



REQUEST FOR EXPRESSION OF INTEREST NO. 23-001 FOR *Service Provider for the 2023 Client Satisfaction Measurement*

1. The *Cultural Center of the Philippines*, through the *Corporate Operating Budget of the FY 2023²* intends to apply the sum of *One Million Six Hundred Fifty Seven Thousand Six Hundred Pesos (Php1,657,600.00)* being the Approved Budget for the Contract (ABC) to payments under the contract for *Service Provider for the 2023 Client Satisfaction Measurement*. Bids received in excess of the ABC shall be automatically rejected at the opening of the financial proposals.
2. The *Cultural Center of the Philippines* now calls for the submission of eligibility documents for *Service Provider for the 2023 Client Satisfaction Measurement* ³. Eligibility documents of interested consultants must be duly received by the BAC Secretariat on or before *November 30, 2023, 9:30AM* at *CCP Boardroom, CCP Annex Building, CCP Compnex, Roxas Boulevard, Pasay City*. Applications for eligibility will be evaluated based on a non-discretionary “pass/fail” criterion.
3. Interested bidders may obtain further information from *Cultural Center of the Philippines* and inspect the Bidding Documents at the address given below during *Tuesday – Friday, 8:00AM – 5:00PM*.
4. A complete set of Bidding Documents may be acquired by interested Bidders on *November 23, 2023* from the address below and upon payment of the applicable fee for the Bidding Documents, pursuant to the latest Guidelines issued by the GPPB, in the amount of *Php5,000.00*

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.

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 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 *Three (3)⁴* prospective bidders who will be entitled to submit bids. The criteria and rating system for short listing are:

Criteria	Maximum Points
1. Experience of Firm	40

² In the case of National Government Agencies, the General Appropriations Act and/or continuing appropriations; in the case of GOCCs, GFIs, and SUCs, the Corporate Budget for the contract approved by the governing Boards; in the case of LGUs, the Budget for the contract approved by the respective Sanggunian. (Section 5(a), R.A. 9184)

³ A brief description of the terms of reference of the Consulting Service should be provided, including outputs/deliverables, location of project, and other information necessary to enable potential bidders to decide whether or not to respond to the invitation.

⁴ For World Bank financed contract, the short list should be six (6) Consultants.



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6. 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.


7. 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.

8. The contract shall be completed within *One Hundred Twenty (120) calendar days upon receipt of Notice to Proceed*
9. The *Cultural Center of the Philippines* 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:

Regie Z. Profeta
BAC Secretariat
Procurement Management Division
Cultural Center of the Philippines
Admin and Finance Building
CCP Complex, Roxas Boulevard, Pasay City
Email add: regie.profeta@culturalcenter.gov.ph
Tel no.: 8851-0031
Mobile no.: 0908-6789201

November 21, 2023


ELAINE S. DE PADUA
BAC Co-chairperson

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; 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 conditions stated in the **EDS**.
- 1.4. Government owned or –controlled corporations (GOCCs) 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 attached agencies of the Procuring Entity.

2. Eligibility Requirements

- 2.1. The following eligibility requirements, together with the Eligibility Documents Submission Form, 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) PhilGEPS Certificate of Registration and Membership in accordance with Section 8.5.2 of the IRR, except for foreign bidders participating in the procurement by a Philippine Foreign Service Office or Post, which shall submit their eligibility documents under Section 24.1 of the IRR, provided, that the winning Consultant shall register with PhilGEPS in accordance with Section 37.1.4 of the IRR;

Technical Documents

- (ii) 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:
 - (ii.1) the name and location of the contract;
 - (ii.2) date of award of the contract;
 - (ii.3) type and brief description of consulting services;
 - (ii.4) consultant's role (whether main consultant, subconsultant, or partner in a JV)
 - (ii.5) amount of contract;
 - (ii.6) contract duration; and
 - (ii.7) certificate of satisfactory completion or equivalent document specified in the EDS issued by the client, in the case of a completed contract;
- (iii) 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 curriculum vitae.

(b) Class "B" Document –

If applicable, the Joint Venture Agreement (JVA) in case the joint venture is already in existence, or duly notarized statements from all the potential joint venture partners in accordance with Section 24.1(b) of the IRR of RA 9184.

- 2.2. The eligibility requirements or statements, the bids, 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 English, it must be accompanied by a translation of the documents in English. The documents shall be translated by the relevant foreign government agency, the 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. The English translation shall govern, for purposes of interpretation of the bid.
- 2.3. 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, subconsultants 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.

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 Submission Form shall be signed by the duly authorized representative/s of the Bidder. Failure to do so shall be a ground for the rejection of the eligibility documents.
- 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. Prospective bidders shall enclose their original eligibility documents described in Clause 2.1, in a sealed envelope marked "ORIGINAL – ELIGIBILITY DOCUMENTS". Each copy thereof 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 ink and shall be signed by the prospective bidder or its duly authorized representative/s.
- 4.3. All envelopes shall:
 - (c) contain the name of the contract to be bid in capital letters;
 - (d) bear the name and address of the prospective bidder in capital letters;
 - (e) be addressed to the Procuring Entity's BAC specified in the **EDS**;
 - (f) bear the specific identification of this Project indicated in the **EDS**; and
 - (g) bear a warning "DO NOT OPEN BEFORE..." the date and time for the opening of eligibility documents, in accordance with Clause 5.
- 4.4. Eligibility documents that are not properly sealed and marked, as required in the bidding documents, shall not be rejected, but the bidder or its duly authorized representative shall acknowledge such condition of the documents as submitted. The BAC shall assume no responsibility for the misplacement of the contents of the improperly sealed or marked eligibility documents, or for its 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 0 shall be declared "Late" and shall not be accepted by the Procuring Entity. The BAC shall record in the minutes of submission and opening of eligibility

documents, the Bidder's name, its representative and the time the eligibility documents were submitted late.

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

8. Opening and Preliminary Examination of Eligibility Documents

- 8.1. The 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.

In case the submitted eligibility envelopes cannot be opened as scheduled due to justifiable reasons, the BAC shall take custody of the said envelopes and reschedule the opening on the next working day or at the soonest possible time through the issuance of a Notice of Postponement to be posted in the PhilGEPS website and the website of the Procuring Entity concerned.

- 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.
- 8.3. The eligibility documents envelopes and modifications, if any, shall be opened one at a time, and the following read out and recorded:
 - (h) the name of the prospective bidder;
 - (i) whether there is a modification or substitution; and
 - (j) the presence or absence of each document comprising the eligibility documents vis-à-vis a checklist of the required documents.
- 8.4. 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 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 Notice of Eligibility and Short Listing issued by the BAC.

10. Protest Mechanism

Decision of the Procuring Entity at any stage of the procurement process may be questioned in accordance with Section 55 of the IRR of RA 9184.

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><i>State the types and fields of Consulting Services that will be performed in relation to the Project and the appropriate GoP regulatory body, if any.</i></p> <p><i>Key Personnel shall be Filipino citizens and registered professionals authorized by the appropriate regulatory body to practice those professions and allied professions.</i></p> <ul style="list-style-type: none"> • <i>PRC Licensed Statistician for the interpretation and analysis of data</i>
1.3	No further instructions.
2.1(a)(ii)	The statement of all ongoing and completed government and private contracts shall include all such contracts within [2017-2022] prior to the deadline for the submission and receipt of eligibility documents.
2.1(a)(ii.7)	<p><i>State acceptable proof of satisfactory completion of completed contracts.</i></p> <ul style="list-style-type: none"> • <i>Provision of Certificate of Completion from client/customer.</i>
0	Each bidder shall submit One (1) original copy and Three (3) duplicate copies of the first and second components of its bid, properly labeled with tab, and One (1) password protected electronic copy in PDF format in USB
(e)	<i>Cultural Center of the Philippines Bids and Awards Committee</i>
(f)	<i>No further instruction</i>
0	<p>The address for submission of eligibility documents is <i>CCP Boardroom, CCP Annex Building, CCP Complex, Roxas Boulevard, Pasay City.</i></p> <p>The deadline for submission of eligibility documents is <i>November 30, 2023, 9:30AM.</i></p>
0	<p>The place of opening of eligibility documents is <i>CCP Boardroom, CCP Annex Building, CCP Complex, Roxas Boulevard, Pasay City.</i></p> <p>The date and time of opening of eligibility documents is <i>November 30, 2023, 9:30AM.</i></p>
0	Similar contracts shall refer to completed contracts with Government Owned or Controlled Corporations (GOCCs) under RA 10149.
0	<i>Please see attached Terms of Reference</i>

TERMS OF REFERENCE

Service Provider for the 2023 Client Satisfaction Measurement (Formerly Customer Satisfaction Survey)

I. Project Background Rationale

The Cultural Center of the Philippines was created in 1966 through Presidential Decree No. 15¹ with the purpose of promoting and preserving the best of Filipino arts and culture. P.D. 15 also declared the CCP as non-municipal public corporation in nature. In 2011, the CCP was one of the Government-Owned or Controlled Corporations (GOCCs) to be under the regulatory responsibility of the Governance Commission for GOCCs (GCG) through the implementation of Republic Act 10149 or the "GOCC Governance Act of 2011."

In 2013, GCG initially implemented M.C. 2013-01 entitled "Performance Evaluation System (PES) For the GOCC Sector." Said M.C. directed all GOCCs under RA 10149 to institutionalize a Performance Evaluation System (PES). The purpose of PES is to provide the framework for setting the organizational targets of a GOCC. Subsequently, GCG M.C. 2013-01 was re-issued through GCG M.C. Nos. 2013-02, 2017-01, and 2023-01.

Align with this, GCG directed the GOCCs under RA 10149 to set Customer Satisfaction Survey as one of their standard Strategic Measures in PES. For the past years the conduct of the Customer Satisfaction Survey (CSS) was guided by GCG's *Enhance Methodology for the Conduct of the Customer Satisfaction Survey*. However, in 2022 the Anti-Red Tape Act (ARTA) implemented ARTA M.C. 2022-05, amended through ARTA M.C. 2023-05, entitled: *Guidelines on the Implementation of Harmonized Client Satisfaction* dated June 2023. In order to reduce the cost and burden of compliance of GOCCs with the CSM and CSS, ARTA and GCG released Joint Memorandum Circular No. 1, s. 2023 to harmonize the two.

Hence, for 2023 onwards, the Conduct of the Client Satisfaction Measurement shall be guided by GCG M.C. 2023-01², ARTA M.C. No. 2023-05³ and the JMC No. 1, s. 2023.⁴

II. General Guidelines

Starting 2023, the CSS methodology shall be in accordance with the prescribed Guidelines of the ARTA M.C. No. 2022-05. The CSM report shall be submitted to ARTA not later than April 15 of each year. Thereafter, the validated CSM Report of ARTA shall be used by GCG for the CSS measure in the GOCC's Performance Scorecard.

CSM shall be gathered for all services provided by CCP. This includes both internal and external services. However, for 2023 only the external services client satisfaction shall be measured.

III. Data Gathering Method

Based on the guidelines established by ARTA (Item 4.3.4 of ARTA M.C. 2022-05) hereunder are the methodologies required for CCP clientele:

¹ CREATING THE CULTURAL CENTER OF THE PHILIPPINES, DEFINING ITS OBJECTIVES, POWERS AND FUNCTIONS AND FOR OTHER PURPOSES

² Performance Evaluation System (PES) For the GOCC Sector Dated 19 January 2023

³ Guidelines on the Implementation of Harmonized Client Satisfaction Measurement dated 20 September 2022

⁴ Supplemental Guidelines to the ARTA Memorandum Circular No. 2022-05 or Guidelines on the Implementation of Harmonized Client Satisfaction Measurement Specific for GOCCs Covered by Republic Act. No. 10149 dated 12 April 2023

- a. *On-site Conduct*- Paper survey questionnaires or electronic platforms
- b. *Remote Conduct*- via email, social media, QR Code, or other similar modes

A. CSM Questionnaire

The CSM questionnaire includes three (3) questions related to the Citizen's Charter, one (1) question related to the client's overall satisfaction with service availed of, and eight (8) questions related to the following Service Quality Dimensions (SQD):

- a. *Responsiveness*
- b. *Reliability*
- c. *Access and Facilities*
- d. *Communication*
- e. *Costs*
- f. *Integrity*
- g. *Assurance*
- h. *Outcome*

The CSM question prescribed by ARTA (*Annex B*) are fixed and may not be altered, modified, or deleted. Further, the CSM shall have an open-ended question at the end of the form where the client has the option to provide additional remarks or feedback not covered/captured by previous questions.

B. Rating Scale and Scoring System of the CSM

The CSM shall use a Five (5) Point Likert Scale to measure the SQDs. The percentage of respondents that rated "agree" and "strongly agree" shall be used to get each SQD's score. This also applies to the overall scoring. Agencies shall strive to achieve an overall percentage of 80% or higher, or a rating of "Satisfactory" or higher. Interpretation of the results shall be as follows:

Percentage	Rating
Below 60.0%	Poor
60.0%-79.9%	Fair
80.0%-89.9%	Satisfactory
90.0%-94.9%	Very Satisfactory
95.0%-100%	Outstanding

C. CSM Report

Government agencies are required to submit a CSM report following the prescribed template provided in Annex B of ARTA M.C. 2023-05.

D. Sample Universe and Size

The sample universe and sample size for this project must be in accordance with the guidelines stated in Item 4.3.3 of ARTA M.C. 2022-05.

IV. Objectives

1. Generate feedback from identified clients, customers and stakeholders of CCP;
2. Enable CCP to measure its performance in delivering its service to stakeholders based on satisfaction metrics and variables as identified by GCG – Timeliness; Ease of Access; Staff; Quality; and Outcome;
3. Identify specific actions that CCP can take to improve product and service delivery;
4. Be able to identify organizational risks and opportunities guided by the ISO 9001:2015 standards;
5. Comply with the good governance conditions of GCG under GCG M.C. No. 2023-01.
6. Comply with the Guidelines on the Implementation of Harmonized Client Satisfaction Measurement (ARTA M.C. No. 2022-05) and with the Supplemental guidelines under Joint Memorandum Circular no. 1, s. 2023 between ARTA and GCG.

V. Scope of Work

The Service Provider must commit to the following:

- Follow and utilize the CSM Tool and guidelines provided by ARTA to determine the overall rating of the current level of satisfaction;
- Train the CCP CSM focal personnel on the data gathering implementation
- Determine the quality-of-service delivery as perceived by clients;
- Identify gaps in service delivery;
- Identify the sources of client/customer complaints/dissatisfaction in regard to service delivery;
- Provide thorough analysis of survey results and necessary recommendations;
- Proposed product and service improvement measures;
- Prepare and deliver a comprehensive Final Report

VI. Key Personnel Required

POSITION	TASK
Project Manager	<ul style="list-style-type: none">- Oversees all activities of the study from start to finish ensuring that project objectives are realized- Prepares the fieldwork materials (i.e. questionnaire and other stimulus) and data specs- Conducts statistical analysis on the data- Responsible for analysis and report preparation- Presents results
Assistant Project Manager	<ul style="list-style-type: none">- Assists the Project Manager in the implementation of the survey
Statistician/Research Analyst	<ul style="list-style-type: none">- Interprets and analyze data
Data Processing Manager	<ul style="list-style-type: none">- Oversees the proper implementation recommended methodology in of data analysis and interpretation
Technical Writer	<ul style="list-style-type: none">- Drafts the recommended CSM Report

The identified personnel must have at least five (5) years of experience in relation to their function and have **at least handled or is currently handling CSM project for a GCG supervised GOCC.**

VII. Status Reports and Documents for Submission

The service provider must submit the following documents while the project is on-going:

ACTIVITIES	DOCUMENTS FOR SUBMISSION
Training	Stimulus Instruments/Materials Training Manual Training Report
Data Analysis and Interpretation	Data Processing and Quality Control; Final Report

A. Contract Duration

The suggested duration for this Client Satisfaction Measurement Project is One Hundred Twenty (120) calendar days upon issue once of the Notice to Proceed (NTP).

Timeline

Phase 1

Within Seven (7) days upon issuance of NTP:

Activities	Output for Submission
<ul style="list-style-type: none"> • Pre-test • Training • Project kick-off/Start-off 	<ul style="list-style-type: none"> • Training Manual • Training Report

Phase 2 (Internal To CCP)

November-January 2024

- Project Implementation
- Data Gathering and encoding

Phase 3

February 2024

Activities	Output for Submission
<ul style="list-style-type: none"> • Spot Checking for Data Processing and Quality Control • Exit briefing of the CSM results • Transfer of Technology 	<ul style="list-style-type: none"> • Data Processing and Quality Control Report • Submission of the Final Comprehensive CCP Client Satisfaction Measurement Report 2023 (deadline: February 28, 2024)

B. Minimum Required Content for the Final Report

The content of the report must follow the recommended CSM Report Outline as per Annex B of ARTA MC No. 2022-05.

VIII. Evaluation Criteria

The proposals shall be evaluated using the Quality-Based Cost Evaluation. The technical proposal shall be given a weight of 70% whereas the financial proposal shall be given a weight of 30%.

A. Criteria and rating system for shortlisting

Criteria	Maximum Points								
1. Experience of the Firm	40								
1.1 Years of Consultancy Service									
<table border="1"><thead><tr><th>No. of Years</th><th>Points</th></tr></thead><tbody><tr><td>15 yrs. and above</td><td>20</td></tr><tr><td>10 to 14 yrs.</td><td>15</td></tr><tr><td>5 to 9 yrs.</td><td>10</td></tr></tbody></table>		No. of Years	Points	15 yrs. and above	20	10 to 14 yrs.	15	5 to 9 yrs.	10
No. of Years		Points							
15 yrs. and above	20								
10 to 14 yrs.	15								
5 to 9 yrs.	10								
1.2 Similar Projects in Nature and type of Client Completed									
<table border="1"><thead><tr><th>No. of Projects</th><th>Points</th></tr></thead><tbody><tr><td>5 or more</td><td>20</td></tr><tr><td>3 to 4</td><td>15</td></tr><tr><td>1 to 2</td><td>10</td></tr></tbody></table>	No. of Projects	Points	5 or more	20	3 to 4	15	1 to 2	10	
No. of Projects	Points								
5 or more	20								
3 to 4	15								
1 to 2	10								

2. Qualification of Key Personnel proposed to be assigned to the project					60
2.1 Education attainment and work experience					
Personnel	Wt. %	Education	Experience	Wt. Score	
Project Manager	30%	25 pts	35 pts	18	
Assistant Project Manager	20%	25 pts	35 pts	12	
Statistician/ Research Analyst	20%	25 pts	35 pts	12	
Data Processing Manager	15%	25 pts	35 pts	9	
Technical Writer	15%	25 pts	35 pts	9	
			Total Score	60	
TOTAL					100

The require minimum or passing technical score shall be 75, otherwise it shall be considered "failed".

B. Criteria and Rating for the Evaluation of bidding documents:

1. Technical Proposal – 70%

Criteria	Maximum Points								
<p>1. Experience</p> <p>a. The firm must have satisfactorily completed at least three contracts of service similar to and with the following cost as a percentage of Approved Budget for the Contract (ABC) as the proposed Client Satisfaction Measurement (maximum points = 20)</p> <table border="1" style="margin-left: 40px;"> <thead> <tr> <th>Cost of Completed Contract as % of ABC</th> <th>Points</th> </tr> </thead> <tbody> <tr> <td>50% or more</td> <td style="text-align: center;">15</td> </tr> <tr> <td>40% to <50%</td> <td style="text-align: center;">10</td> </tr> <tr> <td>30% to <40%</td> <td style="text-align: center;">5</td> </tr> </tbody> </table> <p>b. The firm must have satisfactorily completed at least one contract of service with clients similar to the nature of CCP (maximum points = 10)</p>	Cost of Completed Contract as % of ABC	Points	50% or more	15	40% to <50%	10	30% to <40%	5	30
Cost of Completed Contract as % of ABC	Points								
50% or more	15								
40% to <50%	10								
30% to <40%	5								

	Similar Clients	Points	
	5 or more	10	
	3 to 4	7	
	1 to 2	3	
2. Qualification of Key Personnel proposed to be assigned to the project			20
a. Education (maximum points = 10 points)			
	Education	Points	
	Relevant Bachelor's Degree (minimum requirement)	10	
	Relevant Master's Degree (additional points)	7	
	Relevant Training/s (additional points)	3	
b. Experience (Maximum Points = 10 points)			
	No. of Years of Similar Service	Points	
	10 years and above	10	
	7 years to 9 years	7	
	6 years below	3	
3. Research Design and Methodology			20
	Alignment to ARTA Prescribed Methodology	Points	
	>80%	20	
	<80%	10	

2. Financial Proposal- 30%

The scores of each bidder for Financial Proposal will be computed using the formula:

$$\text{Financial Rating} = (\text{Lowest Financial Bid} / \text{Financial Bid under consideration}) \times 100 \times 30\%$$

EVALUATION CRITERIA	WEIGHT	Minimum Score
Technical Proposal	70%	75%
Applicable Years of Experience of the Consultant/Firm (15%)		
Similar Projects Completed (15%)		
Qualification of personnel who shall be assigned to the project (20%)		
Research Design (20%)		
Financial Proposal	30%	
TOTAL	100%	

IX. Approved Budget for Contract (ABC)

- One Million Six Hundred Fifty-Seven Thousand Six Hundred Pesos (PHP 1,657,600.00)

Terms of Payment

Progress Billing: Phase 1 (40% of Contract Price upon submission of Training Manual and Training Report)

Phase 3 (60% Contract Price upon submission of Data Processing and Quality Control Report and Final CSM Report 2023)

Prepared by:

Reviewed and Recommended for Approval:


MARICARA A. FALGUERA-BADIONG
Planning Officer III
Management Service Division


CECILIA E. FUNTINILLA
Division Chief III
Management Services Division

Approved by:


MICHELLE NIKKI M. JUNIA
President Ad Interim

10/11/2023