

06 March 2025

REQUEST FOR PROPOSAL (RFP) NO. TPB-PR 2025-03-072

CONSULTING SERVICES OF A RESEARCH COMPANY TO CONDUCT THE 2025 TPB CUSTOMER SATISFACTION SURVEY (CSS) / CLIENT SATISFACTION MEASUREMENT (CSM)

2ND NEGOTIATED PROCUREMENT – TWO FAILED BIDDINGS

1. The Tourism Promotions Board Philippines (TPBPHL), through the **2025 Approved Corporate Operating Budget** intends to apply the sum of **One Million Five Hundred Thousand Pesos Only (Php1,500,000.00)** being the Approved Budget for the Contract (ABC) to payments under the contract for the **Consulting services of a Research Company to Conduct the 2025 TPB Customer Satisfaction Survey (CSS) / Client Satisfaction Measurement (CSM)**. Bids received in excess of the ABC shall be automatically rejected at the opening of the financial proposals.
2. The TPBPHL Bids and Award Committee (BAC) now invites technically, legally, and financially capable Consultants to submit a proposal for the said project.
3. The procurement of the requirement shall be undertaken through Negotiated Procurement - Two Failed Biddings with the provision of Section 53.1 of the Act and the revised IRR following the procedure as prescribed in Annex "H" of the revised Implementing Rules and Regulations of Republic Act No. 9184, otherwise known as the Government Procurement Law.
4. A copy of the Technical and Financial Proposal must be submitted to the BAC which must be duly received by the BAC Secretariat at the office address indicated below on or before **13 March 2025, 11:00 AM**. Late submissions shall not be accepted.
5. Interested bidders shall submit the following documents in sealed envelopes, labeled as "*Negotiated Procurement for Two-Failed Biddings*", with the title of the procurement project, name of the bidder, address, the contact details of the bidder, addressed to the TPB BAC Chairperson.

The address for the submission of bids is:

**BAC Secretariat
Procurement Management Division
Finance Department
Tourism Promotions Board Philippines
6th Floor, Five E-Com Center, Harbor Drive, Mall of Asia Complex, Pasay City**

6. 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.

7. The Bidder shall submit a Bid Securing Declaration or any form of Bid Security in the amount indicated in **Section VI. Bid Security**, which shall be not less than the percentage of the ABC in accordance with the schedule in the said Section.

The Bid and bid security shall be valid until **11 July 2025**. Any Bid not accompanied by an acceptable bid security shall be rejected by the Procuring Entity as non-responsive.

8. Interested bidders shall use the Technical and Financial forms as provided in the Bidding Documents for Consulting, 5th Edition.

The following Technical and Financial documents must be properly labeled/tabs:

Legal Documents

- a. Platinum PhilGEPS Registration Certificate

Technical Documents

- b. Company Profile
- c. Statement of the bidder of all its 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 last **five (5) years** prior to the deadline for the submission and receipt proposal. The statement shall include for each of the contracts the following:
 - the name and location of the contract;
 - date of award of the contract;
 - type and brief description of consulting services;
 - consultant's role (whether main consultant, sub-consultant, or partner in a JV);
 - amount of contract;
 - contract duration; and
 - certificate of satisfactory completion or equivalent document issued by the client, in the case of a completed contract;
- d. 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 CV.
- e. Joint Venture Agreement (if applicable)

Technical Proposal Form

- f. TPF 1. Technical Proposal Submission Form
- g. TPF 2. Consultant's References
- h. TPF 3. Comments and Suggestions of Consultant on the TOR
- i. TPF 4. Description of the Methodology and Work Plan for Performing the Project
- j. TPF 5. Team Composition and Task
- k. TPF 6. Format of Curriculum Vitae (CV) for Proposed Professional Staff (**notarized**)
- l. TPF 7. Time Schedule for Professional Personnel
- m. TPF 8. Activity (Work) Schedule
- n. Notarized Omnibus Sworn Statement (using the revised form)
- o. Notarized Bid Securing Declaration

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Financial Proposal Form

- p. FPF 1. Financial Proposal Submission
- q. FPF 2. Summary of Costs
- r. FPF 3. Breakdown of Price per Activity
- s. FPF 4. Breakdown of Remuneration per Activity

9. The opening of the proposals is on **13 March 2025 at 01:00 PM** in the **TPB BAC Meeting Room**. Proposals will be opened in the presence of the bidders' representatives who choose to attend the activity.

The place of the Technical and Financial Proposal is:

TPB BAC Meeting Room
Tourism Promotions Board Philippines
6th Floor, Five E-Com Center, Harbor Drive, Mall of Asia Complex, Pasay City

10. Bidders are required to prepare a **15-minute presentation** of the plan of approach and methodology. The proposal shall be rated based on the criteria provided in the Terms of Reference. Only Legally and Technically Complying Bidder shall be requested to present their proposal on **13 March 2025**.
11. The TPBPHL shall evaluate the proposals using the **Single or Highest Rated and Responsive Proposal (S/HRRP)**. 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 the proposal are provided in the Terms of Reference.
12. The winning bidder shall be required to submit a performance security prior to the signing of the contract, which shall remain valid until the issuance by the Procuring Entity of the Certificate of Final Acceptance.
13. 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;	Five percent (5%)
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	

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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%)
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14. Attached are the following Terms of Reference and the Diagram of Sealing and Marking.

15. For any clarification, you may send an email to the BAC Secretariat at the following email addresses:

(Miss) Genesis Weiyn B. Lee
BAC Secretariat, Tourism Promotions Board Philippines
6th Floor, Five E-Com Center, Harbor Drive, Mall of Asia Complex, Pasay City
Email: bac_sec@tpb.gov.ph / genesis_lee@tpb.gov.ph
Website: www.tpb.gov.ph

16. The Tourism Promotions Board Philippines is evaluating our suppliers' performance based on these criteria: Quality (40%), Cost (25%), Timeliness (25%), and Customer Service (10%).

Thank you very much.



JANET G. VILLAFRANCA

Acting Head, Procurement Management Division