

**REQUEST FOR EXPRESSION OF INTEREST
(REI NO. 2020 – 013)**

**Services of a Research/Survey Company to Conduct the 2020
Tourism Promotions Board Customer Satisfaction Survey**

1. The *Tourism Promotions Board*, through the *2020 Approved Corporate Operating Budget* intends to apply the sum of *Two Million Five Hundred Thousand Pesos Only (PhP2,500,000.00)* being the Approved Budget for the Contract (ABC) to payments under the contract for *REI No. 2020-113 : Services of a Research/Survey Company to Conduct the 2020 Tourism Promotions Board Customer Satisfaction Survey*. Bids received in excess of the ABC shall be automatically rejected at the opening of the financial proposals.
2. The *Tourism Promotions Board* now calls for the submission of eligibility documents for the *Services of a Research/Survey Company to Conduct the 2020 Tourism Promotions Board Customer Satisfaction Survey*. Eligibility documents of interested consultants must be duly received by the BAC Secretariat on or before *20 November 2020, 9:30am*, send to *bac_sec@tpb.gov.ph*. The opening of the eligibility documents is on *20 November 2020, 10:00am* through the virtual platform *Zoom*. Applications for eligibility will be evaluated based on a non-discretionary “pass/fail” criterion.
3. Interested bidders may obtain further information from the BAC Secretariat of the *Tourism Promotions Board* through emails: *bac_sec@tpb.gov.ph* and/or *janet_villafranca@tpb.gov.ph*.
4. A complete set of Bidding Documents may be acquired by interested Bidders on *12 November – 09 December 2020*, send your request to *bac_sec@tpb.gov.ph* and/or *janet_villafranca@tpb.gov.ph* 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 Only (PhP5,000.00)*.
5. 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 **five (5) prospective bidders** who will be entitled to submit bids.

The criteria and rating system for short listing are:

	PARTICULARS		WEIGHT
I.	Applicable Experience of the Research/Survey Company		50%
	A.	At least 5 years of experience in conducting customer satisfaction surveys and related researches, including analysis and presentation.	30%
		With ≥6 years of experience (30%)	
		With 5 years of experience (25%)	
		With <5 years of experience (0%)	
	B.	Successfully implemented similar projects within the last 5 years (minimum of 3 customer satisfaction survey-related projects, with at least 1 government client). <i>Based on submitted Certificates of Project Completion showing satisfactory delivery of service.</i>	15%
		Minimum of 3 customer satisfaction survey-related projects, with at least 1 government client (15%)	
		Minimum of 3 customer satisfaction survey-related projects, but no government client (10%)	
		Less than 3 customer satisfaction survey-related projects (0%)	
	C.	Member of good standing in any internationally recognized association of marketing research agencies. <i>Bidder should provide proof of membership and/or certificate of good standing.</i>	5%
		With membership in any internationally-recognized association of marketing research agencies (5%)	
		No membership in any internationally-recognized association of marketing research agencies (0%)	
II.	Qualification of personnel who may be assigned to the project		30%
		All key personnel should have at least 3 years of work experience in conducting surveys or qualitative and quantitative research.	
		All key personnel have more than 3 years of work experience (30%)	
		All key personnel have 3 years work experience (25%)	
III.	Current Workload relative to Capacity		20%
		The research/survey company is currently handling maximum of 10 projects.	
		Currently handling 5 or less projects (20%)	
		Currently handling 6-10 projects (15%)	
		Currently handling more than 10 projects (0%)	
	TOTAL		100%

Passing rate is 85%

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 Procuring Entity shall indicate the weights to be allocated for the Technical and Financial Proposals]. The criteria and rating system for the evaluation of bids shall be provided in the Instructions to Bidders.
9. The contract shall be completed within **three (3) months, to commence from the date of receipt of the Notice to Proceed until the acceptance of TPB of the final report.**
10. The **Tourism Promotions Board** 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:

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12 November 2020


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