

Request for Proposal

***PROCUREMENT OF CONSULTING SERVICES
FOR THE 2025 BCDA CLIENT SATISFACTION MEASUREMENT***

REQUEST FOR PROPOSAL

PROCUREMENT OF CONSULTING SERVICES FOR THE BCDA 2025 CLIENT SATISFACTION MEASUREMENT

1. The Bases Conversion and Development Authority (BCDA) is a government corporation mandated to transform former military bases and properties into premier centers of economic growth.
2. BCDA acknowledges the importance of stakeholder satisfaction as it pursues its mandate of development. By measuring stakeholders' feedback toward its programs and services, BCDA has the basis for necessitating improvements in its operations.
3. The establishment of a feedback mechanism will be done through the conduct of the BCDA 2025 Client Satisfaction Measurement which is a requirement of the Anti-Red Tape Authority (ARTA) and the Governance Commission for Government-Owned and—Controlled Corporations (GCG).
4. BCDA will procure and engage a Consultant that will provide professional expertise on the data management, interpretation and analysis requirements of the BCDA 2025 Client Satisfaction Measure Report.
5. The BCDA through the *2025 Corporate Operating Budget* intends to apply the sum of *Eight Hundred Thousand Pesos (Php800,000.00)*, inclusive of all applicable taxes and fees, being the Approved Budget for the Contract (ABC) to payments under the contract for the ***Procurement of Consulting Services for the BCDA 2025 Client Satisfaction Measurement***. Bids received in excess of the ABC shall be automatically rejected at the opening of the financial proposals.
6. The Consultant shall have the following minimum qualifications:
 - A. The CONSULTANT must strictly be a reputable research and/or communications firm which has been in operations for at least two (2) years. In the case of joint ventures, the lead consulting firm should have at least two (2) years of business operation.
 - B. The CONSULTANT must have completed at least three (3) research projects which are similar in nature to the requirement within the past two years (e.g. evaluative research, survey, stakeholder relations studies, etc.)

- C. The CONSULTANT must provide the necessary manpower support for the conduct of the Client Satisfaction Measurement Report, based on the ARTA guidelines;
 - D. The **research team** must be composed of the following four (4) key members: **OVERALL PROJECT MANAGER, RESEARCH EXECUTIVE/ANALYST, DATA PROCESSING MANAGER AND LEAD STATISTICIAN.**
 - E. The identified members of the proposed research team must have at least three (3) years experience in communications research as related to his function in the team.
 - F. The identified members of the proposed research team must have handled at least three (3) research projects (e.g. evaluative research, survey, stakeholder relations studies, etc.) which are similar in nature to the requirement in a capacity related to his/her function in the team.
 - G. The identified members of the proposed research team must have at least a bachelor's degree and at least eight (8) aggregate hours of training relevant to the nominated position.
 - H. The CONSULTANT must be registered online with the Philippine Government Electronic Procurement System (<http://www.philgeps.gov.ph>) as a legitimate service provider for government requirements. The CONSULTANT is mandated to register with the PhilGEPS and provide a PhilGEPS Registration number as a condition for award of the contract.
 - I. The CONSULTANT shall be assessed based on the most favorable compliance with the criteria.
7. The Third-Party Service Provider shall undertake within the agreed schedule all relevant and necessary activities such as, but not limited to, data encoding, data processing, validation, evaluation and interpretation of results, preparation of final reports in accordance with the ARTA Memorandum Circular No. 2023-05, *Amendment of the Harmonized Client Satisfaction Measurement*; ARTA Memorandum Circular No. 2022-005 or the *Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement*; GCG-ARTA Joint Memorandum Circular No. 1, Series of 2023 or the *Supplemental Guidelines to the ARTA Memorandum Circular No. 2022-05 or the Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement Specific for GOCCs Covered by Republic Act No. 10149 and ARTA Advisory 2025-005 reiterating the deadline for the submission of compliances under RA 11032.*

The timely submission and presentation of the project to the BCDA and preparation of all other related activities to fulfill the requirements of the project shall be included.

The scope of work includes the following:

- A. The CONSULTANT shall provide advisory services and guidance to BCDA to ensure that the methodology, inclusive of the the sampling and data-gathering/collection methods, are compliant with the ARTA-GCG Guidelines for the Conduct of the Harmonized Client Satisfaction Measurement (HCSM). The Consultant shall ensure that the minimum required number of respondents per service availed by internal and external stakeholders is met as validated by the Sample Size Calculator provided by the ARTA for the conduct of the HCSM. The Consultant shall ensure that response rates are also maximized based on acceptable data gathering methods;
- B. The CONSULTANT shall perform data encoding of results gathered by BCDA, anchored on the responses to the ARTA-prescribed Client Satisfaction Measurement Questionnaire;
- C. The CONSULTANT shall process all gathered data to determine the level of satisfaction of stakeholders within the prescribed period of the HCSM;
- D. The CONSULTANT shall determine the final scoring per question in the Client Satisfaction Measurement Questionnaire and the overall scoring for satisfaction guided by the prescribed ARTA methodology. This shall be presented as part of the Final HCSM Report with supporting tables and figures as prescribed. The Consultant shall determine in the Report the overall satisfaction/dissatisfaction rating, the reasons for the satisfaction/dissatisfaction rating and the factors contributing to the satisfaction/dissatisfaction rating, based on the available responses;
- E. The CONSULTANT shall present the results by indicating the following: response rates per service; total number of transacting clients during the period covered; client demographics; Citizen's Charter results; Service Quality Dimension results, and free responses derived from the response in the ARTA-prescribed questionnaire;
- F. The CONSULTANT shall perform data interpretation and analysis of the results of the 2025 HCSM. This analysis shall reflect aspects/attributes for improvement as well as performance highlights during the year;
- G. The CONSULTANT shall guide the BCDA in the preparation of its Continuous Agency Improvement Plan for the following year and present this as part of the

HCSM Final Report. These shall contain the action steps, the responsible unit/person, and a timeline.

- H. The CONSULTANT shall prepare and complete the Final Report in accordance with the Client Satisfaction Measurement Report Outline in Annex B of the GCG-ARTA *Joint Memorandum Circular No. 1, Series of 2023 or the Supplemental Guidelines to the ARTA Memorandum Circular No. 2022-05, ARTA MC No.2023-05 or the Amendment to ARTA Memorandum Circular No. 2022-005 and ARTA Advisory 2025-005,*

A reference for the Report Outline is shown below. Full details of the prescribed outline are found in *ARTA MC No.2023-05*:

- I. Title Page
- II. Table of Contents
- III. Overview
- IV. Scope
 - a. Period Covered
 - b. Geographic and Office Coverage
 - c. List of services surveyed, responses, and total number of transacting clients
 - d. Sampling
 - i. Applied confidence level and margin of error
 - ii. Discussion of response rates
- V. Methodology
 - a. Mode of survey implementation
 - b. Feedback and Collection Mechanism
 - c. Scoring System
 - i. Table of the scale and its equivalent number
 - d. How Numerical Results will be interpreted
- VI. Data and Interpretation
 - a. Client Demographic
 - b. Citizen's Charter results
 - c. Service Quality Dimension results
 - d. Free responses
- VII. Results of the Agency Action Plan reported in the previous year
- VIII. Continuous Agency Improvement Plan for the following year
- IX. Index
 - a. Clear images of CSM survey used
 - b. List including central, regional, and satellite offices covered (if consolidated)

- c. CSM results of each central , regional and satellite office (if consolidated)
 - i. Response rates of each office
 - ii. Citizen's Charter results of each office
 - iv. SQD results of each office
- I. The CONSULTANT shall present to BCDA Management the results of the 2024 BCDA Client Satisfaction Measurement Report to derive their inputs and comments for implementation in the Final Report that will be submitted to the ARTA. A summary of the results is also requested for immediate reference.
- J. The CONSULTANT shall attend meetings with key BCDA departments, if necessary, for the smooth conduct of the 2025 BCDA Client Satisfaction Measurement.
- K. The CONSULTANT shall adhere to the following timeline:

Deliverables	Schedule
Data Encoding	To commence upon issuance of Notice to Proceed
Data Processing, Interpretation and Analysis	January-February 2026
Preparation of Initial Report	February 2026
Submission of Survey Results and Initial Presentation to PAD	February-March 2026
Presentation to MANCOM	February-March 2026
Gathering of Action Plan from BCDA Departments	March-April 2026
Collation and Final Report Preparation	March - April 2026
Submission of Final Report to BCDA/Approval of the President and CEO	March 15, 2026
Submission to ARTA	April 12, 2026

L. The CONSULTANT shall assist the BCDA in complying with the requirements of the GCG which may perform data collection quality control procedures, i.e. spot-checking and back-checking as they deem necessary. The GCG may request proof of the survey results including sample questionnaires and the Excel file of the aggregated data;

M. The CONSULTANT shall shoulder the compensation of the project team and support staff that will be engaged for the conduct and preparation of the HCSM Report, as well as the expenses for meals, and transportation, if relevant.

8. The BCDA shall draw up a list of consultants from those who have submitted their Technical Proposal and Financial Proposal, in accordance with the provisions of the RA 12009 and its Implementing Rules and Regulations.

9. The CONSULTANT shall be evaluated based on the *Quality Cost Based Evaluation (QCBE)* procedure wherein the Technical and Financial Proposal are given weights of 85% and 15%, respectively. The QCBE procedure is described under RA 12009 and its Implementing Rules and Regulations.

10. The criteria and rating system for the selection of the winning consultant are as follows:

Evaluation Criteria	Weight	Minimum Technical Score
Technical Proposal	85%	70%
Applicable Years of Experience of the Consultant/Firm (20%)	40%	
Qualification of personnel who shall be assigned to the project (20%)	20%	
CSM Plan of Approach & Methodology (40%)	40%	
Financial Proposal	15%	
TOTAL SCORE	100%	

The **Minimum Technical Score** of 70% should be met.

11. The CONSULTANT is also required to submit the following documents to be used by BCDA as bases for the technical evaluation.

For the Technical Proposal: The CONSULTANT is required to submit the following documents described in RA 12009 and its Implementing Rules and Regulations.

Tab No.	Form No.	Description
TECHNICAL PROPOSAL		
1	EF 1	Eligibility Documents Submission Form with the following:
2	-	- PhilGEPS Certification of Registration under Platinum Membership or Red Membership (all pages) pursuant to Section 8.5.2 of the 2016 revised IRR. - Registration certificate from the Securities and Exchange Commission (SEC) - for partnerships/corporations; or Department of Trade and Industry (DTI) - for sole proprietorship; or Cooperative Development Authority (CDA) for cooperatives - Mayor's/Business Permit issued by the city or municipality where the place of business of the bidder is located or recently expired Mayor's permit with the official receipt for renewal within the period prescribed by the concerned local government unit, in case of PhilGEPS Certification of Registration under Red Membership is submitted. - Latest Income/Business Tax Return, in case of PhilGEPS Certification of Registration under Red Membership is submitted.
3	TPF 1	Statement of All Completed Government and Private Contracts, For The Past 2 Years
4	TPF 2	Summary of Completed Projects for the Past 2 Years (All completed government and private contracts)
5	TPF 3	Summary of Curriculum Vitae
6	TPF 4	Curriculum Vitae (CV) for Proposed Professional Staff
6.1	TPF 4A	Over-all Project Manager
6.2	TPF 4B	Research Executive/Analyst
6.3	TPF 4C	Data Processing Manager
6.4	TPF 4D	Lead Statistician
7	TPF 5	Plan of Approach and Methodology

FINANCIAL PROPOSAL		
8	FPF 1	Financial Proposal Submission Form
9		Omnibus Sworn Statement

For the Financial Proposal: The CONSULTANT is also required to submit the Financial Proposal in a separate sealed envelope together with the above-mentioned requirements/documents. The financial proposals shall not exceed the approved budget for the contract and shall be deemed to include the cost of all taxes, duties, fees, levies and other charges imposed under applicable laws. Only the financial proposals of the consultants who meet the minimum technical score of 70% will be opened.

12. This contract shall be effective for a period of one (1) year commencing from the date stated in the Notice to Proceed with an Approved Budget of the Contract (ABC) of **Eight Hundred Thousand Pesos Only (Php800,000.00), inclusive of applicable taxes and fees.** The CONSULTANT will be paid in full upon submission to and acceptance by BCDA of the Final Report on the BCDA 2025 Client Satisfaction Measurement as indicated in Section IX. of the Terms of Reference.
13. **Pre-Bid Conference.** The BCDA will hold a Pre-Bid Conference on 21 October, 2025, 2:00 p.m. at the BCDA Corporate Center, 2nd Floor Bonifacio Technology Center, 31st Street corner 2nd Avenue, Bonifacio Global City, Taguig City and/or through video conferencing via:

Zoom Link for the Meeting

<https://bit.ly/PreBidConferenceBCDA2025CSM>

14. **Deadline for Submission of Proposal.** The Bid Proposal must be duly received through manual/physical submission at the at BCDA Corporate Center, 2nd Floor Bonifacio Technology Center, 31st Street corner 2nd Avenue, Bonifacio Global City, Taguig City on or before 28 October 2025, Tuesday, 10:00 am.. Late submission of Bid Proposal shall not be accepted. The bidders may submit their Bid Proposal before the deadline for submission of bids to avoid late submission. The editable bid forms may be downloaded using the link below:

<https://bit.ly/CSM2025BiddingForms>

15. **Opening of Bid Proposals.** Opening of Bid Proposals shall be on 28 October 2025, Tuesday at 10:30 am. at the BCDA Corporate Center, 2nd Floor Bonifacio Technology Center, 31st Street corner 2nd Avenue, Bonifacio Global City, Taguig City and through video conferencing via:

Zoom Link for the Meeting

<https://bit.ly/OpeningofProposalforBCDACSM2025>

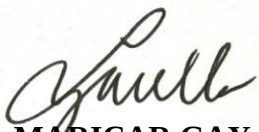
16. The Technical and Financial Proposals shall be submitted by hand to the address below:

LEILANI BARLONGAY-MACASAET

Vice President, Public Affairs Department
Bases Conversion and Development Authority
2nd Floor, Bonifacio Technology Center
31st Street corner 2nd Avenue, Bonifacio Global City, Taguig City 1634

Your office may also contact Public Relations Officer IV, Mr. Garry A. Cativo, thru office number (02) 8575-1732 and email address gacativo@bcda.gov.ph.

17. Please be reminded that the reference time that will be followed shall be the computer system clock at the **BCDA Central Receiving and Releasing Area (CRRA)**, BCDA Corporate Center, 2nd Floor Bonifacio Technology Center, 31st Street corner 2nd Avenue, Bonifacio Global City, Taguig City. All bidders are advised to synchronize their timepieces therewith.
18. BCDA reserves the right to accept or reject any and all bids, annul the procurement process or not award the contract at any time prior to contract award, without thereby incurring any liability to the affected bidder. BCDA reserves the right to waive minor defects in forms and requirements as long as they do not affect the genuineness and authenticity of the documents submitted.



MARICAR GAY SAVELLA-VILLAMIL

Officer-In-Charge
Public Affairs Department

**CONSULTING SERVICES
FOR THE 2025 BCDA CLIENT SATISFACTION MEASUREMENT
Terms of Reference (TOR)**

I. RATIONALE

The Bases Conversion and Development Authority (BCDA) is an instrumentality of the government vested with corporate powers under Republic Act (RA) No. 7227, as amended, which is mandated to transform and develop former military bases and properties into premier centers of economic growth. BCDA is committed to fulfill its mandate to its stakeholders and beneficiaries, particularly to its major stakeholder, the Armed Forces of the Philippines (AFP).

BCDA acknowledges the importance of stakeholder satisfaction feedback as it pursues its mandate of development. By measuring stakeholders' feedback toward its programs and services, BCDA has the basis for necessitating continuous improvements in its operations and services.

Among BCDA's communication objectives is to implement a feedback mechanism among its stakeholders to enable BCDA to monitor its performance under its mandate and keep its corporate reputation and image in check.

This will be done through the conduct of the BCDA 2025 Harmonized Client Satisfaction Measurement (also known as the BCDA 2025 Stakeholder Satisfaction Study), which is a requirement of the Anti-Red Tape Authority (ARTA) and the Governance Commission for Government-Owned or -Controlled Corporations (GCG).

The Harmonized Client Satisfaction Measurement (HCSM) is a feedback mechanism required of all government agencies and instrumentalities covered under Section 20 of Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2015. The results will be reported annually to the Anti Red Tape Authority (ARTA).

In pursuit of Section 3b Rule IV of the Implementing Rules and Regulations of RA 11032, the ARTA issued ARTA Memorandum Circular No. 2022-05 or the Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement.

On the other hand, RA 10149 or the GOCC Governance Act of 2011, which created the GCG, established the Performance Evaluation System (PES). The PES includes the Customer Satisfaction Survey (CSS) as one of the agencies' key performance indicators—serving as a monitoring tool to measure how GOCCs relate with their customers as this provides tangible and verifiable data on how GOCCs deliver their services.

To strengthen their mandate, the GCG adopted MC No. 2012-07 or the Code of Corporate Governance, which requires GOCCs to ensure integrity in dealing with customers; operate a highly effective and efficient organization, focused on meeting customer objectives; and operate policies of continuous improvement, of both processes and the skills of the staff to ensure that it continues to add value to its customers' undertakings.

Last 12 April 2023, the GCG and the ARTA issued Joint Memorandum Circular No. 1 which refers to the supplemental guidelines for the implementation of the HCSM. In the circular, the GCG required the conduct of the CSS as required by the GCG-approved Performance Scorecard, while adopting the methodology described in ARTA Memorandum Circular 2022-05.

On June 8, 2023, ARTA MC No. 2022-05 was amended by MC no. 2023-05. The new MC refers to the “Amendment to ARTA Memorandum Circular No. 2022-005 or the Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement.” The new MC is the latest guidance from ARTA providing the methodology to be adopted for the 2024 Client Satisfaction Measurement (CSM),

As a further guidance, ARTA issued Advisory 2025-005 reiterating the deadline for the submission of compliances under RA 11032.

The HCSM will enable measurement and comparison of service performance of agencies for all services offered by the agency based on the BCDA’s Citizen’s Charter. Further, it intends to provide a standard framework in measuring client satisfaction across all agencies and guidance for a uniformed manner of reporting and interpretation of results.

In order to provide professional expertise on the data management and analysis requirements of the 2025 BCDA Client Satisfaction Measure Report, it is imperative that the said study be conducted and interpreted by independent third party research professionals and experts.

II. BACKGROUND

The conduct of the Client Satisfaction Measurement, otherwise known as the BCDA 2025 Stakeholder Satisfaction Study, is guided by the following:

A. Republic Act no. 11032

**EASE OF DOING BUSINESS AND EFFICIENT GOVERNMENT SERVICE
DELIVERY ACT OF 2018**

“An Act promoting ease of doing business and efficient delivery of government services, meaning for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for other purposes”

According to the ARTA, “the act aims to streamline the current systems and procedures of government services. It pertains to improving the competitiveness of and ease of doing business in the Philippines. The law effectively amends Republic Act 9485 or the Anti-Red Tape Act of 2007. A strengthened version of the law, it is poised to facilitate prompt actions or resolution of all government transactions with efficiency. It applies to all government offices and agencies in the Executive Department including local government units (LGUs), government-owned or -controlled corporations, and other government instrumentalities, located in the Philippines or abroad, that provide services covering business-related and non-business transactions as defined in the IRR.

Section 6. Citizen's Charter.

All government agencies including departments, bureaus, offices, instrumentalities, or government-owned and/or –controlled corporations, or LGUs shall set up their respective most current and updated service standards to be known as the Citizen's Charter in the form of information billboards which shall be posted at the main entrance of offices or at the most conspicuous place, in their respective websites and in the form of published materials written either in English, Filipino, or in the local dialect, that detail:

- "(a) A comprehensive and uniform checklist of requirements for each type of application or request;
- "(b) The procedure to obtain a particular service;
- "(c) The person/s responsible for each step;
- "(d) The maximum time to conclude the process;
- "(e) The document/s to be presented by the applicant or requesting party, if necessary;
- "(f) The amount of fees, if necessary; and
- "(g) The procedure for filing complaints."

Section 3 (b), Rule IV of Implementing Rules and Regulations of RA11032

"all agencies shall embed feedback mechanisms and client satisfaction measurement in their process improvement efforts. The agency shall report to the Anti-Red Tape Authority the results of the Client Satisfaction /survey for each service based on the guidelines issued by the Authority."

B. Republic Act No. 10149

"GOCC GOVERNANCE ACT OF 2011"

"An act to promote financial viability and fiscal discipline in government-owned or -controlled corporations and to strengthen the role of the state in its governance and management to make them more responsive to the needs of public interest and for other purposes"

The Act maintains that the State recognizes the role of GOCCs in achieving sustainable and inclusive growth in aid of economic development. With this recognition is the need for the State to ensure that the operations of GOCCs are rationalized and monitored centrally so that assets and resources are used efficiently; that the governance of GOCCs is carried out in a transparent, professional, fully accountable manner and with competence; and that a reporting and evaluation system is enforced.

Republic Act (R.A.) No. 10149 mandates the GCG to establish a performance evaluation system (PES) which shall apply to all GOCCs in general and to the various GOCC classifications. RA 10149 mandates GCG to actively exercise the State's ownership rights through the institutionalization of the PES.

C. Executive Order 605, s. 2007

"INSTITUTIONALIZING THE STRUCTURE, MECHANISMS AND STANDARDS TO IMPLEMENT THE GOVERNMENT QUALITY

MANAGEMENT PROGRAM, AMENDING FOR THE PURPOSE
ADMINISTRATIVE ORDER NO. 161, S. 2006”

EO 605 directs: “All departments and agencies...to adopt the ISO 9001:2008 Quality Management Systems as part of the implementation of a government-wide quality management program. The quality management systems shall be certified for demonstrated conformity with ISO 9001:2008 and the applicable Government Quality Management Systems Standards (GQMSS), with priority to be given to frontline services.”

D. ISO 9001:2015

ISO 9001:2015 is the latest version of ISO 9001:2008. According to the website of the International Organization for Standardization (www.iso.org), “ISO 9001:2015 specifies requirements for a quality management system when an organization:

- a. needs to demonstrate its ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements; and
- b. aims to enhance customer satisfaction through the effective application of the system, including processes for improvement of the system and the assurance of conformity to customers and applicable statutory and regulatory requirements.”

E. Standard Guidelines and Recommendations of the GCG:

GCG Memorandum Circular (M.C.) No. 2013-02 establishes the Performance Evaluation System for the GOCC Sector / Performance Evaluation System Guidebook

The (GCG) created a Performance Evaluation System which discusses extensively on the Social Impact Perspective, which “refers to the national and community-wide impact (socio-economic) of the services delivered by the GOCC.” It further explains though that “the GOCC may or may not include a social impact perspective if its social impact cannot be differentiated from its outcome in the stakeholder perspective.”

In order to measure the stakeholders’ perspective on the effectiveness of service delivery by the GOCC, the GCG directs all GOCCs to implement customer and/or stakeholder satisfaction surveys conducted by independent third parties from the private sector.

Surveys should test the level of satisfaction in any of these areas:

Themes	Description
1. Timeliness	Rate of the delivery of services done within agreed timeframes

2. Ease of Access	Rate of understanding of services provided and how to access the service (Service delivery channels and channel preferences)
3. Staff	Rate staff in terms of: Knowledge, Understanding client needs, helpfulness and if easy to work with
4. Quality	Rate the quality of service (delivered to expectations)
5. Outcome	Rate the outcomes achieved or meeting certain requirements
6. Overall Satisfaction	On a scale of X, how satisfied are you with the service provided by the GOCC?

The Performance Evaluation System Guidebook can be accessed via:
<https://gcg.gov.ph/files/ONzRUkhMxaipEfjfn8b6.pdf>

GCG MC No. 2012-07 or the Code of Corporate Governance

Under this circular, 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 aspects of society in order to ensure that it continues to add value to its customers' businesses.

GCG MC No. 2013-02 (Re-Issued) and 2017 -02

Under these circulars, the Performance Evaluation System is discussed. GCG made it mandatory for GOCCs to conduct an annual Customer Satisfaction Survey (CSS) as one of the performance indicators under the said Performance Evaluation System (PES). 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.

F. Memorandum Circulars of the ARTA:

Memorandum Circular No. 2022-05 establishes the “Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement”

The MC intends to “promote the adoption of a harmonized and standardized framework in measuring client satisfaction across all levels of the government

and will ensure continuous improvement and enhancement of service promise towards a more meaningful client-centered Citizen's Charter.”

The MC prescribes the CSM questions that government agencies are mandated to use. The CSM includes three (3) questions related to the Citizen's Charter, one (1) question related to the client's overall satisfaction with the service availed of, and eight (8) questions related the Service Quality Dimensions, namely:

Service Quality Dimensions	Description
Responsiveness	the willingness to help, assist and provide prompt service to citizens/clients
Reliability	the provision of what is needed and what was promised, following the policy and standards, with zero to a minimal error rate
Access and Facilities	the convenience of location, ample amenities for comfortable transactions, use of clear signages and modes of technology
Communication	the act of keeping citizens and clients informed in a language they can easily understand as well as listening to their feedback
Costs	the satisfaction with timeliness of the billing, billing process/es, preferred methods of payments, reasonable payment period, value for money, the acceptable range of cost, and qualitative information on the cost of each service
Integrity	the assurance that there is honesty, justice, fairness, and trust in each service while dealing with the citizens/clients
Assurance	the capability of frontline staff to perform their duties, product and service knowledge, understand citizen/client needs helpfulness, and good work relationships
Outcome	the extent of achieving outcomes or realizing the intended benefits of government services

MC 2022-05 may be accessed via this link:

<https://arta.gov.ph/wp-content/uploads/2022/09/MC-2022-05-GUIDELINES-ON-THE-IMPLEMENTATION-OF-THE-HARMONIZED-CLIENT-SATISFACTI-ON-MEASUREMENT.pdf>

Joint Memorandum Circular No. 1, Series of 2023 establishes the Supplemental Guidelines to the ARTA Memorandum Circular No. 2022-05 or the Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement Specific for GOCCs Covered by Republic Act No. 10149

The JMC No. 1, s. 2023 may be accessed via this link:
<https://gcg.gov.ph/files/MJrPfViDBJjVy5Po6Jkp.pdf>

Memorandum Circular No. 1 2023-05, Amendment to ARTA Memorandum Circular No. 2022-005 or the Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement

MC No. 2023-05, s. 2023, may be accessed via this link:
https://arta.gov.ph/wp-content/uploads/2023/06/MC-2023-05_Amendment-to-CS-M-1-1.pdf

ARTA Advisory 2025-005 reiterating the deadline for the submission of compliances under RA 11032.

G. Republic Act No. 9485
ANTI-RED TAPE ACT OF 2007

“An act to improve efficiency in the delivery of government service to the public by reducing bureaucratic red tape, preventing graft and corruption, and providing penalties therefor”

III. BUDGET:

The Approved Budget of the Contract (ABC) is **Eight Hundred Thousand Pesos Only (Php800,000.00)**, inclusive of all applicable government taxes and fees and incidental expenses.

IV. OBJECTIVE:

The BCDA aims to engage the services of a Third-Party Provider that would help the organization generate tangible and verifiable data on the satisfaction level of external and internal stakeholders for BCDA’s services—in compliance with all requirements stated on the GCG-ARTA Joint Memorandum Circular No.1, series of 2023, for the conduct of the 2025 HCSM of BCDA.

The objectives of the Consulting Services for the 2025 Client Satisfaction Measure are:

- A. To generate feedback from BCDA external and internal stakeholders based on services identified in its Citizens Charter
- B. To enable BCDA to measure overall satisfaction of stakeholders specific to services availed based on the ARTA methodology, as adopted by the GCG;
- C. To enable BCDA to measure satisfaction over service quality dimensions identified by ARTA—responsiveness, reliability, access and facilities, communication, costs, integrity, assurance and outcome.
- D. To provide benchmarks and identify specific actions that BCDA can take to improve its performance and incorporate these as part of strategic planning;

- E. To help ensure continued compliance with good governance conditions prescribed by the GCG and ISO 9001 standards.

V. SCOPE OF WORK/TECHNICAL SPECIFICATIONS AND DELIVERABLES:

The Third-Party Service Provider shall undertake within the agreed schedule all relevant and necessary activities such as, but not limited to, data encoding, data processing, validation, evaluation and interpretation of results, preparation of final reports in accordance with the GCG-ARTA *Joint Memorandum Circular No. 1, Series of 2023 or the Supplemental Guidelines to the ARTA Memorandum Circular No. 2022-05 or the Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement Specific for GOCCs Covered by Republic Act No. 10149.*

The timely submission and presentation of the project to the BCDA and preparation of all other related activities to fulfill the requirements of the project shall be included. The scope of work includes the following:

- A. The CONSULTANT shall provide advisory services and guidance to BCDA to ensure that the methodology, inclusive of the the sampling and data-gathering/collection methods, are compliant with the ARTA-GCG Guidelines for the Conduct of the Harmonized Client Satisfaction Measurement (HCSM). The Consultant shall ensure that the minimum required number of respondents per service availed by internal and external stakeholders is met as validated by the Sample Size Calculator provided by the ARTA for the conduct of the HCSM. The Consultant shall ensure that response rates are also maximized based on acceptable data gathering methods;
- B. The CONSULTANT shall perform data encoding of results gathered by BCDA, anchored on the responses to the ARTA-prescribed Client Satisfaction Measurement Questionnaire;
- C. The CONSULTANT shall process all gathered data to determine the level of satisfaction of stakeholders within the prescribed period of the HCSM;
- D. The CONSULTANT shall determine the final scoring per question in the Client Satisfaction Measurement Questionnaire and the overall scoring for satisfaction guided by the prescribed ARTA methodology. This shall be presented as part of the Final HCSM Report with supporting tables and figures as prescribed. The Consultant shall determine in the Report the overall satisfaction/dissatisfaction rating, the reasons for the satisfaction/dissatisfaction rating and the factors contributing to the satisfaction/dissatisfaction rating, based on the available responses;
- E. The CONSULTANT shall present the results by indicating the following: response rates per service; total number of transacting clients during the period covered; client demographics; Citizen's Charter results; Service Quality Dimension results, and free responses derived from the response in the ARTA-prescribed questionnaire;

- F. The CONSULTANT shall perform data interpretation and analysis of the results of the 2025 HCSM. This analysis shall reflect aspects/attributes for improvement as well as performance highlights during the year;
- G. The CONSULTANT shall guide the BCDA in the preparation of its Continuous Agency Improvement Plan for the following year and present this as part of the HCSM Final Report. These shall contain the action steps, the responsible unit/person, and a timeline.
- H. The CONSULTANT shall prepare and complete the Final Report in accordance with the Client Satisfaction Measurement Report Outline in Annex B of the GCG-ARTA *Joint Memorandum Circular No. 1, Series of 2023 or the Supplemental Guidelines to the ARTA Memorandum Circular No. 2022-05 and ARTA MC No.2023-05 or the Amendment to ARTA Memorandum Circular No. 2022-005.*

A reference for the Report Outline is shown below. Full details of the prescribed outline are found in *ARTA MC No.2023-05* :

- I. Title Page
- II. Table of Contents
- III. Overview
- IV. Scope
 - a. Period Covered
 - b. Geographic and Office Coverage
 - c. List of services surveyed, responses, and total number of transacting clients
 - d. Sampling
 - i. Applied confidence level and margin of error
 - ii. Discussion of response rates
- V. Methodology
 - a. Mode of survey implementation
 - e. Feedback and Collection Mechanism
 - f. Scoring System
 - i. Table of the scale and its equivalent number
 - g. How Numerical Results will be interpreted
- VI. Data and Interpretation
 - a. Client Demographic
 - b. Citizen's Charter results
 - c. Service Quality Dimension results
 - d. Free responses
- VII. Results of the Agency Action Plan reported in the previous year
- VIII. Continuous Agency Improvement Plan for the following year
- IX. Index
 - a. Clear images of CSM survey used
 - b. List including central, regional, and satellite offices covered (if consolidated)
 - c. CSM results of each central, regional and satellite office (if consolidated)
 - i.. Response rates of each office
 - ii. Citizen's Charter results of each office
 - iv. SQD results of each office

- I. The CONSULTANT shall present to BCDA Management the results of the 2025 BCDA Client Satisfaction Measurement Report to derive their inputs and comments for implementation in the Final Report that will be submitted to the ARTA. A summary of the results is also requested for immediate reference.
- J. The CONSULTANT shall attend meetings with key BCDA departments, if necessary, for the smooth conduct of the 2025 BCDA Client Satisfaction Measurement.
- K. The CONSULTANT shall adhere to the following timeline:.

Deliverables	Schedule
Data Encoding	To commence upon issuance of Notice to Proceed
Data Processing, Interpretation and Analysis	January-February 2026
Preparation of Initial Report	February 2026
Submission of Survey Results and Initial Presentation to PAD	February-March 2026
Presentation to MANCOM	February-March 2026
Gathering of Action Plan from BCDA Departments	March-April 2026
Collation and Final Report Preparation	March - April 2026
Submission of Final Report to BCDA/Approval of the President and CEO	March 15, 2026
Submission to ARTA	April 12, 2026

- L. The CONSULTANT shall assist the BCDA in complying with the requirements of the GCG which may perform data collection quality control procedures, i.e. spot-checking and back-checking as they deem necessary. The GCG may request proof of the survey results including sample questionnaires and the Excel file of the aggregated data;
- M. The CONSULTANT shall shoulder the compensation of the project team and support staff that will be engaged for the conduct and preparation of the HCSM Report, as well as the expenses for meals, and transportation, if relevant.

VI. METHODOLOGY

- A. The prospective CONSULTANTS shall be evaluated based on a Quality-Cost Based Evaluation (QCBE) as prescribed in Section 62.2.1.2 of the IRR of RA

12009.

- B. Each CONSULTANT shall submit its technical and financial proposals simultaneously in separate sealed envelopes.
- C. The technical proposal together with the financial proposal shall be considered in the evaluation of consultants. The Technical Proposals shall be evaluated first using the criteria in Section 62.2.2 of this IRR. The financial proposals of the consultants who meet the minimum technical score of 70% shall then be opened.
- D. The financial proposal shall not exceed the ABC and shall be deemed to include the cost of all taxes, duties, fees, levies and other charges imposed under applicable laws. The evaluation shall include all such taxes, duties, fees, levies, and other charges imposed under the applicable laws; where special tax privileges are granted to a particular class or nationality of Consultant by virtue of the GoP's international commitments, the amount of such tax privileges shall be included in the Financial Proposal for purposes of comparative evaluation of bids.
- E. The lowest Financial Proposal (Fl) shall be given a Financial Score (Sf) of 100 points. The Sf of other Financial Proposals shall be computed based on the formula indicated below:

$$Sf = 100 \times Fl/F$$

Where:

Sf is the financial score of the Financial Proposal under consideration,

Fl is the lowest Financial Proposal, and

F is the Financial Proposal under consideration.

- F. The financial and technical proposals shall be given corresponding weights with the financial proposal given a minimum weight of fifteen percent (15%) up to a maximum of forty percent (40%). The weight of the technical criteria shall be adjusted accordingly such that their total weight in percent together with the weight given to the financial proposal shall add to one hundred percent (100%). The exact weights shall be approved by the HoPE upon the recommendation of the BAC and indicated in the Bidding Documents.
- G. The technical proposals of consultants shall be evaluated based on the following criteria and using the corresponding numerical weights indicated in the Bidding Documents:
 - i. Quality of personnel to be assigned to the project, which covers suitability of key staff to perform the duties of the particular assignments, and general qualifications and competence including education and training of the key staff;
 - ii. Experience and capability of the consultant which include records of previous engagement and quality of performance in similar and other projects; relationship with previous and current clients; and, overall work commitments, geographical distribution of current. or impending projects

and attention to be given by the consultant. The experience of the consultant to the project shall consider both the overall experiences of the firm and the individual experiences of the principal and key staff including the times when employed by other consultants; and

- iii. Plan of approach and methodology with emphasis on the clarity, feasibility, innovativeness, and comprehensiveness of the plan of approach, and the quality of interpretation of project problems, risks, and suggested solutions. For complex or unique undertakings, such as those involving new concepts or technology, or financial advisory services, participating short-listed consultants may be required, at the option of the agency concerned, to make an oral presentation to be presented by each consultant, or its nominated Project Manager or head, in case of firms, within fifteen (15) calendar days after the deadline for submission of technical proposals.

- H. Each CONSULTANT shall be evaluated according to BCDA's Criteria for Determining the Highest Rated Bid. Shown below are percentage values for the financial proposal and the technical proposal and the breakdown of values.

Evaluation Criteria	Weight	Minimum Technical Score
Technical Proposal	85%	
Applicable Experience of the Consultant/Firm	40%	
Qualification of personnel who shall be assigned to the project (20%)	20%	
Plan of Approach (40%)	40%	
Financial Proposal	15%	
TOTAL SCORE	100%	70%

The **Minimum Technical Score** of 70% should be met.

- I. The average score of each qualified CONSULTANT's technical proposal will be multiplied with the percentage value allowed as weight for Technical Proposals. The score earned by each CONSULTANT's financial proposal will also be multiplied with the percentage value allowed as weight of the Financial Proposal. The sum of both products becomes the total score of each CONSULTANT.

Using the formula $S = St \times T\% + Sf \times F\%$, the bids shall then be ranked according to their combined St and Sf using the weights

Where S is the Total Score; St is the technical score of the Technical Proposal under consideration; T = the weight given to the Technical Proposal; F = the weight given to the Financial Proposal; $T + F = 1$) indicated below:

T _____ [From 0.6 to 0.85]; and
 F _____ [From 0.15 to 0.4];

provided that the total weights given to the Technical and Financial Proposals shall add up to 1.0.

- J. The BAC shall rank the consultants in descending order based on the combined numerical ratings of their technical and financial proposals and identify the HRB.
- K. The HoPE shall approve or disapprove the recommendations of the BAC within two (2) calendar days after receipt of the results of the evaluation from the BAC.
- L. After approval by the HoPE of the Highest Rated Bid, the BAC shall, within three (3) calendar days, notify and invite the consultant with the Highest Rated Bid for negotiation in accordance with Section 62.2.5 of this IRR, except for the financial proposal under item (e) thereof.
- M. The conduct of Small Value Procurement for the Consulting Services for the 2025 BCDA Client Satisfaction Measurement (also known as the BCDA Stakeholder Satisfaction Study) may be delegated to the Public Affairs Department (End-User or Implementing Unit) as duly authorized by the Bids and Awards Committee for Consultancy. This is in accordance with Section 26.4 under Rule IV. Modes of Procurement of the IRR of RA 12009, which reads:

“Except for Competitive Bidding, Limited Source Bidding, Competitive Dialogue, and Unsolicited Offer with Bid Matching, the BAC may delegate the conduct of procurement activities for the other modes of procurement to the End-User or Implementing Unit, or the Procurement Unit of the Procuring Entity.”
- N. For recording and monitoring purposes, all awards shall be immediately reported with all supporting documents to the Head of the Procurement Entity, through the BAC-C, to ensure compliance with all the conditions and requirements provided for under R.A. 12009, its IRR and related guidelines.

VII. MINIMUM QUALIFICATIONS OF THE CONSULTANT

- A. The CONSULTANT must strictly be a reputable research and/or communications firm which has been in operations for at least two (2) years. In the case of joint ventures, the lead consulting firm should have at least two (2) years of business operation.
- B. The CONSULTANT must have completed at least three (3) research projects which are similar in nature to the requirement within the past two years (e.g. evaluative research, survey, stakeholder relations studies, etc.)
- C. The CONSULTANT must provide the necessary manpower support for the conduct of the Customer Satisfaction Measurement Report, based on the ARTA guidelines;

- D. The **research team** must be composed of the following four (4) key members: **OVERALL PROJECT MANAGER, RESEARCH EXECUTIVE/ANALYST, DATA PROCESSING MANAGER AND LEAD STATISTICIAN.**
- E. The identified members of the proposed research team must have at least three (3) years experience in communications research as related to his function in the team.
- F. The identified members of the proposed research team must have handled at least three (3) research projects (e.g. evaluative research, survey, stakeholder relations studies, etc.) which are similar in nature to the requirement in a capacity related to his/her function in the team.
- G. The identified members of the proposed research team must have at least a bachelor's degree and at least eight (8) aggregate hours of training relevant to the nominated position.
- H. The CONSULTANT must be registered online with the Philippine Government Electronic Procurement System (<http://www.philgeps.gov.ph>) as a legitimate service provider for government requirements. The CONSULTANT is mandated to register with the PhilGEPS and provide a PhilGEPS Registration number as a condition for award of the contract.
- I. The CONSULTANT shall be assessed based on the most favorable compliance with the criteria.

VIII. REQUIREMENTS

A. Technical Proposal:

The CONSULTANT is required to submit the following documents as bases for technical evaluation by BCDA.

Annex A: **Valid and current Mayor's/Business Permit** issued by the city or municipality where the place of business of the bidder is located

PhilGEPS Certification of Registration under Platinum Membership or Red Membership (all pages)

Registration certificate from the Securities and Exchange Commission (SEC) - for partnerships/corporations; or **Department of Trade and Industry (DTI)** - for sole proprietorship; or **Cooperative Development Authority (CDA)** for cooperatives

Annex B: **PhilGEPS Registration Number**

Annex C: **Company Profile**

Annex D: **List of similar projects completed by the firm in the past two years (projects awarded from 22 September 2023 and completed on or before the deadline of submission of technical proposal** (*Technical Proposal Form 1*)

Annex E: **CV of Consultant's Assigned Key Team Members**
Each CV should show the length of experience and a list of ongoing and completed projects handled from **from 22 September 2023 until the deadline of submission of technical proposal** (*Technical Proposal Form 2*)

Annex F: **CSM Plan of Approach**
1) Research Context
2) Objectives
3) Research Team Roles
4) Details of Sampling Strategy/Computation
5) Data Processing & Analysis
6) Report Preparation
7) Timeline

Annex G: **Omnibus Sworn Statement** (*Technical Proposal Form 3*)

Annex H: **Latest Income/Business Tax Return**

B. Financial Proposal :

The CONSULTANT is also required to submit its **Financial Proposal in a separate sealed envelope**. The financial proposals shall not exceed the approved budget for the contract and shall be deemed to include the cost of all taxes, duties, fees, levies and other charges imposed under applicable laws. Only the financial proposals of the consultants who meet the minimum technical score of 70% will be opened.

C. Sealing of Proposal:

The CONSULTANT shall enclose its technical proposal and other documentary requirements (Annexes A to H) in one sealed envelope marked "TECHNICAL PROPOSAL," and the financial proposal in **another** sealed envelope marked "FINANCIAL PROPOSAL." Both envelopes will be enclosed in an outer envelope marked "BIDDING PROPOSAL FOR CONSULTING SERVICES FOR THE 2025 BCDA CLIENT SATISFACTION MEASUREMENT."

IX. TERMS OF PAYMENT

For the services rendered under the Contract, the CONSULTANT shall be paid the maximum amount of Eight Hundred Thousand Pesos (Php800,000.00), or the total amount indicated in the bid but not higher than the ABC, which is inclusive of all applicable taxes, fees and incidental expenses.

The CONSULTANT shall be paid in the following terms:

- 20% upon completion of data encoding
- 50% upon submission and approval of the Initial Report
- 30% upon submission to and acceptance by BCDA of the Final Report on the 2025 BCDA Client Satisfaction Measurement

X. LIQUIDATED DAMAGES

The CONSULTANT obligates itself to perform and complete all the Services within the period specified in Item. XII begins from the starting date exclusive of such extensions of time as may be mutually agreed upon in writing. Should the CONSULTANT fail to complete the Services within the stipulated time, liquidated damages, not by way of penalty, shall be paid to BCDA by the CONSULTANT in an amount equal to one-tenth of one percent (1/10 of 1%) of the total Contract price minus the value of the completed portions of the Contract certified by BCDA for each calendar day of delay until the Services are completed.

XI. SERVICES

A. Standard of Service

The CONSULTANT shall fulfill its obligations under the Contract by using its technical expertise and according to the best-accepted professional and industry standards. The CONSULTANT shall exercise all reasonable skill, care, diligence, and prudence in the discharge of the duties agreed to be performed and shall always work in the best interest of BCDA. To attain these, the CONSULTANT shall provide additional personnel with sufficient qualifications and experience to ensure the full and satisfactory accomplishment of the required services/undertakings.

The services shall be conducted by the CONSULTANT in accordance with the instructions or directions made or to be made by the BCDA at any time before its completion. The CONSULTANT shall conduct regular consultation with BCDA in relation to the undertaking of its responsibilities under the Contract.

B. Confidentiality Clause

The CONSULTANT shall hold and maintain confidential all materials and information which shall come into its possession, or knowledge in connection with the Contract or its performance, and not to make use thereof other than for the purpose of the Contract.

After the completion or termination of the Contract, all materials, data, proprietary information and other related documents provided to the CONSULTANT and which have been derived in relation to and as a consequence of the implementation of the Contract, shall be immediately turned over to BCDA without need of demand.

The CONSULTANT undertakes that it shall make appropriate instructions to its employees who need to have access to such information and materials to strictly observe the confidentiality thereof.

The CONSULTANT shall likewise oblige the supplier/service provider to be bound by this confidentiality.

The obligation of the CONSULTANT under this Section shall remain effective even after the termination of this Contract.

Any violation of this Article by the CONSULTANT shall make him liable to BCDA for the penalty equal to ten percent (10%) of the total consideration stipulated herein.

C. Reservation Clause

BCDA has the right to reject any and all bids, declare a failure of bidding, or award the contract in the following situations:

1. If there is prima facie evidence of collusion between officers or employees of BCDA, or between the BAC or any of its members and any of the bidders, or if the collusion is between or among the bidders themselves, or between a bidder and a third party, including any act which restricts, suppresses or nullifies or tends to restrict, suppress or nullify competition;
2. If the BAC found to have failed in following the prescribed bidding procedures; or,
3. For any justifiable and reasonable ground where the award of the contract will not redound to the benefit of BCDA, as follows:
 - a. If the physical and economic conditions have significantly changed so as to render the project no longer economically, financially, or technically feasible, as determined by BCDA;
 - b. If the project is no longer necessary as determined by BCDA;
 - c. If the source of funds for the project has been withheld or reduced through no fault of BCDA.

D. Corrupt, Fraudulent, Collusion and Coercive Practices

Any attempt by a bidder to influence the BAC or its authorized representatives in the evaluation of the bids or contract award decision shall result in the rejection of its bid or revocation of award as the case may be, and the implementation of other sanction as remedies provided by law.

XII. CONTRACT TERM

This Contract shall become effective for a period of one (1) year commencing from the date stated in the Notice to Proceed (NTP) until the acceptance and approval of the Final Report by the GCG.

Bidding Forms and Templates

*PROCUREMENT OF CONSULTING SERVICES
FOR THE BCDA 2025 CLIENT SATISFACTION MEASUREMENT*

BASES CONVERSION AND DEVELOPMENT AUTHORITY

***PROCUREMENT OF CONSULTING SERVICES
FOR THE 2025 BCDA CLIENT SATISFACTION MEASUREMENT***

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EF 1. ELIGIBILITY DOCUMENTS SUBMISSION FORM

PROCUREMENT OF CONSULTING SERVICES FOR THE 2025 BCDA CLIENT SATISFACTION MEASUREMENT

[Letterhead]

[Date]

Leilani Barlongay-Macasaet
Vice President, Public Affairs Department
Bases Conversion and Development Authority
BCDA Corporate Center, 2/F Bonifacio Technology Center
31st Street corner 2nd Avenue, Bonifacio Global City, Taguig City.

Ladies/Gentlemen:

In connection with your Request for Proposal dated **(Date)** for the **Procurement of Consulting Services for the 2025 BCDA Client Satisfaction Measurement (CSM)**, **[Name of Consultant]** hereby expresses interest in participating in the bidding for the said consulting services and submits the attached Eligibility Documents.

In line with this submission, we certify that:

- a) **[Name of Consultant]** is not blacklisted or barred from bidding by the GOP or any of its agencies, offices, corporations, or LGUs, including foreign government/foreign or international financing institution whose blacklisting rules have been recognized by the Government Procurement Policy Board; and
- b) Each of the documents submitted herewith is an authentic copy of the original, complete, and all statements and information provided therein are true and correct. We acknowledge that any mis-representation or submission of fake or tampered documents by the **[Name of Consultant]**, its partner/s (in case of Joint Venture or partnership) or sub-contractor, or any of the key personnel nominated by the Consultant shall automatically result in disqualification of the Consultant from the consulting services and shall be grounds for blacklisting pursuant to RA 12009.

We acknowledge and accept BCDA's right to inspect and audit all records relating to our submission irrespective of whether we are declared or not.

We further acknowledge that failure to sign this Eligibility Document Submission Form shall be a ground for our disqualification.

Yours sincerely,

[Signature over printed name of Authorized Signatory of the Firm/JV/Consortium]

[Title]

Date: _____

**TPF 1. STATEMENT OF ALL COMPLETED GOVERNMENT AND PRIVATE CONTRACTS,
INCLUDING CONTRACTS AWARDED BUT NOT YET STARTED AS WELL AS
CONTRACTS WHERE WORKS HAVE BEEN COMPLETED BUT NOT YET ACCEPTED
FOR FOR THE PAST 2 YEARS**

***PROCUREMENT OF CONSULTING SERVICES
FOR THE BCDA 2025 CLIENT SATISFACTION MEASUREMENT***

[Letterhead]

[Date]

Leilani Barlongay-Macasaet
Vice President, Public Affairs Department
Bases Conversion and Development Authority
BCDA Corporate Center, 2/F Bonifacio Technology Center
31st Street corner 2nd Avenue, Bonifacio Global City, Taguig City.

Ladies/Gentlemen:

In compliance with the eligibility requirements of the Bids and Awards Committee for Consulting Services of the Bases Conversion and Development Authority for the **Procurement of Consulting Services for the BCDA Client Satisfaction Measurement (CSM)**, we certify that **[Name of Consultant]** has **completed government and private contracts**, as enumerated in TPF 2. Summary of Consulting Services.

Sincerely,

[Signature over printed name of Authorized Signatory of the Firm/JV/Consortium]

[Title]

Date: _____

TPF 2. SUMMARY OF COMPLETED PROJECTS FOR THE PAST 2 YEARS
(All completed government and private contracts)

PROCUREMENT OF CONSULTING SERVICES
FOR THE BCDA 2025 CLIENT SATISFACTION MEASUREMENT

List similar projects completed in the past two (2) years. This shall include projects awarded from **22 September 2023** and completed on or before the deadline of submission of technical proposals.

No. ¹	Name & Location of Consulting Services	Description of Consulting Services	Client	Type of Consulting Service	Contract Amount ²	Date of Contract Award	Contract Period ³		Proof of Undertaking ⁴
							Start of Contract (mm/dd/yy)	Contract Completion (mm/dd/yy)	

Certified by:

[Signature over printed name of Authorized Representative of the Firm/JV/Consortium (in case of JV/Consortium)]

[Title]

[Date]

¹ In Philippine Peso.

² State the start and completion dates of the contract.

³ Certificate of Completion or Certificate of Acceptance or valid proof of final payment issued by the client should be submitted as supporting documents of completed consulting services.

TPF 3. SUMMARY OF CURRICULUM VITAE

PROCUREMENT OF CONSULTING SERVICES FOR THE BCDA 2025 CLIENT SATISFACTION MEASUREMENT

No.	Name of Key Staff	Nominated Position	Profession	Highest Educational Attainment ¹	No. of Trainings Relevant to Profession ²		Overall Work Experience ³	Number of Undertakings Related to Client Satisfaction Measurement
					Local	Foreign		
1		Overall Project Manager						
2		Research Executive/ Analyst						
3		Data Processing Manager						
4		Lead Statistician						

Certified by:

[Signature over printed name of Authorized Signatory of the Firm/JV/Consortium (in case of JV/Consortium)]

[Title]

[Date]

¹ Provide proof of highest educational attainment

² Provide proof of trainings undertaken

³ State number of years of relevant experience

⁴ List down services undertaken which are related to evaluative research, survey, stakeholder satisfaction/relations studies, etc)

**TPF 4A. CURRICULUM VITAE (CV) FOR
PROPOSED PROFESSIONAL STAFF**

***PROCUREMENT OF CONSULTING SERVICES
FOR THE BCDA 2025 CLIENT SATISFACTION MEASUREMENT***

Proposed Position: Overall Project Manager

Name of Firm/Entity/JV/Consortium: _____

Name of Staff: _____

Profession: _____

Date of Birth: _____ Nationality: _____

Years with Firm/Entity: _____ years, from [mm/dd/yy] to [mm/dd/yy]

Current Position in the Firm: _____

Membership in Professional Societies: _____

Detailed Tasks Assigned: _____

Education:

[Summarize college/university and other specialized education of staff members, giving names of schools, dates attended, and degrees obtained. Use about one quarter of a page.]

College/University	Degree/Title Obtained	Inclusive Dates	
		From (MM/DD/YY)	To (MM/DD/YY)
Attach the Applicable Supporting Documents:			

* Complete the details of the inclusive dates (month, day, and year)

Trainings/Seminars

[Summarize the relevant trainings, seminars and workshops undertaken for the past eight (8 years), including those conducted by the nominated key staff, using the matrix below]

those conducted by the nominated key staff, using the matrix below

Title/Description	Conducted by	Inclusive Dates*		No. of Hour/s	Venue	Involvement <i>(Such as participant, speaker or trainer)</i>
		From (MM/DD/YY)	To (MM/DD/YY)			
Trainings relevant to the nominated position						
(latest/most recent)						
(previous)						
Attach the Applicable Supporting Documents:						

* Complete the details of the inclusive dates (month, day, and year)

Memberships in Professional Societies

[Give an outline of memberships in professional societies using the matrix below]

Name of Professional Societies/Organization/Affiliation	Date of Conferment/Registration (MM/DD/YY)	License/Professional/Membership Number	Validity Date (MM/DD/YY)

* Complete the details of the inclusive dates (month, day, and year)

Consulting Services Undertaken/Completed

[Provide outline of services undertaken/list of completed projects handled from **22 September 2023** until the deadline of submission of technical proposals using the matrix below]

Title/ Description	Type of Consulting Services/Contract (e.g evaluative research, survey, stakeholder satisfaction/relations studies, etc)	Client	Position and Description of the Nature of Work/ Engagement in the consulting services (whether full-time, part-time, principal/key team member, consultant, subcontractor, support staff, etc.)	Start Date (MM/DD/YY)	Completion Date (MM/DD/YY)
Other types of consulting service/contract (please specify)					
(latest/most recent)					
(previous)					

* Rank from previous to latest/most recent service

* Complete the details of the inclusive dates (month, day, and year)

On-Going Services

[Provide outline of on-going consulting services using the matrix below]

Title/Description	Client	Consulting Services Contract Amount	Position	Start Date (MM/DD/YY)	End Date (MM/DD/YY)
(latest/most recent)					
(previous)					
Attach supporting documents such as NOA, NTP, signed contract, bidding documents or etc.					

* Rank from previous to latest/most recent on-going project

* Complete the details of the inclusive dates (month, day, and year)

Languages

[Using the format below, indicate proficiency of languages familiar with proficiency whether excellent, good, fair, or poor in speaking, reading, and writing]

Language	Proficiency		
	Speaking	Reading	Writing

Employment Record:

[Starting with the present position, list in reverse order every employment held. List all positions held by staff member since graduation, giving dates, names of employing organizations, titles of positions held, and locations]

of projects. For experience in the last two (2) years, also give types of activities performed and client references, where appropriate. Use about two pages.]

Inclusive Dates of Employment		Name of Employing Organization	Office Address of the Employer/ Employing Organization	Position Held (whether full-time, part-time, principal/key team member, consultant, sub-contractor, support staff, etc.)	Location of Projects	Relevant Work Experience/ Types of Activities Performed
From (MM/DD/YY)	To (MM/DD/YY)					
(latest/most recent)						
(previous)						

* Rank from previous to latest/most recent employment

* Complete the details of the inclusive dates (month, day, and year)

Certification:

I, **[full name of proposed professional staff]**, certify that to the best of my knowledge and belief, these data correctly describe me, my qualifications, and my experience.

Commitment:

I also commit to work for the Consulting Services for the project in accordance with the time schedule as indicated in the contract once the firm is awarded the Consulting Services for the project.

[Signature over printed name of nominated key staff] Date: _____
Day/Month/Year

[Signature over printed name of authorized representative of the firm/
entity/Joint Venture/Consortium in case of JV/Consortium)] Date: _____
Day/Month/Year

SUBSCRIBED AND SWORN to before me this ____ day of [month] [year] at [place of execution], Philippines. Affiant/s is/are personally known to me and was/were identified by me through competent evidence of identity as defined in the 2004 Rules on Notarial Practice (A.M. No. 02-8-13-SC). Affiant/s exhibited to me his/her [insert type of government identification card used], with his/her photograph and signature appearing thereon, with no. _____.

Witness my hand and seal this ____ day of [month] [year].

NAME OF NOTARY PUBLIC

Serial No. of Commission _____
Notary Public for _____ until _____
Roll of Attorneys No. _____
PTR No. __, [date issued], [place issued]
IBP No. __, [date issued], [place issued]
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**TPF 4B. CURRICULUM VITAE (CV) FOR
PROPOSED PROFESSIONAL STAFF**

***PROCUREMENT OF CONSULTING SERVICES
FOR THE 2025 BCDA CLIENT SATISFACTION MEASUREMENT***

Proposed Position: Research Executive/Analyst

Name of Firm/Entity/JV/Consortium: _____

Name of Staff: _____

Profession: _____

Date of Birth: _____ Nationality: _____

Years with Firm/Entity: _____ years, from [mm/dd/yy] to [mm/dd/yy]

Current Position in the Firm: _____

Membership in Professional Societies: _____

Detailed Tasks Assigned: _____

Education:

[Summarize college/university and other specialized education of staff members, giving names of schools, dates attended, and degrees obtained. Use about one quarter of a page.]

College/University	Degree/Title Obtained	Inclusive Dates	
		From (MM/DD/YY)	To (MM/DD/YY)

Attach the Applicable Supporting Documents:

* Complete the details of the inclusive dates (month, day, and year)

Trainings/Seminars

[Summarize the relevant trainings, seminars and workshops undertaken for the past eight (8) years, including those conducted by the nominated key staff, using the matrix below]

Those conducted by the nominated key staff, using the matrix below						
Title/Description	Conducted by	Inclusive Dates*		No. of Hour/s	Venue	Involvement (Such as participant, speaker or trainer)
		From (MM/DD/YY)	To (MM/DD/YY)			
Trainings relevant to the nominated position						
(latest/most recent)						
(previous)						
Attach the Applicable Supporting Documents:						

* Complete the details of the inclusive dates (month, day, and year)

Memberships in Professional Societies

[Give an outline of memberships in professional societies using the matrix below]

Name of Professional Societies/Organization/Affiliation	Date of Conferment/Registration (MM/DD/YY)	License/Professional/Membership Number	Validity Date (MM/DD/YY)

* Complete the details of the inclusive dates (month, day, and year)

Consulting Services Undertaken/Completed

[Provide outline of services undertaken/list of completed projects handled from **22 September 2023** until the deadline of submission of technical proposals using the matrix below]

Title/ Description	Type of Consulting Services/Contract (e.g evaluative research, survey, stakeholder satisfaction/relations studies, etc)	Client	Position and Description of the Nature of Work/ Engagement in the consulting services (whether full-time, part-time, principal/key team member, consultant, subcontractor, support staff, etc.)	Start Date (MM/DD/YY)	Completion Date (MM/DD/YY)

Other types of consulting service/contract (please specify)

(latest/most recent)					
(previous)					

* Rank from previous to latest/most recent service

* Complete the details of the inclusive dates (month, day, and year)

On-Going Services

[Provide outline of on-going consulting services using the matrix below]

Title/Description	Client	Consulting Services Contract Amount	Position	Start Date (MM/DD/YY)	End Date (MM/DD/YY)
(latest/most recent)					
(previous)					
Attach supporting documents such as NOA, NTP, signed contract, bidding documents or etc.					

* Rank from previous to latest/most recent on-going project

* Complete the details of the inclusive dates (month, day, and year)

Languages

[Using the format below, indicate proficiency of languages familiar with proficiency whether excellent, good, fair, or poor in speaking, reading, and writing]

Language	Proficiency		
	Speaking	Reading	Writing

Employment Record:

[Starting with the present position, list in reverse order every employment held. List all positions held by staff member since graduation, giving dates, names of employing organizations, titles of positions held, and locations of projects. For experience in the last two (2) years, also give types of activities performed and client references, where appropriate. Use about two pages.]

Inclusive Dates of Employment		Name of Employing Organization	Office Address of the Employer/ Employing Organization	Position Held (whether full-time, part-time, principal/key team member, consultant, sub-contractor, support staff, etc.)	Location of Projects	Relevant Work Experience/ Types of Activities Performed
From (MM/DD/YY)	To (MM/DD/YY)					
(latest/most recent)						
(previous)						

* Rank from previous to latest/most recent employment

* Complete the details of the inclusive dates (month, day, and year)

Certification:

I, **[full name of proposed professional staff]**, certify that to the best of my knowledge and belief, these data correctly describe me, my qualifications, and my experience.

Commitment:

I also commit to work for the Consulting Services for the project in accordance with the time schedule as indicated in the contract once the firm is awarded the Consulting Services for the project.

[Signature over printed name of nominated key staff] Date: _____
Day/Month/Year

[Signature over printed name of authorized representative of the firm/
entity/Joint Venture/Consortium in case of JV/Consortium)] Date: _____
Day/Month/Year

SUBSCRIBED AND SWORN to before me this ____ day of [month] [year] at [place of execution], Philippines. Affiant/s is/are personally known to me and was/were identified by me through competent evidence of identity as defined in the 2004 Rules on Notarial Practice (A.M. No. 02-8-13-SC). Affiant/s exhibited to me his/her [insert type of government identification card used], with his/her photograph and signature appearing thereon, with no. _____.

Witness my hand and seal this ____ day of [month] [year].

NAME OF NOTARY PUBLIC

Serial No. of Commission _____
Notary Public for _____ until _____
Roll of Attorneys No. _____
PTR No. ___, [date issued], [place issued]
IBP No. ___, [date issued], [place issued]
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**TPF 4C. CURRICULUM VITAE (CV) FOR
PROPOSED PROFESSIONAL STAFF**

***PROCUREMENT OF CONSULTING SERVICES
FOR THE 2025 BCDA CLIENT SATISFACTION MEASUREMENT***

Proposed Position: **Data Processing Manager**

Name of Firm/Entity/JV/Consortium: _____

Name of Staff: _____

Profession: _____

Date of Birth: _____ Nationality: _____

Years with Firm/Entity: _____ years, from [mm/dd/yy] to [mm/dd/yy]

Current Position in the Firm: _____

Membership in Professional Societies: _____

Detailed Tasks Assigned: _____

Education:

[Summarize college/university and other specialized education of staff members, giving names of schools, dates attended, and degrees obtained. Use about one quarter of a page.]

College/University	Degree/Title Obtained	Inclusive Dates	
		From (MM/DD/YY)	To (MM/DD/YY)
Attach the Applicable Supporting Documents:			

* Complete the details of the inclusive dates (month, day, and year)

Trainings/Seminars

*[Summarize the relevant trainings, seminars and workshops undertaken for **the past eight (8 years)**, including those conducted by the nominated key staff, using the matrix below]*

Title/Description	Conducted by	Inclusive Dates*		No. of Hour/s	Venue	Involvement <i>(Such as participant, speaker or trainer)</i>
		From (MM/DD/YY)	To (MM/DD/YY)			
Trainings relevant to the nominated position						
(latest/most recent)						
(previous)						
Attach the Applicable Supporting Documents:						

* Complete the details of the inclusive dates (month, day, and year)

Memberships in Professional Societies

[Give an outline of memberships in professional societies using the matrix below]

Name of Professional Societies/Organization/Affiliation	Date of Conferment/Registration (MM/DD/YY)	License/Professional/Membership Number	Validity Date (MM/DD/YY)

* Complete the details of the inclusive dates (month, day, and year)

Consulting Services Undertaken/Completed

[Provide outline of services undertaken/list of completed projects handled from **22 September 2023** until the deadline of submission of technical proposals using the matrix below]

Title/ Description	Type of Consulting Services/Contract (e.g evaluative research, survey, stakeholder satisfaction/relations studies, etc)	Client	Position and Description of the Nature of Work/ Engagement in the consulting services (whether full-time, part-time, principal/key team member, consultant, subcontractor, support staff, etc.)	Start Date (MM/DD/YY)	Completion Date (MM/DD/YY)
Other types of consulting service/contract (please specify)					
(latest/most recent)					
(previous)					

* Rank from previous to latest/most recent service

* Complete the details of the inclusive dates (month, day, and year)

On-Going Services

[Provide outline of on-going consulting services using the matrix below]

Title/Description	Client	Consulting Services Contract Amount	Position	Start Date (MM/DD/YY)	End Date (MM/DD/YY)
(latest/most recent)					
(previous)					
Attach supporting documents such as NOA, NTP, signed contract, bidding documents or etc.					

* Rank from previous to latest/most recent on-going project

* Complete the details of the inclusive dates (month, day, and year)

Languages

[Using the format below, indicate proficiency of languages familiar with proficiency whether excellent, good, fair, or poor in speaking, reading, and writing]

Language	Proficiency		
	Speaking	Reading	Writing

Employment Record:

[Starting with the present position, list in reverse order every employment held. List all positions held by staff member since graduation, giving dates, names of employing organizations, titles of positions held, and locations of projects. For experience in the last two (2) years, also give types of activities performed and client references, where appropriate. Use about two pages.]

Inclusive Dates of Employment		Name of Employing Organization	Office Address of the Employer/ Employing Organization	Position Held (whether full-time, part-time, principal/key team member, consultant, sub-contractor, support staff, etc.)	Location of Projects	Relevant Work Experience/ Types of Activities Performed
From (MM/DD/YY)	To (MM/DD/YY)					
(latest/most recent)						
(previous)						

* Rank from previous to latest/most recent employment

* Complete the details of the inclusive dates (month, day, and year)

Certification:

I, [full name of proposed professional staff], certify that to the best of my knowledge and belief, these data correctly describe me, my qualifications, and my experience.

Commitment:

I also commit to work for the Consulting Services for the project in accordance with the time schedule as indicated in the contract once the firm is awarded the Consulting Services for the project.

[Signature over printed name of nominated key staff] Date: _____
Day/Month/Year

[Signature over printed name of authorized representative of the firm/
entity/Joint Venture/Consortium in case of JV/Consortium)] Date: _____
Day/Month/Year

SUBSCRIBED AND SWORN to before me this ____ day of [month] [year] at [place of execution], Philippines. Affiant/s is/are personally known to me and was/were identified by me through competent evidence of identity as defined in the 2004 Rules on Notarial Practice (A.M. No. 02-8-13-SC). Affiant/s exhibited to me his/her [insert type of government identification card used], with his/her photograph and signature appearing thereon, with no. _____.

Witness my hand and seal this ____ day of [month] [year].

NAME OF NOTARY PUBLIC

Serial No. of Commission _____

Notary Public for _____ **until** _____

Roll of Attorneys No. _____

PTR No. __, [date issued], [place issued]

IBP No. __, [date issued], [place issued]

Doc. No. ____

Page No. ____

Book No. ____

**TPF 4D. CURRICULUM VITAE (CV) FOR
PROPOSED PROFESSIONAL STAFF**

***PROCUREMENT OF CONSULTING SERVICES
FOR THE 2025 BCDA CLIENT SATISFACTION MEASUREMENT***

Proposed Position: **Lead Statistician**

Name of Firm/Entity/JV/Consortium: _____

Name of Staff: _____

Profession: _____

Date of Birth: _____ Nationality: _____

Years with Firm/Entity: _____ years, from [mm/dd/yy] to [mm/dd/yy]

Current Position in the Firm: _____

Membership in Professional Societies: _____

Detailed Tasks Assigned: _____

Education:

[Summarize college/university and other specialized education of staff members, giving names of schools, dates attended, and degrees obtained. Use about one quarter of a page.]

College/University	Degree/Title Obtained	Inclusive Dates	
		From (MM/DD/YY)	To (MM/DD/YY)
Attach the Applicable Supporting Documents:			

* Complete the details of the inclusive dates (month, day, and year)

Trainings/Seminars

[Summarize the relevant trainings, seminars and workshops undertaken for the past eight (8 years), including those conducted by the nominated key staff, using the matrix below]

Those conducted by the nominated key staff, using the matrix below						
Title/Description	Conducted by	Inclusive Dates*		No. of Hour/s	Venue	Involvement <i>(Such as participant, speaker or trainer)</i>
		From (MM/DD/YY)	To (MM/DD/YY)			
Trainings relevant to the nominated position						
(latest/most recent)						
(previous)						
Attach the Applicable Supporting Documents:						

* Complete the details of the inclusive dates (month, day, and year)

Memberships in Professional Societies

[Give an outline of memberships in professional societies using the matrix below]

Name of Professional Societies/Organization/Affiliation	Date of Conferment/Registration (MM/DD/YY)	License/Professional/Membership Number	Validity Date (MM/DD/YY)

* Complete the details of the inclusive dates (month, day, and year)

Consulting Services Undertaken/Completed

[Provide outline of services undertaken/list of completed projects handled **22 September 2023** until the deadline of submission of technical proposals using the matrix below]

Title/ Description	Type of Consulting Services/Contract <i>(e.g evaluative research, survey, stakeholder satisfaction/relations studies, etc)</i>	Client	Position and Description of the Nature of Work/ Engagement in the consulting services <i>(whether full-time, part-time, principal/key team member, consultant, subcontractor, support staff, etc.)</i>	Start Date (MM/DD/YY)	Completion Date (MM/DD/YY)
Other types of consulting service/contract (please specify)					
(latest/most recent)					
(previous)					

* Rank from previous to latest/most recent service

* Complete the details of the inclusive dates (month, day, and year)

On-Going Services

[Provide outline of on-going consulting services using the matrix below]

Title/Description	Client	Consulting Services Contract Amount	Position	Start Date (MM/DD/YY)	End Date (MM/DD/YY)
(latest/most recent)					
(previous)					
Attach supporting documents such as NOA, NTP, signed contract, bidding documents or etc.					

* Rank from previous to latest/most recent on-going project

* Complete the details of the inclusive dates (month, day, and year)

Languages

[Using the format below, indicate proficiency of languages familiar with proficiency whether excellent, good, fair, or poor in speaking, reading, and writing]

Language	Proficiency		
	Speaking	Reading	Writing

Employment Record:

[Starting with the present position, list in reverse order every employment held. List all positions held by staff member since graduation, giving dates, names of employing organizations, titles of positions held, and locations of projects. For experience in the last two (2) years, also give types of activities performed and client references, where appropriate. Use about two pages.]

Inclusive Dates of Employment		Name of Employing Organization	Office Address of the Employer/ Employing Organization	Position Held (whether full-time, part-time, principal/key team member, consultant, sub-contractor, support staff, etc.)	Location of Projects	Relevant Work Experience/ Types of Activities Performed
From (MM/DD/YY)	To (MM/DD/YY)					
(latest/most recent)						
(previous)						

* Rank from previous to latest/most recent employment

* Complete the details of the inclusive dates (month, day, and year)

Certification:

I, **[full name of proposed professional staff]**, certify that to the best of my knowledge and belief, these data correctly describe me, my qualifications, and my experience.

Commitment:

I also commit to work for the Consulting Services for the project in accordance with the time schedule as indicated in the contract once the firm is awarded the Consulting Services for the project.

[Signature over printed name of nominated key staff] Date: _____
Day/Month/Year

[Signature over printed name of authorized representative of the firm/
entity/Joint Venture/Consortium in case of JV/Consortium)] Date: _____
Day/Month/Year

SUBSCRIBED AND SWORN to before me this ____ day of [month] [year] at [place of execution], Philippines. Affiant/s is/are personally known to me and was/were identified by me through competent evidence of identity as defined in the 2004 Rules on Notarial Practice (A.M. No. 02-8-13-SC). Affiant/s exhibited to me his/her [insert type of government identification card used], with his/her photograph and signature appearing thereon, with no. _____.

Witness my hand and seal this ____ day of [month] [year].

NAME OF NOTARY PUBLIC

Serial No. of Commission _____
Notary Public for _____ until _____
Roll of Attorneys No. _____
PTR No. __, [date issued], [place issued]
IBP No. __, [date issued], [place issued]
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TPF 5. CSM PLAN OF APPROACH AND METHODOLOGY

PROCUREMENT OF CONSULTING SERVICES FOR THE 2025 BCDA CLIENT SATISFACTION MEASUREMENT

- I. Research Context (Understanding of the Requirements of the Project)
- II. Research Team Roles (Describe roles of each of the four key personnel)
- III. Implementation of Methodology
- IV. Sampling Strategy
- V. Data Processing and Analysis
- VI. Report Preparation
- VII. Timeline

[Signature over printed name of Authorized Signatory of the Firm/Entity/Joint Venture/Consortium (in case of JV/Consortium)]

[Title]

Date: _____

FPF 1. FINANCIAL PROPOSAL SUBMISSION FORM

PROCUREMENT OF CONSULTING SERVICES FOR THE 2025 BCDA CLIENT SATISFACTION MEASUREMENT

[Date]

Bases Conversion and Development Authority
2/F Bonifacio Technology Center
31st St., corner 2nd Avenue, Bonifacio Global City.

Ladies/Gentlemen:

We, the undersigned, offer to provide the consulting services for **Procurement of Consulting Services for the 2025 BCDA Client Satisfaction Measurement (CSM)** in accordance with your Bidding Documents dated _____ and our Bid (Technical and Financial Proposals). Our attached Financial Proposal is for the sum of **[amount in words and figures]**. This amount is exclusive of the local taxes, which we have estimated at **[amount(s) in words and figures]**.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the bid validity period, *i.e., 120 calendar days from the opening of the bids*.

In accordance with **GCC** Clause 51, we acknowledge and accept the Procuring Entity's right to inspect and audit all records relating to our Bid irrespective of whether we enter into a contract with the Procuring Entity as a result of this Bid.

We confirm that we have read, understood and accept the contents of the Instructions to Bidders (ITB), the Bid Data Sheet (BDS), General Conditions of Contract (GCC), Special Conditions of Contract (SCC), Terms of Reference (TOR), the provisions relating to the eligibility of Consultant and the applicable guidelines for the procurement rules of the Funding Source, any and all Bid bulletins issued and other attachments and inclusions included in the Bidding Documents sent to us.

We understand you are not bound to accept any Bid you receive.

We remain,

Yours sincerely,

Signature of the Authorized Representative of the Firm/JV/Consortium:

Name and Title of Signatory:

Name of Firm/entity:

Address:

SUBSCRIBED AND SWORN to before me this ____ day of *[month]* *[year]* at *[place of execution]*, Philippines. Affiant/s is/are personally known to me and was/were identified by me through competent evidence of identity as defined in the 2004 Rules on Notarial Practice (A.M. No. 02-8-13-SC). Affiant/s exhibited to me his/her *[insert type of government identification card used]*, with his/her photograph and signature appearing thereon, with no. _____.

Witness my hand and seal this ____ day of *[month]* *[year]*.

NAME OF NOTARY PUBLIC

Serial No. of Commission _____

Notary Public for _____ **until** _____

Roll of Attorneys No. _____

PTR No. __, *[date issued]*, *[place issued]*

IBP No. __, *[date issued]*, *[place issued]*

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Omnibus Sworn Statement (Revised)

[shall be submitted with the Bid]

PROCUREMENT OF CONSULTING SERVICES FOR THE BCDA 2025 CLIENT SATISFACTION MEASUREMENT

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 the Procurement of **Consulting Services for the 2025 BCDA Client Satisfaction Measurement (CSM)**, 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 the **Procurement of Consulting Services for the BCDA 2025 Client Satisfaction Measurement (CSM)**, 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. We acknowledge that any mis-representation or submission of fake or tampered documents by the [Name of Consultant], its partner/s (in case of Joint Venture or partnership) or sub-contractor, or any of the key personnel nominated by the Consultant shall automatically result in disqualification of the Consultant from the project and shall be grounds for blacklisting pursuant to RA 12009..
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 **Consulting Services for the BCDA 2025 Client Satisfaction Measurement (CSM)**.
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 ____, 2025 at _____, Philippines.

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

[Insert signatory's legal capacity]

Affiant

SUBSCRIBED AND SWORN to before me this ____ day of *[month]* *[year]* at *[place of execution]*, Philippines. Affiant/s is/are personally known to me and was/were identified by me through competent evidence of identity as defined in the 2004 Rules on Notarial Practice (A.M. No. 02-8-13-SC). Affiant/s exhibited to me his/her *[insert type of government identification card used]*, with his/her photograph and signature appearing thereon, with no. _____.

Witness my hand and seal this ____ day of *[month]* *[year]*.

NAME OF NOTARY PUBLIC

Serial No. of Commission _____

Notary Public for _____ **until** _____

Roll of Attorneys No. _____

PTR No. __, *[date issued]*, *[place issued]*

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SECRETARY'S CERTIFICATE FORMAT
(where applicable)

Republic of the Philippines)
Taguig City) SS.

I, _____, of legal age, being the Corporate Secretary of the _____, with office address at the _____, do hereby certify that on the occasion of the Board Meeting held on _____, with a quorum being present, the Board of Directors, upon motion duly seconded, unanimously approved the following resolution:

A. Resolution No. _____

Resolved, as it is hereby resolved, that the corporation shall enter into a Joint Venture with _____, the purpose of which is to participate in the **Procurement of Consulting Services for the BCDA 2025 Client Satisfaction Measurement (CSM)**, being conducted by Bases Conversion and Development Authority.

Resolved, further, that for this purpose, _____ hereby authorizes _____, _____ to represent the corporation on the said Joint Venture and to sign on all agreements in relation thereto, cause the submission of documents in support thereof, and to sign for and in behalf of the Corporation, such as authority/authorities/Power of Attorney in favor of whoever may be designated by the joint venture as the latter's official representative/Attorney-in-fact for purposes of the said bidding.

IN WITNESS WHEREOF, I have hereunto affixed my signature this _____

Corporate Secretary

SUBSCRIBED AND SWORN to before me this _____ at _____, Philippines, by _____ who exhibited to me her _____, issued at the _____ on _____ and valid until _____.

Doc. No. _____
Page No. _____
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SPECIAL POWER OF ATTORNEY FORMAT
(where applicable)

I, _____, of legal age, (civil status), (citizenship), and residing _____ after having duly sworn in accordance with law, do hereby depose and state that:

1. I am the sole proprietor/owner/authorized representative of firm/entity/partnership of _____, with office address at _____, having full power and authority to appoint a representative who will sign the joint venture agreement with _____, the purpose of which is to participate in the ***Procurement of Consulting Services for the 2025 Client Satisfaction Measurement*** being conducted by the Bases Conversion and Development Authority.
2. I hereby make, constitute and appoint _____, as the true and lawful attorney, for it and its name, place and stead, to represent _____ on the said Joint Venture and to sign on all agreements in relation thereto, cause the submission of documents in support thereof, and to sign for and in behalf of _____, such as authority/authorities/Power of Attorney in favor of whoever may be designated by the joint venture as the latter's official representative/Attorney-in-fact for purposes of the said bidding.

IN WITNESS WHEREOF, I have hereunto affixed my signature this _____

**Name and signature of Owner/Authorized Representative
of Owner/Firm/Entity/Partnership**

**Name and signature of
Authorized Representative**

SUBSCRIBED AND SWORN to before me this _____ at _____, Philippines, by _____ who exhibited to me her _____, issued at the _____ on _____ and valid until _____.

Doc. No. _____

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BASES CONVERSION AND DEVELOPMENT AUTHORITY

PROCUREMENT OF CONSULTING SERVICES FOR THE BCDA 2025 CLIENT SATISFACTION MEASUREMENT

CHECKLIST AND TABBING OF BIDDING REQUIREMENTS

Tab No.	Form No.	Description	Duly Signed by the Authorized Representative	Duly Notarized
1	EF 1	Eligibility Documents Submission Form	☐	☐
2	-	- PhilGEPS Certification of Registration under Platinum Membership or Red Membership (all pages) pursuant to Section 8.5.2 of the 2016 revised IRR. - Registration certificate from the Securities and Exchange Commission (SEC) - for partnerships/corporations; or Department of Trade and Industry (DTI) - for sole proprietorship; or Cooperative Development Authority (CDA) for cooperatives - Mayor's/Business Permit issued by the city or municipality where the place of business of the bidder is located or recently expired Mayor's permit with the official receipt for renewal within the period prescribed by the concerned local government unit, in case of PhilGEPS Certification of Registration under Red Membership is submitted. - Latest Income/Business Tax Return, in case of PhilGEPS Certification of Registration under Red Membership is submitted.		
3	TPF 1	Statement of All Completed Government and Private Contracts, For The Past 2 Years	☐	
4	TPF 2	Summary of Completed Projects for the Past 2 Years (All completed government and private contracts)	☐	
5	TPF 3	Summary of Curriculum Vitae	☐	☐
6	TPF4	Curriculum Vitae (CV) for Proposed Professional Staff		
6.1	TPF 4A	Over-all Project Manager	☐	☐
6.2	TPF 4B	Research Executive/Analyst	☐	☐
	TPF 4C	Data Processing Manager		
6.3	TPF 4D	Lead Statistician	☐	☐
7	TPF 7	Plan of Approach and Methodology	☐	
8	FPF 1	Financial Proposal Submission Form	☐	☐

9		Omnibus Sworn Statement	☐	☐
10	-	Class “B” Document (if the bid is a joint venture) An executed Joint Venture Agreement (JVA) between parties, for joint venture. In the absence of a JVA, 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, shall be included in the bid. Failure to enter into a joint venture in the event of a contract award shall be ground for the forfeiture of the bid security. Each partner of the joint venture shall submit the PhilGEPS Certificate of Registration in accordance with Section 8.5.2 of this IRR. The submission of technical and financial documents by any of the joint venture partners constitutes compliance.		
11		Secretary’s Certificate (WHERE APPLICABLE)		
12		Special Power of Attorney (WHERE APPLICABLE)		

Note: BCDA shall not assume any responsibility regarding erroneous interpretations or conclusions by the Bidder out of the data furnished by BCDA in relation to this bidding. The Bidder shall take the responsibility to ensure the completeness of its submission after taking the steps to carefully examine all the Bidding Documents and its amendments.

Republic of the Philippines
Office of the President

