

**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, 4<sup>th</sup> 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:

<b>Activities</b>	<b>Schedule and Venue</b>
1. Submission of Letter of Intent and Application for Eligibility/Issuance of Eligibility Requirements	<b>July 20-26, 2016</b> (8:00 a.m. to 12:00 n.n.- 1:00 p.m. to 5:00 p.m.) Administrative Department <b>Tourism Promotions Board (TPB)</b> 4 <sup>th</sup> Flr. Legaspi Towers 300,Roxas Blvd.,Manila
2. Eligibility Checking and Short Listing	<b>2:00 p.m., July 27, 2016</b> TPB Board Room 4 <sup>th</sup> Flr. Legaspi Towers 300 Roxas Blvd., Manila
3. Issuance of Bid Documents to Short Listed Consultants	<b>July 28, 2016</b> BAC Secretariat, Administrative Department Tourism Promotions Board
4. Pre-Bid Conference	<b>2:00 p.m., July 29, 2016</b> TPB Board Room 4 <sup>th</sup> Flr. Legaspi Towers 300 Roxas Blvd., Manila
5. Submission and Receipt of Bids	<b>up to 2:30 p.m. of August 11, 2016</b> BAC Secretariat, Administrative Department Tourism Promotions Board 4 <sup>th</sup> Flr. Legaspi Towers 300 Roxas Blvd., Manila
6. Opening of Bids	<b>3:00 p.m., August 11, 2016</b> TPB Board Room
7. Presentation of bidders	<b>August 11, 2016, TPB Board Room</b> (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, 4<sup>th</sup> 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](http://www.philgeps.gov.ph) or TPB website at [www.tpb.gov.ph](http://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](http://www.tpb.gov.ph)**

July 19, 2016

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