



BIDS AND AWARDS COMMITTEE

REQUEST FOR PROPOSAL

The Provincial Government of La Union (PGLU), through the Bids and Awards Committee (BAC), hereby invites all interested consultants to quote their lowest price on the terms listed below, subject to the General Conditions stated herein, and submit the same along with their respective proposals on or before **10:00 a.m. of May 7, 2024**.

NAME OF PROJECT	:	ENGAGEMENT OF SERVICE PROVIDER FOR THE BUSINESS PROCESS IMPROVEMENT PROGRAM
LOCATION	:	City of San Fernando, La Union
TARGET DATE	:	May 29 – 31, 2024
APPROVED BUDGET FOR THE CONTRACT	:	₱390,745.60

TERMS OF REFERENCE

I. BACKGROUND

A business process is a series of steps taken to accomplish a goal. The result could be a product or a service. Many people are involved in the completion of a business. The procedure can be divided into various tasks, and each task is assigned to a different collaborator from each of the offices involved. Every step or task that must be completed is considered input. The output, which is typically the services provided, is referred to as the result.

The Provincial Government of La Union was first ISO QMS 9001:2015 certified in 2017 and recently ISO IMS was Recertified last November 9, 2023. The employees of the Provincial Government of La Union will be capacitated to identify inefficiencies and produce consistent results. Like ISO, business process documentation provides an easy-to-follow process map of how workflows should be carried out and holds individuals accountable for the tasks in their workflow. With process maps drawn out, bottlenecks become more transparent, making it easier to improve processes to increase efficiency and effectiveness. This process is aligned with the mandate of the Anti-Red Tape Commission, and Implementing Rules and Regulations of Republic Act No. 11032, otherwise known as Ease of Doing Business, an act that aims to streamline the current systems and procedures of government services.

II. OBJECTIVES

The Business Process Improvement Program aims to:

- Propel PGLU employees to hasten work processes that can help avoid mistakes and delays, improve work effectiveness and productivity, and

improve customer satisfaction linkage of business processes of ISO, Citizen's Charter, and Customer Feedback.

- Inter and intra-department service agreements and norms to ensure transparency across the inter-department communication and services that will enhance customer needs and want level of excellence and improve unit communication working relation.

III. SCOPE OF SERVICES AND EXPECTED OUTPUT

The scope of services for the engagement shall include the following:

ACTIVITY	DELIVERABLES
<p>Day 1-3</p> <p>A. Presentation and Discussion of the ff:</p> <ul style="list-style-type: none"> • Program Objectives • Frameworks (process flow for every office) • Methodologies (internal processes) • Understanding how internal processes deeply affect services (internal and external) • Review of the current procedures • Intra-department Internal Customer Mapping to support accomplishment of the Business Process • Mapping Critical Projects and Action Plans • Redesign project process to streamline support of developing the PGLU Roadmap • Intra Department Internal customer mapping • Redesign/mapping of key processes inside department to support 	<ul style="list-style-type: none"> a. Technical Report on the assessment of the processes needed to improve, remove, and sustain b. Proposed revised business process for approval c. 36 participants trained d. 36 certificates released

Project Duration and Budgetary Requirements

The Approved Budget for the Contract (ABC) is **₱390,745.60** as budgeted in the Local Expenditure Program (LEP) of the Office of the Provincial Administrator (OPA). It shall be inclusive of all taxes, duties, fees, levies, and other charges imposed under applicable laws. In addition, the travel expenses and room accommodation shall be at the expense of the service provider.

NO.	DELIVERABLES/PARTICULARS	AMOUNT
1	Conduct of the BPI Training	₱390,745.60
TOTAL		₱390,745.60

IV. RESPONSIBILITIES OF THE SERVICE PROVIDER

1. Provide training services to the PGLU during the Business Process Improvement.
2. Adhere to the agreed scope of work/deliverables which were approved by the PGLU.
3. Provide reports consistent with the content of the approved scope of work/deliverables to the PGLU.
4. Provide certificates to the PGLU BPI participants upon completion of the training.
5. Travel expenses and room accommodation of the Provider shall be at the expense of the service provider.
6. All information reviewed and recorded shall always be treated with strictest confidentiality.

V. RESPONSIBILITIES OF THE PROVINCIAL GOVERNMENT OF LA UNION

1. In the Business Process Improvement, the PGLU shall undertake all administrative and logistical requirements necessary to ensure that the interventions are successfully carried out.
2. The PGLU, through the OPA, shall oversee the program status and will provide the necessary personnel, data information, and other required resources related to the scope of work of the Service provider.
3. The PGLU shall pay the Service Provider upon turnover of expected outputs in each intervention conducted.
4. Provide the following logistical requirements for the service provider/s
 - Suitable venue and administrative support
 - Food for service provider and the participants during sessions

VI. QUALIFICATIONS OF THE TRAINING PROVIDER

A pre-qualified/eligible training provider shall have a proven/good track record in providing specialized services in the conduct of Business Process Improvement.

1. The Training Provider is eligible to conduct the auditing services with the following requirements:

- Duly licensed Filipino citizens/sole proprietorships
- Partnerships duly organized under the laws of the Philippines and of which at least sixty percent (60%) of the interest belongs to the citizens of the Philippines (iii) Corporations duly organized under the laws of the Philippines and of which at least sixty percent (60%) of the outstanding capital stock belongs to citizens of the Philippines
- The certifying body has the following documents:
 - PhilGEPS registration
 - Technical Documents and list of all ongoing and completed government and private contracts
 - CV of the Project Team
 - Organizational Background
 - All documents needed for the processing of payments (Business Permit, BIR Permit, Omnibus, DTI Permit, among others)

VII. CRITERIA FOR EVALUATION

The PGLU will use the Quality-Cost Based Evaluation (QCBE) procedure which considers both the Technical and Financial Proposals in the ranking of the consultants pursuant to the provisions of RA 9184 and its Revised IRR. For this purpose, the quality (Technical Proposal) is given a weight of 85% while the cost (Financial Proposal) is 15% and is allocated as follows:

CRITERIA		DOCUMENTS	RATING SYSTEM		WEIGHT
A	Applicable Experience of the Service Provider	SEC or DTI Registration	100%	More than 5 years in business or more	15%
			75%	3-4 years in business	
			50%	Less than 3 years in business	
B	Company's Completed Similar Projects in size and complexity within the last 5 years	Submitted Listed Contracts/ Service Provider References	100%	More than 10 completed related contracts	10%
			80%	8-9 completed related contracts	
			50%	5-7 completed related contracts	
			20%	Less than 5 completed related contracts	
C	Applicable Experience of the Service Provider	Curriculum Vitae	Lead		5%
			100%	More Than 5 related experience in conducting training as provided under Section III of the Terms of Reference	
			80%	4-5 related experience in Consultancy Services as provided under Section III of Terms of Reference	
			50%	2-3 related experience in Consultancy Services as provided under Section III of the Terms of Reference	

CRITERIA		DOCUMENTS	RATING SYSTEM		WEIGHT
			50%	Less than 2 related experience in Consultancy Services as provided under Section III of Terms of Reference or member has been sub-contracted particularly for the specific project	
			Member		
			100%	More Than 5 related experience in Consultancy Services as provided under Section III of Terms of Reference	
			50%	Less than 5 related experience as a service provider as provided under Section III of Terms of Reference or member has been sub-contracted particularly for the specific project	5%
			Member		
			100%	More Than 5 related experience as a Service Provider as provided under Section III of Terms of Reference	
			50%	Less than 5 related experience in Consultancy Services as provided under Section III of Terms of Reference or member has been sub-contracted particularly for the specific project	5%
D	Qualification of the Service Provider	Curriculum Vitae, Certified Copy of Diploma or Transcript of Records of Highest Educational attainment	Team Leader		
			100%	Degree in any course related to the project	
			50%	Any other related field and relevant certifications	5%
			Member		
			100%	Degree in any course related to the project	
			50%	Any other related field and relevant certifications	5%
			Member		
			100%	Degree in any course related to the project	
			50%	Any other related field and relevant certifications	5%
E	Approach and Methodology	Submitted Description of the Methodology and Work Plan	E.1. Clarity of Proposed Methods and Approaches to be used including their feasibility, soundness, and practicability to site conditions.		
			100%	Exceeds the minimum requirement	15%

CRITERIA		DOCUMENTS	RATING SYSTEM		WEIGHT		
			66%	Meets the minimum requirement			
			33%	Below is the minimum requirement			
			0%	Does not meet the minimum requirement			
			E.2. Comprehensiveness to include a) completeness of activities as outlined in the TOR; b) logical sequence of activities; c) appropriate timing of the activities and; d) flexible enough so it can be modified easily as necessary.		15%		
			100%	Exceeds the minimum requirement			
			66%	Meets the minimum requirement			
			33%	Below is the minimum requirement			
			0%	Does not meet the minimum requirement			
			TECHNICAL SCORE				85%
			F	Financial Bid	10%	Lowest bid	15%
Other Financial Score = $\frac{\text{Lowest Financial Bid}}{\text{Financial Bid}} \times 100\%$							
TOTAL				100%			

VIII. CONFIDENTIALITY CLAUSE

All documents and materials gathered and used in connection with this project are strictly confidential. In this regard, the service provider and all the members of his/her team, including those temporarily assigned, shall be required to sign, upon his/her engagement, a Perpetual Non-Disclosure Agreement, which shall form part of the Contract Agreement for Consultancy.

IX. GENERAL CONDITIONS

Interested Service Providers are required to submit together with the price quotation (Annex "A") the following:

1. Certified True Copy of Mayor's/Business Permit;
2. Certified True Copy of SEC or DTI Registration;
3. PhilGEPS Registration Number;
4. Company Profile;
5. Tax Clearance;
6. Net Financial Contracting Capacity (NFCC) Computation (Annex "B");
7. List of all ongoing government and private contracts (Annex "C");

8. List of all completed contracts similar in nature for the last 10 years (Annex "D");
9. Curriculum Vitae of Project Team (Annex "E");
10. Comments and Suggestions of the Certifying Body on the TOR (Annex "F");
11. Team Composition and Task (Annex "G");
12. Time Schedule for Professional Team Members (Annex "H");
13. Income/Business Tax Return; and
14. All pages of this "Request for Proposal" bearing the signature of the bidder at the right bottom corner of the page.

For further inquiries, please coordinate with **Gerry Vilorio** at telephone number (072) 242-5550 loc. 249. The Quotation may be submitted through e-mail at philgeps_baclu@yahoo.com or delivered to the following address:

Bids and Awards Committee Secretariat

BAC Office, Provincial Capitol Building
Brgy. II, San Fernando City, La Union

The PGLU reserves the right to reject any or all Proposals, to waive any minor defects therein, to annul the procurement process, to reject all Proposals at any time prior to contract award, without thereby incurring any liability to the affected Supplier/Consultant, and to accept only the offer that is most advantageous to the Government.

The PGLU assumes no responsibility whatsoever to compensate or indemnify the Supplier/Consultant for any expenses incurred in the preparation of their Quotation.



RESSIE A. ESTRELLA

Chairperson – Bids and Awards Committee

PRICE QUOTATION FORM

Date: _____

The Bids and Awards Committee
Provincial Government of La Union
Provincial Capitol, Aguila Road
San Fernando City, La Union

Sir/Madam:

After having carefully read and accepted the terms and conditions in the Request for Quotation, hereunder is our quotation for the item/s as follows:

Item No.	Item Description	Quantity	Unit Price	Total Price
1	ENGAGEMENT OF SERVICE PROVIDER FOR THE BUSINESS PROCESS IMPROVEMENT PROGRAM	1 lot		
TOTAL (inclusive of VAT)				

(Amount in words):

_____.

The above-quoted prices are inclusive of all costs and applicable taxes.

Truly yours,

Name/Signature of Representative

Name of Company

Contact No.

FINANCIAL DOCUMENTS FOR ELIGIBILITY CHECK

A. Summary of the Applicant Supplier's/Distributor's/Manufacturer's assets and liabilities on the basis of the attached audited financial statement, stamped "RECEIVED" by the Bureau of Internal Revenue or BIR authorized collecting agent, for the immediately preceding year:

		Year 2023
1.	Total Assets	
2.	Current Assets	
3.	Total Liabilities	
4.	Current Liabilities	
5.	Net Worth (1-3)	
6.	Net Working Capital (2-4)	

B. The **Net Financial Contracting Capacity (NFCC)** based on the above data is computed as follows:

NFCC = [(Current assets minus current liabilities) (15)] minus the value of all outstanding or uncompleted portions of the projects under ongoing contracts, including awarded contracts yet to be started, coinciding with the contract to be bid.

NFCC = P _____

Submitted by:

Name of Certifying Body

Signature of Authorized Representative

Date: _____

**FORMAT OF CURRICULUM VITAE (CV)
FOR PROPOSED PROFESSIONAL STAFF**

Proposed Position: _____
 Name of Firm: _____
 Name of Staff: _____
 Profession: _____
 Date of Birth: _____
 Years with Firm/Entity: _____ Nationality: _____
 Membership in Professional Societies: _____
 Detailed Tasks Assigned: _____

Key Qualifications:

[Give an outline of staff member's experience and training most pertinent to tasks on project. Describe degree of responsibility held by staff member on relevant previous projects and give dates and locations. Use about half a page.]

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.]

Employment Record:

[Starting with 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 last ten years, also give types of activities performed and client references, where appropriate. Use about two pages.]

Languages:

[For each language, indicate proficiency: excellent, good, fair, or poor in speaking, reading, and writing.]

Certification:

I, the undersigned, certify that to the best of my knowledge and belief, these data correctly describe me, my qualifications, and my experience.

_____ Date: _____
[Signature of staff member and authorized representative of the firm]
 Day/Month/Year

Full name of staff member: _____

Full name of authorized representative: _____

**COMMENTS AND SUGGESTIONS
OF THE SERVICE PROVIDER ON THE TOR**

On the Terms of Reference:

- 1.
- 2.
- 3.
- 4.
- 5.

On the data, services, and facilities to be Provided by the Procuring Entity:

- 1.
- 2.
- 3.
- 4.
- 5.

TEAM COMPOSITION AND TASKS

1. Technical/Managerial Staff		
Name	Position	Task

2. Support Staff		
Name	Position	Task

TIME SCHEDULE FOR PROFESSIONAL PERSONNEL

			Days in the Form of a Bar Chart		
Name	Position	Reports Due / Activities	1	2	
					Subtotal (1)
					Subtotal (2)
					Subtotal (3)
					Subtotal (4)

Full-time: _____
 Reports Due: _____
 Activities: _____
 Duration: _____
 Location: _____

Part-time: _____

Signature: _____
 (Authorized Representative)

Full Name: _____
 Title: _____
 Address: _____

1.