



6F Exchange Corner Building
107 V. A. Rufino Street corner Esteban St.,
Legaspi Village, Makati City 1229
(02) 893-7159 | www.creditinfo.gov.ph

REQUEST FOR QUOTATION

PROCUREMENT OF CUSTOMER FEEDBACK SURVEY SERVICES

NEGOTIATED PROCUREMENT (SVP) NO.: RFQ18-060 (Re-Post)

August 10, 2018

The Credit Information Corporation invites all eligible suppliers/consultants to quote the best offer for the hereunder described item/s subject to the Terms and Conditions and within the Approved Budget of the Contract.

LOT	DESCRIPTION	Approved Budget of the Contract
1	Customer Feedback Survey Services (see Terms of Reference TOR)	PHP 345,000.00
Contract Duration		SIX (6) Months

Required Documents/Information to be submitted as Attachment to the Proposal:

- PhilGEPS Registration Certificate/Number
- Mayor's/Business Permit
- Income/Business Tax Return
- Omnibus Sworn Statement

Kindly submit/send your quotation to the below indicated office address or email addresses, duly signed by you or your authorized representative, not later than August 17 / 10:00 AM.

Administrative Office
Credit Information Corporation (CIC)
6th Floor, Exchange Corner Building. 107 V.A. Rufino Street
Corner Esteban Street, Legaspi Village, Makati City 1229

tonirose.unciano@creditinfo.gov.ph and christian.mojica@creditinfo.gov.ph

Thank you.

Very truly yours,

SGD.
TONI ROSE E. UNCIANO
Administrative Services Officer V

PRICE PROPOSAL FORM



PROCUREMENT OF CUSTOMER FEEDBACK SURVEY SERVICES

NEGOTIATED PROCUREMENT (SVP) NO.: RFQ18-060

LOT	Item Description
1	Customer Feedback Survey Services
Contract Duration:	SIX (6) Months
Proposal Amount	Amount in Words: _____
	Amount in Figures: PHP _____

TERMS AND CONDITIONS:

1. All entries shall be typed or written in a clear legible manner.
2. Bidder shall offer one (1) bid only. Alternative bids shall be rejected.
3. Price Validity: All prices quoted herein are valid, binding and effective for a period of THIRTY (30) calendar days upon issuance of this document.
4. As a general rule, price quotations to be denominated in Philippine Peso shall include all taxes, duties and/or levies payable.
5. The CIC Technical Working Group may require you to submit documents that will prove your legal, financial and technical capability to undertake this project

UNDERTAKING:

We undertake, if our Proposal is accepted, to supply/deliver the goods in accordance with the specifications and/or delivery schedule.

We understand that you are not bound to accept the lowest or any proposal you may receive.

Dated this _____ day of _____ 20_____.

[Signature over Printed Name of
Authorized Representative]

[designation / position]

[Email Address]

[Telephone / Fax Numbers]

Duly authorized to sign Bid for and on behalf of

[Company Name]

**TERMS OF REFERENCE FOR CUSTOMER FEEDBACK SURVEY SERVICES
FOR CREDIT INFORMATION CORPORATION**

I. APPROVED BUDGET FOR THE CONTRACT (ABC)

The Credit Information Corporation invites all prospective bidders for the procurement of Customer Feedback Survey Services with an ABC amounting to **Three Hundred Forty-Five Thousand Pesos Only (PhP 345,000.00)** for the period of six (6) months.

II. SCOPE OF WORKS

The prospective bidders shall bid and provide customer satisfaction survey solution for the CIC which Office is located at 6th floor of the Exchange Corner Building, 107 V.A. Rufino corner Esteban and Bolanos Streets, Legaspi Village, Makati City, and shall undertake the following functions and responsibilities:

1. The consultant shall conduct a customer satisfaction survey based on the standard guideline provided by the Governance Commission for GOCCs to the CIC.
2. The consultant shall produce an application or software that may provide survey solutions with ten (10) to twenty (20) questions and unlimited respondents for the following:
 - Event Survey
 - Technical Training Survey
 - Employee / Personnel Survey
 - General Awareness Survey
 - Customer Service Survey
 - IT Operation Services Survey
3. The consultant shall provide an application or software that will track the following:
 - Survey Participants Demographics;
 - Monitor Changes in Satisfaction Over Time;
 - Identify What is Working and What is Not;
 - Improve Overall Reputation;
 - Tracking Company's Growth;
 - Understanding the Client's Concerns; and
 - Retaining Client's Interest and Attention

4. The process are as follows:
 - 4.1 Presentation of recommendable survey templates, sample questions, and other methodologies.
 - 4.2 Incorporating the approved survey contents on the customer feedback survey application templates.
 - 4.3 Presentation of the customized Customer Feedback Survey Application for CIC's comments and inputs.
 - 4.4 Presentation of the final and approved Customer Feedback Survey Application.
 - 4.5 Training to be conducted by the consultant to the CIC employees who will be the primary users of the application.
5. The consultant shall provide all the whole statistics necessary for the analysis on an agreed certain period of time that the CIC may require. (e.g. number of participants, ratio of participants' gender and age, classification of participants as general public or special accessing entities, etc.)
6. The mode of survey shall be accessible online or offline and shall be available thru the CIC's website.
7. The consultant shall provide any forms of electronic gadget that may be used in conducting the survey. (e.g. tablet, kiosk, etc.)
8. The consultant shall conceptualize and realize the mode of survey on the expected statistics output.
9. The consultant shall include the real-time data gathering feature in the Customer Feedback Survey Application.
10. The consultant shall submit a report in a monthly basis containing the erroneous encounters during the survey.
11. The consultant shall incorporate valid comments and suggestions so as to prepare a high-quality final draft of the output.
12. The consultant shall maintain, strengthen and develop the Customer Feedback Survey Application in line with overall CIC directives.

III. QUALIFICATIONS

The bidder must be:

1. Not blacklisted by any government or private entity;
2. Certified research company that provides services like administration of survey, generation and interpretation of the results
3. Able to provide survey solution services with the latest trends in technology with systematic solution and deliver the excellent service the Credit Information Corporation is expecting.
4. Show a clear and mature demonstration and understanding of the communication requirements for the Credit Information Corporation.
5. Must have a good reputation and has been in operation for at least three (3) years with systematic directions and staff, and complete with necessary equipment and facilities necessary for the efficient execution of the deliverables; and
6. Strong theoretical and practical background in conducting a customer satisfaction survey.

IV. OTHER REQUIREMENTS

The bidder shall also submit:

1. Business permits and other government permits such as DTI or SEC certificate;
2. Portfolio of their work projects similar to the required output; and
3. Proof of projects produced for other government entities, if there is any.

V. PERIOD OF CONTRACT

The Contract for the Customer Feedback Survey Services shall cover the duration of six (6) months, unless either party sooner terminates the Contract. The Agency, upon assumption of its duty, shall be subject to performance evaluation which shall be the basis for the retention of its services.

VI. CONDITIONS OF CONTRACT

1. Any modification or variation of the terms and conditions of this Contract, including any modification or variation of the scope of the Services, may only be made by written agreement between the Parties. However, each Party shall give due consideration to any proposals for

modification or variation made by the other Party and cost implication thereof; and

2. In cases of substantial modifications or variations, a supplementary agreement between CIC and Agency is required.

VII. TERMS OF PAYMENT

The contract period is six (6) months with a rate of Three Hundred Forty-Five Thousand Pesos Only. (P345, 000.00), VAT-inclusive.

The payment milestones may be summarized as below:

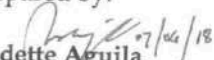
Payment Timeline	Signing of Contract 10% of the contract price	Delivery of third monthly report that contains the services rendered for 3 months 50% of the contract price	Delivery of final monthly report that contains the services rendered for 3 months 40% of the contract price
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VIII. TERMINATION


CIC shall have the sole option to cancel/terminate the contract at any time for violation of any terms and conditions thereof and/or if, in its judgment, the service that has been rendered is substandard and/or unsatisfactory. The service provider shall maintain satisfactory level of performance throughout the term of the contract based on the following performance criteria:

1. Quality of service delivered;
2. Technical competence; and
3. Submission of deliverables on the agreed time.


Prepared by:


Rodette Aguila
Marketing Support Staff

Approved by:


Atty. Aileen L. Amor - Bautista
SVP, BD&C
Credit Information Corporation

Noted by:


Jaime Casto Jose P. Garchitorena
President & CEO
Credit Information Corporation