ORGANIZATION</b>				
<b>YEAR ORGANIZATION ESTABLISHED:</b> _____		<b>TYPE OF OWNERSHIP</b>				
		Foreign	1			
		Domestic	2			
<b>NUMBER OF EMPLOYEES Actual</b> _____		<b>ASSET VALUES (SHOWCARD)</b>				
1 to 99 (Micro/Small) 1		Micro/ Small (P15,000,000 or less) 1				
100 to 199 (Medium) 2		Medium (P15,000,001 - P100,000,000) 2				
200 and up (Enterprise) 3		Enterprise (P100,000,001 and above) 3				
<b>POSITION IN THE ORGANIZATION</b>						
<b>ACTUAL POSITION:</b> _____		<b>YEARS IN THE ORGANIZATION</b>				
<b>DEPARTMENT:</b> _____		<b>ACTUAL NO. OF YEARS:</b> _____				
Owner/ Head of the office or association 1		Less than a year	1	16 - 20 years	6	
Manager/Keeper/Supervisor 2		1 - 2 years	2	21 - 25 years	7	
Operations Staff 3		3 - 5 years	3	More than 25 years	8	
Admin Staff 4		6 - 10 years	4	Don't know/refused	9	
Others pls. specify 5		11 - 15 years	5			
Don't know/refused 6						
<b>CONTACT DETAILS</b>		<b>DECISION-MAKING ROLE IN THE ORGANIZATION</b>				
Landline:		I alone decide for the organization 1				
Cellphone:		I share with someone else the decision-making process for the organization 2				
E-mail:						
Office landline:		I do not have any say when it comes to the decision-making process for the organization 3				
Other contact info.:						

<p>I declare that this interview has been carried out strictly in accordance with your specification and has been conducted within the <b>ESOMAR Code of Conduct</b> with a person unknown to me.</p>	<small>Interviewers' Signature</small>	<small>Supervisor's Signature</small>
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## **ANNEX B**

### **CUSTOMER SATISFACTION SURVEY UCPB SAVINGS, INC. (UCPBS)**

#### **ELIGIBILITY AND SHORTLISTING CRITERIA**

A handwritten signature in black ink, appearing to read "J. H." or "John H.", is placed at the bottom right of the page.

**PROCUREMENT OF A CONSULTING SERVICE OF A THIRD-PARTY SERVICE  
PROVIDER TO IMPLEMENT THE NATIONWIDE 2022 CUSTOMER  
SATISFACTION SURVEY OF UCPB SAVINGS**

**ELIGIBILITY AND SHORTLISTING CRITERIA**

CRITERIA	WEIGHT	REFERENCE DOCUMENTS	RATING SYSTEM (point system)
<b>I. Applicable Experience of the Third-Party Services Provider</b>			
a. Years of experience in the business/ track record as a Research Service Agency.  <i>Note: In case of joint venture, the years in the business of the partner/s to the joint venture engaged/involved in customer satisfaction research shall be rated.</i>	25%	SEC Registration or DTI Business Name Registration or such details listed in the Certification of PhilGEPS Registration	<p>5 pts. - more than 10 years          4 pts. - more than 8 years to 10 years          3 pts. - more than 6 years to 8 years          2 pts. - more than 4 years to 6 years          1 pt. - more than 2 years to 4 years</p> <p><b>NOT eligible if less than 2 years</b></p>
b. Number of completed survey contracts of similar nature within the last Five (5) years	20%	Copy of all completed contracts of similar nature	<p>5 pts. - more than 4 completed contracts with at least similar nature of contracts          4 pts. - 4 completed contracts with at least 2 similar nature of contracts          3 pts. - 3 completed contracts with at least 2 similar nature of contracts          2 pts. - 2 completed contracts with at least 1 similar nature of contract          1 pt. - at least 1 completed contract of similar nature of contract          0 pt. - No completed contract</p> <p><i>Note: Similar nature of contract " shall mean a project that involves the design and implementation of a customer satisfaction research.</i></p>
c. Contract value of largest completed survey contract of similar nature within the last Five (5) years	15%	Copy of listed/ submitted Largest Completed Contract	<p>5 pts. - more than P5,000,000.00          4 pts. - more than P4,000,000.00 to P5,000,000.00          3 pts. - more than P3,000,000.00 to P4,000,000.00          2 pts. - more than P2,000,000.00 to P3,000,000.00          1 pt. - more than P1,500,000.00 to P2,000,000.00          0 pt. - less than P1,500,000.00</p>

**II. Qualification of Personnel to be Assigned to the Project**

Qualification of Key Personnel (Education)			
a. Overall Project Manager - Education	15%	Declared Education in the submitted CV	<p><b>5 pts.</b> - at least 4-Year Course College degree related to profession /position + relevant Doctorate degree</p> <p><b>4 pts.</b> - at least 4-Year Course College degree related to profession /position + any Doctorate degree</p> <p><b>3 pts.</b> - at least 4-Year Course College degree related to profession /position + relevant Master's degree</p> <p><b>2 pts.</b> - at least 4-Year Course College degree related to profession /position</p> <p><b>1 pt.</b> - at least 4-Year Course College degree (completed college degree) not related to profession/ position</p> <p><b>0 pt.</b> - No College degree</p> <p><b><i>NOT eligible if there is no designated Overall Project Manager or the designated Overall Project Manager does not meet the requirements</i></b></p>
B. Technical Personnel (at least 13 individuals) • Education  - Assistant Project Manager (1) - Statistician (1) - Field Manager (1) - Data Processing Manager (1) - Field Supervisors (at least 1 per Major Area) - Data Processing Supervisors (2) - Programmers/ Scripter including checker (2) - Data Processing Assistant including checker (2) - Group Leaders (1 for every 5 interviewers) - Field Quality Checkers/Back-checker (depends on the sample)	10%	Declared Education in the submitted CV per technical personnel	<p><b>5 pts.</b> - at least 4-Year Course College degree related to profession/ position + relevant Master's degree</p> <p><b>4 pts.</b> - at least 4-Year Course College degree related to profession/ position + any Master's degree</p> <p><b>3 pts.</b> - at least 4-Year Course College degree related to profession/ position</p> <p><b>2 pts.</b> - at least 4-Year Course College degree (completed college degree) not related to profession/ position or course certificate related to the profession/position</p> <p><b>1pt.</b> - at least 2Year Course College Certificate related to profession/ position</p> <p><b>0 pt.</b> - No College degree or no 2-Year Course College Certificate related to the profession/ position</p> <p><b><i>NOT eligible if the required number of Technical Personnel has not been met</i></b></p> <p><b><i>Technical Personnel will be evaluated per position.</i></b></p>

**III. Current Workload Relative to Capacity of the Third-Party Service Provider**



Number of ongoing survey contracts	15%	Statement of All ongoing Contracts	<p><b>5 pts.</b> - more than 3 ongoing contracts with at least 1 similar nature of contract</p> <p><b>4 pts.</b> - 3 ongoing contracts with at least 1 similar nature of contract</p> <p><b>3 pts.</b> - 2 ongoing contracts with at least 1 similar nature of contract</p> <p><b>2 pts.</b> - 2 ongoing contracts</p> <p><b>1pt.</b> - 1 ongoing contract</p> <p><b>0 pt.</b> - No ongoing contract</p> <p><i>Note: "Similar nature of contract" shall mean a project that involves the design and implementation of a customer satisfaction research.</i></p>
<b>TOTAL</b>	<b>100%</b>		

**Note:**

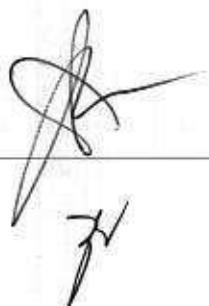
The BAC shall draw up the short list of Third-Party Service Provider from those who have submitted Expressions of Interest, including the eligibility documents; and have been determined as eligible in accordance with the provisions of Republic Act 9184 (RA 9184), otherwise known as the "Government Procurement Reform Act", and its Implementing Rules and Regulations (IRR). The short list shall consist of Top 5 prospective bidders, from the highest rated bidders, provided they meet the minimum qualifications and the minimum total weighted rating of three (3) points based on the above criteria.




## **ANNEX C**

# **CUSTOMER SATISFACTION SURVEY UCPB SAVINGS, INC. (UCPBS)**

## **TECHNICAL EVALUATION CRITERIA**

A handwritten signature in black ink, appearing to read "John Smith".  
Handwritten initials "J.S." or "JH" in black ink.

**PROCUREMENT OF A CONSULTING SERVICE OF A THIRD-PARTY SERVICE PROVIDER TO IMPLEMENT THE NATIONWIDE 2022 CUSTOMER SATISFACTION SURVEY OF UCPB SAVINGS**

**TECHNICAL EVALUATION CRITERIA**

<b>CRITERIA</b>	<b>WEIG HT</b>	<b>REFERENCE DOCUMENTS</b>	<b>RATING SYSTEM (point system)</b>
<b>I. Quality of personnel to be assigned to the Project</b>			
a. General Qualification of an Overall Project Manager (1)	2%	Declared Education in the submitted CV	<p><b>5 pts.</b> - at least 4-Year Course College degree related to profession/ position + relevant Doctorate degree</p> <p><b>4 pts.</b> - at least 4-Year Course College degree related to profession/ position + any Doctorate degree</p> <p><b>3 pts.</b> - at least 4-Year Course College degree related to profession/ position + relevant Master's degree</p> <p><b>2 pts.</b> - at least 4-Year Course College degree related to profession/ position</p> <p><b>1pt.</b> - at least 4-Year Course College degree (completed college degree) not related to profession/ position or course certificate related to the profession/ position</p> <p><b>0 pt.</b> - No College degree</p>
• Relevant trainings/ seminar	3%	Declared list of trainings attended relevant to assigned project task in the submitted CV	<p><b>5 pts.</b> - attended more than 10 trainings/ seminars relevant to the functions of the position over the last 5 years</p> <p><b>4 pts.</b> - attended 8-10 trainings/ seminars relevant to the functions of the position over the last 5 years</p> <p><b>3 pts.</b> - attended 5-7 trainings/ seminars relevant to the functions of the position over the last 5 years</p> <p><b>2 pts.</b> - attended 2-4 trainings/ seminars relevant to the functions of the position over the last 5 years</p> <p><b>1pt.</b> - attended at least 1 training/ seminar relevant to the functions of the position over the last 5 years</p> <p><b>0 pt.</b> - no training/ seminar related to the functions of the position over the last 5 years</p>

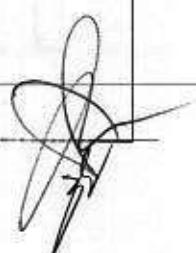


• Adequacy of work experience	10%	Declared list of employment in the submitted CV	Years of experience as an Overall Project Manager for customer satisfaction research; CSS or similar projects  <b>5 pts.</b> - more than 10 years <b>4 pts.</b> - more than 8 years to 10 years <b>3 pts.</b> - more than 6 years to 8 years <b>2 pts.</b> - more than 4 years to 6 years <b>1 pt.</b> - more than 2 years to 4 years <b>0 pt.</b> - less than 2 years
<b>b. General Qualification of Technical Personnel (at least 13 individuals)</b>  • Education  - Assistant Project Manager (1) - Statistician (1) - Field Manager (1) - Data Processing Manager (1) - Field Supervisors (at least 1 per Major Area) - Data Processing Supervisors (2) Programmers/ Scripter including checker (2) - Data Processing Assistant including checker (2) - Group Leaders (1 for every 5 interviewers) - Field Quality Checkers/Back-checker depends on the sample size	2%	Declared Education in the submitted CV	<b>5 pts.</b> - at least 4-Year Course College degree related to profession/ position + relevant Master's degree <b>4 pts.</b> - at least 4-Year Course College degree related to profession/ position + any Master's degree <b>3 pts.</b> - at least 4-Year Course College degree related to profession/ position <b>2 pts.</b> - at least 4-Year Course College degree (completed college degree) not related to profession/ position or course certificate related to the profession/ position <b>1pt.</b> - at least 2-Year Course College Certificate related to profession/ position <b>0 pt.</b> - No College degree or no 2-Year Course College Certificate related to the profession/ position  <b>Technical Personnel will be evaluated per position.</b> 

• Relevant trainings/ seminar	3%	Declared list of trainings attended relevant to assigned project task in the submitted CV	<p><b>5 pts.</b> - attended more than 5 or more trainings/ seminars relevant to the functions of the position over the last 5 years</p> <p><b>4 pts.</b> - attended more than 4 trainings/ seminars relevant to the functions of the position over the last 5 years</p> <p><b>3 pts.</b> - attended 3 trainings/ seminars relevant to the functions of the position over the last 5 years</p> <p><b>2 pts.</b> - attended 2 trainings/ seminars relevant to the functions of the position over the last 5 years</p> <p><b>1pt.</b> - attended at least 1 training/ seminar relevant to the functions of the position over the last 5 years</p> <p><b>0 pt.</b> - No training/seminar related to the functions of the position over the last 5 years</p> <p><b>Technical Personnel will be evaluated per position</b></p>
• Adequacy of work experience	10%	Declared list of employment in the submitted CV	<p>Years of experience as Technical Personnel for customer satisfaction research, CSS or similar projects</p> <p><b>5 pts.</b> - more than 6 years</p> <p><b>4 pts.</b> - more than 5 years to 6 years</p> <p><b>3 pts.</b> - more than 4 years to 5 years</p> <p><b>2 pts.</b> - more than 3 years to 4 years</p> <p><b>1pt.</b> - more than 2 years to 3 years</p> <p><b>0 pt.</b> - less than 2 years</p> <p><b>Technical Personnel will be evaluated per position.</b></p>

## II. Experience and Capability of the Third-Party Service Provider

• Years of experience in the business/ track record as a Research Service Agency  <i>Note: In case of a joint venture, the years in the business of the partner is to the joint venture engaged( involved in customer satisfaction research shall be rated.</i>	10%	SEC Registration or DTI Business Name Registration or such details listed in the Certification of PhilGEPS Registration	<p><b>5 pts.</b> - more than 10 years</p> <p><b>4 pts.</b> - more than 8 years to 10 years</p> <p><b>3 pts.</b> - more than 6 years to 8 years</p> <p><b>2 pts.</b> - more than 4 years to 6 years</p> <p><b>1 pt.</b> - more than 2 years to 4 years</p>
---	-----	---	---



<ul style="list-style-type: none"> <li>• Number of completed contracts of similar nature</li> </ul>	10%	Copy of all completed contracts of similar nature	<p><b>5 pts.</b> - more than 4 completed contracts with at least similar contracts  <b>4 pts.</b> - 4 completed contracts with at least 2 similar contracts  <b>3 pts.</b> - 3 completed contracts with at least 2 similar contracts  <b>2 pts.</b> - 2 completed contracts with at least 1 similar contract  <b>1 pt.</b> - at least 1 completed contract of similar nature  <b>0 pt.</b> - No completed contract</p> <p><i>Note: Similar contract " shall mean a project that involves the design and implementation of a customer satisfaction research.</i></p>
<ul style="list-style-type: none"> <li>• Evaluation of past performance</li> </ul>	10%	Certificate of satisfactory services rendered from past clients	<p><b>5 pts.</b> - 5 or more clients were satisfied  <b>4 pts.</b> - 4 clients were satisfied  <b>3 pts.</b> - 3 clients were satisfied  <b>2 pts.</b> - 2 clients were satisfied  <b>1 pt.</b> - 1 clients were satisfied  <b>0 pt.</b> - no client was satisfied</p>

### III. Approach and Methodology

<ul style="list-style-type: none"> <li>• Organization, clarity, completeness and comprehensiveness of the technical work plan</li> </ul>	15%	<ul style="list-style-type: none"> <li>- Detailed Technical Work Plan</li> <li>- Sampling Design</li> <li>- Deliverables and required output</li> <li>- Project Schedule</li> </ul>	<ul style="list-style-type: none"> <li>- Technical Proposal meets the given project objectives</li> <li>- The Detailed Technical Work Plan, Research Design and Methodology meet the project requirement as enumerated in the Terms of Reference</li> <li>- Technical Proposal clearly presents the Sampling Design/ Plan and its rationale vis-a-vis project objectives and the population of interest/ target respondents</li> <li>- Technical Proposal clearly describes the tools and logistics based on project objectives and research design and methodology</li> <li>- Technical Proposal adequately presents approach in data collection, processing and analysis</li> </ul> <p><b>5 pts.</b> - Highly Satisfactory 4 pts. - Very Satisfactory  <b>3 pts.</b> - Satisfactory 2 pts. - Acceptable  <b>1 pt.</b> - Partly Acceptable  <b>0 pt.</b> - Poor</p>
<ul style="list-style-type: none"> <li>• Work flow/approach and timetable</li> </ul>	15%		<ul style="list-style-type: none"> <li>- Work flow is presented in a systematic and organized manner, with project milestones clearly indicated in accordance with given project completion deadline</li> <li>- Proposed timetable complies with given project completion deadline</li> </ul> <p><b>5 pts.</b> - Highly Satisfactory  <b>4 pts.</b> - Very Satisfactory  <b>3 pts.</b> - Satisfactory</p> <p><b>2 pts.</b> - Acceptable  <b>1 pt.</b> - Partly Acceptable  <b>0 pt.</b> - Poor</p> 

• Detailed deliverables in accordance with given research output standards	10%	<p>Technical Proposal presents a reporting approach for the research results based on the data processing requirements as enumerated in the Terms of Reference</p> <ul style="list-style-type: none"> <li>- Technical Proposal clearly presents/ enumerates all pertinent details and requirements to be able to successfully implement the project in accordance with the proposed research design and methodology</li> </ul> <p><b>5 pts.</b> - Highly Satisfactory  <b>4 pts.</b> - Very Satisfactory  <b>3 pts.</b> - Satisfactory  <b>2 pts.</b> - Acceptable  <b>1pt.</b> - Partly Acceptable  <b>0 pt.</b> - Poor</p>
<b>TOTAL</b>	<b>100%</b>	

**Notes:**

1. Evaluation of the Technical Working Group (TWG) relative to Criteria III. Approach and Methodology, shall be collegial, based on TWG's appreciation of the submitted proposal in consultation with the end-user.
2. The technical proposal (70%) together with the financial proposal (30%) shall be considered in the ranking of bidders. The technical proposals shall be evaluated first using the criteria above. The financial proposals of the bidders who meet the minimum technical score *{total weighted score of three (3) points}* shall then be opened.
3. The BAC shall rank the bidders in descending order based on the combined numerical ratings of their technical and financial proposals and identify the Highest Rated Bid. ..
4. Ratings shall be subject to the approval of the HoPE through the BAC.
5. After approval by the HoPE of the Highest Rated Bid, the BAC shall notify and invite the consultant with the Highest Rated Bid for negotiation:



## **ANNEX D**

# **CUSTOMER SATISFACTION SURVEY UCPB SAVINGS, INC. (UCPBS)**

### **FINANCIAL EVALUATION PROCEDURES**

A handwritten signature in black ink, appearing to read "John Smith". It is written in a cursive style with a long horizontal line extending from the end of the signature.

PROCUREMENT OF A CONSULTING SERVICE OF A THIRD-PARTY SERVICE  
PROVIDER TO IMPLEMENT THE NATIONWIDE 2022 CUSTOMER  
SATISFACTION SURVEY OF UCPB SAVINGS

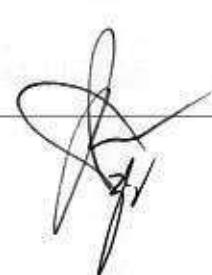
## 2. FINANCIAL EVALUATION PROCEDURES

For Quality Cost Based Evaluation (QCBE):

**AFTER THE EVALUATION OF QUALITY IS COMPLETED, THE PROCURING ENTITY SHALL NOTIFY THOSE CONSULTANTS WHOSE BIDS DID NOT MEET THE MINIMUM QUALIFYING MARK OR WERE CONSIDERED NON-RESPONSIVE TO THE BIDDING DOCUMENTS AND TOR, INDICATING THAT THEIR FINANCIAL PROPOSALS SHALL BE RETURNED UNOPENED AFTER COMPLETING THE SELECTION PROCESS. THE PROCURING ENTITY SHALL SIMULTANEOUSLY NOTIFY THE CONSULTANTS THAT HAVE SECURED THE MINIMUM QUALIFYING MARK, INDICATING THE DATE AND TIME SET FOR OPENING THE FINANCIAL PROPOSALS. THE OPENING DATE SHALL NOT BE SOONER THAN TWO WEEKS AFTER THE NOTIFICATION DATE UNLESS OTHERWISE SPECIFIED IN ITB CLAUSE 26.1. THE NOTIFICATION MAY BE SENT BY REGISTERED LETTER, FACSIMILE, OR ELECTRONIC MAIL.**

The Financial Proposals shall be opened publicly in the presence of the Consultants' representatives who choose to attend. The name of the Consultant, the quality scores, and the proposed prices shall be read aloud and recorded when the Financial Proposals are opened. The Procuring Entity shall prepare minutes of the public opening.

The BAC shall determine whether the Financial Proposals are complete, *i.e.*, whether all the documents mentioned in ITB Clause 11 are present and all items of the corresponding Technical Proposals that are required to be priced are so priced. If not, the Procuring Entity shall reject the proposal. The BAC shall correct any computational errors, and convert prices in various currencies to the Philippine Peso at the rate indicated in ITB Clause 13. The Financial Proposal shall not exceed the ABC and shall be deemed to include the cost of all taxes, duties, fees, levies, and other charges imposed under the applicable laws. The evaluation shall include all such taxes, duties, fees, levies, and other charges imposed under the applicable laws; where special tax



privileges are granted to a particular class or nationality of Consultant by virtue of the GoP's international commitments , the amount of such tax privileges shall be included in the Financial Proposal for purposes of comparative evaluation of Bids.

The lowest Financial Proposal (F) shall be given a Financial Score (Sf) of 100 points. The Sf of other Financial Proposals shall be computed based on the formula indicated below:

$$Sf = 100 \times F_l / F$$

Where:

Sf is the financial score of the Financial Proposal under consideration, Fl is the lowest Financial Proposal, and

F is the Financial Proposal under consideration.

Using the formula  $S = St \times T\% + Sf \times F\%$ , the Bids shall then be ranked according to their combined St and Sf using the weights (St is the technical score of the Technical Proposal under consideration; T = the weight given to the Technical Proposal; F = the weight given to the Financial Proposal; T + F = 1) indicated below:

T 0.70; and

**3. F 0.30**

**PROVIDED THAT THE TOTAL WEIGHTS GIVEN TO THE TECHNICAL AND FINANCIAL PROPOSALS SHALL ADD UP TO 1.0.**

  
3V

**For Quality Cost Based Selection (QCBS):**

After the evaluation of quality is completed, the Procuring Entity shall notify those Consultants whose Bids did not meet the minimum qualifying mark or were considered non-responsive to the Bidding Documents and TOR, indicating that their Financial Proposals shall be returned unopened after completing the selection process. The Procuring Entity shall simultaneously notify the Consultants that have secured the minimum qualifying mark, indicating the date and time set for opening the Financial Proposals. The opening date shall not be sooner than two weeks after the notification date unless otherwise specified in ITB Clause 26.1. The notification may be sent by registered letter, facsimile, or electronic mail.

The Financial Proposals shall be opened publicly in the presence of the Consultants' representatives who choose to attend. The name of the Consultant, the quality scores, and the proposed prices shall be read aloud and recorded when the Financial Proposals are opened. The Procuring Entity shall prepare minutes of the public opening.

The BAC shall determine whether the Financial Proposals are complete, i.e., whether all the documents mentioned in ITB Clause 11 are present and all items of the corresponding Technical Proposals that are required to be priced are so priced. If not, the Procuring Entity shall reject the Bid. The BAC shall correct any computational errors, and convert prices in various currencies to the Philippine Peso at the rate indicated in ITB Clause 13. The Financial Proposal shall be deemed to include the cost of all taxes, duties, fees, levies, and other charges imposed under the applicable laws. The evaluation shall include all such taxes, duties, fees, levies, and other charges imposed under the applicable laws; where special tax privileges are granted to a particular class or nationality of the Consultant by virtue of the GoP's international commitments, the amount of such tax privileges shall be included in the Financial Proposal for purposes of comparative evaluation of Bids.

The lowest Financial Proposal (F<sub>1</sub>) shall be given a Financial Score (S<sub>f</sub>) of 100 points. The S<sub>f</sub> of other Financial Proposals shall be computed based on the formula indicated below:

$$S_f = 100 \times F_1/F$$

Where

A handwritten signature consisting of stylized letters and numbers, appearing to end with '28'.

S<sub>f</sub> is the financial score of the Financial Proposal under consideration, F<sub>l</sub> is the lowest Financial Proposal, and F is the Financial Proposal under consideration.

Using the formula  $S = S_t \times T\% + S_f \times F\%$ , the Bids shall then be ranked according to their combined S<sub>t</sub> and S<sub>f</sub> using the weights (S<sub>t</sub> is the technical score of the Technical Proposal under consideration; T = the weight given to the Technical Proposal; F = the weight given to the Financial Proposal; T + F = 1) indicated below;

T 0.70; and

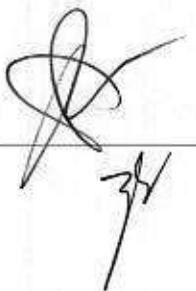
F 0.30

provided that the total weights given to the Technical and Financial Proposals shall add up to 1.0.

  
34

## ***Section VII. Bidding Forms***

<b><u>Eligibility Documents Submission Form</u></b> .....	107
<b><u>Technical Proposal Forms</u></b> .....	108
Omnibus Sworn Statement .....	118
Bid Securing Declaration .....	121
<b><u>Financial Proposal Forms</u></b> .....	123
<b><u>Form of Contract Agreement</u></b> .....	130

A handwritten signature consisting of stylized, cursive initials and a surname, appearing to read "J. H." or "J. S." followed by a surname.

## ELIGIBILITY DOCUMENTS SUBMISSION FORM

---

[Date]

*UCPB Savings Bank, Inc. (UCPBS)  
Penthouse, UCPB Corporate Offices  
7907 Makati Avenue, Makati City*

Ladies/Gentlemen:

In connection with your Request for Expression of Interest dated *[insert date]* for *[Title of Project]*, *[Name of Consultant]* hereby expresses interest in participating in the eligibility and short listing for said Project and submits the attached eligibility documents in compliance with the Eligibility Documents therefor.

In line with this submission, we certify that:

- a) *[Name of Consultant]* is not blacklisted or barred from bidding by the GoP or any of its agencies, offices, corporations, LGUs, or autonomous regional government, including foreign government/foreign or international financing institution; and
- b) Each of the documents submitted herewith is an authentic copy of the original, complete, and all statements and information provided therein are true and correct.

We acknowledge and accept the Procuring Entity's right to inspect and audit all records relating to our submission irrespective of whether we are declared eligible and short listed or not.

We further acknowledge that failure to sign this Eligibility Document Submission Form shall be a ground for our disqualification.

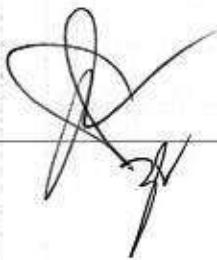
Yours sincerely,

Signature

Name and Title of Authorized Signatory

Name of Consultant

Address



## TECHNICAL PROPOSAL FORMS

### **Notes for Consultants**

The following summarizes the content and maximum number of pages permitted for the Technical Proposal. A page is considered to be one printed side of A4 or letter sized paper.

#### **Cover Letter**

Use TPF 1. Technical Proposal Submission Form.

#### **Experience of the Firm**

Maximum of *[insert acceptable number of pages]* introducing the background and general experience of the Consultant, including its partner(s) and subconsultants, if any.

Maximum of *[insert acceptable number of pages]* completed projects in the format of TPF 2. Consultant's References illustrating the relevant experience of the Consultant, including its partner and subconsultants, if any. No promotional material should be included.

#### **General approach and methodology, work and staffing schedule**

Use TPF 4. Description of the Methodology and Work Plan for Performing the Project, TPF 5. Team Composition and Task , TPF 7. Time Schedule for Professional Personnel, and TPF 8. Activity (Work) Schedule.

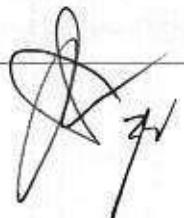
*If subcontracting is allowed, add the following:* If the Consultant will engage a subconsultant for the portions of the Consulting Services allowed to be subcontracted, the Consultant shall indicate which portions of the Consulting Services will be subcontracted, identify the corresponding subconsultant, and include the legal eligibility documents of such subconsultant.

#### **Curriculum Vitae (CV)**

Use TPF 6. Format of Curriculum Vitae (CV) for Proposed Professional Staff.

#### **Comments on the terms of reference and data and facilities to be provided by the Procuring Entity**

Not more than *[insert acceptable number of pages]* using TPF 3. Comments and Suggestions of Consultant on the Terms of Reference and on Data, Services, and Facilities to be Provided by the



## TPF 1. TECHNICAL PROPOSAL SUBMISSION FORM

[Date]

[Name and address of the Procuring Entity]

Ladies/Gentlemen:

We, the undersigned, offer to provide the consulting services for *[Title of Project]* in accordance with your Bidding Documents dated *[insert date]* and our Bid. We are hereby submitting our Bid, which includes this Technical Proposal, and a Financial Proposal sealed under a separate envelope.

In accordance with **ITB** Clause 21.1, we confirm that the information contained in the eligibility documents submitted earlier together with the Expression of Interest remain correct as of the date of bid submission.

If negotiations are held during the period of bid validity, i.e., before *[insert date]*, we undertake to negotiate on the basis of the proposed staff. Our Bid is binding upon us and subject to the modifications resulting from contract negotiations.

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 or not.

We understand you are not bound to accept any Bid received for the selection of a consultant for the Project.

We acknowledge that failure to sign this Technical Proposal Submission Form and the abovementioned Financial Proposal Submission Form shall be a ground for the rejection of our Bid.

We remain,

Yours sincerely,

Authorized Signature:

Name and Title of Signatory:

Name of Firm:

Address:



## TPF 2. CONSULTANT'S REFERENCES

### **Relevant Services Carried Out in the Last Five Years That Best Illustrate Qualifications**

Using the format below, provide information on each project for which your firm/entity, either individually, as a corporate entity, or as one of the major companies within an association, was legally contracted.

Project Name:		Country:
Location within Country:		Professional Staff Provided by Your Firm/Entity(profiles):
Name of Client:		Nº of Staff:
Address:		Nº of Staff-Months; Duration of Project:
Start Date (Month/Year):	Completion Date (Month/Year):	Approx. Value of Services (in Current US\$):
Name of Associated Consultants, if any:		Nº of Months of Professional Staff Provided by Associated Consultants:
Name of Senior Staff (Project Director/Coordinator, Team Leader) Involved and Functions Performed:		
Narrative Description of Project:		
Description of Actual Services Provided by Your Staff:		

Consultant's Name: \_\_\_\_\_



**TPF 3. COMMENTS AND SUGGESTIONS OF CONSULTANT ON THE TERMS OF  
REFERENCE AND ON DATA, SERVICES, AND FACILITIES TO BE PROVIDED BY  
THE PROCURING ENTITY**

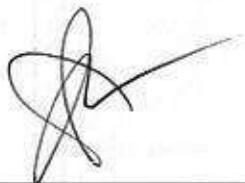
---

On the Terms of Reference:

- 1.
- 2.
- 3.
- 4.
- 5.

On the data, services, and facilities to be provided by the Procuring Entity:

- 1.
- 2.
- 3.
- 4.
- 5.



## **TPF 4. DESCRIPTION OF THE METHODOLOGY AND WORK PLAN FOR PERFORMING THE PROJECT**

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## TPF 5. TEAM COMPOSITION AND TASK

### 1. Technical/Managerial Staff

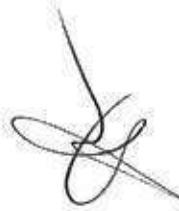
Name	Position	Task

### 2. Support Staff

Name	Position	Task

- 3 Where applicable, indicate relationships among the Consultant and any partner and/or subcontractor, the Procuring Entity, the Funding Source and other parties or stakeholders.

✓



## **TPF 6. FORMAT OF CURRICULUM VITAE (CV) FOR PROPOSED PROFESSIONAL STAFF**

---

Proposed Position: \_\_\_\_\_

Name of Firm: \_\_\_\_\_

Name of Staff: \_\_\_\_\_

Profession: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Years with Firm/Entity: \_\_\_\_\_ Nationality: \_\_\_\_\_

Membership in Professional Societies: \_\_\_\_\_

---

Detailed Tasks Assigned: \_\_\_\_\_

---

### **Key Qualifications:**

*[Give an outline of staff member's experience and training most pertinent to tasks on project. Describe degree of responsibility held by staff member on relevant previous projects and give dates and locations. Use about half a page.]*

---

### **Education:**

*[Summarize college/university and other specialized education of staff members, giving names of schools, dates attended, and degrees obtained. Use about one quarter of a page.]*

---

### **Employment Record:**

*[Starting with present position, list in reverse order every employment held. List all positions held by staff member since graduation, giving dates, names of employing organizations, titles of positions held, and locations of projects. For experience in last ten years, also give types of activities performed and client references, where appropriate. Use about two pages.]*

---



**Languages:**

[For each language, indicate proficiency: excellent, good, fair, or poor in speaking, reading, and writing.]

**Certification:**

I, the undersigned, certify that to the best of my knowledge and belief, these data correctly describe me, my qualifications, and my experience.

**Commitment:**

I also commit to work for the Project in accordance with the time schedule as indicated in the contract once the firm is awarded the Project.

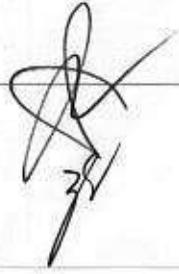
\_\_\_\_\_  
[Signature of staff member and authorized representative of the firm] \_\_\_\_\_ Date: \_\_\_\_\_  
\_\_\_\_\_  
Day/Month/Year

Full name of staff member: \_\_\_\_\_  
Full name of authorized representative: \_\_\_\_\_

**SUBSCRIBED AND SWORN** to before me this \_\_\_\_ day of [month] [year] at [place of execution], Philippines. Affiant/s is/are personally known to me and was/were identified by me through competent evidence of identity as defined in the 2004 Rules on Notarial Practice (A.M. No. 02-8-13-SC). Affiant/s exhibited to me his/her [insert type of government identification card used], with his/her photograph and signature appearing thereon, with no. \_\_\_\_\_.

Witness my hand and seal this \_\_\_\_ day of [month] [year].

**NAME OF NOTARY PUBLIC**

Serial No. of Commission \_\_\_\_\_  
Notary Public for \_\_\_\_\_ until \_\_\_\_\_  
Roll of Attorneys No. \_\_\_\_\_  
PTR No. \_\_, [date issued]. [place issued]  
IBP No. \_\_, [date issued]. [place issued]  
Doc. No. \_\_\_\_\_  
Page No. \_\_\_\_\_  
Book No. \_\_\_\_\_  
Series of \_\_\_\_\_.  
  


## TPF 7. TIME SCHEDULE FOR PROFESSIONAL PERSONNEL

Full-time:  
Reports Due  
Activities Du  
Location

Signature: \_\_\_\_\_  
(Authorized representative)

Full Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Address: \_\_\_\_\_

38

## TPF 8. ACTIVITY (WORK) SCHEDULE

### A. Field Investigation and Study Items

	<i>[1st, 2nd, etc. are months from the start of project.]</i>											
	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th	12th
Activity (Work)												

### B. Completion and Submission of Reports

Reports	Date
1. Inception Report	
2. Interim Progress Report (a) First Status Report (b) Second Status Report	
3. Draft Report	
4. Final Report	

  
3/

## OMNIBUS SWORN STATEMENT

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REPUBLIC OF THE PHILIPPINES )  
CITY/MUNICIPALITY OF \_\_\_\_\_ ) S.S.

### AFFIDAVIT

I, [Name of Affiant], of legal age, [Civil Status], [Nationality], and residing at [Address of Affiant], after having been duly sworn in accordance with law, do hereby depose and state that:

**1. Select one, delete the other:**

*If a sole proprietorship:* I am the sole proprietor or authorized representative of [Name of Consultant] with office address at [address of Consultant];

*If a partnership, corporation, cooperative, or joint venture:* I am the duly authorized and designated representative of [Name of Consultant] with office address at [address of Consultant];

**2. Select one, delete the other:**

*If a sole proprietorship:* As the owner and sole proprietor or authorized representative of [Name of Consultant], I have full power and authority to do, execute and perform any and all acts necessary to participate, submit the bid, and to sign and execute the ensuing contract for [Name of the Project] of the [Name of the Procuring Entity][insert "as shown in the attached duly notarized Special Power of Attorney" for authorized representative];

*If a partnership, corporation, cooperative, or joint venture:* I am granted full power and authority to do, execute and perform any and all acts necessary to participate, submit the bid, and to sign and execute the ensuing contract for [Name of the Project] of the [Name of the Procuring Entity], accompanied by the duly notarized Special Power of Attorney, Board/Partnership Resolution, or Secretary's Certificate, whichever is applicable;

3. [Name of Consultant] is not "blacklisted" or barred from bidding by the Government of the Philippines or any of its agencies, offices, corporations, or Local Government Units, foreign government/foreign or international financing institution whose blacklisting rules have been recognized by the Government Procurement Policy Board;
4. 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;



5. *[Name of Consultant]* is authorizing the Head of the Procuring Entity or its duly authorized representative(s) to verify all the documents submitted;

6. **Select one, delete the rest:**

*If a sole proprietorship:* The owner or sole proprietor is not related to the Head of the Procuring Entity, members of the Bids and Awards Committee (BAC), the Technical Working Group, and the BAC Secretariat, the head of the Project Management Office or the end-user unit, and the project consultants by consanguinity or affinity up to the third civil degree;

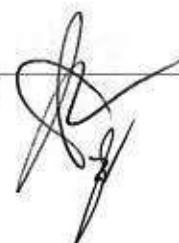
*If a partnership or cooperative:* None of the officers and members of *[Name of Bidder]* is related to the Head of the Procuring Entity, members of the Bids and Awards Committee (BAC), the Technical Working Group, and the BAC Secretariat, the head of the Project Management Office or the end-user unit, and the project consultants by consanguinity or affinity up to the third civil degree;

*If a corporation or joint venture:* None of the officers, directors, and controlling stockholders of *[Name of Consultant]* is related to the Head of the Procuring Entity, members of the Bids and Awards Committee (BAC), the Technical Working Group, and the BAC Secretariat, the head of the Project Management Office or the end-user unit, and the project consultants by consanguinity or affinity up to the third civil degree;

7. *[Name of Consultant]* complies with existing labor laws and standards; and
8. *[Name of Consultant]* is aware of and has undertaken the following responsibilities as a Bidder:
  - a) Carefully examine all of the Bidding Documents;
  - b) Acknowledge all conditions, local or otherwise, affecting the implementation of the Contract;
  - c) Made an estimate of the facilities available and needed for the contract to be bid, if any; and
  - d) Inquire or secure Supplemental/Bid Bulletin(s) issued for the *[Name of the Project]*.
9. *[Name of Bidder]* did not give or pay directly or indirectly, any commission, amount, fee, or any form of consideration, pecuniary or otherwise, to any person or official, personnel or representative of the government in relation to any procurement project or activity.

IN WITNESS WHEREOF, I have hereunto set my hand this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_ at \_\_\_\_\_, Philippines.

*[Bidder's Representative/Authorized Signatory]*

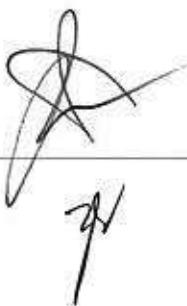


**SUBSCRIBED AND SWORN** to before me this \_\_\_\_ day of [month] [year] at [place of execution], Philippines. Affiant/s is/are personally known to me and was/were identified by me through competent evidence of identity as defined in the 2004 Rules on Notarial Practice (A.M. No. 02-8-13-SC). Affiant/s exhibited to me his/her [insert type of government identification card used], with his/her photograph and signature appearing thereon, with no.

Witness my hand and seal this \_\_\_\_ day of [month] [year].

**NAME OF NOTARY PUBLIC**

**Serial No. of Commission** \_\_\_\_\_  
**Notary Public for** \_\_\_\_\_ **until** \_\_\_\_\_  
**Roll of Attorneys No.** \_\_\_\_\_  
**PTR No.** \_\_, [date issued]. [place issued]  
**IBP No.** \_\_, [date issued]. [place issued]  
**Doc. No.** \_\_\_\_\_  
**Page No.** \_\_\_\_\_  
**Book No.** \_\_\_\_\_  
**Series of** \_\_\_\_\_.



## Bid-Securing Declaration

(REPUBLIC OF THE PHILIPPINES)  
CITY OF \_\_\_\_\_ ) S.S.  
X-----X

### Invitation to Bid [Insert reference number]

To: [Insert name and address of the Procuring Entity]

I/We, the undersigned, declare that:

1. I/We understand that, according to your conditions, bids must be supported by a Bid Security, which may be in the form of a Bid-Securing Declaration.
2. I/We accept that: (a) I/we will be automatically disqualified from bidding for any contract with any procuring entity for a period of two (2) years upon receipt of your Blacklisting Order; and, (b) I/we will pay the applicable fine provided under Section 6 of the Guidelines on the Use of Bid Securing Declaration, within fifteen (15) days from receipt of written demand by the procuring entity for the commission of acts resulting to the enforcement of the bid securing declaration under Sections 23.1(b), 34.2, 40.1 and 69.1, except 69.1 (I), of the IRR of RA 9184; without prejudice to other legal action the government may undertake.
3. I/We understand that this Bid-Securing Declaration shall cease to be valid on the following circumstances:
  - a. Upon expiration of the bid validity period, or any extension thereof pursuant to your request;
  - b. I am/we are declared ineligible or post-disqualified upon receipt of your notice to such effect, and (i) I/we failed to timely file a request for reconsideration or (ii) I/we filed a waiver to avail of said right;
  - c. I am/we are declared as the bidder with the Highest Rated Responsive Bid, and I/we have furnished the performance security and signed the Contract.



**IN WITNESS WHEREOF**, I/We have hereunto set my/our hand/s this \_\_\_\_\_ day of [month] [year] at [place of execution].

**[Insert NAME OF BIDDER'S AUTHORIZED REPRESENTATIVE]**  
**[Insert signatory's legal capacity]**

Affiant

**SUBSCRIBED AND SWORN** to before me this \_\_\_\_\_ day of [month] [year] at [place of execution], Philippines. Affiant/s is/are personally known to me and was/were identified by me through competent evidence of identity as defined in the 2004 Rules on Notarial Practice (A.M. No. 02-8-13-SC). Affiant/s exhibited to me his/her [insert type of government identification card used], with his/her photograph and signature appearing thereon, with no. \_\_\_\_\_.

Witness my hand and seal this \_\_\_\_\_ day of [month] [year].

**NAME OF NOTARY PUBLIC**

**Serial No. of Commission** \_\_\_\_\_  
**Notary Public for** \_\_\_\_\_ **until** \_\_\_\_\_  
**Roll of Attorneys No.** \_\_\_\_\_  
**PTR No.** \_\_\_, [date issued], [place issued]  
**IBP No.** \_\_\_, [date issued], [place issued]  
**Doc. No.** \_\_\_\_\_  
**Page No.** \_\_\_\_\_  
**Book No.** \_\_\_\_\_  
**Series of** \_\_\_\_\_.



## FINANCIAL PROPOSAL FORMS

### **Notes for Consultants**

The following summarizes the content of the Financial Proposal.

#### **Cover Letter**

Use FPF 1. Financial Proposal Submission Form, which is an acknowledgement that, in preparation and submission of the Technical and Financial Proposals, Consultants have:

- (f) followed the applicable rules and guidelines indicated in this ITB;
- (g) not taken any action which is or constitutes a corrupt, fraudulent, or coercive practice as defined in the applicable rules and guidelines; and
- (h) agrees to allow the Procuring Entity and the Funding Source, at their option, to inspect and audit all accounts, documents, and records relating to the its Bid and to the performance of the ensuing contract.

#### **Costs of Consulting Services**

Use FPF 2. Summary of Costs; FPF 3. Breakdown of Price per Activity; FPF 4. Breakdown of Remuneration per Activity; FPF 5. Reimbursables per Activity; and FPF 6. Miscellaneous Expenses.

A handwritten signature consisting of several loops and a stylized letter 'W' at the bottom right.

## FPF 1. FINANCIAL PROPOSAL SUBMISSION FORM

[Date]

[Name and address of the Procuring Entity]

Ladies/Gentlemen:

We, the undersigned, offer to provide the consulting services for [Title of Project] in accordance with your Bidding Documents dated [insert date] and our Bid (Technical and Financial Proposals). Our attached Financial Proposal is for the sum of [amount in words and figures]. This amount is exclusive of the local taxes, which we have estimated at [amount(s) in words and figures].

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

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 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 bulletins 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,  
Authorized Signature:  
Name and Title of Signatory:  
Name of Firm:  
Address:



**FPF 3. BREAKDOWN OF PRICE PER ACTIVITY**

Activity No.: _____	Activity No.: _____	Description: _____
Price Component	Currency(ies) <sup>3</sup>	Amount in Philippine Peso
Remuneration		
Reimbursables		
Miscellaneous Expenses		
Subtotal		

<sup>3</sup> In cases of contracts involving foreign consultants, indicate the exchange rate used.



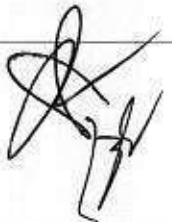
FPP 4. BREAKDOWN OF REMUNERATION PER ACTIVITY

Activity No. \_\_\_\_\_

Name: \_\_\_\_\_

Names	Position	Input <sup>4</sup>	Remuneration Currency(ies) Rate	Amount
Regular staff				
Local staff				
Consultants				
Grand Total				

<sup>4</sup> Staff months, days, or hours as appropriate.



### FPPF 5. REIMBURSABLES PER ACTIVITY

Activity No.: \_\_\_\_\_

Name: \_\_\_\_\_

No.	Description	Unit	Quantity	Unit Price In	Total Amount In
1.	International flights	Trip			
2.	Miscellaneous travel expenses	Trip			
3.	Subsistence allowance	Day			
4.	Local transportation costs <sup>5</sup>				
5.	Office rent/accommodation/ clerical assistance				
Grand Total					_____

<sup>5</sup> Local transportation costs are not included if local transportation is being made available by the Entity. Similarly, in the project site, office rent/accommodations/clerical assistance costs are not to be included if being made available by the Entity.

## FPF 6. MISCELLANEOUS EXPENSES

Activity No. \_\_\_\_\_

Activity Name: \_\_\_\_\_

No.	Description	Unit	Quantity	Unit Price	Total Amount
1.	Communication costs between _____ and _____ (telephone, telegram, telex)				
2.	Drafting, reproduction of reports				
3.	Equipment: vehicles, computers, etc.				
4.	Software				
	Grand Total				_____



## FORM OF CONTRACT AGREEMENT

---

THIS AGREEMENT, made this *[insert date]* day of *[insert month]*, *[insert year]* between *[name and address of Procuring Entity]* (hereinafter called the "Entity") and *[name and address of Consultant]* (hereinafter called the "Consultant").

WHEREAS, the Entity is desirous that the Consultant execute *[name and identification number of contract]* (hereinafter called "the Works") and the Entity has accepted the bid for *[insert the amount in specified currency in numbers and words]* 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 hereinafter referred to.
2. The following documents shall be attached, 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 Entity 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 Entity 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.

IN WITNESS whereof the parties thereto have caused this Agreement to be executed the day and year first before written.

Binding Signature of Procuring Entity

---

Binding Signature of Consultant

---

*[Addendum showing the corrections, if any, made during the bid evaluation should be attached with this agreement]*

A handwritten signature in black ink, appearing to read "J. P. [Signature]".

# ***Section VIII. Appendices***

## **I. Description of Services**

Give detailed descriptions of the Services to be provided, dates for completion of various tasks, place of performance for different tasks, specific tasks to be approved by Client, etc.

## **II. Reporting Requirements**

List format, frequency, and contents of reports; persons to receive them; dates of submission; etc. If no reports are to be submitted, state here "Not applicable."

## **III. Key Personnel and Subconsultants**

List under:

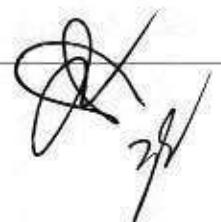
1. Titles [and names, if already available], detailed job descriptions and minimum qualifications, and staff-months of service, and estimated periods of engagement for each, including a copy of a satisfactory medical certificate.
2. Same information as in no. 1 for Key foreign Personnel to be assigned to work outside the Government's country.
3. Same information as in no.1 for Key Local Personnel.
4. List of approved Subconsultants (if already available) and Counterpart personnel (if allowed); same information with respect to their Personnel as in no.'s 1 and 2.

## **IV. Breakdown of Contract Price**

List here the elements of cost, including expenditures in foreign currency(ies) denominated and payable in Philippine Peso, used to arrive at the itemized breakdown of the contract price:

1. Monthly rates for Personnel (Key Personnel and other Personnel)
2. Reimbursable expenditures
3. Applicable taxes

## **V. Services and Facilities Provided by the Client**



Give detailed description of the services and facilities made available to the Consultant, and the time and manner of its availment.

## **VI. Consultant's Representations Regarding Costs and Charges**

Breakdown of Remuneration Rates, WB funded projects using Quality Based Selection, Selection Based on the Consultant's Qualifications and Single Source Selection.

### **1. Review of Remuneration Rates**

1.1 The remuneration rates for staff are made up of salary, social costs, overheads, fee that is profit, and any premium or allowance paid for projects away from headquarters. To assist the Consultant in preparing for financial negotiations, a sample form giving a breakdown of rates is attached (no financial information should be included in the Technical Proposal). Agreed breakdown sheets shall form part of the negotiated contract.

1.2 The Procuring Entity is charged with the custody of Government funds and is expected to exercise prudence in the expenditure of these funds. The Procuring Entity is, therefore, concerned with the reasonableness of the firm's Financial Proposal, and, during negotiations, it expects to be able to review audited financial statements backing up the Consultant's remuneration rates, certified by an independent auditor. The Consultant shall be prepared to disclose such audited financial statements for the last three years, to substantiate its rates, and accept that its proposed rates and other financial matters are subject to scrutiny. Rate details are discussed below.

#### **(i) Salary**

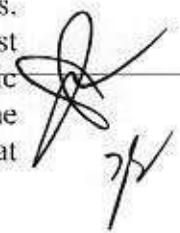
This is the gross regular cash salary paid to the individual in the Consultant's home office. It shall not contain any premium for work away from headquarters or bonus (except where these are included by law or government regulations).

#### **(ii) Bonus**

Bonuses are normally paid out of profits. Because the Procuring Entity does not wish to make double payments for the same item, staff bonuses shall not normally be included in the rates. Where the Consultant's accounting system is such that the percentages of social costs and overheads are based on total revenue, including bonuses, those percentages shall be adjusted downward accordingly. Where national policy requires that thirteen (13) months' pay be given for twelve (12) months' work, the profit element need not be adjusted downward. Any discussions on bonuses shall be supported by audited documentation, which shall be treated as confidential.

#### **(iii) Social Costs**

Social costs are the costs to the Consultant of staff's non-monetary benefits. These items include, *inter alia*, pension, medical and life insurance costs, and the cost of a staff member being sick or on vocation. In this regard, the cost of leave for public holidays is not an acceptable social cost nor is the cost of leave taken during the Contract if no additional staff replacement has been provided. Additional leave taken at



the end of the Contract in accordance with the Consultant's leave policy is acceptable as a social cost.

#### (iv) Cost of Leave

The principles of calculating the cost of total days leave per annum as a percentage of basic salary shall normally be as follows:

$$\text{Leave cost as percentage of salary}^6 = \frac{\text{total days leave} \times 100}{[365 - w - ph - v - s]}$$

It is important to note that leave can be considered a social cost only if the Procuring Entity is not charged for the leave taken.

#### (v) Overheads

Overhead expenses are the firm's business costs that are not directly related to the execution of the project and shall not be reimbursed as separate items under the Contract. Typical items are home office costs (partner's time, non-billable time, time of senior staff monitoring the project, rent, support staff, research, staff training, marketing, etc.), the cost of staff not currently employed on revenue-earning projects, and business promotion costs. During negotiations, audited financial statements, certified as correct by an independent auditor and supporting the last three years' overheads, shall be available for discussion, together with detailed lists of items making up the overheads and the percentage by which each relates to basic salary. The Procuring Entity does not accept an add-on margin for social charges, overhead expenses, etc., for staff who are not permanent employees of the firm. In such case, the firm shall be entitled only to administrative costs and fee on the monthly payments charged for subcontracted staff.

#### (vi) Fee or Profit

The fee or profit shall be based on the sum of the salary, social costs, and overhead. If any bonuses paid on a regular basis are listed, a corresponding reduction in the profit element shall be expected. Fee or profit shall not be allowed on travel or other reimbursable expenses, unless in the latter case an unusually large amount of procurement of equipment is required. The Consultant shall note that payments shall be made against an agreed estimated payment schedule as described in the draft form of the Contract.

#### (vii) Away from Headquarters Allowance or Premium

Some consultants pay allowances to staff working away from headquarters. Such allowances are calculated as a percentage of salary and shall not draw overheads or profit. Sometimes, by law, such allowances may draw social costs. In this case, the amount of this social cost shall still be shown under social costs, with the net allowance shown separately. For concerned staff, this allowance, where paid, shall cover home education, etc.; these and similar items shall not be considered as reimbursable costs.

#### (viii) Subsistence Allowances

<sup>6</sup> Where w = weekends, ph = public holidays, v = vacation, and s = sick leave.

Subsistence allowances are not included in the rates, but are paid separately and in local currency. No additional subsistence is payable for dependents — the subsistence rate shall be the same for married and single team members.

UNDP standard rates for the particular country may be used as reference to determine subsistence allowances.

## **2. Reimbursables**

2.1 The financial negotiations shall further focus on such items as out-of-pocket expenses and other reimbursables. These costs may include, but are not restricted to, cost of surveys, equipment, office rent, supplies, international and local travel, computer rental, mobilization and demobilization, insurance, and printing. These costs may be either fixed or reimbursable in foreign or local currency.

## **3. Bank Guarantee**

3.1 Payments to the Consultant, including payment of any advance based on cash flow projections covered by a bank guarantee, shall be made according to an agreed estimated schedule ensuring the firm regular payments in local and foreign currency, as long as the services proceed as planned.

A handwritten signature consisting of a stylized, cursive line that loops back on itself, ending with a vertical stroke and a small flourish.

