



## Bids and Awards Committee

### REQUEST FOR QUOTATION (RFQ) No. 2021-SVP-30

The Securities and Exchange Commission (SEC), through its Bids and Awards Committee (BAC), will undertake an **Alternative Method of Procurement through Negotiated Procurement** for the item stated below, in accordance with **Section 53.9 Small Value Procurement** of the Revised Implementing Rules and Regulations of Republic Act. No. 9184.

The SEC hereinafter referred to as “the Purchaser”, now requests submission of a price quotation for the subject below:

APP 2021	PR No.	Description	Approved Budget for the Contract (ABC) inclusive of VAT
Item no. II.C.16	2021-09-137	Engagement of a Learning Service Provider for the Conduct of Customer Relationships and Management Training: <b>Basic Telephone and Email Etiquette, and Complaints Management.</b> (3 Batches)  <i>(Refer to Attachments 2 for the Minimum Technical Specifications)</i>	<b>Php120,000.00</b>

Interested suppliers are required to submit the following documents:

1. Valid Mayor's/Business Permit
2. PhilGEPS Registration Number
3. Omnibus Sworn Statement (See Attachment 3)  
Unnotarized omnibus sworn statement is acceptable subject to compliance therewith after the award of contract in accordance with GPBB Resolution No.09-2020

SEC Condition of Sales:

1. Delivery Schedule: Within fifteen (15) calendar days upon receipt of approved PO/WO
2. Validity: Sixty (60) calendar days from submission of bids
3. Delivery Site: General Services Division, 3<sup>rd</sup> Floor, Secretariat Building, PICC Complex, Pasay City

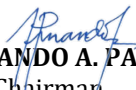
Award of contract shall be made to the bidder with the lowest quotation for the subject goods which complies with the minimum technical specifications and other terms and conditions stated herein.

Any alterations, erasures, or overwriting shall be valid only if they are signed or initialed by the bidder or his/her duly authorized representative.

Submission of duly signed Price Quotation Form (Attachment 1) and eligibility documents is not later than **05:00 P.M. of October 25, 2021 (Monday)** at the Procurement Division, 3rd Floor, Secretariat Building, PICC Complex, Pasay City. Open submission may be done, manually, through Facsimile No. 8818-5330, or via email (bacsecretariat@sec.gov.ph).

The penalty for late deliveries is one tenth (1/10) of one (1) percent of the cost of the unperformed portion for every day of delay until actual delivery or performance. Once the amount of liquidated damages reaches ten percent (10%), the Procuring Entity may rescind or terminate the Contract without prejudice to other courses of action and remedies open to it.

The SEC reserves the right to reject any and all bids, declare a failure of bidding, or not award the contract in accordance with Section 41 of RA 9184 and its IRR, without thereby incurring any liability to the affected bidder or bidders.

  
**ARMANDO A. PAN JR.**  
BAC Chairman

**PRICE QUOTATION**  
**FORM RFQ No. No. 2021-SVP-30**

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

The Bids and Awards Committee  
 c/o Procurement Division  
 3<sup>rd</sup> Floor, Secretariat Building,  
 PICC Complex, Pasay City

Sir/Madam:

After having carefully read and accepted the terms and conditions in the Request for Quotation, hereunder is our price proposal for the items identified below:

Item no.	Article and Descriptions	Qty.	Unit price	Total Price (VAT Inclusive)
1	7 Engagement of a Learning Service Provider for the Conduct of Customer Relationships and Management Training: <b>Basic Telephone and Email Etiquette, and Complaints Management.</b> (3 Batches)  <i>(Refer to Attachments 2 for the Minimum Technical Specifications)</i>	1.00	Php _____	Php _____
<b>TOTAL</b>				Php _____

**AMOUNT IN WORDS:** \_\_\_\_\_ (VAT inclusive)

The above-quoted price is inclusive of all costs and applicable taxes

Very truly yours,

**AUTHORIZED REPRESENTATIVE:**

Signature : \_\_\_\_\_  
 Printed Name : \_\_\_\_\_  
 Date : \_\_\_\_\_  
 Company Name : \_\_\_\_\_  
 Contact no. : \_\_\_\_\_



## Terms of Reference

### 1. General Details

Title of Training	Customer Relations and Management Training: Basic Telephone and Email Etiquette, and Complaints Management
Learning Delivery Method	Virtual Learning
Date	Batch 1 - 23 November 2021 Batch 2 - 25 November 2021 Batch 3 - 29 November 2021
Venue	Zoom Video Communications

### 2. Program Description

The Customer Relations and Management Training: Basic Telephone and Email Etiquette, and Complaints Management is meant to provide a tactical solution to the problems of non-observance of telephone and email etiquette, and insufficiently empathetic handling of clients with complaints and grievances.

The Customer Relations and Management Training aims:

- a. To minimize the incidents of complaints and start re-building the brand of the SEC's frontline service; and
- b. To acquaint the employees with their quasi-ambassadorial function.

### 3. Duration

The Financial Literacy Training will be conducted in four (4) hours and in three (3) batches on the following schedule:

a. Batch 1	23 November 2021	50 participants
b. Batch 2	25 November 2021	50 participants
c. Batch 3	29 November 2021	50 participants

The Learning Service Provider (LSP) shall be engaged for a period of **twelve (12) training hours or four (4) training hours per batch** and shall likewise be available for attendance to meetings before and after the conduct of the training.

### 4. Modality

The entire learning program shall be fully conducted virtually using Zoom Video Communications

## 5. Approved Budget for the Contract

The maximum possible contract price for the required services is **ONE HUNDRED TWENTY THOUSAND PESOS ONLY (Php 120,000.00)** for **twelve (12) hours with 150 total participants covering three**

**(3) batches with 50 participants each.** A bid in excess of this amount shall automatically be rejected at the opening of the proposal.

This amount shall be inclusive of 12% Value Added Tax (VAT) and other taxes imposed by the government. The amount shall be billed by the LSP upon submission of the terminal report that includes the proposal submitted by the LSP, report on the implementation of the program, detailed results of the pre-test and post-test (if applicable), narrative of the learning gains by the participants, pictures chronicling the conduct, and program effectiveness assessment, whether the objectives of the program has been met, etc.

Expenses and tools of the trade and other similar items necessary to enable the LSP to carry out its commitments in accordance with this Terms of Reference shall be for the account of the LSP.

## 6. End-user

The end-user for this project is the Learning Resource and Information Division (LRID) of the Human Resource and Administrative Department.

## 7. Scope of Work

The Learning Service Provider is expected to perform the following:

7.1. Design a competency-based 4-hour training for 50 participants based on the general parameters set by the Learning Resource and Information Division:

- Technical Aspect
  - Must be competency-based
  - Must enable the participants to have a good understanding of the frontliners' role as service-provider, solutions-provider, and internal (affiliate) OD consultant on service transformation in ways which are conformable to the service excellence standards (i.e. EODB, ISO, PQA, etc.)
  - Must enable the participants to apply the systems thinking in theory and practice in a way that SEC frontliners will be able to:
    - Design a better client experience from the client's perspective;
    - Envision the prospects for the frontliner and client co-designing the frontline service delivery system of the SEC;
    - Understand and map out the client journey at the SEC - encompassing all touch points by structuring a comprehensive and consistent hand holding experience from start to finish;
    - Knowing the client's pain points in order to generate insights into better service provision that preempts complaints and grievances; and
    - Put the use of hard technology in perspective: a means to an end (not an end in itself), capacitation for better service provision;
  - Must enable the participants to see their service delivery function as a fundamental part of institutional branding
- Administrative Aspect
  - Must be able to profile the participants according to learning absorption and learning application using appropriate metrics
  - Must provide a copy of handouts and all other learning materials

7.2. Conduct the training on the following schedules, utilizing the learning delivery methods agreed upon, viz;

Batch	Day	Time	Modality/Venue
1	23 November 2021	8AM – 12PM	Virtual/Digital
2	25 November 2021	8AM – 12PM	Virtual/Digital
3	29 November 2021	8AM – 12PM	Virtual/Digital

The schedule is subject to change depending on the availability of the speaker/s and the preparatory arrangements. Likewise, the schedule will need to be responsive to the evolving new normal in the wake of the COVID-19 pandemic and to the nature of the health and safety guidelines promulgated by the duly constituted authorities.

7.3. Submit a Terminal Report with recommendations.

## **8. Minimum Qualifications**

- 8.1. Proven expertise in designing and conducting a training program on Customer Relationship Management (CRM)
- 8.2. Advanced ability to customize the program tailored to the peculiar learning requirements of the agency
- 8.3. Advanced ability to engage the participants through application of suitable learning modalities
- 8.4. Ability to rate the learning agility (learning absorption plus learning application) of the participants during the program and provide guidance for improvement

## **9. Evaluation Criteria**

The HRAD carefully sought for prospective consultants or learning service providers considering both the private and government-accredited training institutions. Their proposals will be evaluated based on the following criteria:

Responsiveness of training design to the concept note	40%
Ability to execute masterfully	30%
Track record compared with competitors	20%
Feedback from previous clients who availed of the LSP's or consultant's services for the same type of training	10%
Total	100%

**I hereby certify that the statement of compliance to the foregoing technical specifications are true and correct otherwise, if found to be false either during bid evaluation, post-qualification or the execution of the contract, the same shall give rise to the imposition of administrative sanctions and the forfeiture of bid security or the performance security posted consistent with section 69.1 and 69.2 of the revised Implementing Rules and Regulations of the Republic Act No. 9184.**

**Company Name** : \_\_\_\_\_

**Company Address** : \_\_\_\_\_

### **AUTHORIZED REPRESENTATIVE:**

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

**Printed Name** : \_\_\_\_\_

**Position** : \_\_\_\_\_

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

---

---

**Omnibus Sworn Statement (Revised)**  
*[shall be submitted with the Bid]*

---

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

**AFFIDAVIT**

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

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

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

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

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

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

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

3. [Name of Bidder] is not "blacklisted" or barred from bidding by the Government of the Philippines or any of its agencies, offices, corporations, or Local Government Units, foreign government/foreign or international financing institution whose blacklisting rules have been recognized by the Government Procurement Policy Board, **by itself or by relation, membership, association, affiliation, or controlling interest with another blacklisted person or entity as defined and provided for in the Uniform Guidelines on Blacklisting;**

4. Each of the documents submitted in satisfaction of the bidding requirements is an authentic copy of the original, complete, and all statements and information provided therein are true and correct;

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

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

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

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

*[If a corporation or joint venture:]* None of the officers, directors, and controlling stockholders of *[Name of Bidder]* is related to the Head of the Procuring Entity, members of the Bids and Awards Committee (BAC), the

Technical Working Group, and the BAC Secretariat, the head of the Project Management Office or the end-user unit, and the project consultants by consanguinity or affinity up to the third civil degree;

7. *[Name of Bidder]* complies with existing labor laws and standards; and
8. *[Name of Bidder]* is aware of and has undertaken the responsibilities as a Bidder in compliance with the Philippine Bidding Documents, which includes:
  - a. Carefully examining all of the Bidding Documents;
  - b. Acknowledging all conditions, local or otherwise, affecting the implementation of the Contract;
  - c. Making an estimate of the facilities available and needed for the contract to be bid, if any; and
  - d. Inquiring or securing Supplemental/Bid Bulletin(s) issued for the *[Name of the Project]*.
9. *[Name of Bidder]* did not give or pay directly or indirectly, any commission, amount, fee, or any form of consideration, pecuniary or otherwise, to any person or official, personnel or representative of the government in relation to any procurement project or activity.
10. **In case advance payment was made or given, failure to perform or deliver any of the obligations and undertakings in the contract shall be sufficient grounds to constitute criminal liability for Swindling (Estafa) or the commission of fraud with unfaithfulness or abuse of confidence through misappropriating or converting any payment received by a person or entity under an obligation involving the duty to deliver certain goods or services, to the prejudice of the public and the government of the Philippines pursuant to Article 315 of Act No. 3815 s. 1930, as amended, or the Revised Penal Code.**

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

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

*[Insert signatory's legal capacity]*  
Affiant

**[Jurat]**

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