

**BIDS AND AWARDS COMMITTEE
BID BULLETIN No. 1**

**Procurement of the Services of a Research/Survey Company to Conduct the
2021 PHILGUARANTEE Customer Satisfaction Survey
(PSSD/BAC-RFQ No. 2021-147)**

This is to inform all interested parties of the queries made by three (3) prospective bidders with regards to the above procurement.

QUESTIONS:

1. What is the sample size for this study? How many clients/customers are in PHILGUARANTEE's listing (i.e., universe)?
2. Please confirm if telephone interviews are allowed instead of online self-accomplished surveys as the former is usually faster to complete and one of the suggested methodologies as per the GCG Enhanced Guidelines for Customer Satisfaction Survey.
3. We will send our full proposal together with the requirements via email on October 7, 2 p.m. Please confirm whether e-signature is allowed.
4. Since we are now a Platinum PhilGEPS member, can we submit our platinum membership in lieu of all other documentary requirements?
5. Can we send an electronic submission for this bid?
6. Should Omnibus Sworn Statement be notarized?.

RESPONSES:

| | |
|-------------|---|
| Question 1: | The universe is less than 100 and so is the sample size, following the GCG Guidelines, which state that, total universe should be targeted as survey respondents for customer types with total primary customers of less than 100. |
| Question 2: | No. As specified in the Terms of Reference, the preferred methodology is the use of online survey tool/platform or self-accomplishment of the survey questionnaire by the respondents. |
| Question 3: | Yes, e-signatures are allowed. |
| Question 4: | In the Request for Quotation under Item No. 3, it was stated that: <p align="center">“Valid Certificate of Platinum Membership may be submitted in lieu of Mayor’s Permit and PhilGEPS Registration Number.”</p> <p>Hence, the bidder who opted to submit a valid Certificate of Platinum Membership shall submit the rest of the documentary requirements together with the signed proposal.</p> |

| | |
|-------------|---|
| Question 5: | In the Request for Quotation under Item No. 3, it was stated that: “All interested service providers may submit signed proposals at the BAC Secretariat, xxx and/or bac@philguarantee.gov.ph on or before 2:00 p.m. of October 7, 2021 together with the following documentary requirements: XXX” |
| Question 6: | Item No. 5 of the Request for Quotation provides that: “Pursuant to Section 6.3 of the GPPB Resolution 09-2020 dated 7 May 2020, the PE is allowed to accept Unnotarized Omnibus Sworn Statement subject to compliance therewith after award of contract but before payment.” |



IAN A. BRIONES
Chairperson
Bids and Awards Committee

04 October 2021