



PHILIPPINE INTERNATIONAL TRADING CORPORATION
5/F NDC Building, 116 Tordesillas Street, Salcedo Village, Makati City

REQUEST FOR PROPOSAL

PROCUREMENT OF SERVICES FOR THE CONDUCT OF THE 2020 PITC CUSTOMER SATISFACTION SURVEY

Reference No.: ISO-RFP-2020-08-006

The Philippine International Trading Corporation (PITC) per approved APP Code (PAP) 849, intends to apply the sum of **PESOS: THREE HUNDRED THOUSAND PESOS ONLY (PHP 300,000.00)** being the Approved Budget for the Contract (ABC) to payment under the contract for the **Procurement of Services** more particularly described as follows:

	Description	QTY	ABC (VAT Inclusive)
1	Conduct of 2020 PITC Customer Satisfaction Survey	1 unit	PHP300,000.00

I. INTRODUCTION

Background

PITC is an attached government-owned and controlled corporation (GOCC) under the Department of Trade and Industry (DTI) and is under the supervision of the Governance Commission for GOCCs (GCG).

In keeping with its mandate, PITC undertakes the following key businesses:

- Procurement Services for Government Clients (Defense and Government Sectors)
- Customs Bonded Warehouse Services
- Countertrade and Special Trading Arrangement Services
- Exports Services
- Imports Services

PITC Vision 2022 is the organization's long-term development plan that aims to make PITC a global state trading enterprise in support of the development of domestic industries.

As a global state trading enterprise, PITC is committed to exceed the expectations and serve the requirements of its customers, partners, suppliers and stakeholders with integrity and professionalism. It adopts best practices and ethical principles in good governance and international trading and complies with legal requirements.

It upholds its commitment to continually improve and comply with the requirements of its Quality Management System.



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Objectives

In compliance with its Quality Management System and Performance Governance System requirements, PITC is committed to exceeding its customers' expectations through a superior performance.

The objectives of the survey are the following:

- a. to establish how customers, feel about PITC's service delivery;
- b. to determine PITC customers' needs and expectations and;
- c. to identify the gaps and areas for improvement

- II. PITC now invites interested Service Providers for the **Procurement of Services for the Conduct of 2020 PITC Customer Satisfaction Survey**. More details on the Services are provided in the Scope of Works (Annex II-B).
- III. Interested service providers must submit their eligibility, technical and financial documents cited in **Attachment I** not later than **14 September 2020, 4:00 pm** at the 3rd Floor, NDC Building, 116 Tordesillas St., Salcedo Village, Makati City in two (2) separate sealed envelopes. The first envelope shall contain the eligibility and technical documents and the second envelope shall contain the financial documents. These envelopes must be placed in one single envelope labeled as follows:

TO	:	JO J. BATIN-OCAMPO Manager, Management Services Department
FROM	:	_____ <i>(Name of Bidder in capital letters)</i>
ADDRESS	:	_____ <i>(Address of Bidder in capital letters)</i>
PROJECT	:	PROCUREMENT OF SERVICES FOR THE CONDUCT OF THE 2020 PITC CUSTOMER SATISFACTION SURVEY
RFQ REF. NO.	:	ISO-RFP-2020-08-006

- IV. Eligibility and Technical documents shall be evaluated using the non-discretionary "pass/fail" criterion.



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- V. Prospective service providers must have successfully completed at least five (5) consultancy services contracts within the last five (5) years pertaining to the conduct of customer satisfaction survey.
- VI. PITC shall draw up a short list of service providers from those who have submitted Proposals and 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 prospective service providers who meet the minimum qualifications and shall be ranked based on the following criteria:

Criteria for Eligibility and Shortlisting	Weight
No. of successfully completed customer satisfaction survey contracts within the last five (5) years	40%
No. of completed customer satisfaction survey contracts with government agencies within the last five (5) years	40%
No. of projects handled by the Service Provider for the past five (5) years	20%
Total	100%

Note: Candidates must obtain at least 70 points to be considered for further evaluation (Refer to **Annex I-C** for the detailed Criteria for Eligibility and Shortlisting).

- VII. The short-listed Service Provider will be required to present their detailed Work Plan to PITC. The Technical documents of short-listed bidders shall be evaluated based on the following criteria:

Technical Evaluation Criteria	Weight
I. Total weighted rating garnered in the Selection Criteria	20%
II. Substance and completeness of the Work Plan (Using the GCG Guideline)	60%
a. Substance and Completeness of the Proposal	10%
b. Methodologies/Approaches	10%
c. Timetable (Consultancy Schedule/Committed man-hours)	10%
Total	100%

- VIII. PITC will open only the financial proposal of the Service Provider who ranked first in the above criteria.
- IX. Interested service providers may obtain further information from **Ms. Ofelia H. Del Monte** or **Ms. Maria Luisa T. Viaña** at the 3rd Floor, NDC Building, 116 Tordesillas St., Salcedo Village, Makati City or at telephone no. 88189801 local 313 or 398 respectively, from 9:00 am to 4:00 pm only, Mondays to Fridays starting September 8, 2020.



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- X.** Terms of Payment: Payment term is within fifteen (15) calendar days after complete delivery of the services and after submission of required documents as listed in the Financial Proposal Form (Annex "B"). Payment is subject to applicable withholding taxes.
- XI.** This Request for Proposal includes the following documents:
- a. List of Documents to be submitted – **Attachment I**
 - b. Eligibility Forms
 - **Annex I – A**, Statement of All Ongoing Contracts and Completed Contracts
 - **Annex I – B**, Statement of All Completed Contracts
 - **Annex I- C**, Omnibus Sworn Statements
 - c. Technical Proposal Forms
 - **Annex II – A**, Technical Proposal Submission Form
 - **Annex II – B**, Scope of Works
 - **Annex II – C**, Criteria for Technical Evaluation
 - d. Financial Proposal Forms
 - **Annex III** , Financial Proposal Form
 - e. Reference Documents
 - **Annex I-C**, Criteria for Eligibility and Shortlisting
- XII.** PITC reserves the right to accept or reject any and all bids, annul the procurement process, or not award the contract at any time prior to contract award, without thereby incurring any liability to the affected consultants or bidders.


JO J. BATIN-OCAMPO
Manager, Management Services Department

LIST OF DOCUMENTS TO BE SUBMITTED

Eligibility Documents

1. Registration Certificate from the Securities and Exchange Commission (SEC) for Corporations or from Department of Trade and Industry (DTI) for sole proprietor.
2. Valid and current **Business / Mayor's Permit** issued by the city or municipality where the principal place of business of prospective consultant is located;
3. Copy of Valid and Current **Income / Business Tax Returns** duly stamped "received" by the BIR (**only for private agencies as lessor-not applicable for government agencies as lessors**).
4. Statement of all its Ongoing Contracts, including contracts awarded but not yet started if any (Annex I-A); and Completed Contracts (Annex I-B);
 - 4.1 For list of all ongoing contracts, a copy of Contract for each listed Ongoing Contract pertaining to the conduct of customer satisfaction survey;
 - 4.2 For the List of Completed contracts, a copy of the following documents must be attached for each listed completed Contract/s pertaining to the customer satisfaction survey:
 - a) Copy of contract showing the terms and conditions and scope of works; and
 - b) Copy of End-User's Acceptance, or Copy of Official receipt/s
5. PhilGEPS Registration Number
6. Omnibus Sworn Statements (Annex I-C)

Technical Documents

1. Technical Proposal Submission Form per Annex II-A;
2. Duly conformed/signed Scope of Works per Annex II-B;
3. Proposed Work Plan/Implementation Schedule to Complete the Project (must include scope of works per Annex II-B). Survey must be completed by November 20, 2020;
4. Company Profile (if applicable)
5. Structure and composition of Proposed Project Team
6. Curriculum Vitae (CV) of Proposed Project Team
7. Description of Project Team Leader
8. Duly Conformed Technical Evaluation Criteria (Annex II-C).

Financial Proposal Form

- Financial Proposal Form (Annex III)

PROCUREMENT OF SERVICES FOR THE CONDUCT OF THE 2020 PITC CUSTOMER SATISFACTION SURVEY
Approved Budget for the Contract – Php300,000.00

Statement of All Completed Contracts Pertaining Customer Satisfaction Survey
Service Provider for the conduct of the 2020 PITC Customer Satisfaction Survey

I. All On-going Contracts - Private
(including Contracts awarded but not yet started, if any)

Name of Client	Title of Contract	Date of Award	Type and Brief Description of the Project	Amount of Contract	Date of Completion

II. All On-going Contracts - Government
(including Contracts awarded but not yet started, if any)

Name of Client	Title of Contract	Date of Award	Type and Brief Description of the Project	Amount of Contract	Date of Completion

CERTIFIED CORRECT

Name and Signature of Consultant

Date

**PROCUREMENT OF SERVICES FOR THE CONDUCT OF THE
2020 PITC CUSTOMER SATISFACTION SURVEY
Approved Budget for the Contract – PhP300,000.00**

**Statement of All Completed Contracts Pertaining Customer Satisfaction Survey
Service Provider for the conduct of the 2020 PITC Customer Satisfaction Survey**

I. Completed Contracts in the last five (5) years - Private

Name of Client	Title of Contract	Date of Award	Type and Brief Description of the Project	Amount of Contract	Duration Contract	Date of Completion

II. Completed Contracts in the last five (5) years - Government

Name of Client	Title of Contract	Date of Award	Type and Brief Description of the Project	Amount of Contract	Duration Contract	Date of Completion

CERTIFIED CORRECT

Name and Signature of Consultant

Date

(Bidder's Company Letterhead)
PROCUREMENT OF SERVICES FOR THE CONDUCT OF THE
2020 PITC CUSTOMER SATISFACTION SURVEY
Approved Budget for the Contract – PhP300,000.00

Omnibus Sworn Statement

REPUBLIC OF THE PHILIPPINES)
CITY/MUNICIPALITY OF _____) S.S.

AFFIDAVIT

I/We, _____, of legal age, with residence at _____, after having been duly sworn to in accordance with law and in compliance with the bidding requirements as contained in the Instructions to Bidders / Bid Data Sheet for the bidding of the **PROCUREMENT OF SERVICES FOR THE CONDUCT OF THE 2020 PITC CUSTOMER SATISFACTION SURVEY** do hereby certify under oath as follows:

<p>(a) AUTHORITY OF THE DESIGNATED REPRESENTATIVE <i>(Please check appropriate box and fill up blanks)</i></p> <p><input type="checkbox"/> Sole Proprietor</p> <p>That I am the sole proprietor of <u><company name/name of supplier></u> with business address at _____; Telephone No. _____, with Fax No. _____ and e-mail address _____ and as such, I have the full power and authority to do, execute and perform any and all acts necessary to represent it in the bidding.</p> <p>Name: _____</p> <p>Title: _____</p> <p>Specimen Signature: _____</p> <p style="text-align: center;">- OR -</p> <p>That I am the duly authorized representative of the owner/sole proprietor of <u><company name/name of supplier></u> with business address at _____; Telephone No. _____, with Fax No. _____ and e-mail address _____ as shown in the attached Special Power of Attorney, and granted full power and authority to do, execute and perform any and all acts necessary to represent it in the bidding.</p> <p>Name: _____</p> <p>Title: _____</p> <p>Specimen Signature: _____</p> <p>Note: Please attach a Special Power of Attorney, if not the Sole Proprietor/Owner.</p>

□ Corporation, Partnership, Cooperative

That I/we am/are the duly authorized representative/s of <company name>, located at _____, with Telephone No. _____; Fax No. _____ and e-mail address, _____, as shown in the attached Secretary's Certificate issued by the corporation or the members of the joint venture, and granted full power and authority to execute and perform any and all acts necessary and/or to represent our company in the abovementioned bidding, including signing all bidding documents and other related documents such as the contracts:

1) Name: _____ 2) Name: _____
Title: _____ Title: _____
Specimen Signature: _____ Specimen Signature: _____

Note: Please attach duly executed Secretary's Certificate.

**(b)
NON-INCLUSION IN THE BLACKLIST NOR UNDER SUSPENSION STATUS BY
ANY AGENCY OR GOVERNMENT INSTRUMENTALITY**

That the firm I/We represent is not "blacklisted" or barred from bidding by the Government of the Philippines or any of its agencies, offices, corporations, or Local Government Units, Foreign Government/Foreign or International Financing Institution whose blacklisting rules been recognized by the Government Procurement Policy Board;

**(c)
AUTHENTICITY OF SUBMITTED DOCUMENTS**

That each of the documents submitted by our company in satisfaction of the bidding requirements is an authentic copy of the original, complete, and all statements and information provided therein are true and correct.

**(d)
AUTHORITY TO VALIDATE SUBMITTED DOCUMENTS**

The undersigned duly authorized representative of the Applicant, for and in behalf of the Applicant, hereby submits this Letter of Authorization in relation with Application to apply for Eligibility and to Bid for the subject contract to be bid.

In connection therewith, all public official, engineer, architect, surety company, bank institution or other person, company or corporation named in the eligibility documents and statements are hereby requested and authorized to furnish the Chairman, PITC Bids & Awards Committee I or her duly authorized representative/s any information necessary to verify the correctness and authenticity of any item stated in the said documents and statements or regarding our competence and general reputation.

I/We hereby give consent and give authority to the Chairman of **PITC Bids and Awards Committee I** or her duly authorized representative, to verify the authenticity and correctness, of any or all of the documents and statements submitted herein; and that I/we hereby hold myself liable, criminally or civilly, for any misrepresentation or false statements made therein which shall be ground for outright disqualification and/or ineligibility, and inclusion of my/our company among the contractors blacklisted from participating in future biddings of **Philippine International Trading Corporation**.

(e)
DISCLOSURE OF RELATIONS

That for and in behalf of the Bidder, I/We hereby declare that the sole proprietor or proprietress/ all officers and members of the partnership or cooperative/ all officers, directors, and controlling stockholders of the corporation/ all partners and members of the Joint Venture are not related by consanguinity or affinity up to the third civil degree with the **Head of the Procuring Entity**, members of the **Board of Directors**, the **President, Officers or Employees** having direct access to information that may substantially affect the result of the bidding such as, but not limited to, the **members of the PITC BAC**, the **members of the TWG of PITC**, the **PITC BAC Secretariat**, the **head of the end-user unit**, and the **project consultants**. It is fully understood that the existence of the aforesaid relation by consanguinity or affinity of the Bidder with the aforementioned Officers of the Corporation shall automatically disqualify the Bid.

(f)
COMPLIANCE WITH EXISTING LABOR LAWS AND STANDARDS

That our company diligently abides and complies with existing labor laws and standards.

(g)
BIDDER'S RESPONSIBILITIES

1. That I/we have taken steps to carefully examine all of the bidding documents;
2. That I/we acknowledge all conditions, local or otherwise affecting the implementation of the contract;
3. That I/we made an estimate of the facilities available and needed for the contract to be bid, if any;
4. That I/we will inquire or secure Supplemental /Bid Bulletins issued for this project;
5. That the submission of all bidding requirements shall be regarded as acceptance of all conditions of bidding and all requirements of authorities responsible for certifying compliance of the contract;
6. That I have complied with our responsibility as provided for in the bidding documents and all Supplemental /Bid Bulletins;
7. That failure to observe any of the above responsibilities shall be at my own risk and
8. That I agree to be bound by the terms and conditions stated in the Conditions of the Contract for this project.

(h)
DID NOT PAY ANY FORM OF CONSIDERATION

That our company did not give or pay directly or indirectly any commission, amount, fee or any form of consideration, pecuniary or otherwise, to any person or official, personnel or representative of the government in relation to any procurement project or activity.

IN WITNESS WHEREOF, I have hereunto set my hand this ___ day of _____, 2020 at _____, Philippines.

Bidder's Representative/Authorized Signatory
Signature over Printed Name

SUBSCRIBED AND SWORN TO BEFORE ME this _____ day of _____ at _____, Philippines. Affiant exhibited to me his/her competent Evidence of Identity (as defined by the 2004 Rules on Notarial Practice _____ issued _____ at _____, Philippines.

Doc. No. _____
Page No. _____
Book No. _____
Series of _____

CRITERIA FOR ELIGIBILITY AND SHORTLISTING

**PROCUREMENT OF SERVICES FOR THE CONDUCT OF THE
2020 PITC CUSTOMER SATISFACTION SURVEY**

Criteria	Weight	Eligibility/Technical Documents	Rating System (point system)
1. At least nine (9) successfully completed services for customer satisfaction survey contract within the last five (5) years	40%	Statement of Completed Contracts per Annex I-B (for Government and Private)	9 & above – 100 points 8 contracts – 95 points 7 contracts – 90 points 6 contracts – 80 points 5 contracts – 70 points If less than 5 consultancy contracts – 0
2. At least six (6) completed customer satisfaction survey contract with government agencies which successfully acquired an ISO 9001:2015 Certificate	40%	Statement of Completed Contracts per Annex I-B (for Government)	6 & above – 100 points 5 contracts – 95 points 4 contracts – 90 points 3 contracts – 80 points 2 contracts – 70 points If only one (1) or no contract with any government agency – 0
3. At least five (5) projects handled by the Team Leader (who will be assigned to the project)	20%	Curriculum Vitae (CV)	5 & above – 100 points 4 contracts – 95 points 3 contracts – 90 points 2 contracts – 80 points 1 contract as Lead Auditor – 70 points If no experience as Lead Auditor – 0

TECHNICAL PROPOSAL SUBMISSION

(Date)

JO J. BATIN-OCAMPO

Manager, Management Services Department
Philippine International Trading Corporation
4F NDC Building, 116 Tordesillas Street
Salcedo Village, Makati City

Subject: **PROCUREMENT OF SERVICES FOR THE CONDUCT OF THE 2020 PITC CUSTOMER SATISFACTION SURVEY**

Dear Ms. Ocampo:

I, undersigned, offer to provide the consulting services for the Procurement of Service Provider for the Conduct of the 2020 PITC Customer Satisfaction Survey, in accordance with your Request for Proposal dated 07 September 2020. I am hereby submitting my Bid, which includes this Technical Proposal, and a Financial Proposal sealed under a separate envelope.

At the option of the Procuring Entity, I undertake to enter into negotiation on any of the following areas:

1. Discussion and clarification of the Scope of Works;
2. Discussion and finalization of my proposed Work Plan and Methodology;
3. Discussion on the services, facilities and data, if any, to be provided by the Procuring Entity;
4. Discussion on the submitted Financial Proposal; and
5. Provisions of the contract.

My Bid is binding upon us and subject to the modifications resulting from contract negotiations.

I acknowledge and accept the PROCURING ENTITY's right to inspect and audit all records relating to my Bid irrespective of whether I enter into a contract with the Procuring Entity as a result of this Bid or not.

I understand you are not bound to accept any Bid received for the selection of a bidder for the Project

I remain,

Yours sincerely,

(Name and Signature of Consultant)
(Address)

**PROCUREMENT OF SERVICE PROVIDER FOR THE CONDUCT OF THE
2020 PITC CUSTOMER SATISFACTION SURVEY**

SCOPE OF WORKS

The Service Provider will conduct activities with following deliverables:

Scope of Work	Output
I. Conduct of the 2020 PITC Customer Satisfaction Survey Using the Guideline issued by GCG (Copy of Guideline will be provided by PITC)	<ul style="list-style-type: none">• Complete documents/reports required as per GCG guidelines• Final Report of the customer satisfaction survey as per agreed scope of work

CONFORME:

Name and Signature of Consultant

Date

CRITERIA FOR TECHNICAL EVALUATION

PROCUREMENT OF SERVICES FOR THE CONDUCT OF THE
2020 PITC CUSTOMER SATISFACTION SURVEY

Criteria	Weight	Rating System (point systems)
1. Total weighted rating obtained in the Criteria for Eligibility and Shortlisting	20%	Score obtained in the Criteria for Eligibility and Short listing
2. Substance and Completeness of the Work Plan		
a. Substance and Completeness of the Proposal (in reference to the duly conformed Scope of Works)	60%	100 points – 98% to 100% complete and relevant to PITC's requirements 90 points – 95% to 97% complete and relevant to PITC's requirements 85 points – 92% to 94% complete and relevant to PITC's requirements 80 points – 89% to 91% complete and relevant to PITC's requirements
b. Methodologies Appropriate tools and interventions to deliver the intended output per Scope of Works	10%	100 points – Presence of four (4) or more methodologies 90 points – Presence of two (2) to three (3) methodologies 70 points – Methodology is mostly lectures, with minimal use of personal interventions
c. Timetable	10%	100 points – proposed completion of schedule of training is: <ul style="list-style-type: none"> ● One (1) day – Understanding and Implementing the Requirements of ISO 9001:2015 Standard ● Two (2) days – Training for Internal Quality Auditors using ISO 19011:2018 Guidelines and ISO 9001:2015 Standard 90 points – completion schedule as required 70 points – completion schedule is later than the required completion date
	Conforme:	

	Name and Signature of Consultant	

	Date	

PLEASE USE THIS BID FORM. DO NOT RETYPE OR ALTER

Annex III

PHILIPPINE INTERNATIONAL TRADING CORPORATION

**PROCUREMENT OF SERVICES FOR THE CONDUCT OF THE
2020 PITC CUSTOMER SATISFACTION SURVEY**

Reference No.: ISO-RFP-2020-08-006

**FINANCIAL PROPOSAL FORM
(VAT INCLUSIVE)**

DESCRIPTION	QTY	PITC ABC	FINANCIAL BID (Php)
			BID PRICE
1. Conduct of the 2020 PITC Customer Satisfaction Survey Using the Guidelines issued by GCG	1 LOT	PHP300,000.00	
TOTAL			

Total Amount in Words: _____

Notes:

- I. The Financial Bid includes all taxes and cost/expenses relative to the Procurement of the Services for the Conduct of the 2020 PITC Customer Satisfaction Survey.
- II. The Price shall be subject to applicable withholding tax.

SERVICE PROVIDER'S UNDERTAKING

I/We, the undersigned Consultant, after having examined the Request for Proposal Documents including Bulletins, as applicable, hereby BID to perform the above described items.

I undertake, if our bid is accepted, to perform the items in accordance with the terms and conditions contained in the Request for Proposal, including the Scope of Works and all other attachments.

Until a formal contract is prepared and signed, this Bid is binding on us.

Name of Company (in print)

Signature of Company Authorized Representative

Name & Designation (in print)

Date