



REQUEST FOR QUOTATION

Date : _____

RFQ No.: _____

Name of Company : _____

Address : _____

Name of Store/Shop : _____

Address : _____

TIN : _____

PhilGEPS Registration Number(required prior to award): _____

The **Small Business Corporation (SBCorp)**, through its Bids and Awards Committee (BAC), intends to procure **Third Party Provider for SBCorp's 2022 Customer Satisfaction Survey** in accordance with **Section 53.9** of the 2016 revised Implementing Rules and Regulations of Republic Act of 9184.

Please quote your **best offer** for the item/s described herein, **subject to the Terms and Conditions** provided at the last page of this RFQ. Submit your quotation duly signed by you or your authorized representative not later than **January 10, 2023 at 10:00am.** A copy of your **Latest Business/Mayor's Permit and Philgeps Registration/BIR 2303** is also required to be submitted along with your quotation/proposal.

For any clarification, you may contact us at telephone no. (02) 5328-1100 to 10 local 1734/1742 or email address at blagazo@sbcorp.gov.ph; jbperez@sbcorp.gov.ph.


Rowena G. Betia
BAC Chairperson 

INSTRUCTIONS:

1. Accomplish this RFQ correctly and accurately.
2. Do not alter the contents of this form in any way
3. All technical specifications are mandatory. Failure to comply with any of the mandatory requirements. Will disqualify your quotation.
4. Failure to follow these instructions will disqualify your entire quotation.

After having carefully read and accepted the Terms and Conditions, I/we submit our quotation/s for the item/s as follows:

Item #	Item & Description	Qty.	Unit Price

Procurement of (Name of Item/s to be procured)	
TECHNICAL SPECIFICATIONS (detailed)	REMARKS
PLEASE SEE ATTACHED TERM OF REFERENCE FOR THE COMPLETE AND DETAILED SPECIFICATIONS	
DELIVERY REQUIREMENT	
a) Makati City	
b) 1 lot	
c) The project shall last (including the delivery of final outputs) for a maximum of one hundred and five (105) calendar days after the issuance of the Notice to Proceed (NTP), as indicated under Technical Specifications	
d) Processing of payment will begin upon submission of all required outputs or documents, acceptance of the project terminal report, and receipt of the invoice and complete supporting documents in accordance with applicable government rules and regulations	
Terms of Payment: Check payment, 15 days after delivery	

FINANCIAL OFFER:

Please quote your **best offer** for the item below. Please do not leave any blank items. Indicate “0” if item being offered is for free.

PROCUREMENT OF (name of item/s to be procured)			
Approved Budget for the Contract (ABC)	Offered Price per Piece (A) Unit Cost	Quantity in Piece (B)	Total Offered Quotation (A x B)
P 400,000.00 Tax inclusive			In words _____ In figures: _____

TERMS AND CONDITIONS

1. Bidders shall provide correct and accurate information required in this form.
2. Bidders may quote for any or all the items.
3. Price quotation/s must be valid for a period of thirty (30) calendar days from the date of submission.
4. Price quotation/s, to be denominated in Philippine peso, shall include all taxes, duties and/or levies payable.
5. Quotations exceeding the Approved Budget for the Contract (ABC) shall be rejected.
6. Award of contract shall be made to the lowest quotation (for goods and infrastructure) or, the highest rated offer (for consulting services) which complies with the minimum technical specifications and other terms and conditions stated herein.
7. Any interlineations, erasures or overwriting shall be valid only if they are signed or initialed by you or any of your duly authorized representative/s.
8. The item/s shall be delivered according to the requirements specified in the Technical Specifications.
9. The SBCorp shall have the right to inspect and/or to test the goods to confirm their conformity to the technical specifications.
10. In case of two or more bidders are determined to have submitted the Lowest Calculated Quotation/Lowest Calculated and Responsive Quotation, the SBCorp shall adopt and employ "draw lots" as the tie-breaking method to finally determine the single winning provider in accordance with GPPB Circular 06-2005.
11. Payment shall be made after delivery and upon the submission of the required supporting documents, i.e, order slip and/or billing statement, by the contractor. Our Government Servicing Bank, i.e, the Land Bank of the Philippines, shall credit the amount due to the contractor's identified bank account not earlier than twenty four (24) hours, but not later than forty-eight (48) hours, upon receipt of our advice. Please note that the corresponding bank transfer fee, if any, shall be chargeable to the contractor's account.
12. Liquidated damages equivalent to one tenth of one percent (0.1%) of the value of the goods not delivered within the prescribed delivery period shall be imposed per day of delay. The SBCorp shall rescind the contract once the cumulative amount of liquidated damages reaches ten percent (10%) of the amount of the contract, without prejudice to other courses of action and remedies open to it.

Office Telephone No. _____

Signature over Printed Name

Mobile No. _____

Position/Designation

Email address: _____

TERMS OF REFERENCE

2022 Customer Satisfaction Survey

BACKGROUND.

The Enhanced Standard Guidelines on the Conduct of the Customer Satisfaction Survey (CSS) has been issued by Governance Commission for Government Owned or Controlled Corporations (GCG) under its jurisdiction in 04 September 2020 for implementation starting CY 2020.

Anchored on the principle of continuous improvement, this enhanced standard methodology is issued to ensure that individual results of the GOCCs' CSS are comparable and can be consolidated to determine the overall customer satisfaction score of the GOCC sector. The enhanced guideline aims to ensure that GOCCs go beyond compliance and utilize the CSS in harnessing and determining vital data and information on customer satisfaction. Thus, the CSS will focus on identifying the overall satisfaction rating by determining how much of a GOCC's customers are satisfied as opposed to dissatisfied, and the factors that lead to both.

As in the previous standard guidelines, GCG prescribes the following:

- a. Standard methodology for the conduct and administration of the survey instrument, data encoding and processing, and analysis of survey results, as well as the research or project team composition; and
- b. Standard questionnaire that will be administered by trained field interviewers.

GOCCs have likewise been classified according to the survey methodology to be used. For SBCorp, it has been classified under Method B: Face-to-Face or Telephone, with entrepreneurs/business organizations (MSMEs) as target respondents.

The survey will make use of a standard and structured pen-and-paper questionnaire, and SB Corporation is allowed to hire a third-party service provider to administer the survey and generate and interpret the results. The survey will only cover primary customers or those with direct economic transactions with SB Corporation for CY 2022.

OBJECTIVES OF THE SURVEY

The Customer Satisfaction Survey is conducted to measure customer satisfaction on the products and services offered and provided by SB Corporation to its clientele. This is part of the Government's initiative to deepen citizen participation in government processes, particularly in the delivery of products and/or services.

The results of the survey will likewise provide valuable inputs to improve SB Corporation's products, services, systems and processes for faster turn-around-time including focused Program evaluation and assessment by soliciting borrower feedback and assessment.

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COVERAGE AND SCOPE

Survey Period. From 01 January 1 to 20 December 2022. Such survey period shall mean that respondents shall be providing responses to the survey for services provided by SB Corporation in 2022 and shall likewise be reiterated during the conduct of the survey.

Respondent Criteria. Clients to be covered by the CSS should satisfy at least one of the criteria below:

- a. Current/ ongoing customers of SBCorp during the stated period;
- b. Has a current/active account with SBCorp during the stated period; or
- c. Had at least one transaction with SBCorp during the stated period

Clients under the following programs that will be covered are:

- a. MSME Borrowers - clients with loan approvals and/or releases during the period from January 1 to December 20, 2022 under the direct lending programs (CARES and RISE UP Programs); and
- b. Business Organizations- Partner Institutions (banks, cooperatives and microfinance institutions) with active credit lines under the Regular Wholesale and P3 Wholesale Programs during the period.
- c. The survey report shall include breakdown of results per SB Corporation's regional lending group - Northern Luzon Group, Southern Luzon Group, Visayas Group and Mindanao Group, and provincial categories following Philippine Statistics Authority (PSA) classification.

The complete lists of clients with the necessary contact information will be provided by SB Corporation.

Confidentiality of the Client Information. Researchers and all partners shall sign a Non-Disclosure and Confidentiality Agreement which contains the following items:

- a. The list should be used for the purposes of this particular customer satisfaction survey and should not be shared with anyone who is not involved in the project.
- b. The masterlist should only be provided to the researcher who will be doing the systematic selection. All field interviewers should only be provided with the list of customers that they will be contacting.
- c. The lists should be disposed-off properly or returned to SBCorp. No copies of the lists, be it printed or in soft copy formats, should be left with the third-party agency.

Eliminate Bias. SB Corporation shall not inform their customers that a customer satisfaction survey will be conducted. Instead, a letter to the third-party service provider shall be provided by SB Corporation stating the purpose for which the CSS is conducted and the authority to collect data on its behalf. The letter will be shown to the respondents before the conduct of interview proper and shall contain at the minimum the following information:

- a. Brief profile and salient information of the third-party agency and what they will be conducting;
- b. Purpose of the research;
- c. Invitation of customers to participate in the survey; and,
- d. Assurance of confidentiality **METHODOLOGY**

Data Collection Instrument. The collection of data will be done using the structured pen and paper questionnaire of GCG, which shall be numbered, to ensure consistency all throughout the project and eliminate interviewer bias. This questionnaire ensures:

- a. More rigid style of interviewing;
- b. Presence of close-ended and open-ended questions;
- c. Highly structured way of questioning; and,
- d. Assignment of numerical values to responses.

The questionnaire is composed of four (4) sections:

- a. Screener
- b. Main Questionnaire
 - Transacting with SB Corporation
 - Overall satisfaction
 - Execution of service
- c. Socio-Demographic Profile
- d. CARES Program Impact Evaluation and Assessment

Following GCG guidelines, SB Corporation has opted to include specific questions related to customer evaluation and assessment in terms of the impact of the CARES Program and evaluation of the online application experience of borrowers. These questions shall be included under the Execution of Service section as by the GCG. However, questions under Main Questionnaire are fixed and are not altered without prior approval from the GCG.

Data Collection Method. The length of the telephone interviews should be limited to a maximum of 15 minutes as lengthy interviews often result in higher refusal and drop-out rates.

The actual length of interview will be determined during the pre-test of the questionnaire. Should the questionnaire be longer than 15 minutes, the information coverage will be reviewed and checked for prioritization of questions.

While the GCG CSS Guidebook does not require the recording of telephone interviews with the respondent as well as submission of the same as an attachment to the Final Report, the third-party service provider should be able to provide the procedure undertaken to corroborate the consistency and accuracy of the telephone interview. This shall serve as basis and ensure SB Corporation's compliance to GCG requirements in the submission of detailed Back-Checking Report, copies of sample accomplished survey instruments, among others, as part of its Quarterly Monitoring Report and the Final CSS Report.

Back-checking shall be conducted through a project team member other than the original interviewer/enumerator who shall re-contact the respondent to check the quality and validity of the interviews/outputs. It shall be the task of the interviewer/enumerator to fill-out the questionnaires in surveys conducted through telephone interview. Considering the mode employed, the signature of the respondents shall be dispensed with.

Similarly, the Spot-Checking and Back-Checking Reports must detail that the respondents are correctly identified and that their answers are accurately reflected. For SB Corporation CSS which shall utilize the telephone methodology, the third-party service provider is therefore reminded that complete contact information of the possible respondents including names and contact details as shall be provided by SB Corporation should likewise be completely provided to the researcher, subject to ESOMAR codes and guidelines.

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

Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied
5	4	3	2	1

Before any of the rating questions are asked, explanation of the scale should be read out to the respondents while showing them the showcard of the scale. Interviewers should explain the scale repeatedly throughout the conduct of the survey until the respondent gets used to it.

PROJECT TIMELINE AND SAMPLE SIZE

Based on the GCG guidelines, a sample size of **500** shall be used for SB Corporation's 2022 CSS, which shall be spread among its four (4) regional lending groups and their respective provinces following the attached GCG Guidelines. The detailed activities and deliverables, including the timelines as contained in all relevant GCG guidelines shall be strictly complied with.

SB Corporation shall evaluate proposals on the provider's ability to complete the CSS in the most timely manner.

RESEARCH TEAM STRUCTURE AND TRAINING

The service provider that will administer the survey and generate/analyze the results should have a dedicated pool of researchers for this CSS and should follow the research team structure required by the GCG guidelines (**Annex A**) as well as all related notices to GOCCs dated 26 February 2021 (**Annex B**) and 20 January 2022 (**Annex C**).

PROJECT COST

The engagement will have a project cost of **PESOS: FOUR HUNDRED THOUSAND (PhP 400,000.00)**, inclusive of VAT. A downpayment of fifteen percent (15%) of the project cost will be issued upon signing of the contract. The remaining eighty-five percent (85%) will be processed for payment upon receipt of the final report of the third-party service provider.

ELIGIBILITY REQUIREMENTS FOR THIRD-PARTY PROVIDER

- a. The Third-Party possesses relevant valid business licenses to offer and provide such services to be procured;
- b. Must have at least 5 years experience in the conduct of market research and survey;
- c. Must have a pool of experts/professionals each having at least 3 years of experience in market research and survey;
- d. Must have adequate pool (team of seven [7] personnel) and experienced resources to conduct such engagement as well as to prepare for and attend meetings as required by the SB Corporation;
- e. Must have conducted customer satisfaction surveys on MSMEs and/or familiarity on financing services;
- f. The Third-Party must meet the minimum eligibility requirements and short-listing for consulting services under R.A. No. 9184, otherwise known as the "Government Procurement Reform Act."
- g. Must be able to submit a proposal that is consistent with the guidelines of the GCG; and
- h. Preferably a member of professional market research organizations (e.g. ESOMAR, MORES)

PROPOSED PROFESSIONAL STAFF The required number and experience of the proposed professional staff is as follows:

Key Personnel	Education and Experience
Project Manager (1)	<ul style="list-style-type: none">• Bachelor's and/or Master's Degree in relevant fields• At least five (5) years' experience in designing, developing, and conducting surveys which measure customer/ stakeholder satisfaction; and• At least five (5) years' experience in project management
Survey Specialists (3)	<ul style="list-style-type: none">• Bachelor's Degree in relevant fields• At least three (3) years' experience in designing, developing, and conducting surveys which measure customer/ stakeholder satisfaction

Support Staff (3)	<ul style="list-style-type: none"> • Bachelor's Degree • At least a year's experience in staff support in project management and implementation
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Should the proposed staffing for the project be less than or more than the required number of key personnel, the prospective bidder shall be rendered automatically disqualified.

TIME FRAME AND PAYMENT SCHEDULE

- The project shall last (including the delivery of final outputs) for a maximum of one hundred and five (105) calendar days after the issuance of the Notice to Proceed (NTP);
- The project shall be undertaken following the timeline of activities after receipt of the NTP, which may be modified as mutually agreed and formalized by both Parties, below:

Week/Day from Receipt of Notice to Proceed (NTP)	Activity	Deliverables
0	Receipt of the NTP	
Within the 1 st week on/before the 7 th calendar day	Conduct of Pre-Test Activity	1. Pre-Test Results 2. Pre-Test Report
Within the 2 nd week or on/before the 14 th calendar day		
Within the 2 nd week or on/before the 14 th calendar day	Training of Survey Team Personnel	1. Training Report
Within the 3 rd to 8 th week	Conduct of survey proper/ Data Gathering (via telephone calls)	1. Observation Report 2. Clearing/Debriefing Report
Within the 3 rd to 7 th week	Supervision and Spot Checking	1. Spot Checking Report 2. Back Checking Report 3. Field Work Progress Report
Within the 8 th to 10 th week	Data Processing	1. Spot Checking Report for Data Processing 2. Data Quality Control Report
Within the 10 th week	Submission of Initial Survey Report	Initial Survey Results

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On or before the 12 th week	Submission of Final Survey Report	Final Survey Results

- c. ABC is inclusive of local taxes applicable for contractor of services such as 15% Expanded Withholding Tax (EWT) and 5% Withholding Tax on Government Money Payments (GMP); and,
- d. Processing of payment will begin upon submission of all required outputs or documents, acceptance of the project terminal report, and receipt of the invoice and complete supporting documents in accordance with applicable government rules and regulations.

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