

## REQUEST FOR EXPRESSION OF INTEREST (REI No. 2023-003)

### Services of Research Company to Conduct the 2023 Tourism Promotions Board Customer Satisfaction Survey and Unification of Tourism Promotions Board's Customer Feedback Mechanism

1. The *Tourism Promotions Board (TPB)*, through the Corporate Budget FY 2023, intends to apply the sum of **Two Million Five Hundred Thousand Pesos (Php2,500,000.00)**, inclusive of all applicable taxes, being the Approved Budget for the Contract (ABC) to payments under the contract for the *Services of Research Company to Conduct the 2023 TPB Customer Satisfaction Survey and Unification of TPB's Customer Feedback Mechanism*. Bids received in excess of the ABC shall be automatically rejected at the opening of the financial proposal.
2. The **TPB** now calls for the submission of **eligibility documents** for the *Services of Research Company to Conduct the 2023 TPB Customer Satisfaction Survey and Unification of TPB's Customer Feedback Mechanism*. Eligibility documents of interested consultants must be duly received by the BAC Secretariat through **manual submission** on or before **April 20, 2023 10:00 A.M.** at TPB Office, 4<sup>th</sup> Floor Legaspi Towers 300, Roxas Boulevard Malate, Manila. The **manual opening** of the eligibility documents is on **April 20, 2023, 2:00 P.M.** at TPB office. 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 TPB through email address [bac\\_sec@tpb.gov.ph](mailto:bac_sec@tpb.gov.ph) and/or [soc\\_torres@tpb.gov.ph](mailto:soc_torres@tpb.gov.ph)
4. A complete set of Bidding Documents may be acquired by interested Bidders on **April 12 to May 10, 2023 9:30 A.M.** from TPB Office and upon payment of the applicable fee for the Bidding Documents, pursuant to the latest Guidelines issued by the GPPB.

The cost of bidding documents shall correspond to the ABC range as indicated in the table below. This shall be the maximum amount of fee that procuring entities can set for the acquisition of bidding documents.

Approved Budget for the Contract	Maximum Cost of Bidding Documents
500,000 and below	500.00
More than 500,000 up to 1 Million	1,000.00
More than 1 Million up to 5 Million	5,000.00
More than 5 Million up to 10 Million	10,000.00

Bidding Document Amount: PhP5,000.00 (excluding bank and other charges).

Mode of Payment of Bidding Document

- a) Fund/Bank Transfer:  
Tourism Promotions Board bank details:  
Account Name: Tourism Promotions Board  
Account Number: 1772-1034-13  
Bank: Land Bank of the Philippines  
Branch Address: Ground Floor Century Park Hotel  
Harrison Plaza, Adriatico St., Malate Manila

Bidders who have tend to pay the bidding documents via fund/bank transfer, facilitate the payment three (3) working days before the deadline of submission of bids in order for the TPB Cash Division to issue an Official Receipt and other relevant document

- b) Cash Payment: Pay in cash at TPB Office cash unit.

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

5. 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 provision of Republic Act 9184 (RA 9184), otherwise known as the “Government Procurement 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	%	RATING
<b>I</b>	<b>Applicable Experience of the Research Company</b>		<b>50%</b>
A	At least 5 years of experience in conducting customer satisfaction surveys and related researches, including analysis and presentation.	30%	
	With more than 5 years of experience (30%)		
	With 5 years of experience (25%)		
	With less than 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).  Based on submitted Certificates of Project Completion showing satisfactory delivery of service.	15%	
	At least 3 customer satisfaction survey-related projects, with at least 1 government client (15%)		
	At least 3 customer satisfaction survey-related projects, but no government client (10%)		
	Less than 3 customer satisfaction survey-related projects (0%)		
C	Member in any internationally recognized association of	5%	

	.	marketing research agencies.		
		Bidder should provide proof of membership.		
		With membership in any internationally-recognized association of marketing research agencies (5%)		
		No membership in any internationally-recognized association of marketing research agencies (0%)		
<b>II</b>		<b>Qualification of personnel who may be assigned to the project</b>		<b>30%</b>
		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 relevant work experience (30%)		
		All key personnel have 3 years of relevant work experience (25%)		
<b>III</b>		<b>Current Workload relative to Capacity</b>		<b>20%</b>
		The research 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%)		
		<b>TOTAL</b>		<b>100%</b>

Hurdle rate for Shortlisting: At least 85%

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

**Attach the Certificate of Satisfactory Completion for all completed projects within the last five (5) years from the date of submission and receipt of bids.**

**For the statement of all ongoing and completed government and private contracts, attach any of the following: the signed Notice of Award, Notice to Proceed, or Contract/Purchase Order within the last five (5) years from the date of submission and receipt of bids.**

**Failure to submit the certificate of completion of the project or any proof thereof, including the supporting documents shall be a ground for disqualification of eligibility.**

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

7. The **TPB** shall evaluate bid 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 on bids shall be provided in the Instructions to Bidders.

8. The contract shall be completed from the date of acceptance of the Notice to Proceed until the

presentation/submission and approval of the terminal report and all deliverables to TPB.

9. The TPB 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.
10. For further information, please refer to:

*Ms. Eloisa A. Romero / Mr. Socrates G. Torres BAC*  
*Secretariat, Administrative Department*  
***Tourism Promotions Board***  
*4th Floor Legaspi Towers 300, Roxas Boulevard, Manila*  
*Tel. Nos. (02) 8 525-9318 loc. 266*  
*Email at [bac\\_sec@tpb.gov.ph](mailto:bac_sec@tpb.gov.ph), [soc\\_torres@tpb.gov.ph](mailto:soc_torres@tpb.gov.ph)*  
*Land Line 02-8 525 93 18 loc. 261*

April 11, 2023



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**Mr. Arnold T. Gonzales**  
Chairperson  
Bids and Awards Committee

