

PHILIPPINE BIDDING DOCUMENTS

Research Agency for 2016 Customer Satisfaction Survey

TOURISM PROMOTIONS BOARD

4th Floor Legaspi Towers 300

Roxas Boulevard, Manila

July 2016

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Section I. Request for Expression of Interest

Request for Expression of Interest

The Request for Expression of Interest provides information that enables potential Bidders to decide whether to participate in the procurement at hand. The Request for Expression of Interest shall be:

- (a) Advertised at least once in a newspaper of general nationwide circulation which has been regularly published for at least two (2) years before the date of issue of the advertisement, subject to Sections 21.2.2 of the IRR of R.A. 9184;
- (b) Posted continuously in the Philippine Government Electronic Procurement System (PhilGEPS) website and the website of the Procuring Entity concerned, if available, and the website prescribed by the foreign government/foreign or international financing institution, if applicable, seven (7) calendar days starting on the date of advertisement; and
- (c) Posted at any conspicuous place reserved for this purpose in the premises of the Procuring Entity concerned for seven (7) calendar days, as certified by the head of the Bids and Awards Committee (BAC) Secretariat of the Procuring Entity concerned.

Apart from the essential items listed in the Bidding Documents, the Request for Expression of Interest should also indicate the following:

- (a) The date of availability of the Eligibility Documents, the place where it may be secured and the deadline for submission of the Letter of Intent (LOI) together with the application for eligibility;
- (b) The set of criteria and rating system for short listing of prospective bidders to be used for the particular contract to be Bid, which shall consider the following, among others:
 - (i) Applicable experience of the consultant and members in case of joint ventures, considering both the overall experiences of the firms or, in the case of new firms, the individual experiences of the principal and key staff, including the times when employed by other consultants;
 - (ii) Qualification of personnel who may be assigned to the job vis-à-vis extent and complexity of the undertaking; and
 - (iii) Current workload relative to capacity;
- (c) The number of consultants to be short listed and the procedure to be used in the evaluation of Bids of short listed consultants, *i.e.*, QBE or QCBE; and if QCBE, the weights to be allocated for Technical and Financial Proposals; and
- (d) The contract duration in the case of WB funded projects, the Request for Expression of Interest shall be sent to all who have expressed an interest in undertaking the services as a result of any General Procurement Notice issued. In addition, it shall also be sent to all heads of associations of consultants within the area where the project will be undertaken.

**REQUEST FOR EXPRESSION OF INTEREST FOR
RESEARCH AGENCY FOR 2016 CUSTOMER SATISFACTION SURVEY
TPB BAC REI No. 2016-09**

1. The **Tourism Promotions Board** through the *Corporate Budget FY 2016* intends to apply the sum of **One Million Five Hundred Pesos (Php 1,500,000.00)** being the Approved Budget for the Contract (ABC) to payments under the contract for *TPB-BAC REI 2016-11*. Bids received in excess of the ABC shall be automatically rejected at the opening of the financial proposals.

Background and Objective of the Project: The Tourism Promotions Board (TPB) Philippines is an attached agency of the Philippine Department of Tourism under the Republic Act No. 9593 otherwise known as the Tourism Act of 2009. It is responsible for marketing and promoting the Philippines domestically and internationally as a major global tourism destination, highlighting the uniqueness and assisting the development of its tourism products and services, with the end in view of increasing tourist arrivals and tourism investments; marketing the Philippines as a Major Meetings, Incentives, Conventions and Exhibitions (MICE) destination; attracting, Promoting, facilitating and servicing large scale events, international fairs and conventions, congresses, sports competitions, expositions and the like; ensuring the regular local and international advertisement of the country's major tourism destinations and other tourism products, including TEZs; and providing incentives to travel agencies, tour operators, wholesalers and investors abroad capable of drawing a sizeable number of tourists and tourism investments to the country.

The TPB Philippines is seeking to engage a research/survey agency to carry out a transparent and objective customer satisfaction survey to determine the Corporation's execution of its mandate and to determine levels of customer satisfaction and how it may be improved.

The main objective of this survey is to assess the customers' overall satisfaction and perception on TPB's implementation of its International and Domestic Projects and Activities, whether their service expectations are being met by the Corporation and whether customers have intentions of participating in future activities of the Corporation

Survey Methodology: The research/survey agency shall recommend methodologies on how the survey will be conducted depending on the Corporation's present undertakings and needs.

2. The *Tourism Promotions Board* now calls for the submission of eligibility documents for the above project. Interested consultants must submit their eligibility documents on or before **1:30 p.m. of July 27, 2016** at the Tourism Promotions Board, Administrative Department, 4th Floor Legaspi Towers 300, Roxas Boulevard, Metro Manila. Applications for eligibility will be evaluated based on a non-discretionary "pass/fail" criterion.
3. The BAC shall draw up the short list of consultants from those who have submitted eligibility documents/Expression of Interest 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 maximum of five (5) prospective bidders who will be entitled to submit bids.

4. Bidding will be conducted through open competitive bidding procedures using non-discretionary "pass/fail" criterion as specified in the IRR of RA 9184 and is restricted to Filipino citizens/sole proprietorships, partnerships, or organizations with at least sixty percent (60%) interest belonging to citizens of the Philippines. In accordance with Revised IRR of R.A. 9184, only bids from shortlisted consultants will be opened.
5. The Tourism Promotions Board will hold a Pre-Bid Conference on **July 29, 2016, 2:00 p.m.** at the TPB Board Room, 4/F Legaspi Towers 300, Roxas Boulevard, Manila which shall be open only to all shortlisted bidders who have purchased the bidding documents.
6. The Procuring Entity shall evaluate bids using the *Quality-Cost Based Evaluation (QCBE)* procedure.
7. The schedule of activities is as follows:

Activities	Schedule and Venue
1. Submission of Letter of Intent and Application for Eligibility/Issuance of Eligibility Requirements	July 20-26, 2016 (8:00 a.m. to 12:00 n.n.- 1:00 p.m. to 5:00 p.m.) Administrative Department Tourism Promotions Board (TPB) 4 th Flr. Legaspi Towers 300,Roxas Blvd.,Manila
2. Eligibility Checking and Short Listing	2:00 p.m., July 27, 2016 TPB Board Room 4 th Flr. Legaspi Towers 300 Roxas Blvd., Manila
3. Issuance of Bid Documents to Short Listed Consultants	July 28, 2016 BAC Secretariat, Administrative Department Tourism Promotions Board
4. Pre-Bid Conference	2:00 p.m., July 29, 2016 TPB Board Room 4 th Flr. Legaspi Towers 300 Roxas Blvd., Manila
5. Submission and Receipt of Bids	up to 2:30 p.m. of August 11, 2016 BAC Secretariat, Administrative Department Tourism Promotions Board 4 th Flr. Legaspi Towers 300 Roxas Blvd., Manila
6. Opening of Bids	3:00 p.m., August 11, 2016 TPB Board Room
7. Presentation of bidders	August 11, 2016, TPB Board Room (right after the opening of bids - order of presentation to be announced)

The Eligibility Documents/Checklist may be obtained at the TPB-BAC Secretariat c/o Mr. Nilo C. Abon, Administrative Department, Tourism Promotions Board, 4th Floor Legaspi Towers 300, Roxas Boulevard, Metro Manila. It may also be downloaded Free of Charge from the website of the Philippine Government Electronic Procurement System (PhilGEPS) www.philgeps.gov.ph or TPB website at www.tpb.gov.ph.

Bid documents shall be available only to shortlisted eligible bidders upon payment of non-refundable amount of **Five Thousand Pesos (P 5,000.00)** to the TPB Cashier's Unit.

The Tourism Promotions Board reserves the right to reject any and all bids, annul the bidding process, or not award the contract at any time prior to contract award, without thereby incurring any liability to the affected bidder or bidders.

For further information, please refer to:

Mr. Nilo C. Abon
BAC Secretariat, Administrative Department
Tourism Promotions Board
4/th Floor Legaspi Towers 300, Roxas Boulevard, Manila
Tel. Nos. 02-525-7312/02 525-9318 loc. 214/215
Email at bac_gsd@tpb.gov.ph
Fax No. 02-526-5971
www.tpb.gov.ph

July 19, 2016

ATTY. VENANCIO C. MANUEL III
Chairperson
Bids and Awards Committee

Section II. Eligibility Documents

Notes on the Eligibility Documents

This Section provides the information necessary for prospective bidders to prepare responsive Eligibility Documents in accordance with the requirement of the Procuring Entity.

The provisions contained in this Section are to be used unchanged. Additional information or requirements specific to each procurement shall be specified in the EDS.

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, and of which at least sixty percent (60%) interest belongs to citizens 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 participation of foreign consultants, prospective foreign bidders may be eligible subject to the qualifications stated in the **EDS**.
- 1.4. Government corporate entities 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 dependent agencies of the GOP or the Procuring Entity.

2. Eligibility Requirements

- 2.1. The following eligibility requirements 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 eligibility of prospective bidders:
 - (a) Class "A" Documents –

Legal Documents
 - (i) Registration certificate from Securities and Exchange Commission (SEC), Department of Trade and Industry (DTI) for sole proprietorship, or Cooperative Development

Authority (CDA) for cooperatives, or any proof of such registration as stated in the **EDS**;

- (ii) Mayor's permit issued by the city or municipality where the principal place of business of the prospective bidder is located;

Technical Documents

- (iii) 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:

- (iii.1) the name and location of the contract;

- (iii.2) date of award of the contract;

- (iii.3) type and brief description of consulting services;

- (iii.4) consultant's role (whether main consultant, subcontractor, or partner in a JV)

- (iii.5) amount of contract;

- (iii.6) contract duration; and

- (iii.7) certificate of satisfactory completion or equivalent document specified in the **EDS** issued by the client, in the case of a completed contract;

- (iv) 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.

Financial Document

- (v) The consultant's audited financial statements, showing, among others, 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 which should not be earlier than two (2) years from the date of bid submission.

- (b) Class "B" Document –

Valid joint venture agreement (JVA), in case a joint venture is already in existence. In the absence of a JVA, duly notarized statements from all the potential joint venture partners stating that they will enter into and abide by the provisions of the JVA in the instance that the bid is successful, shall be included in the bid.

Failure to enter into a joint venture in the event of a contract award shall be ground for the forfeiture of the bid security. Each partner of the joint venture shall submit the legal eligibility documents. The submission of technical and financial documents by any of the joint venture partners constitutes compliance.

- 2.2. In the case of foreign consultants, the foregoing eligibility requirements under Class "A" Documents may be substituted by the appropriate equivalent documents, if any, issued by the foreign consultant's country.
- 2.3. The eligibility requirements or statements 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 in English, it must be accompanied by a translation of the documents in English. The documents shall be translated by the relevant 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.
- 2.4. 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, subcontractors may only participate in the bid of one short listed 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.
- 2.5. If a prospective bidder has previously secured a certification from the Procuring Entity to the effect that it has previously submitted the above-enumerated Class "A" Documents, the said certification may be submitted in lieu of the requirements enumerated in Clause 2.1 above.

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, except for unamended printed literature, shall be signed, and each and every page thereof shall be initialed, by the duly authorized representative/s of the prospective bidder.
- 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. Unless otherwise indicated in the EDS, prospective bidders shall enclose their original eligibility documents described in Clause 2.1, in a sealed

envelope marked "ORIGINAL – ELIGIBILITY DOCUMENTS". Each copy of 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 indelible ink and shall be signed by the prospective bidder or its duly authorized representative/s.
- 4.3. All envelopes shall:
 - (a) contain the name of the contract to be bid in capital letters;
 - (b) bear the name and address of the prospective bidder in capital letters;
 - (c) be addressed to the Procuring Entity's BAC specified in the EDS;
 - (d) bear the specific identification of this Project indicated in the EDS; and
 - (e) bear a warning "DO NOT OPEN BEFORE..." the date and time for the opening of eligibility documents, in accordance with Clause 5.
- 4.4. If the eligibility documents are not sealed and marked as required, the Procuring Entity will assume no responsibility for its misplacement or 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.

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 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 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 eligibility documents. A prospective bidder that withdraws its eligibility documents shall not be permitted to submit another set, directly or indirectly, for the same project.

8. Opening and Preliminary Examination of Eligibility Documents

- 8.1. The Procuring Entity's 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.
- 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. If the withdrawing prospective bidder's representative is present during the opening, the original eligibility documents and all copies thereof shall be returned to the representative during the opening of eligibility documents. If no representative is present, the eligibility documents shall be returned unopened by registered mail.
- 8.3. A prospective bidder determined as "ineligible" has seven (7) calendar days upon written notice or, if present at the time of the opening of eligibility documents, upon verbal notification, within which to file a request for reconsideration with the BAC: Provided, however, that the request for reconsideration shall not be granted if it is established that the finding of failure is due to the fault of the prospective bidder concerned: Provided, further, that the BAC shall decide on the request for reconsideration within seven (7) calendar days from receipt thereof. If a failed prospective bidder signifies his intent to file a request for reconsideration, in the case of a prospective bidder who is declared ineligible, the BAC shall hold the eligibility documents until such time that the request for reconsideration or protest has been resolved.
- 8.4. 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.
- 8.5. The eligibility of each prospective bidder shall be determined by examining each bidder's eligibility requirements or statements against a checklist of requirements, using 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 of the Procuring Entity 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 Letter of Invitation to Bid issued by the BAC of the Procuring Entity.
- 9.4. 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 bids that the information contained in the submitted eligibility documents remains correct as of the date of bid submission.

Section III. Eligibility Data Sheet

Notes on the Eligibility Data Sheet

This Section is intended to assist the Procuring Entity in providing the specific information and requirements in relation to corresponding clauses in the Eligibility Documents, and has to be prepared for each specific procurement.

The Procuring Entity should specify in this Section the information and requirements specific to the circumstances of the Procuring Entity, the processing of the eligibility, and the rules that will apply in the determination and evaluation of eligibility.

In preparing this Section, the following aspects should be checked:

- (a) Information that specifies and complements provisions of the Eligibility Documents must be incorporated.
- (b) Amendments and/or supplements, if any, to provisions of the Eligibility Documents as necessitated by the circumstances of the specific procurement, must also be incorporated.

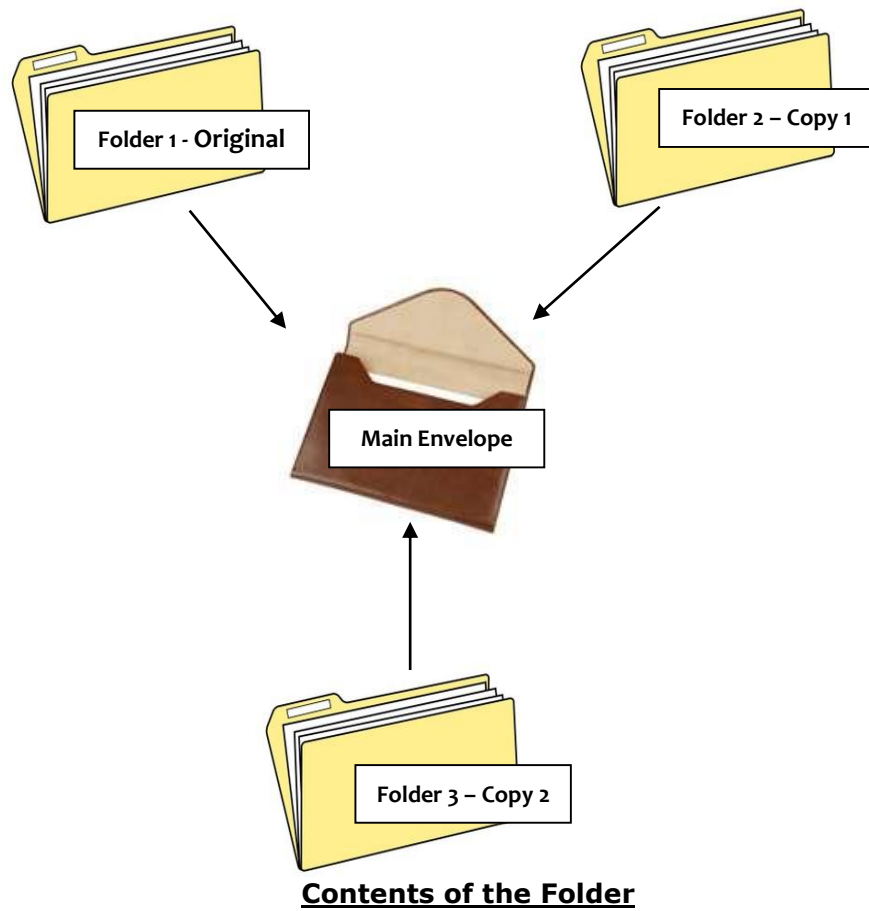
Eligibility Data Sheet

Eligibility Documents															
1.2	<p>Survey Methodology:</p> <p>The research/survey agency shall recommend methodologies on how the survey will be conducted depending on the Corporation’s present undertakings and needs.</p> <p>Scope of Work:</p> <p>The selected research/survey agency must undertake the following activities:</p> <ul style="list-style-type: none"> • Develop a composite measure of customer satisfaction and use it to determine the overall rating of the current level of satisfaction; • Determine the quality of service delivery as perceived by the customers; • Identify whether expectations are being met or otherwise; • Identify future intentions of participations by the customers; • Identify gaps in service delivery; • Identify the sources of customer complaints/dissatisfaction in regard to service delivery; • Incorporate in the analysis the result gathered from the internally conducted customer satisfaction survey from different events • Compare result from last year’s survey • Propose service improvement measures; and • Prepare and deliver a comprehensive report detailing the methodology, findings, and recommendations from the assessment. • Coverage and minimum sample size to be surveyed <table border="1" style="width: 100%; margin-top: 10px;"> <thead> <tr> <th style="text-align: center;">Particulars</th> <th style="text-align: center;">Sample Size</th> </tr> </thead> <tbody> <tr> <td>Accommodation Facilities (Hotels and Resorts)</td> <td style="text-align: center;">35</td> </tr> <tr> <td>Tour Operators/Travel Agencies</td> <td style="text-align: center;">20</td> </tr> <tr> <td>Dive Operators</td> <td style="text-align: center;">10</td> </tr> <tr> <td>MICE Suppliers</td> <td style="text-align: center;">20</td> </tr> <tr> <td>LGUs and DOT Regional Offices</td> <td style="text-align: center;">15</td> </tr> <tr> <td>Total</td> <td style="text-align: center;">100</td> </tr> </tbody> </table>	Particulars	Sample Size	Accommodation Facilities (Hotels and Resorts)	35	Tour Operators/Travel Agencies	20	Dive Operators	10	MICE Suppliers	20	LGUs and DOT Regional Offices	15	Total	100
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Dive Operators	10														
MICE Suppliers	20														
LGUs and DOT Regional Offices	15														
Total	100														
1.3	No further instructions.														
(i)	No additional Requirements.														

(iii)	The statement of all ongoing and completed government and private contracts, shall include contracts awarded but not yet started, if any, whether similar or not similar to the contract to be bid, within three (3) years prior to the deadline for the submission and receipt of eligibility documents.
(iii.7)	<i>Attach proof of satisfactory completion of completed contracts and supporting documents i.e. Notice of Award (for government agencies) or Contract, as proof that the project has been undertaken by/awarded to the Consultant.</i>
3.1	Format and Signing of Eligibility Documents Prospective bidders shall submit their eligibility documents through their duly authorized representative on or before 1:30 p.m. of July 27, 2016.
(iii.7)	Attach proof of satisfactory completion of completed contracts and supporting documents: i.e., Notice of Award (for government projects) or Contract , as proof that the project has been undertaken by/awarded to the Consultant.
4.1	Sealing and Marking of Eligibility Documents Prospective bidders should submit and enclose their eligibility requirements in one sealed envelope marked "ORIGINAL – ELIGIBILITY DOCUMENTS" , and other copies shall be similarly sealed duly marking the inner envelopes as "COPY 1 and COPY 2– ELIGIBILITY DOCUMENTS" . These envelopes containing the original and the copy shall then be enclosed in one (1) single envelope"

4.2

Each prospective bidder shall submit **one (1) original** and **two (2) certified copies** of its eligibility documents.



	<p style="text-align: center;">Folder 1 – Original</p> <ul style="list-style-type: none"> - DTI Business Name, SEC Reg Certificate or CDA - Mayor’s Permit - Ongoing Gov’t & Private Contracts from 2005 to present - Statement of Citizenship - Tax Clearance (valid) - Audited Financial Statement - Joint Venture Agreement (<i>if any</i>) 	<p style="text-align: center;">Folder 2 & 3 (Copy 1 and Copy 2)</p> <ul style="list-style-type: none"> - DTI Business Name, SEC Reg Certificate or CDA - Mayor’s Permit - Ongoing Gov’t & Private Contracts from 2005 to present - Statement of Citizenship - Tax Clearance (valid) - Audited Financial Statement - Joint Venture Agreement (<i>if any</i>)
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Marking of Eligibility Documents

Folder 1 – Original

ORIGINAL – ELIGIBILITY DOCUMENTS

ATTY. VENANCIO C. MANUEL III

Chairperson
Bids and Awards Committee
Tourism Promotions Board
4th Floor Legaspi Towers 300
Roxas Boulevard, Manila

Project: **RESEARCH AGENCY FOR 2016
CUSTOMER SATISFACTION SURVEY**

Submitted by: **BIDDER’S COMPANY NAME
BIDDER’S CONTACT DETAILS**

“DO NOT OPEN BEFORE July 27, 2016 / 2:00 p.m.”

Folder 2 – Copy 1

COPY 1 – ELIGIBILITY DOCUMENTS

ATTY. VENANCIO C. MANUEL III

Chairperson
Bids and Awards Committee
Tourism Promotions Board
4th Floor Legaspi Towers 300
Roxas Boulevard, Manila

Project: **RESEARCH AGENCY FOR 2016
CUSTOMER SATISFACTION SURVEY**

Submitted by: **BIDDER’S COMPANY NAME
BIDDER’S CONTACT DETAILS**

“DO NOT OPEN BEFORE July 27, 2016 / 2:00 p.m.”

Folder 2 – Copy 2

COPY 2 – ELIGIBILITY DOCUMENTS

ATTY. VENANCIO C. MANUEL III

Chairperson
Bids and Awards Committee
Tourism Promotions Board
4th Floor Legaspi Towers 300
Roxas Boulevard, Manila

Project: **RESEARCH AGENCY FOR 2016
CUSTOMER SATISFACTION SURVEY**

Submitted by: **BIDDER’S COMPANY NAME
BIDDER’S CONTACT DETAILS**

“DO NOT OPEN BEFORE July 27, 2016 / 2:00 p.m.”

Main Envelope

ELIGIBILITY DOCUMENTS

ATTY. VENANCIO C. MANUEL III

Chairperson
Bids and Awards Committee
Tourism Promotions Board
4th Floor Legaspi Towers 300
Roxas Boulevard, Manila

Project: **RESEARCH AGENCY FOR 2016
CUSTOMER SATISFACTION SURVEY**

Submitted by: **BIDDER’S COMPANY NAME
BIDDER’S CONTACT DETAILS**

“DO NOT OPEN BEFORE July 27, 2016 / 2:00 p.m.”

4.3(c)	<p>Name of the Bids and Awards ATTY. VENANCIO C. MANUEL III</p> <p>Committee of the Procuring Entity:</p> <p style="text-align: center;">ATTY. VENANCIO C. MANUEL III Chairperson Bids and Awards Committee</p>
4.3(d)	<p>Identification of the Project:</p> <p>The main objective of this survey is to assess the customers' overall satisfaction and perception on TPB's implementation of its International and Domestic Projects and Activities, whether their service expectations are being met by the Corporation and whether customers have intentions of participating in future activities of the Corporation.</p> <p>Survey Methodology:</p> <p>The research/survey agency shall recommend methodologies on how the survey will be conducted depending on the Corporation's present undertakings and needs.</p>
5	<p>The address for submission of eligibility documents is</p> <p style="text-align: center;">BAC Secretariat, Administrative Department TOURISM PROMOTIONS BOARD 4th Floor Legaspi Towers 300 Roxas Boulevard, Manila</p> <p>The deadline for submission of eligibility documents is</p> <p style="text-align: center;">on or before July 27, 2016 / 1:30 p.m."</p>
8.1	<p>The place of opening of eligibility documents is</p> <p style="text-align: center;">Board Room, Tourism Promotions Board 4th Floor Legaspi Towers 300 Roxas Boulevard, Manila</p> <p>The date and time of opening of eligibility documents is:</p> <p style="text-align: center;">July 27, 2016 / 2:00 p.m.</p>
9.1	<p>"No further instructions".</p>

Checklist of Eligibility Requirements

Research Agency for Customer Satisfaction Survey

a) Class "A" Documents

Legal Documents

- Department of Trade and Industry (DTI) business name registration or SEC Registration Certificate or Cooperative Development Authority (CDA) for cooperatives
- Valid and current Mayor's permit/municipal license

Technical Documents

- Statement of all completed government and private contracts from 2013 to present, including ongoing contracts and contracts awarded but not yet started using GPPB Standard Forms (see attached form "Annex A")
- Statement of the consultant's specifying its nationality
- Tax Clearance per Executive Order 398, Series of 2005, as finally reviewed and approved by the BIR

Financial Document

- Audited Financial Statement, stamped, received by the BIR or its duly accredited and authorized institutions, for the immediately preceding calendar year, showing among others the total assets and liabilities.

b) Class "B" Documents

- Valid joint Venture Agreement (JVA), in case a joint venture

NOTE **Prospective bidders should submit and enclose their eligibility requirements in one sealed envelope marked "**ORIGINAL – ELIGIBILITY REQUIREMENTS**", **and** another copies shall be similarly sealed duly marking the inner envelopes as "**COPY 1 and COPY 2 – ELIGIBILITY REQUIREMENTS**" and the outer envelope as "**COPY 1**" and "**COPY 2**" respectively. These envelopes containing the original and the copy shall then be enclosed in **one (1) single envelope**"

**All documents shall be current and updated and any missing document in the above-mentioned checklist is a ground for outright rejection of the bid

Name of the Procuring Entity : Tourism Promotions Board
Name of the Project : Research Agency for Customer Satisfaction Survey
Location of the Project :

List of all Government & Private Contracts for the past 3 years including ongoing contracts and contracts awarded but not yet started

Business Name : _____
 Business Address : _____

Name of Contract/ Project Cost	a. Owner's Name b. Address c. Telephone Nos.	Nature of Work	Bidder's Role		a. Date Awarded b. Date Started c. Date of Completion	% of Accomplishment		Value of Outstanding Works / Undelivered Portion
			Description	%		Planned	Actual	
<u>Government</u>								
<u>Private</u>								
						Total Cost		

Note: This statement shall be supported with:
 1 Notice of Award (for government projects)
 2 Contract

Submitted by : _____
 (Printed Name & Signature)
 Designation : _____
 Date : _____