



**PEOPLE'S TELEVISION**  
**P A R A S A B A Y A N**

People's Television Network, Inc  
Broadcast Complex, Visayas Avenue, Diliman, Quezon City 1100  
Telephone No. 3453-1097 / [www.ptv.ph](http://www.ptv.ph)

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# **PHILIPPINE BIDDING DOCUMENTS**

(As Harmonized with Development Partners)

## **PROVISION FOR THIRD PARTY RESEARCH AGENCY FOR THE CUSTOMER SATISFACTION SURVEY 2021 AND 2022 OF THE PEOPLE'S TELEVISION NETWORK, INC. (PTNI) ITB No. 2022-0001**

Government of the Republic of the Philippines

**Sixth Edition**  
**February 2022**

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# *Glossary of Acronyms, Terms, and Abbreviations*

**ABC** – Approved Budget for the Contract.

**BAC** – Bids and Awards Committee.

**Bid** – A signed offer or proposal to undertake a contract submitted by a bidder in response to and in consonance with the requirements of the bidding documents. Also referred to as *Proposal* and *Tender*. (2016 revised IRR, Section 5[c])

**Bidder** – Refers to a contractor, manufacturer, supplier, distributor and/or consultant who submits a bid in response to the requirements of the Bidding Documents. (2016 revised IRR, Section 5[d])

**Bidding Documents** – The documents issued by the Procuring Entity as the bases for bids, furnishing all information necessary for a prospective bidder to prepare a bid for the Goods, Infrastructure Projects, and/or Consulting Services required by the Procuring Entity. (2016 revised IRR, Section 5[e])

**BIR** – Bureau of Internal Revenue.

**BSP** – Bangko Sentral ng Pilipinas.

**Consulting Services** – Refer to services for Infrastructure Projects and other types of projects or activities of the GOP requiring adequate external technical and professional expertise that are beyond the capability and/or capacity of the GOP to undertake such as, but not limited to: (i) advisory and review services; (ii) pre-investment or feasibility studies; (iii) design; (iv) construction supervision; (v) management and related services; and (vi) other technical services or special studies. (2016 revised IRR, Section 5[i])

**CDA** - Cooperative Development Authority.

**Contract** – Refers to the agreement entered into between the Procuring Entity and the Supplier or Manufacturer or Distributor or Service Provider for procurement of Goods and Services; Contractor for Procurement of Infrastructure Projects; or Consultant or Consulting Firm for Procurement of Consulting Services; as the case may be, as recorded in the Contract Form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.

**CIF** – Cost Insurance and Freight.

**CIP** – Carriage and Insurance Paid.

**CPI** – Consumer Price Index.

**DDP** – Refers to the quoted price of the Goods, which means “delivered duty paid.”

**DTI** – Department of Trade and Industry.

**EXW** – Ex works.

**FCA** – “Free Carrier” shipping point.

**FOB** – “Free on Board” shipping point.

**Foreign-funded Procurement or Foreign-Assisted Project**– Refers to procurement whose funding source is from a foreign government, foreign or international financing institution as specified in the Treaty or International or Executive Agreement. (2016 revised IRR, Section 5[b]).

**Framework Agreement** – Refers to a written agreement between a procuring entity and a supplier or service provider that identifies the terms and conditions, under which specific purchases, otherwise known as “Call-Offs,” are made for the duration of the agreement. It is in the nature of an option contract between the procuring entity and the bidder(s) granting the procuring entity the option to either place an order for any of the goods or services identified in the Framework Agreement List or not buy at all, within a minimum period of one (1) year to a maximum period of three (3) years. (GPPB Resolution No. 27-2019)

**GFI** – Government Financial Institution.

**GOCC** – Government-owned and/or –controlled corporation.

**Goods** – Refer to all items, supplies, materials and general support services, except Consulting Services and Infrastructure Projects, which may be needed in the transaction of public businesses or in the pursuit of any government undertaking, project or activity, whether in the nature of equipment, furniture, stationery, materials for construction, or personal property of any kind, including non-personal or contractual services such as the repair and maintenance of equipment and furniture, as well as trucking, hauling, janitorial, security, and related or analogous services, as well as procurement of materials and supplies provided by the Procuring Entity for such services. The term “related” or “analogous services” shall include, but is not limited to, lease or purchase of office space, media advertisements, health maintenance services, and other services essential to the operation of the Procuring Entity. (2016 revised IRR, Section 5[r])

**GOP** – Government of the Philippines.

**GPPB** – Government Procurement Policy Board.

**INCOTERMS** – International Commercial Terms.

**Infrastructure Projects** – Include the construction, improvement, rehabilitation, demolition, repair, restoration or maintenance of roads and bridges, railways, airports, seaports, communication facilities, civil works components of information technology projects, irrigation, flood control and drainage, water supply, sanitation, sewerage and solid waste management systems, shore protection, energy/power and electrification facilities, national

buildings, school buildings, hospital buildings, and other related construction projects of the government. Also referred to as *civil works or works*. (2016 revised IRR, Section 5[u])

**LGUs** – Local Government Units.

**NFCC** – Net Financial Contracting Capacity.

**NGA** – National Government Agency.

**PhilGEPS** - Philippine Government Electronic Procurement System.

**Procurement Project** – refers to a specific or identified procurement covering goods, infrastructure project or consulting services. A Procurement Project shall be described, detailed, and scheduled in the Project Procurement Management Plan prepared by the agency which shall be consolidated in the procuring entity's Annual Procurement Plan. (GPPB Circular No. 06-2019 dated 17 July 2019)

**PSA** – Philippine Statistics Authority.

**SEC** – Securities and Exchange Commission.

**SLCC** – Single Largest Completed Contract.

**Supplier** – refers to a citizen, or any corporate body or commercial company duly organized and registered under the laws where it is established, habitually established in business and engaged in the manufacture or sale of the merchandise or performance of the general services covered by his bid. (Item 3.8 of GPPB Resolution No. 13-2019, dated 23 May 2019). Supplier as used in these Bidding Documents may likewise refer to a distributor, manufacturer, contractor, or consultant.

**UN** – United Nations.



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## ***Section I. Invitation to Bid for***

Provision for Third Party Research Agency for the Customer Satisfaction Survey 2021 and 2022 of the People's Television Network, Inc. (PTNI)  
ITB No. 2022-0001

1. The *People's Television Network, Inc. (PTNI)* through the **Corporate Budget** intends to apply the sum of **One Million Seven Hundred Ninety Thousand Forty Pesos (PHP 1,790,040.00)** being the ABC to payments under the contract for **Provision for Third Party Research Agency for the Customer Satisfaction Survey 2021 and 2022 of the People's Television Network, Inc. (PTNI), ITB No. 2022-0001**. Bids received in excess of the ABC shall be automatically rejected at bid opening.
2. The *People's Television Network, Inc. (PTNI)* now invites bids for the above Procurement Project. Delivery of the Goods is required **on or before 28 March 2022 for CSAT 2021 and on or before 29 December 2022 for CSAT 2022**. Bidders should have completed, within **Five (5) years** from the date of submission and receipt of bids, a contract similar to the Project. The description of an eligible bidder is contained in the Bidding Documents, particularly, in Section II (Instructions to Bidders).
3. Bidding will be conducted through open competitive bidding procedures using a non-discretionary "*pass/fail*" criterion as specified in the 2016 revised Implementing Rules and Regulations (IRR) of Republic Act (RA) No. 9184.

Bidding is restricted to Filipino citizens/sole proprietorships, partnerships, or organizations with at least sixty percent (60%) interest or outstanding capital stock belonging to citizens of the Philippines, and to citizens or organizations of a country the laws or regulations of which grant similar rights or privileges to Filipino citizens, pursuant to RA No. 5183.

4. Prospective Bidders may obtain further information from *People's Television Network, Inc. (PTNI)* and inspect the Bidding Documents at the address given below during office hours from 9:00 AM – 5:00 PM.
5. A complete set of Bidding Documents may be acquired by interested Bidders on **17 February 2022** from the given address and website below 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 (PHP 5,000.00)**. The Procuring Entity shall allow the bidder to present its proof of payment for the fees in person or through electronic means.

Interested bidders shall pay through any of the following means:

- Cashier (In Person)
  - Kindly inform the Secretariat through this number/s 0956-738-4512/0961-693-8333 upon arrival.
  - Transaction will be done at entrance gate only.
  - Cashier is available from Mon-Fri, 9:00 AM - 5:00 PM.
- PTNI's Bank Account (Land Bank of the Philippines).
  - Account Name: PTNI
  - Account Number: 3212100497
  - Kindly Email the proof of payment at bacsecretariat@ptni.gov.ph after the transaction.

6. The *People's Television Network, Inc. (PTNI)* will hold a Pre-Bid Conference on **24 February 2022 at 2:00 PM** through videoconferencing/webcasting via **Zoom**, which shall be open to prospective bidders.

**Meeting ID : 828 8473 2843**  
**Passcode : 2022-0001**

7. Bids must be duly received by the BAC Secretariat manual submission at the office address indicated below on or before **8 March 2022 at 2:00 PM**. Late bids shall not be accepted.
8. All Bids must be accompanied by a bid security in any of the acceptable forms and in the amount stated in **ITB** Clause 14.
9. Bid opening shall be on **8 March 2022, 2:30 PM** at the given address below and to be webcast via **Zoom**. Bids will be opened in the presence of the bidders' representatives who choose to attend the activity.

**Meeting ID : 882 8319 7607**  
**Passcode : 2022-0001**

10. *People's Television Network, Inc. (PTNI)* Health and Safety Protocols and other Instructions during the following Procurement Activities:

- a) Pre-Bid Conference
  - The Procuring Entity will hold a pre-bid conference for this Project on the specified date and time through videoconferencing/webcasting via **Zoom** as indicated in paragraph 6 of the **IB**
  - Interested Bidder is requested to send a letter of intent with the name of the company representative and his/her contact detail (mobile/telephone number and email address) to participate in the conference.
- b) Opening and Submission of Bids
  - PTNI will still require manual submission of bid.
  - Bidder shall submit its bid on time with proper label or sealing.

- Bidder may have one (1) representative to attend physically during the Bid Opening whose shall enforce the following precautionary measures among themselves:
    - Observe physical distancing
    - Present a COVID-19 vaccination card or any proof of COVID-19 vaccination
    - Wear face mask (at least 3-ply surgical mask, preferably N95 mask) and face shield at all times.
    - Submit duly accomplished Health Declaration forms and COVID-19 Negative Rapid Antigen Test (AgT) or RT-PCR test results from within the last 48-hours before the date of Opening of Bids.
  - Bidder may also participate virtually and watch the activity through video conferencing via Zoom.
11. The *People's Television Network, Inc. (PTNI)* 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 Sections 35.6 and 41 of the 2016 revised IRR of RA No. 9184, without thereby incurring any liability to the affected bidder or bidders.
12. For further information, please refer to:
- BAC Secretariat***  
*People's Television Network, Inc. (PTNI)*  
*3rd Floor, PTNI Broadcast Complex,*  
*Visayas Avenue, Diliman, Quezon City*  
*bacsecretariat@ptni.gov.ph*  
*0956-738-4512 / 0961-693-8333*  
*www.ptni.gov.ph*
13. You may visit the following websites:
- Bidding Documents: [ptni.gov.ph/procurement/](http://ptni.gov.ph/procurement/)  
 Procurement forms: <https://www.gppb.gov.ph/downloadables.php>

**16 February 2022**

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**ATTY. JASON SHAIFEER H. SALENDAB**  
*Chairperson, Bids and Awards Committee*



## ***Section II. Instructions to Bidders***

### **1. Scope of Bid**

The Procuring Entity, *People's Television Network, Inc. (PTNI)* wishes to receive Bids for the *Provision for Third Party Research Agency for the Customer Satisfaction Survey 2021 and 2022 of the People's Television Network, Inc. (PTNI)*, with identification number *ITB No. 2022-0001*.

The Procurement Project (referred to herein as "Project") is composed of the details of which are described in Section VII (Technical Specifications).

### **2. Funding Information**

2.1. The GOP through the source of funding as indicated below for **2022** in the amount of ***One Million Seven Hundred Ninety Thousand Forty Pesos (PHP 1,790,040.00)***.

2.2. The source of funding is: GOCC and GFIs, the Corporate Operating Budget.

### **3. Bidding Requirements**

The Bidding for the Project shall be governed by all the provisions of RA No. 9184 and its 2016 revised IRR, including its Generic Procurement Manuals and associated policies, rules and regulations as the primary source thereof, while the herein clauses shall serve as the secondary source thereof.

Any amendments made to the IRR and other GPPB issuances shall be applicable only to the ongoing posting, advertisement, or **IB** by the BAC through the issuance of a supplemental or bid bulletin.

The Bidder, by the act of submitting its Bid, shall be deemed to have verified and accepted the general requirements of this Project, including other factors that may affect the cost, duration and execution or implementation of the contract, project, or work and examine all instructions, forms, terms, and project requirements in the Bidding Documents.

### **4. Corrupt, Fraudulent, Collusive, and Coercive Practices**

The Procuring Entity, as well as the Bidders and Suppliers, shall observe the highest standard of ethics during the procurement and execution of the contract. They or through an agent shall not engage in corrupt, fraudulent, collusive, coercive, and obstructive practices defined under Annex "I" of the 2016 revised IRR of RA No. 9184 or other integrity violations in competing for the Project.

### **5. Eligible Bidders**

- 5.1. Only Bids of Bidders found to be legally, technically, and financially capable will be evaluated.
- 5.2. Foreign ownership limited to those allowed under the rules may participate in this Project.
- 5.3. Pursuant to Section 23.4.1.3 of the 2016 revised IRR of RA No.9184, the Bidder shall have an SLCC that is at least one (1) contract similar to the Project the value of which, adjusted to current prices using the PSA's CPI, must be at least equivalent to:
  - a. For the procurement of Non-expendable Supplies and Services: The Bidder must have completed a single contract that is similar to this Project, equivalent to at least fifty percent (50%) of the ABC. or
  - b. In lieu of the above, the Bidder may comply with the following requirements:
    - i. Completed at least two (2) similar contracts, the aggregate amount of which should be equivalent to at least fifty percent (50%) in the case of non-expendable supplies and services of the ABC for this Project; and
    - ii. The largest of these similar contracts must be equivalent to at least half of the percentage of the ABC as required above
- 5.4. The Bidders shall comply with the eligibility criteria under Section 23.4.1 of the 2016 IRR of RA No. 9184.

## **6. Origin of Goods**

There is no restriction on the origin of goods other than those prohibited by a decision of the UN Security Council taken under Chapter VII of the Charter of the UN, subject to Domestic Preference requirements under **ITB** Clause 18.

## **7. Subcontracts**

- 7.1. The Bidder may subcontract portions of the Project to the extent allowed by the Procuring Entity as stated herein, but in no case more than twenty percent (20%) of the Project.

The Procuring Entity has prescribed that Subcontracting is not allowed.

- 7.2. Subcontracting of any portion of the Project does not relieve the Supplier of any liability or obligation under the Contract. The Supplier will be responsible for the acts, defaults, and negligence of any subcontractor, its agents, servants, or workmen as fully as if these were the Supplier's own acts, defaults, or negligence, or those of its agents, servants, or workmen.

## 8. Pre-Bid Conference

The Procuring Entity will hold a pre-bid conference for this Project on the specified date and time through videoconferencing/webcasting via Zoom as indicated in paragraph 6 of the **IB**.

## 9. Clarification and Amendment of Bidding Documents

Prospective bidders may request for clarification on and/or interpretation of any part of the Bidding Documents. Such requests must be in writing and received by the Procuring Entity, either at its given address or through electronic mail indicated in the **IB**, at least ten (10) calendar days before the deadline set for the submission and receipt of Bids.

## 10. Documents comprising the Bid: Eligibility and Technical Components

- 10.1. The first envelope shall contain the eligibility and technical documents of the Bid as specified in **Section VIII (Checklist of Technical and Financial Documents)**.
- 10.2. The Bidder's SLCC as indicated in **ITB** Clause 5.3 should have been completed within *Five (5) years* prior to the deadline for the submission and receipt of bids.
- 10.3. If the eligibility requirements or statements, the bids, and all other documents for submission to the BAC are in foreign language other than English, it must be accompanied by a translation in English, which 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. Similar to the required authentication above, for Contracting Parties to the Apostille Convention, only the translated documents shall be authenticated through an apostille pursuant to GPPB Resolution No. 13-2019 dated 23 May 2019. The English translation shall govern, for purposes of interpretation of the bid.

## 11. Documents comprising the Bid: Financial Component

- 11.1. The second bid envelope shall contain the financial documents for the Bid as specified in **Section VIII (Checklist of Technical and Financial Documents)**.
- 11.2. If the Bidder claims preference as a Domestic Bidder or Domestic Entity, a certification issued by DTI shall be provided by the Bidder in accordance with Section 43.1.3 of the 2016 revised IRR of RA No. 9184.
- 11.3. Any bid exceeding the ABC indicated in paragraph 1 of the **IB** shall not be accepted.

- 11.4. For Foreign-funded Procurement, a ceiling may be applied to bid prices provided the conditions are met under Section 31.2 of the 2016 revised IRR of RA No. 9184.

## 12. Bid Prices

- 12.1. Prices indicated on the Price Schedule shall be entered separately in the following manner:

- a. For Goods offered from within the Procuring Entity's country:
- i. The price of the Goods quoted EXW (ex-works, ex-factory, ex-warehouse, ex-showroom, or off-the-shelf, as applicable);
  - ii. The cost of all customs duties and sales and other taxes already paid or payable;
  - iii. The cost of transportation, insurance, and other costs incidental to delivery of the Goods to their final destination; and
  - iv. The price of other (incidental) services, if any, listed in e.
- b. For Goods offered from abroad:
- i. Unless otherwise stated in the **BDS**, the price of the Goods shall be quoted delivered duty paid (DDP) with the place of destination in the Philippines as specified in the **BDS**. In quoting the price, the Bidder shall be free to use transportation through carriers registered in any eligible country. Similarly, the Bidder may obtain insurance services from any eligible source country.
  - ii. The price of other (incidental) services, if any, as listed in **Section VII (Technical Specifications)**.

## 13. Bid and Payment Currencies

- 13.1. For Goods that the Bidder will supply from outside the Philippines, the bid prices may be quoted in the local currency or tradeable currency accepted by the BSP at the discretion of the Bidder. However, for purposes of bid evaluation, Bids denominated in foreign currencies, shall be converted to Philippine currency based on the exchange rate as published in the BSP reference rate bulletin on the day of the bid opening.
- 13.2. Payment of the contract price shall be made in Philippine Pesos.

## 14. Bid Security

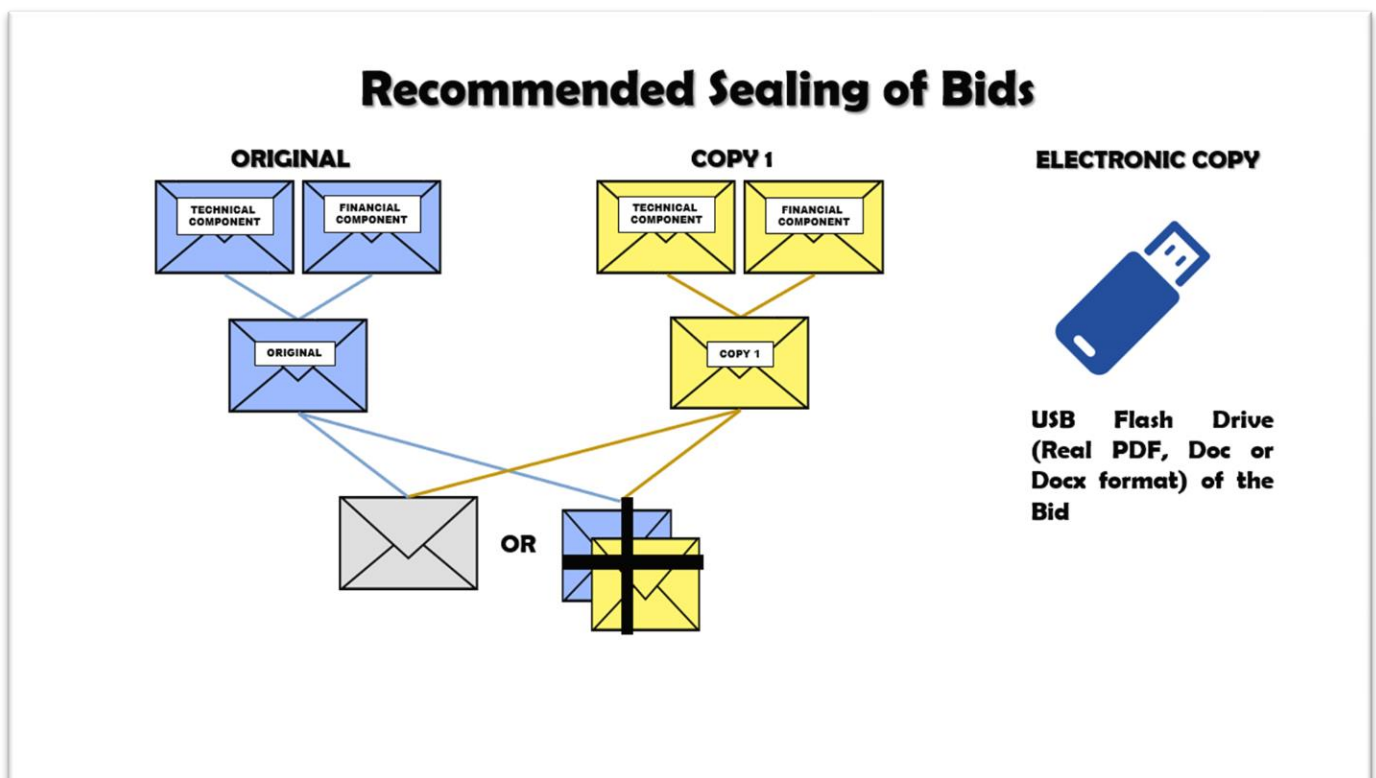
- 14.1. The Bidder shall submit a Bid Securing Declaration or any form of Bid Security in the amount indicated in the **BDS**, which shall be not less than the percentage of the ABC in accordance with the schedule in the **BDS**.
- 14.2. The Bid and bid security shall be valid until *One Hundred Twenty (120) calendar days from the date of the Opening of Bids*. Any Bid not accompanied by an acceptable bid security shall be rejected by the Procuring Entity as non-responsive.

## 15. Sealing and Marking of Bids

Each Bidder shall submit Two (2) copies and an additional electronic copy in USB Flash Drive (Real PDF, Doc or Docx format) of the first and second components of its Bid.

The Procuring Entity may request additional hard copies and/or electronic copies of the Bid. However, failure of the Bidders to comply with the said request shall not be a ground for disqualification.

If the Procuring Entity allows the submission of bids through online submission or any other electronic means, the Bidder shall submit an electronic copy of its Bid, which must be digitally signed. An electronic copy that cannot be opened or is corrupted shall be considered non-responsive and, thus, automatically disqualified.



## Recommended Marking of Bids

ATTY. JASON SHAHEER H. SALENDAB  
Chairperson  
Bids and Awards Committee  
PTNI Broadcast Complex,  
Visayas Avenue, Diliman, Quezon City

Bid for  
ITB No. \_\_\_\_\_  
Project Title \_\_\_\_\_

Submitted By  
Bidder's company name \_\_\_\_\_  
Bidder's contact details \_\_\_\_\_

"DO NOT OPEN BEFORE (the date and time of opening of bids)"

### 16. Deadline for Submission of Bids

- 16.1. The Bidders shall submit on the specified date and time and either at its physical address or through online submission as indicated in paragraph 7 of the **IB**.

### 17. Opening and Preliminary Examination of Bids

- 17.1. The BAC shall open the Bids in public at the time, on the date, and at the place specified in paragraph 9 of the **IB**. The Bidders' representatives who are present shall sign a register evidencing their attendance. In case videoconferencing, webcasting or other similar technologies will be used, attendance of participants shall likewise be recorded by the BAC Secretariat.

In case the Bids cannot be opened as scheduled due to justifiable reasons, the rescheduling requirements under Section 29 of the 2016 revised IRR of RA No. 9184 shall prevail.

- 17.2. The preliminary examination of bids shall be governed by Section 30 of the 2016 revised IRR of RA No. 9184.

### 18. Domestic Preference

- 18.1. The Procuring Entity will grant a margin of preference for the purpose of comparison of Bids in accordance with Section 43.1.2 of the 2016 revised IRR of RA No. 9184.

## 19. Detailed Evaluation and Comparison of Bids

- 19.1. The Procuring BAC shall immediately conduct a detailed evaluation of all Bids rated “*passed*,” using non-discretionary pass/fail criteria. The BAC shall consider the conditions in the evaluation of Bids under Section 32.2 of the 2016 revised IRR of RA No. 9184.
- 19.2. If the Project allows partial bids, bidders may submit a proposal on any of the lots or items, and evaluation will be undertaken on a per lot or item basis, as the case may be. In this case, the Bid Security as required by **ITB** Clause 15 shall be submitted for each lot or item separately.
- 19.3. The descriptions of the lots or items shall be indicated in **Section VII (Technical Specifications)**, although the ABCs of these lots or items are indicated in the **BDS** for purposes of the NFCC computation pursuant to Section 23.4.2.6 of the 2016 revised IRR of RA No. 9184. The NFCC must be sufficient for the total of the ABCs for all the lots or items participated in by the prospective Bidder.
- 19.4. The Project shall be awarded as follows:

One Project having several items that shall be awarded as one contract.
- 19.5. Except for bidders submitting a committed Line of Credit from a Universal or Commercial Bank in lieu of its NFCC computation, all Bids must include the NFCC computation pursuant to Section 23.4.1.4 of the 2016 revised IRR of RA No. 9184, which must be sufficient for the total of the ABCs for all the lots or items participated in by the prospective Bidder. For bidders submitting the committed Line of Credit, it must be at least equal to ten percent (10%) of the ABCs for all the lots or items participated in by the prospective Bidder.

## 20. Post-Qualification

- 20.2. Within a non-extendible period of five (5) calendar days from receipt by the Bidder of the notice from the BAC that it submitted the Lowest Calculated Bid, the Bidder shall submit its latest income and business tax returns filed and paid through the BIR Electronic Filing and Payment System (eFPS) and other appropriate licenses and permits required by law and stated in the **BDS**.

## 21. Signing of the Contract

- 21.1. The documents required in Section 37.2 of the 2016 revised IRR of RA No. 9184 shall form part of the Contract. Additional Contract documents are indicated in the **BDS**.

## *Section III. Bid Data Sheet*

<b>ITB Clause</b>	
5.3	For this purpose, contracts similar to the Project shall be: <ul style="list-style-type: none"> <li>a. <i>Survey on Customer Satisfaction.</i></li> <li>b. completed within <i>Five (5) years</i> prior to the deadline for the submission and receipt of bids.</li> </ul>
7.1	<i>Subcontracting is not allowed.</i>
12	The price of the Goods shall be quoted DDP <i>Quezon City</i> or the applicable International Commercial Terms (INCOTERMS) for this Project.
14.1	The bid security shall be in the form of a Bid Securing Declaration, or any of the following forms and amounts: <ul style="list-style-type: none"> <li>a. The amount of not less than <i>two percent (2%) of ABC</i>, if bid security is in cash, cashier's/manager's check, bank draft/guarantee or irrevocable letter of credit; or</li> <li>b. The amount of not less than <i>five percent (5%) of ABC</i> if bid security is in Surety Bond.</li> </ul>
19.3	<i>Not Applicable</i>
20.2	<i>Latest income and business tax returns filed and paid through the BIR Electronic Filing and Payment System (eFPS)</i>
21.2	<i>No additional contract documents</i>



## ***Section IV. General Conditions of Contract***

### **1. Scope of Contract**

This Contract shall include all such items, although not specifically mentioned, that can be reasonably inferred as being required for its completion as if such items were expressly mentioned herein. All the provisions of RA No. 9184 and its 2016 revised IRR, including the Generic Procurement Manual, and associated issuances, constitute the primary source for the terms and conditions of the Contract, and thus, applicable in contract implementation. Herein clauses shall serve as the secondary source for the terms and conditions of the Contract.

This is without prejudice to Sections 74.1 and 74.2 of the 2016 revised IRR of RA No. 9184 allowing the GPPB to amend the IRR, which shall be applied to all procurement activities, the advertisement, posting, or invitation of which were issued after the effectivity of the said amendment.

Additional requirements for the completion of this Contract shall be provided in the **Special Conditions of Contract (SCC)**.

### **2. Advance Payment and Terms of Payment**

- 2.1. Advance payment of the contract amount is provided under Annex “D” of the revised 2016 IRR of RA No. 9184.
- 2.2. The Procuring Entity is allowed to determine the terms of payment on the partial or staggered delivery of the Goods procured, provided such partial payment shall correspond to the value of the goods delivered and accepted in accordance with prevailing accounting and auditing rules and regulations. The terms of payment are indicated in the **SCC**.

### **3. Performance Security**

Within ten (10) calendar days from receipt of the Notice of Award by the Bidder from the Procuring Entity but in no case later than prior to the signing of the Contract by both parties, the successful Bidder shall furnish the performance security in any of the forms prescribed in Section 39 of the 2016 revised IRR of RA No. 9184.

### **4. Inspection and Tests**

The Procuring Entity or its representative shall have the right to inspect and/or to test the Goods to confirm their conformity to the Project specifications at no extra cost to the Procuring Entity in accordance with the Generic Procurement Manual. In addition to tests in the **SCC, Section IV (Technical Specifications)** shall specify what inspections and/or tests the Procuring Entity requires, and where they are to be conducted. The Procuring Entity shall notify the Supplier in writing, in a timely manner, of the identity of any representatives retained for these purposes.

All reasonable facilities and assistance for the inspection and testing of Goods, including access to drawings and production data, shall be provided by the Supplier to the authorized inspectors at no charge to the Procuring Entity.

## **5. Warranty**

- 6.1. In order to assure that manufacturing defects shall be corrected by the Supplier, a warranty shall be required from the Supplier as provided under Section 62.1 of the 2016 revised IRR of RA No. 9184.
- 6.2. The Procuring Entity shall promptly notify the Supplier in writing of any claims arising under this warranty. Upon receipt of such notice, the Supplier shall, repair or replace the defective Goods or parts thereof without cost to the Procuring Entity, pursuant to the Generic Procurement Manual.

## **6. Liability of the Supplier**

The Supplier's liability under this Contract shall be as provided by the laws of the Republic of the Philippines.

If the Supplier is a joint venture, all partners to the joint venture shall be jointly and severally liable to the Procuring Entity.

## *Section V. Special Conditions of Contract*

GCC Clause	
1	<p><i>[List here any additional requirements for the completion of this Contract. The following requirements and the corresponding provisions may be deleted, amended, or retained depending on its applicability to this Contract:]</i></p> <p><b>Delivery and Documents –</b></p> <p>For purposes of the Contract, “EXW,” “FOB,” “FCA,” “CIF,” “CIP,” “DDP” and other trade terms used to describe the obligations of the parties shall have the meanings assigned to them by the current edition of INCOTERMS published by the International Chamber of Commerce, Paris. The Delivery terms of this Contract shall be as follows:</p> <p><i>[For Goods supplied from abroad, state:]</i> “The delivery terms applicable to the Contract are DDP delivered Quezon City. In accordance with INCOTERMS.”</p> <p><i>[For Goods supplied from within the Philippines, state:]</i> “The delivery terms applicable to this Contract are delivered <i>Quezon City</i>. Risk and title will pass from the Supplier to the Procuring Entity upon receipt and final acceptance of the Goods at their final destination.”</p> <p>Delivery of the Goods shall be made by the Supplier in accordance with the terms specified in Section VI (Schedule of Requirements).</p> <p>For purposes of this Clause the Procuring Entity’s Representative at the Project Site is <b><i>Ms. Reyshell Clarisse S. De Ramon of Research Unit.</i></b></p> <p><b>Incidental Services –</b></p> <p>The Supplier is required to provide all of the following services, including additional services, if any, specified in Section VI. Schedule of Requirements: <i>Select appropriate requirements and delete the rest.</i></p> <ol style="list-style-type: none"> <li>a. performance or supervision of on-site assembly and/or start-up of the supplied Goods;</li> <li>b. furnishing of tools required for assembly and/or maintenance of the supplied Goods;</li> <li>c. furnishing of a detailed operations and maintenance manual for each appropriate unit of the supplied Goods;</li> <li>d. performance or supervision or maintenance and/or repair of the supplied Goods, for a period of time agreed by the parties, provided that this service shall not relieve the Supplier of any warranty obligations under this Contract; and</li> </ol>

- e. training of the Procuring Entity’s personnel, at the Supplier’s plant and/or on-site, in assembly, start-up, operation, maintenance, and/or repair of the supplied Goods.
- f. *[Specify additional incidental service requirements, as needed.]*

The Contract price for the Goods shall include the prices charged by the Supplier for incidental services and shall not exceed the prevailing rates charged to other parties by the Supplier for similar services.

**Spare Parts –**

The Supplier is required to provide all of the following materials, notifications, and information pertaining to spare parts manufactured or distributed by the Supplier

*Select appropriate requirements and delete the rest.*

- a. such spare parts as the Procuring Entity may elect to purchase from the Supplier, provided that this election shall not relieve the Supplier of any warranty obligations under this Contract; and
- b. in the event of termination of production of the spare parts:
  - i. advance notification to the Procuring Entity of the pending termination, in sufficient time to permit the Procuring Entity to procure needed requirements; and
  - ii. following such termination, furnishing at no cost to the Procuring Entity, the blueprints, drawings, and specifications of the spare parts, if requested.

The spare parts and other components required are listed in **Section VI (Schedule of Requirements)** and the cost thereof are included in the contract price.

The Supplier shall carry sufficient inventories to assure ex-stock supply of consumable spare parts or components for the Goods for a period of Not Applicable

Spare parts or components shall be supplied as promptly as possible, but in any case, within Not Applicable months of placing the order.

	<p><b>Packaging –</b></p> <p>The Supplier shall provide such packaging of the Goods as is required to prevent their damage or deterioration during transit to their final destination, as indicated in this Contract. The packaging shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperatures, salt and precipitation during transit, and open storage. Packaging case size and weights shall take into consideration, where appropriate, the remoteness of the Goods’ final destination and the absence of heavy handling facilities at all points in transit.</p> <p>The packaging, marking, and documentation within and outside the packages shall comply strictly with such special requirements as shall be expressly provided for in the Contract, including additional requirements, if any, specified below, and in any subsequent instructions ordered by the Procuring Entity.</p> <p>The outer packaging must be clearly marked on at least four (4) sides as follows:</p> <p>Name of the Procuring Entity  Name of the Supplier  Contract Description  Final Destination  Gross weight  Any special lifting instructions  Any special handling instructions  Any relevant HAZCHEM classifications</p>
	<p>A packaging list identifying the contents and quantities of the package is to be placed on an accessible point of the outer packaging if practical. If not practical the packaging list is to be placed inside the outer packaging but outside the secondary packaging.</p> <p><b>Transportation –</b></p> <p>Where the Supplier is required under Contract to deliver the Goods CIF, CIP, or DDP, transport of the Goods to the port of destination or such other named place of destination in the Philippines, as shall be specified in this Contract, shall be arranged and paid for by the Supplier, and the cost thereof shall be included in the Contract Price.</p> <p>Where the Supplier is required under this Contract to transport the Goods to a specified place of destination within the Philippines, defined as the Project Site, transport to such place of destination in the Philippines, including insurance and storage, as shall be specified in this Contract, shall be arranged by the Supplier, and related costs shall be included in the contract price.</p>

	<p>Where the Supplier is required under Contract to deliver the Goods CIF, CIP or DDP, Goods are to be transported on carriers of Philippine registry. In the event that no carrier of Philippine registry is available, Goods may be shipped by a carrier which is not of Philippine registry provided that the Supplier obtains and presents to the Procuring Entity certification to this effect from the nearest Philippine consulate to the port of dispatch. In the event that carriers of Philippine registry are available but their schedule delays the Supplier in its performance of this Contract the period from when the Goods were first ready for shipment and the actual date of shipment the period of delay will be considered force majeure.</p> <p>The Procuring Entity accepts no liability for the damage of Goods during transit other than those prescribed by INCOTERMS for DDP deliveries. In the case of Goods supplied from within the Philippines or supplied by domestic Suppliers risk and title will not be deemed to have passed to the Procuring Entity until their receipt and final acceptance at the final destination.</p> <p><b>Intellectual Property Rights –</b></p> <p>The Supplier shall indemnify the Procuring Entity against all third-party claims of infringement of patent, trademark, or industrial design rights arising from use of the Goods or any part thereof.</p>
2.2	<p>The terms of payment shall be as follows:</p> <ul style="list-style-type: none"> <li>• <i>50% upon submission of all required outputs or documents, acceptance of the project Final Report for CSAT 2021, and receipt of the invoice and complete supporting documents in accordance with applicable government rules and regulations.</i></li> <li>• <i>50% upon submission of all required outputs or documents, acceptance of the project Final Report for CSAT 2022, and receipt of the invoice and complete supporting documents in accordance with applicable government rules and regulations.</i></li> </ul>
4	<p>The inspections and tests that will be conducted are: <i>None</i></p>

## ***Section VI. Schedule of Requirements***

The delivery schedule expressed as weeks/months stipulates hereafter a delivery date which is the date of delivery to the project site.

<b>Item</b>	<b>Description</b>	<b>Unit</b>	<b>Quantity</b>	<b>Delivery Period</b>
1	Provision for Third Party Research Agency for the Customer Satisfaction Survey 2021 and 2022 of the People's Television Network, Inc. (PTNI)	1	Lot	<b>for CSat 2021 on or before 28 March 2022</b>  <b><i>for CSat 2022 on or before 29 December 2022</i></b>

## ***Section VII. Technical Specification***

<b>Item</b>	<b>Specification</b>	<b>Statement of Compliance</b>
<b>1</b>	Has at least five (5) years of experience in conducting Customer Satisfaction Surveys in the Philippines.	
	Has an adequate and experienced resource to conduct such engagement as well as to prepare for and attend meetings as required by PTNI and expertise to provide technical support as may be requested by PTNI.	
	Must meet the minimum eligibility requirements as prescribed under the RA 9184 otherwise known as the Government Procurement Reform Act.	



## **TERMS OF REFERENCE**

### **Introduction**

1. The People's Television Network, Inc. (PTNI) is a government-owned and controlled corporation (GOCC) created through R.A. 7306 and 10390. It is mandated to provide television network services nationwide in line with the constitutional recognition of the vital role of communication and information in nation-building and development.
2. As a GOCC, PTNI is under the monitoring of the Governance Commission for Government-owned and Controlled Corporation (GCG) which was created to act as a "central advisory, monitoring, and oversight body with authority to formulate, implement and coordinate policies" governing the GOCCs.
3. Per the GCG Memorandum Circular No. 2012-07 or the Code of Corporate Governance, GOCC Governing Boards are required to 1) Ensure the integrity and honesty in dealings with customers and operate a highly effective and efficient organization; and 2) Operate policies of continuous improvement of processes and staff to ensure that it continues to add value to its customers and businesses.
4. Thus, GCG mandated all GOCCs to conduct an annual Customer Satisfaction Survey (CSS or CSat) which will serve as one of the monitoring tools to measure how GOCCs relate with their customers, focusing on identifying the overall satisfaction rating of a GOCC's customers by determining how much they're satisfied as opposed to dissatisfied, and the different factors that lead to both.
5. In compliance with the GCG mandate, PTV seeks to conduct a Customer Satisfaction Survey to be organized and facilitated by a Third Party. The Customer Satisfaction Survey is also one of the requirements under PTNI's Performance Scorecards.
6. The hiring of a third party service provider to conduct the GOCC's Customer Satisfaction Survey is recommended by GCG to ensure conformity with standards and best practices.

### **Qualifications of the Service Provider**

The service provider shall meet the following qualifications:

1. Possesses relevant valid business licenses to provide such services to PTNI.
2. Has at least five (5) years of experience in conducting Customer Satisfaction Surveys in the Philippines.
3. Has an adequate and experienced resource to conduct such engagement as well as to prepare for and attend meetings as required by PTNI and expertise to provide technical support as may requested by PTNI.
4. Must meet the minimum eligibility requirements as prescribed under the RA 9184 otherwise known as the Government Procurement Reform Act.

### **Specifications and Scope of Work:**

1. PTNI shall provide information to the third party service provider about the GCG Enhanced Standard Methodology on the Conduct of Customer Satisfaction Survey issued on 24 September 2020 and the additional guidelines in the conduct of the Customer Satisfaction 2020 issued on 14 August 2020. (see Annexes A and B)

2. The third party provider shall provide the following services:

2.1. Submit a detailed plan about the conduct of the Customer Satisfaction survey strictly adhering to the GCG Enhanced Standard Methodology and additional guidelines such as:

- **Target Respondents**

Entity (Partner Organizations)  
Individual Customers (Public Viewers)

- **Data Gathering Method**

Telephone Interview or computer –assisted/online Interview

The provider may opt to use telephone interview or computer-assisted interview (in lieu of face to face) in conducting the CSat, depending on the convenience of the respondents. However, these two gathering methods cannot be used in combination- one type of interview shall be used consistently for all the respondents belonging to the same customer type.

Entity (Partner Organizations) –Either telephone Interview or computer-assisted/online Interview

- Blocktimers
- Advertisers
- Other government agencies PTNI is doing business with

Individual Customers (Public Viewers) – Either telephone Interview or computer-assisted/online Interview

Television viewers

- **Sampling Procedure**

The third party provider shall identify and select the individual customers of PTNI. PTNI shall provide the list of its partner organizations to the third party provider.

- **Survey Questionnaires**

PTNI shall provide a copy of the Questionnaires, which were transmitted by GCG, to the service provider (please see [Annex C](#))

The third party provider shall strictly follow or use the survey questionnaire provided by PTNI. Modification or alteration of the questions under the Main Questionnaire is not allowed. Only additional questions specific to PTNI's product and services may be asked under "Execution of Service".

- **Data Collection**

Respondents Criteria: PTNI customers can be categorized as primary or secondary.

*Primary-* with direct economic transactions with PTNI

The identified primary customers should satisfy at least one of the following criteria:

- Current/on-going customers of the PTNI
- Has a current/active account with the PTNI
- Had at least one transaction with the PTNI during the time of visit

The respondent/customer should have availed of the services of the PTNI within the year being evaluated.

*Secondary-* external customers who are or may be affected by the business of the corporation despite not directly engaged with the economic transaction of the PTNI.

- **Sample Universe**

The sample universe refers to the names of the customers with their telephone numbers (for telephone interviews) and email addresses (for web-assisted interviews).

In using telephone methodology, PTNI shall provide the complete contact information of the possible respondents, for business entities/partner organizations, including names and contact details, subject to ESOMAR codes and guidelines. For possible respondents for public viewers, the service provider shall provide the list.

The service provider shall conduct the survey with a total of 310 respondents divided as follows:

Sample Size and Coverage

**Individual Customers (Public viewers): 300**

200 Mega Manila  
50 Baguio  
50 Davao

**Business entities (Partner organizations): 10**

Metro Manila only.

- **Data Collection Quality Control**

To be able to ensure that the data gathering is of highest quality, the following quality control procedures should be set in place:

- Pre-Test
  - Training
  - Observation
  - Supervision and Spot Checking
  - Back-Checking
3. Conduct meetings.
  4. Conduct the PTNI Customer Satisfaction survey within the prescribed period.
  5. Provide progress reports which must include status updates as part of the Quarterly Monitoring Report. (Pre-Test Report, Training Report, Observation Report, Clearing/Debriefing Report, Fieldwork Progress Report, Back-Checking and Spot-Checking Report, Data Quality Control Report)
  6. Submit hard and digital copies of the Final Report which must contain the following minimum required information:
    - Data gathering methodology (i.e. sampling procedure, total primary customers, sample size used, survey methodology, frequency of data collection)
    - Percentage of Satisfied Customers using Top 2 Box (Very Satisfied and Satisfied)
    - Averaging of the Overall Satisfaction Rating
    - Crosstabs of the Reasons for Overall Satisfaction Rating against Type of Raters (Positive and Negative) to determine Top Reasons for Satisfaction and Top Reasons for Dissatisfaction
  7. Presentation of the Final Report by the service provider to the PTNI.
  8. The report must contain raw data of the results of the Customer Satisfaction Survey, which shall be in Excel format.
  9. The report must contain the digital copies of all accomplished interview sheets.
  10. The Final report must contain a Topline Report in MS-Powerpoint format.
  11. Treat all documents and information gathered with utmost confidentiality. Unauthorized dissemination, distribution or reproduction of the report as a whole or in part is strictly prohibited.
  12. Provide technical and after sales support to PTNI as needed or requested by GCG (e.g. request for clarifications, additional supporting documents, etc.)

**Delivery and Payment Schedule**

- a. After Notice to Proceed, the service provider shall deliver the Final Report to PTNI on the following dates:

- Final Report and other supporting documents for **CSat 2021** should be submitted to PTNI on or before **28 March 2022.**
- Final Report and other supporting documents for **CSat 2022** should be submitted to PTNI on or before **29 December 2022.**

b. Processing of payment will observe the following schedule:

- 50% upon submission of all required outputs or documents, acceptance of the project Final Report for CSAT 2021, and receipt of the invoice and complete supporting documents in accordance with applicable government rules and regulations.
- 50% upon submission of all required outputs or documents, acceptance of the project Final Report for CSAT 2022, and receipt of the invoice and complete supporting documents in accordance with applicable government rules and regulations.

c. The bid amount should be in Philippine Peso and inclusive of all taxes.

**Approved Budget for Contract:**

For all the above specifications, scope of work and requirements, the Approved Budget for Contract (ABC) shall be **One Million, Seven Hundred Ninety Thousand and Forty (PHP 1,790,040.00)** - inclusive of all taxes.

## **Annex A**

### ***Excerpt from the Enhanced Standard Methodology for the Conduct of the Customer Satisfaction Survey 2020***

#### **I. Rationale**

Under GCG Memorandum Circular (M.C.) No. 2012-07 or the Code of Corporate Governance, GOCC Governing Boards are required to:

- (a) Ensure integrity and honesty in dealings with customers and operate a highly effective and efficient organization, focused on meeting customer objectives with the aim of providing services which give fair value and consistent quality, reliability and safety in return for the price paid for the same.
  
- (b) Operate policies of continuous improvement, of both processes and the skills of the staff, to take best advantage of advances in all aspect of society in order to ensure that it continues to add value to its customers' businesses.

To ensure GOCCs are able to satisfy these requirements, the GCG made it mandatory for GOCCs to conduct an annual Customer Satisfaction Survey (CSS) as one of the performance indicators under the Performance Evaluation System (PES), implemented pursuant to GCG M.C. Nos. 2013-02 (Re-Issued) and 2017 -O2. The CSS serves as one of the monitoring tools to measure how GOCCs relate with their customers as this provides tangible and verifiable data on how GOCCs deliver their services.

Thus, the CSS will focus on identifying the overall satisfaction rating by determining how much of a GOCC's customers are satisfied as opposed to dissatisfied, and the factors that lead to both.

#### **II. Data Gathering Methods**

People's Television Network Inc. is mandated to use either Telephone Interview or Face-to-Face Interview. However, computer-assisted interview or use of online survey tool/platform is also allowed in the following cases:

- a. Limited budget to conduct personal interviews
- b. Respondents are top executives/managers in which securing an appointment is difficult
- c. The only available means of communication is through email.

Hybrid data collection is not allowed for the same type of customer. PTNI can either use Telephone Interview or Computer-Assisted Interview for all the respondents belonging to the same customer type (Entity- partner organizations, and Individual Customers- public viewers).

#### **III. Sampling Procedure**

Selection of the respondents will be done through the systematic sampling technique.

The procedure for systematic sampling technique for telephone interviews is as follows:

- Step 1: Create a contact list and identify population size
- Step 2: Clean, segment, and group customers based on how data is to be analyzed
- Step 3: Identify sample size
- Step 4: Compute for sampling interval number
- Step 5: Select the respondents using interval number
- Step 6: Contact respondents for the interview

Researchers should identify a sampling interval number. The sampling interval number will be used to determine which of the customers in the list will be invited to participate in the survey. For example, if the sampling interval number is 10, then every 10th customer in the list will be contacted and invited. In doing so, the customers may get equal chance of getting selected to participate in the interview.

Note that for systematic sampling technique, aside from the sampling interval number, a random start number should also be identified.

In cases when the selected customer does not meet the required recruitment criteria or is not willing to participate in the survey, the interviewers should continue with the interval scheme in identifying the need customer, until the required customer sample is met. The respondent may be interviewed instantly upon reaching him/her or an appointment may be set with the respondent.

In the event that the customer is not available or cannot be reached, a maximum of two (2) callbacks will be made, If at the second callback, the customer is still not available or cannot be reached, the customer should be replaced by calling the next customer in the list, still following the interval scheme.

#### **IV. Data Collection**

##### **A. Respondent Criteria**

PTNI customers can be categorized as primary or secondary.

*Primary*- with direct economic transactions with PTNI

The identified primary customers should satisfy at least one of the following criteria:

1. Current/on-going customers of the PTNI
2. Has a current/active account with the PTNI
3. Had at least one transaction with the PTNI during the time of visit

The respondent/customer should have availed of the services of the PTNI within the year being evaluated.

*Secondary*- external customers who are or may be affected by the business of the corporation despite not directly engaged with the economic transaction of the PTNI.

## B. Sample Universe

The sample universe refers to the names of the customers with their telephone numbers (for telephone interviews) and email addresses (for web-assisted interviews).

In using telephone methodology, PTNI shall provide the complete contact information of the possible respondents, for business entities/partner organizations, including names and contact details, subject to ESOMAR codes and guidelines. For possible respondents for public viewers, the service provider shall provide the list.

To ensure the confidentiality of the list, the researchers and all their partners should sign a Non-Disclosure and Confidentiality Agreement which contains the following items:

- a. The list should only be used for the purposes of this particular Customer Satisfaction Survey and should not be shared with anyone who is not involved in the project.
- b. The master list should only be provided to the researcher who will be doing the systematic selection. All field interviewers should only be provided with the list of customers that they will be contacting.
- c. The list should be disposed of properly; the list of partner organizations and their contact information should be returned to PTNI. No copies of the list, be it printed or in soft copy formats, should be left with the third-party agency.

In order to eliminate bias, PTNI should not inform their customers that a customer satisfaction survey will be conducted.

Instead, PTNI should provide a letter to the third party service provider stating the purpose for which the CSS is conducted and providing authority to the third party service provider to collect data on their behalf. The letter will be shown to the respondents before the conduct of interview proper. At the minimum, the official letter must contain the following:

- a. Information about the third-party agency and what they will be conducting;
- b. Purpose of the research;
- c. Invitation of customers to participate in the survey; and
- d. Assurance of confidentiality.

## C. Sample Size

For the purpose of the CSS, the sample size is set depending on number of primary customers per customer type.

PTNI will utilize the sample size- *300 for area-specific coverage.*

The service provider shall conduct the survey with a total of 310 respondents divided as follows:

### Sample Size and Coverage

Individual Customers (Public viewers): 300



200 Mega Manila  
50 Baguio  
50 Davao

Business entities (Partner organizations): 10  
Metro Manila only.

## V. Data Collection Instrument

The length of the interview will be 15 minutes at the maximum.

The questionnaire is composed of three (3) sections:

- a. Screener
- b. Main questionnaire
  - Transacting with GOCC (PTNI)
  - Overall Satisfaction
  - Execution of Service
- c. Socio-Demographic Profile

Questions under the Main Questionnaire are fixed and may not be altered, modified, or deleted. Service or product-specific questions can be added under the Execution of Service section, without the need to secure prior authorization from the GCG.

A 5-point Likert scale shall be used for the overall satisfaction rating question that determines the level of satisfaction/dissatisfaction of the customers.

<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Neither Satisfied nor Dissatisfied</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>
5	4	3	2	1

Explanation of the scale should be read out to the respondents. This should be done before any of the rating questions are asked.

<b>Very satisfied</b>	Performance of the GOCC meets and exceeds the needs and expectations, to the benefit, of the customer. The service was provided with few minor problems or none at all. If there were few minor problems, a corrective action might have already taken place which is deemed highly effective.
<b>Satisfied</b>	Performance of the GOCC meets the minimum expectations of the customer. The service was provided with few minor problems or none at all. If there were few minor problems, a correction action might have already taken place which is deemed highly effective.
<b>Neither Satisfied nor Dissatisfied</b>	This is the midpoint in which the respondents cannot truly pick a side in the spectrum. However, this does not mean that the respondent has no opinion or does not know. Performance of the GOCC neither meets nor doesn't meet the minimum expectations of the customer.
<b>Dissatisfied</b>	Performance of the GOCC does not meet the minimum expectations of the customers. There are a number of elements or aspects in the GOCC's customer service that reflects a problem for which the GOCC has not yet identified corrective actions. If there were corrective actions, then the action is perceived by the customer as ineffective or has not been fully implemented to be effective.
<b>Very Dissatisfied</b>	Performance of the GOCC does not meet most or did not meet any of the expectations of the customers. There are a number of elements or aspects in the GOCC's customer service that reflects a serious problem for which the GOCC has not yet identified corrective actions. If there were corrective actions, then the action is perceived by the customer as very ineffective or has totally been disregarded.

**VI. Data Collection Quality Control**

To be able to ensure that the data gathered from the CSS is of highest quality possible, the following quality control procedures should be set in place:

**A. PRE-TEST**

A pre-test shall be conducted to test the instrument in an actual respondent/scenario to:

- a. Ensure clarity and comprehension;
- b. Check for bias;
- c. Assess interview length; and
- d. Anticipate possible issues on field and agree on resolutions prior the training proper.

Documents Needed:

- a. Survey instrument
- b. Stimulus Materials

Deliverables to be submitted:

a. Pretest Results - GOCCs are required to pretest at least three (3) to five (5) respondents for each customer type, depending on the size of its population/customer base.

b. Pretest Report - The report documents the issues, challenges and other insights and relevant observations gathered during the pretest. It contains document agreements/resolutions agreed upon during the pre-test discussion between the GOCC and third-party service provider.

## B. TRAINING

Training is given to team members, specifically the field team to:

- a. Give an overview of the project, its design and objectives;
- b. Train on sampling procedure and selection of respondents;
- c. Brief on the questionnaire administration;
- d. Practice skipping and routing of questions; and
- e. Do mock interviews amongst themselves to familiarize themselves with the questions and to test their comprehension of the instructions.

Documents Needed:

- a. Survey instrument
- b. Stimulus Materials
- c. Training Manual

Deliverables to be submitted:

- a. Training Report - The training report documents the issues, challenges and agreements/instructions relayed during the briefing.

## C. OBSERVATION

Researchers and/or team leaders should observe and conduct start-off within the initial days of fieldwork to monitor if the sampling procedures are well-understood and to check if the questionnaire is implemented properly. Clearing/debriefing sessions should be conducted, as the need arises, in order to clarify pending questions and provide additional instructions to the field team.

Documents Needed:

- a. Survey instrument
- b. Stimulus Materials

Deliverables to be submitted:

- a. Observation Report
- b. Clearing/Debriefing Report

## D. SUPERVISION AND SPOT CHECKING

### Spot Checking

Spot checking involves going to the data collection area to check among others if: (1) interviewers did proper sampling; (2) proper skipping was implemented; (3) interviewers are indeed in the area covered by the study; (4) or interviewers are interviewing correctly.

### Supervision

A field manager will ensure the proper field implementation of study content and distribution and scheduling of visit.

The field manager shall also be responsible for the conduct of training of interviewers, assisted by field supervisors who will supervise the interviewers together with the group leaders.

Supervisors will be tasked to monitor the study full-time. They will observe actual interviews, follow-up and do surprise checks on the research team. Supervisors will observe at least 30% of the total sample size. They will also ensure that field logistics are received promptly and administered properly

Deliverables to be submitted:

- a. Supervision/Observation/Spot Checking Report
- b. Fieldwork Progress Report

## E. BACK-CHECKING

Back-checking is the subsequent re-contacting or revisiting respondents to check whether the interviews were conducted and completed and whether the responses recorded by the interviewer were consistent and accurate. As a standard, at least 30% of the total sample size should be back-checked. A combination of phone and in-person back-checking should be done.

Deliverables to be submitted:

- a. Back-Checking Report
- b. For CAPI surveys, report on automated checks which will contain the following information:
  - i. Schedule of Automated Checks Conducted
  - ii. Checking of Administrative Variables to Monitor Data Quality
    - Total Completed Output per interviewer versus Sample Size
    - Total Output/Productivity per Day
    - LOI Checks
    - Interview Gap between Successive Interviews
    - Areas/Spots Covered per Day
    - Interview Done in Odd Hours
    - Geocodes
    - Duplicate Contact Information

### iii. Interviewing Issues

- Audio Recording Problem
- Administration Problems
- Non-responses
- Response Patterns

As part of the ESOMAR codes and guidelines, the identity of the respondents will be kept confidential from the GCG and the GOCCS. If there is a requirement from the GCG or the GOCC to reveal the identity of the respondents, the consent of the respondents will be sought for. It should be noted that the information on the identity of respondents will only be limited to their addresses/locations. However, if the respondents want to keep their locations/addresses confidential and detached from the survey results, this will be adhered to by the researcher.

## **VII. Data Processing**

### A. FOR PEN-AND-PAPER INTERVIEW (PAPI)

#### 1. Field Editing

After every data collection day, the field interviewers are to go over their work in order to ensure completeness of data. All accomplished instruments will be submitted to the assigned group supervisor. The group leaders/field supervisors will be the one to check the completed outputs before the field team leaves the location. Field supervisors will conduct a final consistency check on all outputs prior to coding of responses by trained coders.

#### 2. Coding

Open-ended questions in the questionnaire will be coded, and code frames will be created to facilitate processing of data.

#### 3. Data Encoding/Entry

Once the questionnaires have been cleared and coded, these will be sent over to the data encoders for data entry. A data entry program will be used during data encoding to verify and conduct consistency checks on the encoded data. The data capture program can incorporate validation/cleaning filters to screen valid and invalid answers based on the consistency checking of the questionnaire. Depending on the complexity of the questionnaire, fifty percent (50%) or one hundred percent (100%) of each data encoder's work will be re-encoded to ensure accuracy of data entry. After double-encoding the data separately, the two datasets will be automatically compared, and discrepancies will be verified and corrected accordingly to form a single dataset.

#### 4. Data Processing

Once data has reached zero error, data will be prepared for table processing. Data tabulation specifications or tabspecs will be developed by the researcher, for approval of

the GOCC, as reference of the data processing team. The tabspecs will include the following key details:

- a. List of tables with table titles and base descriptions;
- b. Segments to be read in the table banners/headers;
- c. Stubs or list of responses;
- d. Formatting of the tables;
- e. Filters/logic checks; and
- f. Weights computation (for disproportionate sampling).

The data table processing will involve descriptive statistics and several cross-tabulations, depending on the data requirements. All tables will also undergo statistical tests for groups to measure the variance among the existing groups/segments in the sample. This significance testing should be done at 95% confidence level, but may be at 90% confidence level, depending on the questions that we are testing for significance.

## B. FOR COMPUTER-ASSISTED PERSONAL INTERVIEW (CAPI)

### 1. Transfer of Data

Interviewers are instructed to sync or upload data to the server on a daily basis before 10PM to help monitor fieldwork progress every morning.

### 2. Data Extraction

Interim data shall be extracted and submitted within the first full week of data collection to have an initial review of the data, to check for completeness, accuracy of skipping and logic checks programmed in the survey, and other issues affecting quality of data collection. Data will also be extracted regularly to check for the survey progress and will be forwarded and be used by the quality control team as basis for the spot checking and for the quality control measures highlighted in Part VI: Data Collection Quality Control. After fieldwork completion, the complete dataset will be extracted for final validation and cleaning prior to processing.

### 3. Data Processing

Once data has reached zero error, data will be prepared for table processing. Data tabulation specifications or tabspecs will be developed by the researcher, for approval of the GOCC, as reference of the data processing team. The tabspecs will include the following key details:

- a. List of tables with table titles and base descriptions;
- b. Segments to be read in the table banners/headers;
- c. Stubs or list of responses;
- d. Formatting of the tables;
- e. Filters/logic checks; and
- f. Weights computation (for disproportionate sampling).

The data table processing will involve descriptive statistics and several cross-tabulations, depending on the data requirements. All tables will also undergo statistical tests for groups to measure the variance among the existing groups/segments in the sample. This significance testing should be done at 95% confidence level, but may be at 90% confidence level, depending on the questions that we are testing for significance.

### **VIII. Analysis Plan**

The analysis plan will serve as the basis for the preparation of the Final Report.

The results shall be analyzed looking into the following segments, as may be applicable:

- Total
- By Customer Type
  - General Public/Individual Customers
  - Businesses/Organizations
- By Area (depending on the sample area coverage)
  - Total Luzon
  - Total Visayas
  - Total Mindanao
- By Region or Key City
- By Type of Service Availed
- By Rating
- Drivers of Satisfaction (derived importance)

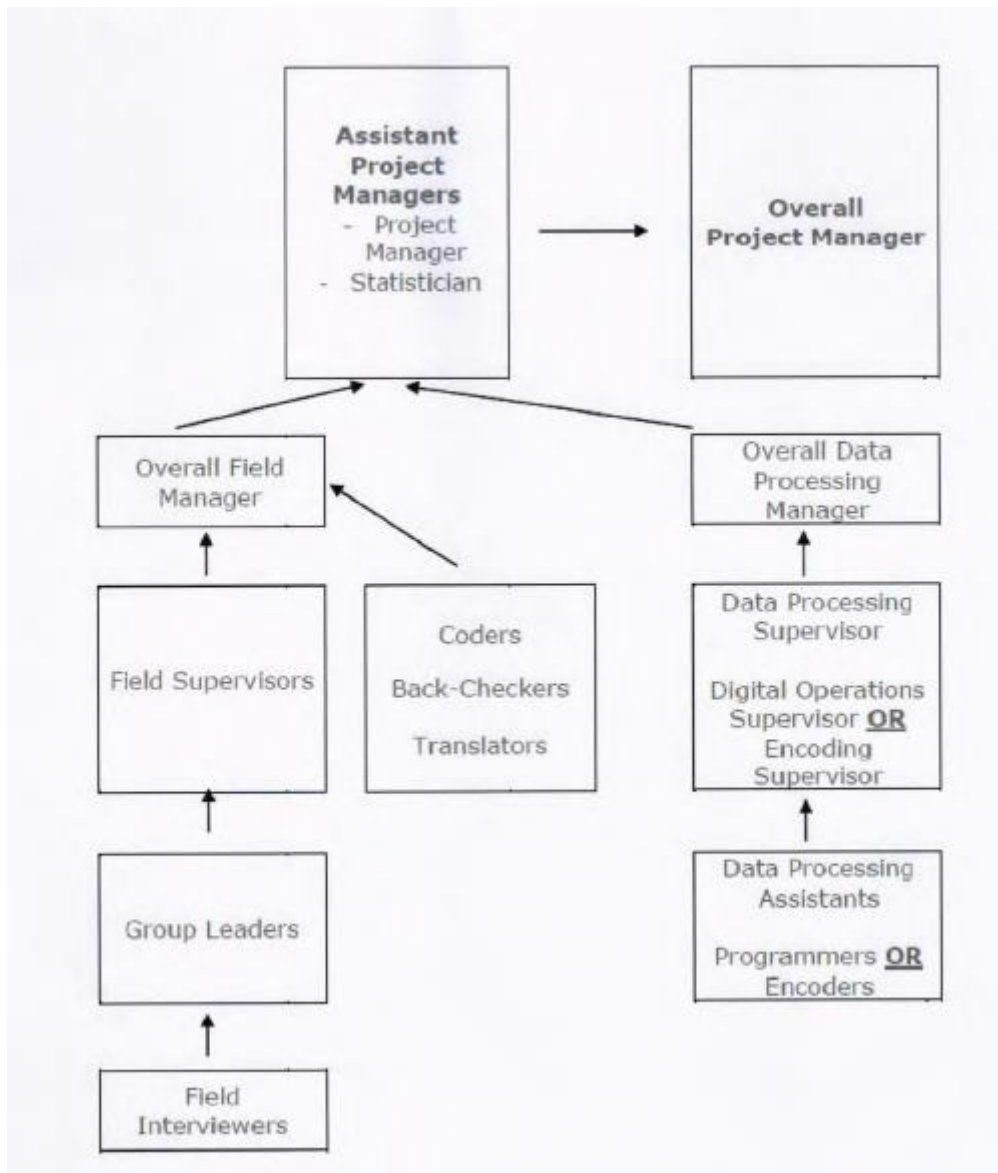
Depending on customer type, the following demographic segmentation may also be looked into:

- General Public/individual Customers
  - Gender
  - Age/Age Group
  - Working Status
  - Educational Attainment
  - Civil Status
- Businesses/Organizations
  - Type of Business
  - Industry
  - Products
  - Business Size
  - Number of Employees
  - Revenue
  - Year of Establishment
  - Position in the Organization (respondent)
  - Years in the Organization (respondent)
  - Decision-Making Role in the Organization (respondent)

The above segments should only be read if sample size allows or if sub-segments are  $n > 100$ . If the GOCC's total sample size is  $n < 100$ , it can only be read at a total level.

## IX. Project Team

The third-party service provider is recommended to follow the structure below, to promote an organized and efficient working environment.





The table below provides the minimum prescribed task per project team member:

<b>Position</b>	<b>Number</b>	<b>Task</b>
Overall Project Manager	1	<p>Oversees all activities of the study from start to finish ensuring that project objectives are realized</p> <p>Monitors the operational details of the survey and work closely with field and data processing departments in meeting client expectations</p> <p>Should be present in major meetings and trainings</p> <p>Should approve the questionnaire, tabulation specifications and report draft</p> <p>Presents the findings to the GOCC</p>
Assistant Project Manager Statistician/Assistant Project Manager	2	<p>Assist the Overall Project Manager in monitoring the survey and following through to completion</p> <p>Should be present in all meetings and trainings</p> <p>Prepares the fieldwork materials (i.e. questionnaire and other stimulus), data specs, and report</p> <p>Conducts statistical analysis on the data</p>
Field Manager	1	<p>Oversees all fieldwork activities of the study from start to finish ensuring that project objectives are realized</p> <p>Monitors the field operational details of the survey and work closely with research and data processing department in meeting client expectations</p>
Data Processing Manager	1	<p>Oversees all data processing activities of the study from start to finish ensuring that project objectives are realized</p> <p>Monitors the data processing operational details of the survey and work closely with research and field department in meeting client expectations</p>

Field Supervisors	Depends on Area Coverage; At Least 1 per Major Area	Supervise during field activities (recruitment, interviews, etc.)
Data Processing Supervisors	2	Assists the Data Processing Manager in data processing related activities (programming, finalization of the script, checking of data completion, data processing and data cleaning)
Programmers/Scripters (including checker)	2	Programs the survey instruments into a survey link or an encoding script
Data Processing Assistants (including checker)	2	Checks completion, process the data
Group Leaders	At Least 1 for Every 5 Interviewers	Assists the field supervisors in field monitoring
Field Interviewers	Depends on the Sample Size; Maximum Number of Interviews per Interviewer should only be 15% of the Total Sample	Conducts the interviews/data collection
Coders	Depends on the Number of Questions to be Coded	Codes verbatim responses
Field Quality Checkers/Back-Checkers	Depends on the Sample Size; Should be able to Back-Check at least 30% of the Total Sample Size	Checks quality and validity of the interviews/outputs

**X. Status Reports and Documents for Submission**

As a monitoring mechanism, GOCCs are required to submit a status report on the CSS activity as part of the Quarterly Monitoring Report for its annual Performance Scorecard. Accordingly, the following documents are required to be submitted to support status update as reported:

<b>Activity</b>	<b>Document for Submission</b>	<b>Due Date</b>
Pre-test	Survey Instrument Stimulus Materials Pre-Test Results Pre-Test Report	Quarterly Monitoring Report
Training	Survey Instrument Stimulus Materials Training Manual Training Report	Quarterly Monitoring Report
Project Kick-off/Start-off	Survey Instrument Stimulus Materials Observation Report Clearing/Debriefing Report	Quarterly Monitoring Report
Project Implementation	Supervision/Observation Report Fieldwork Progress Report	Quarterly Monitoring Report
Back-checking and Spot-checking	Back-Checking and Spot Checking Report	Quarterly Monitoring Report
Data Processing	Spot Checking Report for Data Processing Data Quality Control Report	Annual Accomplishment Report
Analysis	Final Report	Annual Accomplishment Report

The following analyses are the minimum required information to be presented in the Final Report:

- a. Data Gathering Methodology (i.e. sampling procedure, total primary customers, sample size used, survey methodology, frequency of data collection)
- b. Percentage of Satisfied Customers using Top 2 Box (Very Satisfied and Satisfied)
- c. Averaging of the Overall Satisfaction Rating
- d. Comparison of Current Year Ratings versus Previous Year Ratings
- e. Crosstabs of the Reasons for Overall Satisfaction Rating against Type of Raters (Positive and Negative) to Determine Top Reasons for Satisfaction and Top Reasons for Dissatisfaction
- f. Deriving Importance

## Correlation

Derived importance may be determined by correlating the satisfaction levels of each attribute (independent variable) with the overall satisfaction rating (dependent variable), as well as other critical performance metrics. The higher the correlation, the higher the influence a particular attribute has on overall satisfaction, and hence, the more important it is.

## Kruskal Analysis

The Modified Kruskal Analysis, a tool for measuring the power of attributes in driving a dependent variable, may also be used to determine derived importance. The assumption behind the Kruskal Analysis is that variables which exhibit strongly similar patterns of response to some dependent variable, such as overall satisfaction, are causally linked to them. The analysis approach uses the concept of partial correlations, where the correlation between two variables is obtained when the effects of other variables are removed. The key argument for using such procedure would reduce the impact of collinear variables and provide more robust estimates.

## Plotting in a Scatter Diagram

To determine where attributes will fall under, derived importance score per attribute (coefficient percentage of each variable) can be plotted against satisfaction score per attribute (either mean rating or percentage giving it a high rating) in a scatter diagram. The scatter diagram will be divided/sectioned by getting and crossing the mean scores of each of your axis. See illustration below:

<b>Attributes</b>	<b>Derived Importance</b>	<b>Average Performance Score</b>
Staff Courtesy	19	4.83
Prompt Service Delivery	9	4.52
24/7 Support Line	9	4.91
Online Support	10	4.34
Staff Competency	9	4.24
Office/Service Area Cleanliness	6	4.17
Trustworthiness	8	3.85
Reasonable Fees	7	4

(f) Not applicable to customer types with sample size of  $n < 30$

Attributes	Derived Importance	Average Performance Score
Accessible Service Areas	11	4.96
Staff Professionalism	13	4.3
<b>Mean</b>	<b>10</b>	<b>4.41</b>



There will be four boxes in this scatter diagram, where attributes will be plotted:

- Important and high rated- CORE STRENGTHS to maintain and communicate
- Important but low rated- CRITICAL GAPS to focus on for improvement
- Not important but high rated- SECONDARY ATTRIBUTES to maintain and support
- Not important and low rated- LOW IMPACT ATTRIBUTES to monitor

## Annex B

### *Additional Guidelines in the conduct of the Customer Satisfaction Survey (CSS) for 2020 in the GOCC sector*

In view of the circumstances brought about by the COVID-19 pandemic, and further considering the safety of the customers and the difficulties that may be encountered during this time relative to the conduct of the intercept or face-to-face methods of interview, the GCG hereby issues the following additional guidelines applicable for the conduct of the Customer Satisfaction Survey (CSS) for 2020:

1. GOCCs required to observe seasonality (i.e. peak season and lean season) in the conduct of the survey may otherwise opt to conduct the survey only once, instead of the required bi-annual conduct of the CSS.
2. Where telephone interviews are among the methodologies identified for a customer segment, GOCCs are strongly advised to elect to utilize such methodology instead of the allowed alternative (i.e. face-to-face, intercept).
3. In cases where the GOCC has contact information on its customer segment identified solely for intercept or face-to-face interview, it may proceed to utilize the telephone interview methodology so as not to exclude such customer segment as respondents in the CSS, subject to compliance with the Data Privacy Act.
4. While the CSS Guidebook does not require the recording of telephone interviews with the respondent, as well as submission of the same as an attachment to the Final Report, the procedure undertaken to corroborate the consistency and accuracy of the telephone interview must however be detailed in the Back-Checking Report which the GOCCs are required to submit as part of its Quarterly Monitoring Report. Through back-checking, a project team member other than the original interviewer/enumerator shall re-contact the respondent to check the quality and validity of the interviews/outputs.

It shall be the task of the interviewer/enumerator to fill-out the questionnaire in surveys conducted through telephone interview. Considering the mode employed, the signature of the respondents shall be dispensed with. Similarly, the Spot-Checking and Back-Checking Reports must detail that the respondents are correctly identified and that their answers are accurately reflected. In using telephone methodology, GOCCs are therefore reminded that complete contact information of the possible respondents including names and contact details should be provided to the researcher, subject to ESOMAR codes and guidelines.

5. Under Data Collection Instrument (Item V) in the CSS Guidebook, the actual length of telephone interviews is limited to 15 minutes at the maximum, as lengthy interviews often result in higher refusal and drop-out rates. The same shall be determined during the pre-testing activity, and should the questionnaire be longer than 15 minutes, the information coverage will be reviewed and checked for prioritization of questions. However, please note that questions under the main questionnaires are fixed and may not be altered, modified or deleted.

6. GOCCs that proceed to survey their customers through the intercept or face-to-face methods are enjoined to ensure that their respective survey providers shall follow the health protocols (e.g. physical distancing, wearing of facemasks and face shields, hygiene practices, etc.) prescribed by the Department of Health (DOH), Inter-Agency Task Force (IATF) for the Management of Emerging Infectious Diseases, and other relevant bodies in the conduct of the CSS.
7. The Enhanced Standard Methodology also allows the use of online survey tool/platform or self-accomplishment of the survey questionnaires in the following cases:
  - a. Limited budget for the GOCC to conduct personal interviews (i.e. door-to-door, intercept, telephone, face-to-face);
  - b. Respondents are top executives/managers in which securing an appointment is difficult; and
  - c. The only available means of communication is through email.
8. The Enhanced Standard Methodology does not allow the use of hybrid data collection for the same customer segment; so GOCCs cannot use methodologies other than what was initially chosen any time during the duration of data collection.
9. For customer segments identified for intercept or face-to-face interview, which cannot otherwise be subjected to other survey methods such as telephone or online interviews, GOCCs may seek approval from the GCG for exclusion of such customer segment in the conduct of the CSS for 2020.
10. For GOCCs whose operations have been adversely affected by the pandemic, hence, also encountering significant decrease in the total number of customers (population) during the year, such GOCCs may adjust the minimum sample size, which shall be based on the adjusted projections of the total population for 2020 (per customer segment), provided, that the required confidence level and margin of error indicated in the Enhanced Standard Methodology will be maintained.
11. The Enhanced Standard Methodology also allows the conduct of data gathering/survey until January of the succeeding year, except for intercept data gathering method, *provided*, that the Final Report and other supporting documents are made available by March; and *provided further*, that customers are informed that the scope of services being covered by the survey are services rendered in 2020.
12. GOCCs shall report the actions they have undertaken, or have opted to undertake, for the conduct of the CSS for 2020 in their 3rd Quarter Monitoring Report, to be submitted to the GCG and uploaded in the GOCC's website within thirty (30) calendar days from the close of the quarter

## Annex C

### CUSTOMER SATISFACTION SURVEY PEOPLE'S TELEVISION NETWORK, INC. (PTV4) (INDIVIDUAL CUSTOMERS – PUBLIC VIEWERS)

#### INTRODUCTION

As part of the government's initiative to deepen citizen participation in government processes, particularly in the delivery of products and/or services, we are conducting this survey to gauge customer satisfaction on the services of the PEOPLE'S TELEVISION NETWORK, INC. (PTV4). We would appreciate if you could spare a few minutes of your time to participate in our survey. Your insights will greatly help the PTV4 improve its product and/or service delivery and meet your expectations to serve you better in the future. Please be assured that all answers provided will be kept in strictest confidentiality.

Any information that is obtained in connection with this study and that can be identified with you will remain confidential and will be disclosed only with your permission. By filling out the survey form, you are giving consent to the PEOPLE'S TELEVISION NETWORK, INC. (PTV4) to process all the provided information. As the data subject, you have the right to access and ask for changing or deleting your personal data, which will be kept by the PTV4.

#### SCREENER

S1. Are you or any of your close family/relatives working with PTV4? *[SA]*

#### MAIN QUESTIONNAIRE

#### PART I. TRANSACTING WITH PTNI

Q1. How long have you been availing services from PTV4?

1. Less than a year
2. 1-2 years
3. 3-5 years
- 6-10 ears
4. More than 10 years
5. Don't/know refused

Q2. Thinking about all your most recent dealings/transactions with PTV4 in what ways did you transact with them? Please select as many selections as you can. *[MA]*

1. Office visit
2. Phone call
3. Mail delivery
4. Send text / SMS message
5. Online - Visit Website
6. Online - Send Email
7. Online - Chat using apps (e.g. Viber, WhatsApp, Line, Facebook messenger, Skype, etc.)
8. Online - Connected to their social media accounts (e.g. Facebook, Twitter, LinkedIn, Instagram, etc.)
9. Others, please specify *[PN: Open-End]*



Q3. Where do you most often get information about PTV4 and its services? [SA]

1. Information desk
2. Website
3. Phone/Hotline
4. Social Media
5. Conferences
6. Text / SMS
7. Bulletins
8. Others, please specify [PN: Open-End]

[PN: ASK IF Q3=4]

Q3A. In which social media sites do you most often get information about PTV4 and its services?

[PN: Open-End]

**PART II. OVERALL SATISFACTION**

Q4. Overall, how satisfied or dissatisfied are you with the service provided by PTV4? How would you rate PTV4 on the overall? [SA]

SHOWCARD	VERY SATISFIED	SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
Overall Satisfaction Rating	5	4	3	2	1

Q5. Why do you say that you are [Insert RESPONSE in Q4] with PTV4?

[PN: Open-End]

PART III. EXECUTION OF SERVICE

Q6. Now, we will talk about the different aspects of PTV4’s services. please rate how much you agree or disagree with the different aspect of services availed with PTV4. [SA per attribute]

ASK GRID BELOW FOR PUBLIC VIEWERS

	Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	N/A
<u>Media Services</u>						
Effective vehicle of the state in communicating and disseminating relevant news and information	5	4	3	2	1	99
The content of the shows/programs are effective and of good quality	5	4	3	2	1	99
Broadcasts without bias the coverage of the country’s current affairs and events	5	4	3	2	1	99
Timely, consistent and uninterrupted broadcasting/ coverage of presidential and government activities	5	4	3	2	1	99
Informational/promotional campaigns are effective and relevant	5	4	3	2	1	99
Accessibility through other (social) media platforms (i.e., Facebook, Twitter, YouTube, PTV website)	5	4	3	2	1	99

<u>Complaints Handling and Records Keeping</u>						
Filing of complaints is easy and systematic	5	4	3	2	1	99
Complaints are resolved within prescribed timeframe	5	4	3	2	1	99
Resolutions to complaints are satisfactory/acceptable	5	4	3	2	1	99

<u>Information and Communication</u> Information from PTV4 is...						
easy to obtain	5	4	3	2	1	99
clear and relevant	5	4	3	2	1	99
<u>Information and Communication (Website)</u> PTV4's website...						
is accessible (e.g., no downtime, loads easily)	5	4	3	2	1	99
is user-friendly and easy to navigate	5	4	3	2	1	99
contains up-to-date information	5	4	3	2	1	99
is useful and reliable when doing desired transaction	5	4	3	2	1	99
is secured	5	4	3	2	1	99

Q7. What are your suggestions for the improvement of PTV4's services?

[PN: Open-End]

#### SOCIO DEMOGRAPHIC PROFILE

##### SD1. GENDER

1. Male
2. Female

##### SD2. CIVIL STATUS

1. Single
2. Separated
3. Married
4. Widow
5. Widower

##### SD3. Respondent Age Group

1. 18 – 25
2. 26-30
3. 31-35
4. 36-40
5. 41-45
6. 46-50

7. 51-55
8. 56-60
9. 61-65
10. Above 65

SD4. Respondent Actual Age

PN: Age Range at 18-99

SD5. EDUCATIONAL ATTAINMENT

1. No formal education
2. Some elementary
3. Completed elementary
4. Some high school
5. Completed high school
6. Some vocational
7. Completed vocational
8. Some college
9. Completed college
10. Post graduate

SD6. Nationality [PN: Open-End]

SD7. Working Status

1. Working
2. Studying
3. Working/Studying
4. Not Working/Not Studying

Ask If SD7=1 or 3

SD7.1. Occupation [PN: Open-End]

SD16: By clicking 'YES', I declare that this interview has been carried out strictly in accordance with your specification

1. YES
2. NO

CUSTOMER SATISFACTION SURVEY  
PEOPLE'S TELEVISION NETWORK, INC. (PTNI)  
(FOR PARTNER ORGANIZATIONS)

## INTRODUCTION

As part of the government's initiative to deepen citizen participation in government processes, particularly in the delivery of products and/or services, we are conducting this survey to gauge customer satisfaction on the services of the PEOPLE'S TELEVISION NETWORK, INC. (PTNI). We would appreciate if you could spare a few minutes of your time to participate in our survey. Your insights will greatly help the PTNI improve its product and/or service delivery and meet your expectations to serve you better in the future. Please be assured that all answers provided will be kept in strictest confidentiality.

Any information that is obtained in connection with this study and that can be identified with you will remain confidential and will be disclosed only with your permission. By filling out the survey form, you are giving consent to the PEOPLE'S TELEVISION NETWORK, INC. (PTNI) to process all the provided information. As the data subject, you have the right to access and ask for changing or deleting your personal data, which will be kept by the PTNI.

## SCREENER

S1. Are you or any of your close family/relatives working with PTNI? *[SA]*

1. Yes
2. No

If S1=1, Terminate

If S1=2, proceed to S2

S2. Which of the following service/s you have availed or regularly avail from PTNI? Please select as many as you can *[MA]*

1. PTNI Products and Services
2. PTNI Complaints Handling and Records Keeping
3. PTNI Information and Communication
4. PTNI Staff and Organization
5. PTNI Network Facilities
6. None of the above

If S2=1-5, proceed to Q1

If S2=6, Terminate

S3. How would you describe your role in your company when it comes with dealing with PTNI?

1. I am the owner/primary decision-maker in the company
2. I am the primary person-in-charge of dealing / transacting with PTNI
3. I do not have any say or involvement when it comes to dealing / transacting with PTNI

If S3=1-2, proceed to Q1

If S3=3, proceed to S4

S4. Please list down the contact person with involvement when it comes to dealing / transacting with PTNI, along with email address/ mobile number

[PN: Open-End]

## MAIN QUESTIONNAIRE

### PART I. TRANSACTING WITH PTNI

Q1. How long have you been availing services from PTNI?

1. Less than a year
2. 1-2 years
3. 3-5 years
4. 6-10 years
5. More than 10 years
6. Don't/know/refused

Q2. Thinking about all your most recent dealings/transactions with PTNI, in what ways did you transact with them? Please select as many selections as you can. *[MA]*

1. Office visit
2. Phone call
3. Mail delivery
4. Send text / SMS message
5. Online - Visit Website
6. Online - Send Email
7. Online - Chat using apps (e.g. Viber, WhatsApp, Line, Facebook messenger, Skype, etc.)
8. Online - Connected to their social media accounts (e.g. Facebook, Twitter, LinkedIn, Instagram, etc.)
9. Others, please specify [PN: Open-End]

Q3. Where do you most often get information about PTNI and its services? *[SA]*

1. Information desk
2. Website
3. Phone/Hotline
4. Social Media
5. Conferences
6. Text / SMS
7. Bulletins
8. Others, please specify [PN: Open-End]

[PN: ASK IF Q3=4]

Q3A. In which social media sites do you most often get information about PTNI and its services? *[MA]*

[PN:Open-End]

**PART II. OVERALL SATISFACTION**

Q4. Overall, how satisfied or dissatisfied are you with the service provided by PTNI? How would you rate PTNI on the overall? [SA]

<b>SHOWCARD</b>	<b>VERY SATISFIED</b>	<b>SATISFIED</b>	<b>NEITHER SATISFIED NOR DISSATISFIED</b>	<b>DISSATISFIED</b>	<b>VERY DISSATISFIED</b>
Overall Satisfaction Rating	5	4	3	2	1

Q5. Why do you say that you are [Insert RESPONSE in Q4] with PTNI?  
[PN: Open-End]

**PART III. EXECUTION OF SERVICE**

Q6. Now, we will talk about the different aspects of PTNI’s services. please rate how much you agree or disagree with the different aspect of services availed with PTNI [SA per attribute]

**ASK GRID BELOW FOR PARTNER AGENCIES**

	Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	N/A
<b>Products and Services</b>						
Processing time for transactions is reasonable	5	4	3	2	1	99
Services are delivered according to agreed schedule	5	4	3	2	1	99
Delivery of services conform to agreed specifications, terms and conditions	5	4	3	2	1	99
Services are of high quality	5	4	3	2	1	99
Services conform to industry standards	5	4	3	2	1	99

Fees and charges are reasonable	5	4	3	2	1	99
Confidentiality of client information and transactions are secured	5	4	3	2	1	99
Complaints Handling and Records Keeping						
Filing of complaints is easy and systematic	5	4	3	2	1	99
Complaints are resolved within prescribed timeframe	5	4	3	2	1	99
Resolutions to complaints are satisfactory/acceptable	5	4	3	2	1	99

Information and Communication Information from PTNI is...						
easy to obtain	5	4	3	2	1	99
clear and relevant	5	4	3	2	1	99
Information and Communication (Website) PTNI's website...						
is accessible (e.g., no downtime, loads easily)	5	4	3	2	1	99
is user-friendly and easy to navigate	5	4	3	2	1	99
contains up-to-date information	5	4	3	2	1	99
is useful and reliable when doing desired transaction	5	4	3	2	1	99
is secured	5	4	3	2	1	99
Staff and organization PTNI's staff...						
treats customers with respect	5	4	3	2	1	99
strictly and fairly implements the policies, rules and regulations (e.g. no discrimination, no "palakasan" system)	5	4	3	2	1	99



are knowledgeable and competent or skilled in delivering the needed services	5	4	3	2	1	99
provides clear and sufficient information (i.e., solutions to problems, answers to inquiries, and information on products and services)	5	4	3	2	1	99
addresses queries/concerns in a prompt manner	5	4	3	2	1	99
demonstrates willingness to assist customers	5	4	3	2	1	99
is easy to contact	5	4	3	2	1	99
delivers services within prescribed timeframe –	5	4	3	2	1	99
appears neat, well-dressed, and professional	5	4	3	2	1	99
conveys trust and confidence –	5	4	3	2	1	99
the number of staff/facilitators are adequate	5	4	3	2	1	99
PTNI Facilities (in general)						
Utilizes up-to-date and modern procedures, facilities, and resources	5	4	3	2	1	99
Signages are visible and readable (e.g. Citizen's Charter, steps and procedures, directional signages)	5	4	3	2	1	99
Office is accessible to customers	5	4	3	2	1	99
Office premises are clean, orderly and well-maintained	5	4	3	2	1	99
Office premises are well-ventilated and have good lighting	5	4	3	2	1	99
Office premises are safe and secure (e.g., security measures in place)	5	4	3	2	1	99
Office has priority lane for senior citizens, PWDs and pregnant women	5	4	3	2	1	99
Seating is adequate and comfortable	5	4	3	2	1	99
Partner Organizations						

Agreed upon deadlines are met	5	4	3	2	1	99
Delivered output are of good quality	5	4	3	2	1	99
Agreed upon prices/rates of payment in exchange for services/goods delivered are reasonable	5	4	3	2	1	99
Purpose, deliverables, responsibilities and timeliness are clear and well defined	5	4	3	2	1	99
Procedures for entering into partnerships/agreements are in accordance with applicable laws, rules and regulations	5	4	3	2	1	99

Q7. What are your suggestions for the improvement of PTNI's services?

[PN: Open-End]

#### SOCIO DEMOGRAPHIC PROFILE

SD1. NAME OF ORGANIZATION: [PN: Open-End]

SD2. COMPLETE ADDRESS OF ORGANIZATION: [PN: Open-End]

SD3. YEAR ORGANIZATION ESTABLISHED: [PN: Open-End]

SD4. NUMBER OF EMPLOYEES

1. 1 to 99 (Micro / Small)
2. 100 to 199 (Medium)
3. 200 and up (Enterprise)

SD5. ACTUAL NUMBER OF EMPLOYEES [PN: Open-End]

SD6. TYPE OF OWNERSHIP

1. Foreign
2. Domestic

SD7. ASSET VALUES

1. Micro / Small (₱15,000,000 or less)
2. Medium (₱15,000,001 – ₱100,000,000)
3. Enterprise (₱100,000,001 and above)

SD8. POSITION IN THE ORGANIZATION

1. Owner / Head of the office or association
2. Manager/Keeper/Supervisor
3. Operations Staff
4. Admin Staff
5. Others, pls. specify [PN: Open-End]
1. Don't know/refused

SD9. DEPARTMENT: [PN: Open-End]

SD10. YEARS IN THE ORGANIZATION

1. Less than a year
2. 1 – 2 years
3. 3 – 5 years
4. 6 – 10 years
5. 11 – 15 years
6. 16 – 20 years
7. 21 – 25 years
8. More than 25 years
9. Don't know/refused

SD11. Landline: [PN: Open-End]

SD12. Cellphone: [PN: Open-End]

SD13. E-mail: [PN: Open-End]

SD14. Office landline: [PN: Open-End]

SD15: Decision-making role in the organization

1. I alone decide for the organization
2. I share with someone else the decision making process for the organization
3. I do not have any say when it comes to the decision-making process for the organization

SD16: By clicking 'YES', I declare that this interview has been carried out strictly in accordance with your specification and has been conducted within the ESOMAR Code of Conduct-

3. YES
4. NO

# ***Section VIII. Checklist of Technical and Financial Documents***

## **I. TECHNICAL COMPONENT ENVELOPE**

### ***Class “A” Documents***

#### **Legal Documents**

- (a) Valid PhilGEPS Registration Certificate (Platinum Membership) (all pages) in accordance with Section 8.5.2 of the IRR;

#### **Technical Documents**

- (b) Statement of the prospective bidder of all its ongoing 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; **and**
- (c) Statement of the bidder’s Single Largest Completed Contract (SLCC) similar to the contract to be bid, except under conditions provided for in Sections 23.4.1.3 and 23.4.2.4 of the 2016 revised IRR of RA No. 9184, within the relevant period as provided in the Bidding Documents; **and**
- (d) Original copy of Bid Security. If in the form of a Surety Bond, submit also a certification issued by the Insurance Commission;  
**or**  
Original copy of Notarized Bid Securing Declaration; **and**
- (e) Conformity with the Technical Specifications, which may include production/delivery schedule, manpower requirements, and/or after-sales/parts, if applicable; **and**
- (f) Original duly signed Omnibus Sworn Statement (OSS);  
**and** if applicable, Original Notarized Secretary’s Certificate in case of a corporation, partnership, or cooperative; or Original Special Power of Attorney of all members of the joint venture giving full power and authority to its officer to sign the OSS and do acts to represent the Bidder.

#### **Financial Documents**

- (g) The prospective bidder’s computation of Net Financial Contracting Capacity (NFCC);  
**or**  
A committed Line of Credit from a Universal or Commercial Bank in lieu of its NFCC computation.

### ***Class “B” Documents***

- (h) If applicable, a duly signed joint venture agreement (JVA) in case the joint venture is already in existence;  
**or**  
duly notarized statements from all the potential joint venture partners stating that they will enter into and abide by the provisions of the JVA in the instance that the bid is successful.

#### **Other documentary requirements under RA No. 9184 (as applicable)**

- (i) *[For foreign bidders claiming by reason of their country’s extension of reciprocal rights to Filipinos]* Certification from the relevant government office of their country stating that Filipinos are allowed to participate in

- government procurement activities for the same item or product.
- (j) Certification from the DTI if the Bidder claims preference as a Domestic Bidder or Domestic Entity.

**25 FINANCIAL COMPONENT ENVELOPE**

- (a) Original of duly signed and accomplished Financial Bid Form; **and**
- (b) Original of duly signed and accomplished Price Schedule(s).

## ***Section IX. Additional Reminders on Eligibility Documents***

The eligibility documents to be submitted by Bidders shall contain the following mandatory provisions:

Forms	Mandatory Provisions
Bid Form	<ul style="list-style-type: none"> <li><i>i.</i> Bid prices in figures and in words; and</li> <li><i>ii.</i> The Bid price shall include the cost of all taxes, such as, but not limited to, value added tax, income tax, local taxes, and other fiscal levies and duties which shall be itemized in the bid form and reflected in the price schedule or detailed estimates.</li> </ul>
Price Schedule	<p>Prices indicated in the Price Schedule shall be entered separately in the following manner:</p> <ul style="list-style-type: none"> <li><i>i.</i> For Goods offered from within the PE's country:               <ul style="list-style-type: none"> <li><i>a.</i> The price of the Goods quoted EXW (ex works, ex factory, ex warehouse, ex showroom, or off-the-shelf, as applicable);</li> <li><i>b.</i> The cost of all sales and other taxes already paid or payable;</li> <li><i>c.</i> The cost of transportation, insurance, and other costs incidental to delivery of the Goods to their final destination; and</li> <li><i>d.</i> The price of other (incidental) services, if any.</li> </ul> </li> <li><i>ii.</i> For Goods offered from abroad:               <ul style="list-style-type: none"> <li><i>a.</i> The price of the Goods shall be quoted Delivered Duty Paid with the place of destination in the Philippines;</li> <li><i>b.</i> The price of other (incidental) services, if any; and</li> <li><i>c.</i> For Services, based on the form which may be prescribed by the PE, in accordance with existing laws rules and regulations.</li> </ul> </li> </ul>
Bid Securing Declaration	<ul style="list-style-type: none"> <li><i>i.</i> Bidder shall enter into contract with the PE and furnish the required performance security within ten (10) calendar days, from receipt of the Notice of Award; and</li> <li><i>ii.</i> Bidder accepts that:               <ul style="list-style-type: none"> <li><i>a.</i> It shall be automatically disqualified from bidding for any procurement contract with</li> </ul> </li> </ul>

	<p>any PE for a period of two (2) years upon receipt of the Blacklisting Order; and</p> <p><i>b.</i> It will pay the applicable fine provided under the Guidelines on the Use of Bid Securing Declaration, within fifteen (15) days from receipt of the written demand by the PE for the commission of acts resulting to the enforcement of the Bid Securing Declaration under the pertinent provisions of the IRR of RA No. 9184, and its associated issuances.</p>
<p>Omnibus Sworn Statement</p>	<p><i>i.</i> The signatory is the duly authorized representative of the Bidder, and granted full power and authority to do, execute and perform any and all acts necessary to participate, submit the bid, and to sign and execute the ensuing contract accompanied by relevant notarized document;</p> <p><i>ii.</i> Bidder is not “blacklisted” or barred from bidding by the Government of the Philippines or any of its agencies, offices, corporations, or local government units, including foreign government/foreign or international financing institution whose blacklisting rules have been recognized by the GPPB, by itself or by relation, membership, association, affiliation, or controlling interest with another blacklisted person or entity as defined and provided for in the Uniform Guidelines on Blacklisting. [NEW]</p> <p><i>iii.</i> Each of the documents submitted 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;</p> <p><i>iv.</i> Bidder authorizes the HoPE or his/her duly authorized representative/s to verify all the documents submitted;</p> <p><i>v.</i> Bidder complies with the disclosure provision under Section 47 of RA No. 9184 and its 2016 revised IRR, in relation to other provisions of RA No. 3019;</p> <p><i>vi.</i> Bidder complies with existing labor laws and standards;</p> <p><i>vii.</i> Bidder complies with the responsibilities of a prospective or eligible bidder provided in the PBDs;</p> <p><i>viii.</i> Bidder 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; and</p>

	<p><b>ix.</b> In case advance payment was made or given, failure to perform or deliver any of the obligations and undertakings in the contract shall be sufficient grounds to constitute criminal liability for Swindling (Estafa) or the commission of fraud with unfaithfulness or abuse of confidence through misappropriating or converting any payment received by a person or entity under an obligation involving the duty to deliver certain goods or services, to the prejudice of the public and the government of the Philippines pursuant to Article 315 of Act No. 3815 s. 1930, as amended, or the Revised Penal Code. [NEW]</p>
Statement of the Bidder of all its ongoing government and private contracts, including contracts awarded but not yet started	<p><b>i.</b> Names of outstanding contracts with other contracting party, i.e., PE or private company allowed by the rules, contract date, period and amount or value; and</p> <p><b>ii.</b> For Goods, kinds of Goods and dates of delivery.</p>
Statement of the Bidder's SLCC similar to the contract to be bid	<p><b>i.</b> Name of the completed contract with contract date, period and amount, which should correspond to the required percentage of the ABC to be bid. The value is adjusted to the current prices using the Philippine Statistics Authority consumer price indices, when necessary;</p> <p><b>ii.</b> For Goods, the relevant period or delivery date when the said SLCC was completed; end user's acceptance or official receipt(s) or sales invoice issued for the contract, if completed; and</p> <p><b>iii.</b> Definition or description of the similar project or major categories of work.</p>
Bidder's Computation of NFCC or committed Line of Credit (CLC) for Goods	<p><b>i.</b> For NFCC Computation:</p> <p><i>a.</i> ABC to be bid;</p> <p><i>b.</i> Amount or value of bidder's current assets based on Audited Financial Statements (AFS);</p> <p><i>c.</i> Amount or value of bidder's current liabilities based on AFS; and</p> <p><i>d.</i> Amount or value of all outstanding or uncompleted portions of the projects under ongoing contracts, including awarded contracts yet to be started, coinciding with the contract to be bid.</p> <p><b>ii.</b> For CLC:</p> <p><i>a.</i> ABC to be bid;</p> <p><i>b.</i> Amount, which should be at least equal to ten percent (10%) of the ABC; and</p> <p><i>c.</i> Name of issuing foreign Universal or Commercial Bank, as confirmed or</p>



	authenticated by a local Universal or Commercial Bank
Joint Venture Agreement (JVA) or Notarized Statements as to forming JV for Goods	<ul style="list-style-type: none"> <li><i>i.</i> If a JVA is already in existence, the contents shall include the responsibility of each of the JV partners or its contributions to the JV; and</li> <li><i>ii.</i> The contents of the Notarized Statements from all potential JV partners shall include that: <ul style="list-style-type: none"> <li><i>a.</i> they will enter into and abide by the provisions of the JVA in the event that the bid is successful; and</li> <li><i>b.</i> failure to enter into JVA in the event of a contract award shall be a ground for bid disqualification and subsequent forfeiture of the bid security.</li> </ul> </li> </ul>
Certification as to reciprocity to foreign bidders for Goods	<ul style="list-style-type: none"> <li><i>i.</i> Foreign bidder claiming eligibility based on its country's extension of reciprocal rights to Filipinos shall submit a certification from the relevant government office of their country stating that Filipinos are allowed to participate in their government procurement activities for the same item/product.</li> </ul>

## **PhilGEPS Registration Certificate (Platinum Membership)**

Bidders are reminded in accordance with Government Procurement Policy Board (GPPB) Resolution No. 15-2021 dated 14 October 2021, “Lifting the Suspension on the Implementation of the Mandatory Submission of PhilGEPS Certificate of Platinum Registration and Membership in Competitive Bidding and Limited Source Bidding; Amending Sections 8.5.2, 23.1(a)(ii), 23.3, 24.1(a)(ii), 24.4.3, 34.3 And 54.6 Of The 2016 Revised IRR of RA No. 9184, items iv(g)(l) and v(d)(l)(b) as well as Appendix “A” of Annex “H” Thereof, Items 4 And 6 of the Guidelines for the use of the Government of the Philippines - Official Merchants Registry, and Item 1 of Sections viii and ix of the 6th Edition of the Philippine Bidding Documents for Goods and Infrastructure Projects” a new Platinum Certificate reflecting the following caveat shall be required from all Platinum Merchants (Bidders) starting 01 January 2022 when participating in Public Bidding and Limited Source Bidding:

That for the purpose of updating the PhilGEPS Certificate of Platinum Registration and Membership, all Class “A” Eligibility Documents covered by Section 8.5.2 of the 2016 revised IRR of RA 9184 supporting the veracity, authenticity and validity of the Certificate shall remain current and updated, and that **failure by the prospective bidder to update its PhilGEPS Certificate of Platinum Registration and Membership with the current and updated Class “A” Eligibility Documents covered by Section 8.5.2 of the 2016 revised IRR of RA 9184 shall result in the automatic suspension of the validity of its Certificate of Platinum Registration and Membership until such time that all of the expired Class “A” Eligibility Documents has been updated;** and

To reflect that through the submission of said Certificate, the Bidder certifies:

- a. the authenticity, genuineness, validity, and completeness of the copy of the original eligibility documents submitted.
- b. the veracity of the statements and information contained therein;
- c. that the Certificate is neither a guaranty that the named registrant will be declared eligible without first being determined to be such for that particular bidding nor is it evidence that the Bidder has passed the post qualification stage; and
- d. that any finding of concealment, falsification, or misrepresentation on the part of the Bidder of any of the eligibility documents submitted or the contents thereof shall be a ground for disqualification from further participation in the bidding process, without prejudice to the imposition of appropriate administrative, civil and criminal penalty in accordance with the laws

Thus, all Platinum Merchants (Bidder) shall be required starting 01 January 2022 to update/renew, re-download and reprint their Platinum Certificate to reflect the foregoing caveat. All Procuring Entities shall require the new Platinum Certificate and apply concomitant amendments in accordance with GPPB Resolution No. 15-2021

As per PhilGEPS Advisory No. 2022-007, Merchant can update their valid Platinum Documents at any time by logging into their MGEPS account. There is no additional fee or approval from the PhilGEPS Admin.

**REVISED PhilGEPS CERTIFICATE OF PLATINUM REGISTRATION AND MEMBERSHIP  
(First Page Only)**

Republic of the Philippines  
Department of Budget and Management  
PROCUREMENT SERVICE

**CERTIFICATE OF PHILGEPS REGISTRATION  
(Platinum Membership)**

*THIS IS TO CERTIFY THAT*

(NAME OF BIDDER)  
Address

is registered in the Philippine Government Electronic Procurement System (PhilGEPS) on (date of registration) pursuant to Section 8.5.2 of the Revised Implementing Rules and Regulations of Republic Act No. 9184, otherwise known as the Government Procurement Reform Act.

This further certifies that (name of the prospective bidder) has submitted the required eligibility documents in the PhilGEPS Supplier Registry as listed in Annex A which document is attached hereto and made an integral part hereof.

**For the purpose of updating this Certificate, all Class "A" eligibility documents covered by Section 8.5.2 of the Revised Implementing Rules and Regulations of Republic Act No. 9184 supporting the veracity, authenticity and validity of this Certificate shall remain current and updated. The failure by the prospective bidder to update this Certificate with the current and updated Class "A" eligibility documents shall result in the automatic suspension of its validity until such time that all of the expired Class "A" eligibility documents has been updated.**

**By submitting this Certificate, the Bidder certifies:**

- 1. the authenticity, genuineness, validity, and completeness of the copy of the original eligibility documents submitted;**
- 2. the veracity of the statements and information contained therein;**
- 3. that the Certificate is not a warranty that the named registrant will be declared eligible without first being determined to be such for that particular bidding, nor is it evidence that the Bidder has passed the post-qualification stage; and**
- 4. that any finding of concealment, falsification, or misrepresentation of any of the eligibility documents submitted, or the contents thereof shall be a ground for disqualification from further participation in the bidding process, without prejudice to the imposition of appropriate administrative, civil and criminal penalty in accordance with the laws.**

This Certificate is valid until (date of expiration).

Issued this (date) day of (month), year.

This is a system-generated certificate. No signature is required.

Documentary Stamp Tax Paid 30.00  
Certificate Reference No:

(QR Code)

Page 1 of 3

## **Bid Securing Declaration Form**

*[shall be submitted with the Bid if bidder opts to provide this form of bid security]*

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REPUBLIC OF THE PHILIPPINES)  
CITY OF \_\_\_\_\_) S.S.

### **BID SECURING DECLARATION** **Project Identification No.: *[Insert number]***

To: *[Insert name and address of the Procuring Entity]*

I/We, the undersigned, declare that:

1. I/We understand that, according to your conditions, bids must be supported by a Bid Security, which may be in the form of a Bid Securing Declaration.
2. I/We accept that: (a) I/we will be automatically disqualified from bidding for any procurement contract with any procuring entity for a period of two (2) years upon receipt of your Blacklisting Order; and, (b) I/we will pay the applicable fine provided under Section 6 of the Guidelines on the Use of Bid Securing Declaration, within fifteen (15) days from receipt of the written demand by the procuring entity for the commission of acts resulting to the enforcement of the bid securing declaration under Sections 23.1(b), 34.2, 40.1 and 69.1, except 69.1(f), of the IRR of RA No. 9184; without prejudice to other legal action the government may undertake.
3. I/We understand that this Bid Securing Declaration shall cease to be valid on the following circumstances:
  - a. Upon expiration of the bid validity period, or any extension thereof pursuant to your request;
  - b. I am/we are declared ineligible or post-disqualified upon receipt of your notice to such effect, and (i) I/we failed to timely file a request for reconsideration or (ii) I/we filed a waiver to avail of said right; and
  - c. I am/we are declared the bidder with the Lowest Calculated Responsive Bid, and I/we have furnished the performance security and signed the Contract.

IN WITNESS WHEREOF, I/We have hereunto set my/our hand/s this \_\_\_\_ day of *[month]* *[year]* at *[place of execution]*.

*[Insert NAME OF BIDDER OR ITS AUTHORIZED  
REPRESENTATIVE]*

*[Insert signatory's legal capacity]*

Affiant

**[Jurat]**

*[Format shall be based on the latest Rules on Notarial Practice]*

## Omnibus Sworn Statement (Revised)

*[shall be submitted with the Bid]*

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REPUBLIC OF THE PHILIPPINES )  
CITY/MUNICIPALITY OF \_ ) S.S.

### AFFIDAVIT

I, [Name of Affiant], of legal age, [Civil Status], [Nationality], and residing at [Address of Affiant], after having been duly sworn in accordance with law, do hereby depose and state that:

1. *[Select one, delete the other:]*

*[If a sole proprietorship:]* I am the sole proprietor or authorized representative of [Name of Bidder] with office address at [address of Bidder];

*[If a partnership, corporation, cooperative, or joint venture:]* I am the duly authorized and designated representative of [Name of Bidder] with office address at [address of Bidder];

2. *[Select one, delete the other:]*

*[If a sole proprietorship:]* As the owner and sole proprietor, or authorized representative of [Name of Bidder], I have full power and authority to do, execute and perform any and all acts necessary to participate, submit the bid, and to sign and execute the ensuing contract for [Name of the Project] of the [Name of the Procuring Entity], as shown in the attached duly notarized Special Power of Attorney;

*[If a partnership, corporation, cooperative, or joint venture:]* I am granted full power and authority to do, execute and perform any and all acts necessary to participate, submit the bid, and to sign and execute the ensuing contract for [Name of the Project] of the [Name of the Procuring Entity], as shown in the attached [state title of attached document showing proof of authorization (e.g., duly notarized Secretary's Certificate, Board/Partnership Resolution, or Special Power of Attorney, whichever is applicable)];

3. [Name of Bidder] 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 have been recognized by the Government Procurement Policy Board, **by itself or by relation, membership, association, affiliation, or controlling interest with another blacklisted person or entity as defined and provided for in the Uniform Guidelines on Blacklisting;**

4. Each of the documents submitted 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;

5. [Name of Bidder] is authorizing the Head of the Procuring Entity or its duly authorized representative(s) to verify all the documents submitted;

6. *[Select one, delete the rest:]*

*[If a sole proprietorship:]* The owner or sole proprietor is not related to the Head of the Procuring Entity, members of the Bids and Awards Committee (BAC), the Technical Working Group, and the BAC Secretariat, the head of the Project Management Office or the end-user unit, and the project consultants by consanguinity or affinity up to the third civil degree;

*[If a partnership or cooperative:]* None of the officers and members of *[Name of Bidder]* is related to the Head of the Procuring Entity, members of the Bids and Awards Committee (BAC), the Technical Working Group, and the BAC Secretariat, the head of the Project Management Office or the end-user unit, and the project consultants by consanguinity or affinity up to the third civil degree;

*[If a corporation or joint venture:]* None of the officers, directors, and controlling stockholders of *[Name of Bidder]* is related to the Head of the Procuring Entity, members of the Bids and Awards Committee (BAC), the Technical Working Group, and the BAC Secretariat, the head of the Project Management Office or the end-user unit, and the project consultants by consanguinity or affinity up to the third civil degree;

7. *[Name of Bidder]* complies with existing labor laws and standards; and
8. *[Name of Bidder]* is aware of and has undertaken the responsibilities as a Bidder in compliance with the Philippine Bidding Documents, which includes:
  - a. Carefully examining all of the Bidding Documents;
  - b. Acknowledging all conditions, local or otherwise, affecting the implementation of the Contract;
  - c. Making an estimate of the facilities available and needed for the contract to be bid, if any; and
  - d. Inquiring or securing Supplemental/Bid Bulletin(s) issued for the *[Name of the Project]*.
9. *[Name of Bidder]* 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.
10. **In case advance payment was made or given, failure to perform or deliver any of the obligations and undertakings in the contract shall be sufficient grounds to constitute criminal liability for Swindling (Estafa) or the commission of fraud with unfaithfulness or abuse of confidence through misappropriating or converting any payment received by a person or entity under an obligation involving the duty to deliver certain goods or services, to the prejudice of the public and the government of the Philippines pursuant to Article 315 of Act No. 3815 s. 1930, as amended, or the Revised Penal Code.**

IN WITNESS WHEREOF, I have hereunto set my hand this \_\_\_ day of \_\_\_, 20\_\_ at \_\_\_\_\_, Philippines.

*[Insert NAME OF BIDDER OR ITS AUTHORIZED REPRESENTATIVE]*  
*[Insert signatory's legal capacity]*  
Affiant

**[Jurat]**  
*[Format shall be based on the latest Rules on Notarial Practice]*

***[Letterhead of the Bidder]***

***Statement of ALL ongoing government and private contracts  
(Including contracts awarded but not yet started)***

**NAME OF THE PROJECT :**

**BIDDER's COMPANY NAME :**

**COMPANY ADDRESS :**

Item No.	Name of Contract Date of Contract Contract Duration	Owner's Name and Address/ Party Contracting with Bidder	Kinds of Goods	Amount of Contract Value of Outstanding Contracts	Date of Delivery
<b>GOVERNMENT</b>					
	a) b) c)			a) b)	
<b>PRIVATE</b>					
	a) b) c)			a) b) c)	

Instructions:

1. Indicate the correct and complete information required for each contract.
2. Date of Delivery indicates the projected date/s provided in their respective contracts.
3. In case there are no ongoing contracts, put N/A or None.

Submitted by: \_\_\_\_\_  
(Printed Name and Signature)

Designation: \_\_\_\_\_

Date: \_\_\_\_\_

*[Letterhead of the Bidder]*

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***Statement of the bidder's Single Largest Completed Contract (SLCC)***

**NAME OF THE PROJECT** :

**BIDDER's COMPANY NAME** :

**COMPANY ADDRESS** :

<b>Name of Contract Date of Contract Contract Duration</b>	<b>Owner's Name and Address/ Party Contracting with Bidder</b>	<b>Definition or description of the similar project or major categories of work</b>	<b>Amount of Completed Contract</b>	<b>Date of Delivery</b>

Instructions:

1. Indicate the correct and complete information required for each contract
2. **Attach End-user's Acceptance OR Official Receipt(s) OR Sales Invoice issued for the contract.**

Submitted by : \_\_\_\_\_  
(Printed Name and Signature)

Designation : \_\_\_\_\_

Date : \_\_\_\_\_



# Bid Form for the Procurement of Goods

*[shall be submitted with the Bid]*

---

## BID FORM

Date : \_\_\_\_\_

Project Identification No. : \_\_\_\_\_

To: *[name and address of Procuring Entity]*

Having examined the Philippine Bidding Documents (PBDs) including the Supplemental or Bid Bulletin Numbers *[insert numbers]*, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to *[supply/deliver/perform]* *[description of the Goods]* in conformity with the said PBDs for the sum of *[total Bid amount in words and figures]* or the total calculated bid price, as evaluated and corrected for computational errors, and other bid modifications in accordance with the Price Schedules attached herewith and made part of this Bid. The total bid price includes the cost of all taxes, such as, but not limited to: *[specify the applicable taxes, e.g. (i) value added tax (VAT), (ii) income tax, (iii) local taxes, and (iv) other fiscal levies and duties]*, which are itemized herein or in the Price Schedules,

If our Bid is accepted, we undertake:

- a. to deliver the goods in accordance with the delivery schedule specified in the Schedule of Requirements of the Philippine Bidding Documents (PBDs);
- b. to provide a performance security in the form, amounts, and within the times prescribed in the PBDs;
- c. to abide by the Bid Validity Period specified in the PBDs and it shall remain binding upon us at any time before the expiration of that period.

*[Insert this paragraph if Foreign-Assisted Project with the Development Partner:*

Commissions or gratuities, if any, paid or to be paid by us to agents relating to this Bid, and to contract execution if we are awarded the contract, are listed below:

Name and address of agent	Amount	Purpose of Commission or gratuity
---------------------------	--------	-----------------------------------

_____		
_____		
_____		

(if none, state "None") ]

Until a formal Contract is prepared and executed, this Bid, together with your written acceptance thereof and your Notice of Award, shall be binding upon us.

We understand that you are not bound to accept the Lowest Calculated Bid or any Bid you may receive.

We certify/confirm that we comply with the eligibility requirements pursuant to the PBDs.

The undersigned is authorized to submit the bid on behalf of *[name of the bidder]* as evidenced by the attached *[state the written authority]*.

We acknowledge that failure to sign each and every page of this Bid Form, including the attached Schedule of Prices, shall be a ground for the rejection of our bid.

Name: \_\_\_\_\_

Legal capacity: \_\_\_\_\_

Signature: \_\_\_\_\_

Duly authorized to sign the Bid for and behalf of: \_\_\_\_\_

Date: \_\_\_\_\_

**Price Schedule for Goods Offered from Within the Philippines**  
*[shall be submitted with the Bid if bidder is offering goods from within the Philippines]*

**For Goods Offered from Within the Philippines**

Name of Bidder \_\_\_\_\_ Project ID No. \_\_\_\_\_ Page \_\_\_ of \_\_\_

1	2	3	4	5	6	7	8	9	10
Item	Description	Country of origin	Quantity	Unit price EXW per item	Transportation and all other costs incidental to delivery, per item	Sales and other taxes payable if Contract is awarded, per item	Cost of Incidental Services, if applicable, per item	Total Price, per unit  (col 5+6+7+8)	Total Price delivered Final Destination  (col 9) x (col 4)

Name: \_\_\_\_\_

Legal Capacity: \_\_\_\_\_

Signature: \_\_\_\_\_

Duly authorized to sign the Bid for and behalf of: \_\_\_\_\_

NOTE: under Sec 32.2.1 (a) of RA9184 "Unless the Instructions to Bidders specifically allow partial bids, bids not addressing or providing all of the required items in the Bidding Documents including, where applicable, bill of quantities, shall be considered non-responsive and, thus, automatically disqualified. **Bids not addressing or providing all of the required items in the Bidding Documents including, where applicable, bill of quantities, shall be considered non-responsive and, thus, automatically disqualified. In this regard, where a required item is provided, but no price is indicated, the same shall be considered as non-responsive, but specifying a "0" (zero) or dash (-) for the said item would mean that it is being offered for free to the Government "**

Price Schedule for Goods Offered from Abroad  
*[shall be submitted with the Bid if bidder is offering goods from Abroad]*

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***For Goods Offered from Abroad***

Name of Bidder \_\_\_\_\_ Project ID No. \_\_\_\_\_ Page \_\_\_\_ of \_\_\_\_

1	2	3	4	5	6	7	8	9
Item	Description	Country of origin	Quantity	Unit price CIF port of entry (specify port) or CIP named place  (specify border point or place of destination)	Total CIF or CIP price per item  (col. 4 x 5)	Unit Price Delivered Duty Unpaid (DDU)	Unit price Delivered Duty Paid (DDP)	Total Price delivered DDP (col 4 x 8)

Name: \_\_\_\_\_

Legal Capacity: \_\_\_\_\_

Signature: \_\_\_\_\_

Duly authorized to sign the Bid for and behalf of: \_\_\_\_\_

NOTE: under Sec 32.2.1 (a) of RA9184 “Unless the Instructions to Bidders specifically allow partial bids, bids not addressing or providing all of the required items in the Bidding Documents including, where applicable, bill of quantities, shall be considered non-responsive and, thus, automatically disqualified. Bids not addressing or providing all of the required items in the Bidding Documents including, where applicable, bill of quantities, shall be considered non-responsive and, thus, automatically disqualified. In this regard, where a required item is provided, but no price is indicated, the same shall be considered as non-responsive, but specifying a “0” (zero) or dash (-) for the said item would mean that it is being offered for free to the Government“

