

Request for Proposal

*PROCUREMENT OF CONSULTING SERVICES
FOR THE 2024 BCDA CLIENT SATISFACTION MEASUREMENT*

BASES CONVERSION AND DEVELOPMENT AUTHORITY

REQUEST FOR PROPOSAL

PROCUREMENT OF CONSULTING SERVICES FOR THE BCDA 2024 CLIENT SATISFACTION MEASUREMENT

1. The Bases Conversion and Development Authority (BCDA) is a government corporation mandated to transform former military bases and properties into premier centers of economic growth.
2. BCDA acknowledges the importance of stakeholder satisfaction as it pursues its mandate of development. By measuring stakeholders' feedback toward its programs and services, BCDA has the basis for necessitating improvements in its operations.
3. The establishment of a feedback mechanism will be done through the conduct of the BCDA 2024 Client Satisfaction Measurement which is a requirement of the Anti-Red Tape Authority (ARTA) and the Governance Commission for Government-Owned and—Controlled Corporations (GCG).
4. BCDA will procure and engage a Consultant that will provide professional expertise on the data management, interpretation and analysis requirements of the BCDA 2024 Client Satisfaction Measure Report.
5. The BCDA through the *2024 Corporate Operating Budget* intends to apply the sum of *Eight Hundred Thousand Pesos (Php800,000.00)*, inclusive of all applicable taxes and fees, being the Approved Budget for the Contract (ABC) to payments under the contract for the ***Procurement of Consulting Services for the BCDA 2024 Client Satisfaction Measurement***. Bids received in excess of the ABC shall be automatically rejected at the opening of the financial proposals.
6. The Consultant shall have the following minimum qualifications:
 - A. The CONSULTANT must strictly be a reputable research and/or communications firm which has been in operations for at least two (2) years. In the case of joint ventures, the lead consulting firm should have at least two (2) years of business operation.
 - B. The CONSULTANT must have completed at least three (3) research projects which are similar in nature to the requirement within the past two years (e.g. evaluative research, survey, stakeholder relations studies, etc.)

- C. The CONSULTANT must provide the necessary manpower support for the conduct of the Client Satisfaction Measurement Report, based on the ARTA guidelines;
 - D. The **research team** must be composed of the following four (4) key members: **OVERALL PROJECT MANAGER, RESEARCH EXECUTIVE/ANALYST, DATA PROCESSING MANAGER AND LEAD STATISTICIAN.**
 - E. The identified members of the proposed research team must have at least three (3) years experience in communications research as related to his function in the team.
 - F. The identified members of the proposed research team must have handled at least three (3) research projects (e.g. evaluative research, survey, stakeholder relations studies, etc.) which are similar in nature to the requirement in a capacity related to his/her function in the team.
 - G. The identified members of the proposed research team must have at least a bachelor's degree and at least eight (8) aggregate hours of training relevant to the nominated position.
 - H. The CONSULTANT must be registered online with the Philippine Government Electronic Procurement System (<http://www.philgeps.gov.ph>) as a legitimate service provider for government requirements. The CONSULTANT is mandated to register with the PhilGEPS and provide a PhilGEPS Registration number as a condition for award of the contract.
 - I. The CONSULTANT shall be assessed based on the most favorable compliance with the criteria.
7. The Third-Party Service Provider shall undertake within the agreed schedule all relevant and necessary activities such as, but not limited to, data encoding, data processing, validation, evaluation and interpretation of results, preparation of final reports in accordance with the *ARTA Memorandum Circular No. 2023-05, Amendment of the Harmonized Client Satisfaction Measurement; ARTA Memorandum Circular No. 2022-005 or the Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement; GCG-ARTA Joint Memorandum Circular No. 1, Series of 2023 or the Supplemental Guidelines to the ARTA Memorandum Circular No. 2022-05 or the Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement Specific for GOCCs Covered by Republic Act No. 10149.*

The timely submission and presentation of the project to the BCDA and preparation of all other related activities to fulfill the requirements of the project shall be included.

The scope of work includes the following:

- A. The CONSULTANT shall provide advisory services and guidance to BCDA to ensure that the methodology, inclusive of the the sampling and data-gathering/collection methods, are compliant with the ARTA-GCG Guidelines for the Conduct of the Harmonized Client Satisfaction Measurement (HCSM). The Consultant shall ensure that the minimum required number of respondents per service availed by internal and external stakeholders is met as validated by the Sample Size Calculator provided by the ARTA for the conduct of the HCSM. The Consultant shall ensure that response rates are also maximized based on acceptable data gathering methods;
- B. The CONSULTANT shall perform data encoding of results gathered by BCDA, anchored on the responses to the ARTA-prescribed Client Satisfaction Measurement Questionnaire;
- C. The CONSULTANT shall process all gathered data to determine the level of satisfaction of stakeholders within the prescribed period of the HCSM;
- D. The CONSULTANT shall determine the final scoring per question in the Client Satisfaction Measurement Questionnaire and the overall scoring for satisfaction guided by the prescribed ARTA methodology. This shall be presented as part of the Final HCSM Report with supporting tables and figures as prescribed. The Consultant shall determine in the Report the overall satisfaction/dissatisfaction rating, the reasons for the satisfaction/dissatisfaction rating and the factors contributing to the satisfaction/dissatisfaction rating, based on the available responses;
- E. The CONSULTANT shall present the results by indicating the following: response rates per service; total number of transacting clients during the period covered; client demographics; Citizen's Charter results; Service Quality Dimension results, and free responses derived from the response in the ARTA-prescribed questionnaire;
- F. The CONSULTANT shall perform data interpretation and analysis of the results of the 2024 HCSM. This analysis shall reflect aspects/attributes for improvement as well as performance highlights during the year;
- G. The CONSULTANT shall guide the BCDA in the preparation of its Continuous Agency Improvement Plan for the following year and present this as part of the HCSM Final Report. These shall contain the action steps, the responsible unit/person, and a timeline.

H. The CONSULTANT shall prepare and complete the Final Report in accordance with the Client Satisfaction Measurement Report Outline in Annex B of the GCG-ARTA *Joint Memorandum Circular No. 1, Series of 2023 or the Supplemental Guidelines to the ARTA Memorandum Circular No. 2022-05 and ARTA MC No.2023-05 or the Amendment to ARTA Memorandum Circular No. 2022-005.*

A reference for the Report Outline is shown below. Full details of the prescribed outline are found in *ARTA MC No.2023-05*:

- I. Title Page
- II. Table of Contents
- III. Overview
- IV. Scope
 - a. Period Covered
 - b. Geographic and Office Coverage
 - c. List of services surveyed, responses, and total number of transacting clients
 - d. Sampling
 - i. Applied confidence level and margin of error
 - ii. Discussion of response rates
- V. Methodology
 - a. Mode of survey implementation
 - b. Feedback and Collection Mechanism
 - c. Scoring System
 - i. Table of the scale and its equivalent number
 - d. How Numerical Results will be interpreted
- VI. Data and Interpretation
 - a. Client Demographic
 - b. Citizen's Charter results
 - c. Service Quality Dimension results
 - d. Free responses
- VII. Results of the Agency Action Plan reported in the previous year
- VIII. Continuous Agency Improvement Plan for the following year
- IX. Index
 - a. Clear images of CSM survey used
 - b. List including central, regional, and satellite offices covered (if consolidated)
 - c. CSM results of each central , regional and satellite office (if consolidated)
 - i. Response rates of each office

- ii. Citizen’s Charter results of each office
 - iv. SQD results of each office
- I. The CONSULTANT shall present to BCDA Management the results of the 2024 BCDA Client Satisfaction Measurement Report to derive their inputs and comments for implementation in the Final Report that will be submitted to the ARTA. A summary of the results is also requested for immediate reference.
- J. The CONSULTANT shall attend meetings with key BCDA departments, if necessary, for the smooth conduct of the 2024 BCDA Client Satisfaction Measurement.
- K. The CONSULTANT shall adhere to the following timeline:

Deliverables	Schedule
Data Encoding	To commence upon issuance of Notice to Proceed
Data Processing, Interpretation and Analysis	January 2025
Preparation of Initial Report	February 2025
Submission of Survey Results and Initial Presentation to PAD	February 2025
Presentation to MANCOM	February 2025
Gathering of Action Plan from BCDA Departments	March 2025
Collation and Final Report Preparation	March 2025
Submission of Final Report to BCDA/Approval of the President and CEO	March 15, 2025
Submission to ARTA	April 12, 2025



- L. The CONSULTANT shall assist the BCDA in complying with the requirements of the GCG which may perform data collection quality control procedures, i.e. spot-checking and back-checking as they deem necessary. The GCG may request proof of the survey results including sample questionnaires and the Excel file of the aggregated data;
- M. The CONSULTANT shall shoulder the compensation of the project team and support staff that will be engaged for the conduct and preparation of the HCSM Report, as well as the expenses for meals, and transportation, if relevant.
8. The BCDA shall draw up a list of consultants from those who have submitted their Technical Proposal and Financial Proposal, in accordance with the provisions of the revised Implementing Rules and Regulations (IRR) of Republic Act 9184 (R.A. 9184).
9. The CONSULTANT shall be evaluated based on the *Quality Cost Based Evaluation (QCBE)* procedure wherein the Technical and Financial Proposal are given weights of 85% and 15%, respectively. The QCBE procedure is described under Section 33.2.1b of Republic Act 9184 and its 2016 Implementing Rules and Regulations.
10. The criteria and rating system for the selection of the winning consultant are as follows:

Evaluation Criteria	Weight	Minimum Technical Score
Technical Proposal	85%	70%
Applicable Years of Experience of the Consultant/Firm (20%)	40%	
Qualification of personnel who shall be assigned to the project (20%)	20%	
CSM Plan of Approach & Methodology (40%)	40%	
Financial Proposal	15%	
TOTAL SCORE	100%	

The **Minimum Technical Score** of 70% should be met.

11. The CONSULTANT is also required to submit the following documents to be used by BCDA as bases for the technical evaluation.

For the Technical Proposal: The CONSULTANT is required to submit the following documents described in Annex H of the Revised IRR of RA 9184 under “Appendix A: Documentary Requirement of Alternative Methods of Procurement as bases for technical evaluation by BCDA.



Tab No.	Form No.	Description
TECHNICAL PROPOSAL		
1	EF 1	Eligibility Documents Submission Form
2	-	<ul style="list-style-type: none"> PhilGEPS Certification of Registration under Platinum Membership or Red Membership (all pages) pursuant to Section 8.5.2 of the 2016 revised IRR. Mayor's/Business Permit or recently expired Mayor's permit, the official receipt for renewal within the period prescribed by the concerned local government unit and the recently expired Mayor's permit shall be submitted, in case of PhilGEPS Certification of Registration under Red Membership is submitted. Latest Income/Business Tax Return, in case of PhilGEPS Certification of Registration under Red Membership is submitted.
3	TPF 1	Statement of All Completed Government and Private Contracts, For The Past 2 Years
4	TPF 2	Summary of Completed Projects for the Past 2 Years (All completed government and private contracts)
5	TPF 3	Summary of Curriculum Vitae
6	TPF4	Curriculum Vitae (CV) for Proposed Professional Staff
6.1	TPF 4A	Over-all Project Manager
6.2	TPF 4B	Research Executive/Analyst
6.3	TPF 4C	Data Processing Manager
6.4	TPF 4D	Lead Statistician
7	TPF 5	Format of Curriculum Vitae (CV) of the Firm/Entity
8	TPF 6	Certificate of Availability of Key Personnel
9	TPF 7	Plan of Approach and Methodology

FINANCIAL PROPOSAL		
10	FPF 1	Financial Proposal Submission Form
12		Omnibus Sworn Statement

For the Financial Proposal: The CONSULTANT is also required to submit the Financial Proposal in a separate sealed envelope together with the above-mentioned requirements/documents. The financial proposals shall not exceed the approved budget for the contract and shall be deemed to include the cost of all taxes, duties, fees, levies and other charges imposed under applicable laws. Only the financial proposals of the consultants who meet the minimum technical score of 70% will be opened.

12. This contract shall be effective for a period of one (1) year commencing from the date stated in the Notice to Proceed with an Approved Budget of the Contract (ABC) of **Eight Hundred Thousand Pesos Only (Php800,000.00), inclusive of applicable taxes and fees.** The CONSULTANT will be paid in full upon submission to and acceptance by BCDA of the Final Report on the BCDA 2024 Client Satisfaction Measurement as indicated in Section IX. of the Terms of Reference.
13. **Pre-Bid Conference.** The BCDA will hold a Pre-Bid Conference on 30 May 2024, 10:00 AM at BCDA Corporate Center, 2nd Floor Bonifacio Technology Center, 31st Street corner 2nd Avenue, Bonifacio Global City, Taguig City and/or through video conferencing via:

Zoom Link for the Meeting

<https://tinyurl.com/CSM2024PreBidConference>

14. **Deadline for Submission of Proposal.** The Bid Proposal must be duly received through manual/physical submission at the at BCDA Corporate Center, 2nd Floor Bonifacio Technology Center, 31st Street corner 2nd Avenue, Bonifacio Global City, Taguig City on or before 6 June 2024, 9:00 AM. Late submission of Bid Proposal shall not be accepted. The bidders may submit their Bid Proposal before the deadline for submission of bids to avoid late submission. The editable bid forms may be downloaded using the link below:

<https://tinyurl.com/BCDACSM2024BiddingForms>

15. **Opening of Bid Proposals.** Opening of Bid Proposals shall be on 6 June 2024, 9:30 AM at the BCDA Corporate Center, 2nd Floor Bonifacio Technology Center, 31st Street corner 2nd Avenue, Bonifacio Global City, Taguig City and through video conferencing via:

Zoom Link for the Meeting:

<https://tinyurl.com/BCDACSM2024BidOpening>

16. The Technical and Financial Proposals shall be submitted by hand to the address below:

LEILANI BARLONGAY-MACASAET

Vice President, Public Affairs Department

Bases Conversion and Development Authority

2nd Floor, Bonifacio Technology Center

31st Street corner 2nd Avenue, Bonifacio Global City, Taguig City 1634

Your office may also contact Public Relations Officer IV, Mr. Garry A. Cativo, thru office number (02) 8575-1732 and email address gacativo@bcda.gov.ph.

17. Please be reminded that the reference time that will be followed shall be the computer system clock at the **BCDA Central Receiving and Releasing Area (CRRA)**, BCDA Corporate Center, 2nd Floor Bonifacio Technology Center, 31st Street corner 2nd Avenue, Bonifacio Global City, Taguig City. All bidders are advised to synchronize their timepieces therewith.
18. BCDA reserves the right to accept or reject any and all bids, annul the procurement process or not award the contract at any time prior to contract award, without thereby incurring any liability to the affected bidder. BCDA reserves the right to waive minor defects in forms and requirements as long as they do not affect the genuineness and authenticity of the documents submitted.



LEILANI BARLONGAY-MACASAET

Vice President

Public Affairs Department

**CONSULTING SERVICES
FOR THE 2024 BCDA CLIENT SATISFACTION MEASUREMENT
Terms of Reference (TOR)**

I. RATIONALE

The Bases Conversion and Development Authority (BCDA) is an instrumentality of the government vested with corporate powers under Republic Act (RA) No. 7227, as amended, which is mandated to transform and develop former military bases and properties into premier centers of economic growth. BCDA is committed to fulfill its mandate to its stakeholders and beneficiaries, particularly to its major stakeholder, the Armed Forces of the Philippines (AFP).

BCDA acknowledges the importance of stakeholder satisfaction feedback as it pursues its mandate of development. By measuring stakeholders' feedback toward its programs and services, BCDA has the basis for necessitating continuous improvements in its operations and services.

Among BCDA's communication objectives is to implement a feedback mechanism among its stakeholders to enable BCDA to monitor its performance under its mandate and keep its corporate reputation and image in check.

This will be done through the conduct of the BCDA 2024 Harmonized Client Satisfaction Measurement (also known as the BCDA 2024 Stakeholder Satisfaction Study), which is a requirement of the Anti-Red Tape Authority (ARTA) and the Governance Commission for Government-Owned or -Controlled Corporations (GCG).

The Harmonized Client Satisfaction Measurement (HCSM) is a feedback mechanism required of all government agencies and instrumentalities covered under Section 20 of Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 in aid of their respective process improvement efforts. The results will be reported annually to the Anti Red Tape Authority (ARTA)

In pursuit of Section 3b Rule IV of the Implementing Rules and Regulations of RA 11032, the ARTA issued ARTA Memorandum Circular No. 2022-05 or the Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement.

On the other hand, RA 10149 or the GOCC Governance Act of 2011, which created the GCG, established the Performance Evaluation System (PES). The PES includes the Customer Satisfaction Survey (CSS) as one of the agencies' key performance indicators—serving as a monitoring tool to measure how GOCCs relate with their customers as this provides tangible and verifiable data on how GOCCs deliver their services.

To strengthen their mandate, the GCG adopted MC No. 2012-07 or the Code of Corporate Governance, which requires GOCCs to ensure integrity in dealing with customers; operate a highly effective and efficient organization, focused on meeting customer objectives; and operate policies of continuous improvement, of both

processes and the skills of the staff to ensure that it continues to add value to its customers' undertakings.

Last 12 April 2023, the GCG and the ARTA issued Joint Memorandum Circular No. 1 which refers to the supplemental guidelines for the implementation of the HCSM. In the circular, the GCG required the conduct of the CSS as required by the GCG-approved Performance Scorecard, while adopting the methodology described in ARTA Memorandum Circular 2022-05.

On June 8, 2023, ARTA MC No. 2022-05 was amended by MC no. 2023-05. The new MC refers to the “Amendment to ARTA Memorandum Circular No. 2022-005 or the Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement.” This is the latest guidance from ARTA on the methodology to be adopted for the 2024 CSM.

The HCSM will enable measurement and comparison of service performance of agencies for all services offered by the agency based on the Citizen’s Charter. Further, it intends to provide a standard framework in measuring client satisfaction across all agencies and guidance for a uniformed manner of reporting and interpretation of results.

In order to provide professional expertise on the data management and analysis requirements of the 2024 BCDA Client Satisfaction Measure Report, it is imperative that the said study be conducted and interpreted by independent third party research professionals and experts.

II. BACKGROUND

The conduct of the Client Satisfaction Measurement, otherwise known as the BCDA 2024 Stakeholder Satisfaction Study, is guided by the following:

A. Republic Act no. 11032
EASE OF DOING BUSINESS AND EFFICIENT GOVERNMENT SERVICE
DELIVERY ACT OF 2018

“An Act promoting ease of doing business and efficient delivery of government services, meaning for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for other purposes”

According to the ARTA, “the act aims to streamline the current systems and procedures of government services. It pertains to improving the competitiveness of and ease of doing business in the Philippines. The law effectively amends Republic Act 9485 or the Anti-Red Tape Act of 2007. A strengthened version of the law, it is poised to facilitate prompt actions or resolution of all government transactions with efficiency. It applies to all government offices and agencies in the Executive Department including local government units (LGUs), government-owned or -controlled corporations, and other government instrumentalities, located in the Philippines or abroad, that provide services covering business-related and non-business transactions as defined in the IRR.

Section 6. Citizen’s Charter.

All government agencies including departments, bureaus, offices, instrumentalities, or government-owned and/or –controlled corporations, or LGUs shall set up their respective most current and updated service standards to be known as the Citizen’s Charter in the form of information billboards which shall be posted at the main entrance of offices or at the most conspicuous place, in their respective websites and in the form of published materials written either in English, Filipino, or in the local dialect, that detail:

- "(a) A comprehensive and uniform checklist of requirements for each type of application or request;
- "(b) The procedure to obtain a particular service;
- "(c) The person/s responsible for each step;
- "(d) The maximum time to conclude the process;
- "(e) The document/s to be presented by the applicant or requesting party, if necessary;
- "(f) The amount of fees, if necessary; and
- "(g) The procedure for filing complaints."

Section 3 (b), Rule IV of Implementing Rules and Regulations of RA11032

“all agencies shall embed feedback mechanisms and client satisfaction measurement in their process improvement efforts. The agency shall report to the Anti-Red Tape Authority the results of the Client Satisfaction /survey for each service based on the guidelines issued by the Authority

B. Republic Act No. 10149

“GOCC GOVERNANCE ACT OF 2011”

“An act to promote financial viability and fiscal discipline in government-owned or -controlled corporations and to strengthen the role of the state in its governance and management to make them more responsive to the needs of public interest and for other purposes”

The Act maintains that the State recognizes the role of GOCCs in achieving sustainable and inclusive growth in aid of economic development. With this recognition is the need for the State to ensure that the operations of GOCCs are rationalized and monitored centrally so that assets and resources are used efficiently; that the governance of GOCCs is carried out in a transparent, professional, fully accountable manner and with competence; and that a reporting and evaluation system is enforced.

Republic Act (R.A.) No. 10149 mandates the GCG to establish a performance evaluation system (PES) which shall apply to all GOCCs in general and to the various GOCC classifications. RA 10149 mandates GCG to actively exercise the State’s ownership rights through the institutionalization of the PES.

C. Executive Order 605, s. 2007

“INSTITUTIONALIZING THE STRUCTURE, MECHANISMS AND STANDARDS TO IMPLEMENT THE GOVERNMENT QUALITY

MANAGEMENT PROGRAM, AMENDING FOR THE PURPOSE ADMINISTRATIVE ORDER NO. 161, S. 2006”

EO 605 directs: “All departments and agencies...to adopt the ISO 9001:2008 Quality Management Systems as part of the implementation of a government-wide quality management program. The quality management systems shall be certified for demonstrated conformity with ISO 9001:2008 and the applicable Government Quality Management Systems Standards (GQMSS), with priority to be given to frontline services.”

D. ISO 9001:2015

ISO 9001:2015 is the latest version of ISO 9001:2008. According to the website of the International Organization for Standardization (www.iso.org), “ISO 9001:2015 specifies requirements for a quality management system when an organization:

- a. needs to demonstrate its ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements; and
- b. aims to enhance customer satisfaction through the effective application of the system, including processes for improvement of the system and the assurance of conformity to customers and applicable statutory and regulatory requirements.”

E. Standard Guidelines and Recommendations of the GCG:

GCG Memorandum Circular (M.C.) No. 2013-02 establishes the Performance Evaluation System for the GOCC Sector / Performance Evaluation System Guidebook

The (GCG) created a Performance Evaluation System which discusses extensively on the Social Impact Perspective, which “refers to the national and community-wide impact (socio-economic) of the services delivered by the GOCC.” It further explains though that “the GOCC may or may not include a social impact perspective if its social impact cannot be differentiated from its outcome in the stakeholder perspective.”

In order to measure the stakeholders’ perspective on the effectiveness of service delivery by the GOCC, the GCG directs all GOCCs to implement customer and/or stakeholder satisfaction surveys conducted by independent third parties from the private sector.

Surveys should test the level of satisfaction in any of these areas:

Themes	Description
1. Timeliness	Rate of the delivery of services done within agreed timeframes

2. Ease of Access	Rate of understanding of services provided and how to access the service (Service delivery channels and channel preferences)
3. Staff	Rate staff in terms of: Knowledge, Understanding client needs, helpfulness and if easy to work with
4. Quality	Rate the quality of service (delivered to expectations)
5. Outcome	Rate the outcomes achieved or meeting certain requirements
6. Overall Satisfaction	On a scale of X, how satisfied are you with the service provided by the GOCC?

The Performance Evaluation System Guidebook can be accessed via: <https://gcg.gov.ph/files/ONzRUkhMxaipEfjfn8b6.pdf>

GCG MC No. 2012-07 or the Code of Corporate Governance

Under this circular, GOCC Governing Boards are required to: (a) Ensure integrity and honesty in dealings with customers and operate a highly effective and efficient organization, focused on meeting customer objectives with the aim of providing services which give fair value and consistent quality, reliability and safety in return for the price paid for the same. (b) Operate policies of continuous improvement, of both processes and the skills of the staff, to take best advantage of advances in all aspects of society in order to ensure that it continues to add value to its customers' businesses.

GCG MC No. 2013-02 (Re-Issued) and 2017 -02

Under these circulars, the Performance Evaluation System is discussed. GCG made it mandatory for GOCCs to conduct an annual Customer Satisfaction Survey (CSS) as one of the performance indicators under the said Performance Evaluation System (PES). The CSS serves as one of the monitoring tools to measure how GOCCs relate with their customers as this provides tangible and verifiable data on how GOCCs deliver their services.

F. Memorandum Circulars of the ARTA:

Memorandum Circular No. 2022-05 establishes the “Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement”

The MC intends to “promote the adoption of a harmonized and standardized framework in measuring client satisfaction across all levels of the government and will ensure continuous improvement and enhancement of service promise towards a more meaningful client-centered Citizen’s Charter.”

The MC prescribes the CSM questions that government agencies are mandated to use. The CSM includes three (3) questions related to the Citizen’s Charter, one (1) question related to the client’s overall satisfaction with the service availed of, and eight (8) questions related the Service Quality Dimensions, namely:

Service Quality Dimensions	Description
Responsiveness	the willingness to help, assist and provide prompt service to citizens/clients
Reliability	the provision of what is needed and what was promised, following the policy and standards, with zero to a minimal error rate
Access and Facilities	the convenience of location, ample amenities for comfortable transactions, use of clear signages and modes of technology
Communication	the act of keeping citizens and clients informed in a language they can easily understand as well as listening to their feedback
Costs	the satisfaction with timeliness of the billing, billing process/es, preferred methods of payments, reasonable payment period, value for money, the acceptable range of cost, and qualitative information on the cost of each service
Integrity	the assurance that there is honesty, justice, fairness, and trust in each service while dealing with the citizens/clients
Assurance	the capability of frontline staff to perform their duties, product and service knowledge, understand citizen/client needs helpfulness, and good work relationships
Outcome	the extent of achieving outcomes or realizing the intended benefits of government services

MC 2022-05 may be accessed via this link:

<https://arta.gov.ph/wp-content/uploads/2022/09/MC-2022-05-GUIDELINES-ON-THE-IMPLEMENTATION-OF-THE-HARMONIZED-CLIENT-SATISFACTI-ON-MEASUREMENT.pdf>

Joint Memorandum Circular No. 1, Series of 2023 establishes the Supplemental Guidelines to the ARTA Memorandum Circular No. 2022-05 or the Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement Specific for GOCCs Covered by Republic Act No. 10149

The JMC No. 1, s. 2023 may be accessed via this link:

<https://gcg.gov.ph/files/MJrPfViDBJjVy5Po6Jkp.pdf>

Memorandum Circular No. 1 2023-05, Amendment to ARTA Memorandum Circular No. 2022-005 or the Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement

MC No. 2023-05, s. 2023, may be accessed via this link:

https://arta.gov.ph/wp-content/uploads/2023/06/MC-2023-05_Amendment-to-CS-M-1-1.pdf

G. Republic Act No. 9485
ANTI-RED TAPE ACT OF 2007

“An act to improve efficiency in the delivery of government service to the public by reducing bureaucratic red tape, preventing graft and corruption, and providing penalties therefor”

III. BUDGET:

The Approved Budget of the Contract (ABC) is **Eight Hundred Thousand Pesos Only (Php800,000.00)**, inclusive of all applicable government taxes and fees and incidental expenses.

IV. OBJECTIVE:

The BCDA aims to engage the services of a Third-Party Provider that would help the organization generate tangible and verifiable data on the satisfaction level of external and internal stakeholders for BCDA’s services—in compliance with all requirements stated on the GCG-ARTA Joint Memorandum Circular No.1, series of 2023, for the conduct of the 2024 HCSM of BCDA.

The objectives of the Consulting Services for the 2024 Client Satisfaction Measure are:

- A. To generate feedback from BCDA external and internal stakeholders based on services identified in its Citizens Charter
- B. To enable BCDA to measure overall satisfaction of stakeholders specific to services availed based on the ARTA methodology, as adopted by the GCG;

- C. To enable BCDA to measure satisfaction over service quality dimensions identified by ARTA—responsiveness, reliability, access and facilities, communication, costs, integrity, assurance and outcome.
- D. To provide benchmarks and identify specific actions that BCDA can take to improve its performance and incorporate these as part of strategic planning;
- E. To help ensure continued compliance with good governance conditions prescribed by the GCG and ISO 9001 standards.

V. SCOPE OF WORK/TECHNICAL SPECIFICATIONS AND DELIVERABLES:

The Third-Party Service Provider shall undertake within the agreed schedule all relevant and necessary activities such as, but not limited to, data encoding, data processing, validation, evaluation and interpretation of results, preparation of final reports in accordance with the GCG-ARTA *Joint Memorandum Circular No. 1, Series of 2023 or the Supplemental Guidelines to the ARTA Memorandum Circular No. 2022-05 or the Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement Specific for GOCCs Covered by Republic Act No. 10149.*

The timely submission and presentation of the project to the BCDA and preparation of all other related activities to fulfill the requirements of the project shall be included. The scope of work includes the following:

- A. The CONSULTANT shall provide advisory services and guidance to BCDA to ensure that the methodology, inclusive of the the sampling and data-gathering/collection methods, are compliant with the ARTA-GCG Guidelines for the Conduct of the Harmonized Client Satisfaction Measurement (HCSM). The Consultant shall ensure that the minimum required number of respondents per service availed by internal and external stakeholders is met as validated by the Sample Size Calculator provided by the ARTA for the conduct of the HCSM. The Consultant shall ensure that response rates are also maximized based on acceptable data gathering methods;
- B. The CONSULTANT shall perform data encoding of results gathered by BCDA, anchored on the responses to the ARTA-prescribed Client Satisfaction Measurement Questionnaire;
- C. The CONSULTANT shall process all gathered data to determine the level of satisfaction of stakeholders within the prescribed period of the HCSM;
- D. The CONSULTANT shall determine the final scoring per question in the Client Satisfaction Measurement Questionnaire and the overall scoring for satisfaction guided by the prescribed ARTA methodology. This shall be presented as part of the Final HCSM Report with supporting tables and figures as prescribed. The Consultant shall determine in the Report the overall satisfaction/dissatisfaction rating, the reasons for the satisfaction/dissatisfaction rating and the factors contributing to the satisfaction/dissatisfaction rating, based on the available responses;

- E. The CONSULTANT shall present the results by indicating the following: response rates per service; total number of transacting clients during the period covered; client demographics; Citizen's Charter results; Service Quality Dimension results, and free responses derived from the response in the ARTA-prescribed questionnaire;
- F. The CONSULTANT shall perform data interpretation and analysis of the results of the 2024 HCSM. This analysis shall reflect aspects/attributes for improvement as well as performance highlights during the year;
- G. The CONSULTANT shall guide the BCDA in the preparation of its Continuous Agency Improvement Plan for the following year and present this as part of the HCSM Final Report. These shall contain the action steps, the responsible unit/person, and a timeline.
- H. The CONSULTANT shall prepare and complete the Final Report in accordance with the Client Satisfaction Measurement Report Outline in Annex B of the GCG-ARTA *Joint Memorandum Circular No. 1, Series of 2023 or the Supplemental Guidelines to the ARTA Memorandum Circular No. 2022-05 and ARTA MC No.2023-05 or the Amendment to ARTA Memorandum Circular No. 2022-005.*

A reference for the Report Outline is shown below. Full details of the prescribed outline are found in *ARTA MC No.2023-05* :

- I. Title Page
- II. Table of Contents
- III. Overview
- IV. Scope
 - a. Period Covered
 - b. Geographic and Office Coverage
 - c. List of services surveyed, responses, and total number of transacting clients
 - d. Sampling
 - i. Applied confidence level and margin of error
 - ii. Discussion of response rates
- V. Methodology
 - a. Mode of survey implementation
 - e. Feedback and Collection Mechanism
 - f. Scoring System
 - i. Table of the scale and its equivalent number
 - g. How Numerical Results will be interpreted
- VI. Data and Interpretation
 - a. Client Demographic
 - b. Citizen's Charter results
 - c. Service Quality Dimension results
 - d. Free responses
- VII. Results of the Agency Action Plan reported in the previous year
- VIII. Continuous Agency Improvement Plan for the following year
- IX. Index
 - a. Clear images of CSM survey used
 - b. List including central, regional, and satellite offices covered (if consolidated)

- c. CSM results of each central, regional and satellite office (if consolidated)
 - i.. Response rates of each office
 - ii. Citizen’s Charter results of each office
 - iv. SQD results of each office
- I. The CONSULTANT shall present to BCDA Management the results of the 2024 BCDA Client Satisfaction Measurement Report to derive their inputs and comments for implementation in the Final Report that will be submitted to the ARTA. A summary of the results is also requested for immediate reference.
- J. The CONSULTANT shall attend meetings with key BCDA departments, if necessary, for the smooth conduct of the 2024 BCDA Client Satisfaction Measurement.
- K. The CONSULTANT shall adhere to the following timeline:.

Deliverables	Schedule
Data Encoding	To commence upon issuance of Notice to Proceed
Data Processing, Interpretation and Analysis	January 2025
Preparation of Initial Report	February 2025
Submission of Survey Results and Initial Presentation to PAD	February 2025
Presentation to MANCOM	February 2025
Gathering of Action Plan from BCDA Departments	March 2025
Collation and Final Report Preparation	March 2025
Submission of Final Report to BCDA/Approval of the President and CEO	March 15, 2025
Submission to ARTA	April 12, 2025

- L. The CONSULTANT shall assist the BCDA in complying with the requirements of the GCG which may perform data collection quality control procedures, i.e. spot-checking and back-checking as they deem necessary. The GCG may request proof of the survey results including sample questionnaires and the Excel file of the aggregated data;
- M. The CONSULTANT shall shoulder the compensation of the project team and support staff that will be engaged for the conduct and preparation of the HCSM Report, as well as the expenses for meals, and transportation, if relevant.

VI. METHODOLOGY

- A. The prospective CONSULTANTS shall be evaluated based on a Quality-Cost Based Evaluation (QCBE) as prescribed in Section 33.2.1.B of the IRR of RA 9184.
- B. Each CONSULTANT shall submit its technical and financial proposals simultaneously in separate sealed envelopes.
- C. The technical proposal together with the financial proposal shall be considered in the evaluation of consultants. The technical proposals shall be evaluated first using the criteria in Section 33.2.2 of the IRR of RA 9184. Only the financial proposals of consultants who meet the minimum technical score of 70% shall then be opened.
- D. The financial proposal will be computed in the following manner:
 1. The CONSULTANT with the lowest financial proposal gets 100 points.
 2. The scores of the other CONSULTANTS will be computed using the formula:

$$S_f = 100 \times F_1/F$$

Where S_f is the financial score, F_1 is the lowest financial proposal and F is the financial proposal for consideration.

- E. The weight of the technical criteria together with the weight given to the financial proposal shall add to one hundred percent (100%).
- F. Each CONSULTANT shall be evaluated according to BCDA's Criteria for Determining the Highest Rated Bid. Shown below are percentage values for the financial proposal and the technical proposal and the breakdown of values.

Evaluation Criteria	Weight	Minimum Technical Score
Technical Proposal	85%	
Applicable Experience of the Consultant/Firm	40%	
Qualification of personnel who shall be assigned to the project (20%)	20%	
Plan of Approach (40%)	40%	
Financial Proposal	15%	
TOTAL SCORE	100%	70%

The **Minimum Technical Score** of 70% should be met.

- G. The average score of each qualified CONSULTANT's technical proposal will be multiplied with the percentage value allowed as weight for Technical Proposals.

The score earned by each CONSULTANT's financial proposal will also be multiplied with the percentage value allowed as weight of the Financial Proposal. The sum of both products becomes the total score of each CONSULTANT. The formula is shown below:

$$S = S_t \times T\% + S_f \times F\%$$

Where **S** is the Total Score; **S_t** is the technical score; **S_f** is the financial score; **T** is the weight given to the Technical Proposal and **F** is the weight given to the Financial Proposal.

- H. CONSULTANTS shall then be ranked in descending order based on the combined numerical ratings of their technical and financial proposals, from which the highest rated bid will be identified.
- I. The financial proposals shall not exceed the approved budget for the contract and shall be deemed to include the cost of all taxes, duties, fees, levies and other charges imposed under applicable laws.
- J. The conduct of Small Value Procurement for the Consulting Services for the 2023 BCDA Client Satisfaction Measurement (BCDA 2023 Stakeholder Satisfaction Study) may be delegated to the Public Affairs Department (end-user unit) as duly authorized by the Bids and Awards Committee for Consultancy. This is in accordance with Section 2(c) of the Guidelines for Shopping and Small Value Procurement by the Government Procurement Policy Board (GPPB) and Annex H of the IRR 9184.
- K. For recording and monitoring purposes, all awards shall be immediately reported with all supporting documents to the Head of the Procurement Entity, through the BAC-C, to ensure compliance with all the conditions and requirements provided for under R.A. 9184, its IRR and related guidelines.

VII. MINIMUM QUALIFICATIONS OF THE CONSULTANT

- A. The CONSULTANT must strictly be a reputable research and/or communications firm which has been in operations for at least two (2) years. In the case of joint ventures, the lead consulting firm should have at least two (2) years of business operation.
- B. The CONSULTANT must have completed at least three (3) research projects which are similar in nature to the requirement within the past two years (e.g. evaluative research, survey, stakeholder relations studies, etc.)
- C. The CONSULTANT must provide the necessary manpower support for the conduct of the Customer Satisfaction Measurement Report, based on the ARTA guidelines;

- D. The **research team** must be composed of the following four (4) key members: **OVERALL PROJECT MANAGER, RESEARCH EXECUTIVE/ANALYST, DATA PROCESSING MANAGER AND LEAD STATISTICIAN.**
- E. The identified members of the proposed research team must have at least three (3) years experience in communications research as related to his function in the team.
- F. The identified members of the proposed research team must have handled at least three (3) research projects (e.g. evaluative research, survey, stakeholder relations studies, etc.) which are similar in nature to the requirement in a capacity related to his/her function in the team.
- G. The identified members of the proposed research team must have at least a bachelor's degree and at least eight (8) aggregate hours of training relevant to nominated position.
- H. The CONSULTANT must be registered online with the Philippine Government Electronic Procurement System (<http://www.philgeps.gov.ph>) as a legitimate service provider for government requirements. The CONSULTANT is mandated to register with the PhilGEPS and provide a PhilGEPS Registration number as a condition for award of the contract.
- I. The CONSULTANT shall be assessed based on the most favorable compliance with the criteria.

VIII. REQUIREMENTS

A. Technical Proposal:

The CONSULTANT is required to submit the following documents described in Annex H of the Revised IRR of RA 9184 under “Appendix A: Documentary Requirement of Alternative Methods of Procurement as bases for technical evaluation by BCDA.

Annex A: **Valid and current Mayor’s Permit** (city or municipal)/
Municipal License, where the principal place of business of
the prospective bidder is located.

Annex B: **PhilGEPS Registration Number**

Annex C: **Company Profile**

Annex D: **List of similar projects completed by the firm in the past two years (projects awarded from 8 April 2022 and completed on or before the deadline of submission of technical proposal (*Technical Proposal Form 1*))**

Annex E: **CV of Consultant’s Assigned Key Team Members**
Each CV should show the length of experience and a list of ongoing and completed projects handled from **from 8 April 2022 until the deadline of submission of technical proposal** (*Technical Proposal Form 2*)

Annex F: **CSM Plan of Approach**
1) Research Context
2) Objectives
3) Research Team Roles
4) Details of Sampling Strategy/Computation
5) Data Processing & Analysis
6) Report Preparation
7) Timeline

Annex G: **Omnibus Sworn Statement** (*Technical Proposal Form 3*)

Annex H: **Latest Income/Business Tax Return**

B. Financial Proposal :

The CONSULTANT is also required to submit its **Financial Proposal in a separate sealed envelope**. The financial proposals shall not exceed the approved budget for the contract and shall be deemed to include the cost of all taxes, duties, fees, levies and other charges imposed under applicable laws. Only the financial proposals of the consultants who meet the minimum technical score of 70% will be opened.

C. Sealing of Proposal:

The CONSULTANT shall enclose its technical proposal and other documentary requirements (Annexes A to H) in one sealed envelope marked “TECHNICAL PROPOSAL,” and the financial proposal in **another** sealed envelope marked “FINANCIAL PROPOSAL.” Both envelopes will be enclosed in an outer envelope marked “BIDDING PROPOSAL FOR CONSULTING SERVICES FOR THE 2024 BCDA CLIENT SATISFACTION MEASUREMENT.”

IX. TERMS OF PAYMENT

For the services rendered under the Contract, the CONSULTANT shall be paid the maximum amount of Eight Hundred Thousand Pesos (Php800,000.00), or the total amount indicated in the bid but not higher than the ABC, which is inclusive of all applicable taxes, fees and incidental expenses.

The CONSULTANT shall be paid in the following terms:

- 20% upon completion of data encoding
- 50% upon submission and approval of the Initial Report
- 30% upon submission to and acceptance by BCDA of the Final Report on the 2024 BCDA Client Satisfaction Measurement

X. LIQUIDATED DAMAGES

The CONSULTANT obligates itself to perform and complete all the Services within the period specified in Item. XII begins from the starting date exclusive of such extensions of time as may be mutually agreed upon in writing. Should the CONSULTANT fail to complete the Services within the stipulated time, liquidated damages, not by way of penalty, shall be paid to BCDA by the CONSULTANT in an amount equal to one-tenth of one percent (1/10 of 1%) of the total Contract price minus the value of the completed portions of the Contract certified by BCDA for each calendar day of delay until the Services are completed.

XI. SERVICES

A. Standard of Service

The CONSULTANT shall fulfill its obligations under the Contract by using its technical expertise and according to the best-accepted professional and industry standards. The CONSULTANT shall exercise all reasonable skill, care, diligence, and prudence in the discharge of the duties agreed to be performed and shall always work in the best interest of BCDA. To attain these, the CONSULTANT shall provide additional personnel with sufficient qualifications and experience to ensure the full and satisfactory accomplishment of the required services/undertakings.

The services shall be conducted by the CONSULTANT in accordance with the instructions or directions made or to be made by the BCDA at any time before its completion. The CONSULTANT shall conduct regular consultation with BCDA in relation to the undertaking of its responsibilities under the Contract.

B. Confidentiality Clause

The CONSULTANT shall hold and maintain confidential all materials and information which shall come into its possession, or knowledge in connection with the Contract or its performance, and not to make use thereof other than for the purpose of the Contract.

After the completion or termination of the Contract, all materials, data, proprietary information and other related documents provided to the CONSULTANT and which have been derived in relation to and as a consequence of the implementation of the Contract, shall be immediately turned over to BCDA without need of demand.

The CONSULTANT undertakes that it shall make appropriate instructions to its employees who need to have access to such information and materials to strictly observe the confidentiality thereof.

The CONSULTANT shall likewise oblige the supplier/service provider to be bound by this confidentiality.

The obligation of the CONSULTANT under this Section shall remain effective even after the termination of this Contract.

Any violation of this Article by the CONSULTANT shall make him liable to BCDA for the penalty equal to ten percent (10%) of the total consideration stipulated herein.

C. Reservation Clause

BCDA has the right to reject any and all bids, declare a failure of bidding, or award the contract in the following situations:

1. If there is prima facie evidence of collusion between officers or employees of BCDA, or between the BAC or any of its members and any of the bidders, or if the collusion is between or among the bidders themselves, or between a bidder and a third party, including any act which restricts, suppresses or nullifies or tends to restrict, suppress or nullify competition;
2. If the BAC found to have failed in following the prescribed bidding procedures; or,
3. For any justifiable and reasonable ground where the award of the contract will not redound to the benefit of BCDA, as follows:
 - a. If the physical and economic conditions have significantly changed so as to render the project no longer economically, financially, or technically feasible, as determined by BCDA;
 - b. If the project is no longer necessary as determined by BCDA;
 - c. If the source of funds for the project has been withheld or reduced through no fault of BCDA.

D. Corrupt, Fraudulent, Collusion and Coercive Practices

Any attempt by a bidder to influence the BAC or its authorized representatives in the evaluation of the bids or contract award decision shall result in the rejection of its bid or revocation of award as the case may be, and the implementation of other sanction as remedies provided by law.

XII. CONTRACT TERM

This Contract shall become effective for a period of one (1) year commencing from the date stated in the Notice to Proceed (NTP) until the acceptance and approval of the Final Report by the GCG.

Bidding Forms and Templates

*PROCUREMENT OF CONSULTING SERVICES
FOR THE BCDA 2024 CLIENT SATISFACTION MEASUREMENT*

BASES CONVERSION AND DEVELOPMENT AUTHORITY

***PROCUREMENT OF CONSULTING SERVICES
FOR THE 2024 BCDA CLIENT SATISFACTION MEASUREMENT***

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EF 1. ELIGIBILITY DOCUMENTS SUBMISSION FORM

PROCUREMENT OF CONSULTING SERVICES FOR THE 2024 BCDA CLIENT SATISFACTION MEASUREMENT

[Letterhead]

[Date]

Leilani Barlongay-Macasaet
Vice President, Public Affairs Department
Bases Conversion and Development Authority
BCDA Corporate Center, 2/F Bonifacio Technology Center
31st Street corner 2nd Avenue, Bonifacio Global City, Taguig City.

Ladies/Gentlemen:

In connection with your Request for Proposal dated **(Date)** for the **Procurement of Consulting Services for the 2024 BCDA Client Satisfaction Measurement (CSM)**, **[Name of Consultant]** hereby expresses interest in participating in the bidding for the said consulting services and submits the attached Eligibility Documents.

In line with this submission, we certify that:

- a) **[Name of Consultant]** is not blacklisted or barred from bidding by the GOP or any of its agencies, offices, corporations, or LGUs, including foreign government/foreign or international financing institution whose blacklisting rules have been recognized by the Government Procurement Policy Board; and
- b) Each of the documents submitted herewith is an authentic copy of the original, complete, and all statements and information provided therein are true and correct. We acknowledge that any mis-representation or submission of fake or tampered documents by the **[Name of Consultant]**, its partner/s (in case of Joint Venture or partnership) or sub-contractor, or any of the key personnel nominated by the Consultant shall automatically result in disqualification of the Consultant from the consulting services and shall be grounds for blacklisting pursuant to Section 4.1 of Appendix 17 of the Revised IRR of RA 9184.

We acknowledge and accept BCDA's right to inspect and audit all records relating to our submission irrespective of whether we are declared or not.

We further acknowledge that failure to sign this Eligibility Document Submission Form shall be a ground for our disqualification.

Yours sincerely,

[Signature over printed name of Authorized Signatory of the Firm/JV/Consortium]

[Title]

Date: _____

**TPF 1. STATEMENT OF ALL COMPLETED GOVERNMENT AND PRIVATE CONTRACTS,
INCLUDING CONTRACTS AWARDED BUT NOT YET STARTED AS WELL AS
CONTRACTS WHERE WORKS HAVE BEEN COMPLETED BUT NOT YET ACCEPTED
FOR FOR THE PAST 2 YEARS**

***PROCUREMENT OF CONSULTING SERVICES
FOR THE BCDA 2024 CLIENT SATISFACTION MEASUREMENT***

[Letterhead]

[Date]

Leilani Barlongay-Macasaet
Vice President, Public Affairs Department
Bases Conversion and Development Authority
BCDA Corporate Center, 2/F Bonifacio Technology Center
31st Street corner 2nd Avenue, Bonifacio Global City, Taguig City.

Ladies/Gentlemen:

In compliance with the eligibility requirements of the Bids and Awards Committee for Consulting Services of the Bases Conversion and Development Authority for the **Procurement of Consulting Services for the BCDA Client Satisfaction Measurement (CSM)**, we certify that **[Name of Consultant]** has **completed government and private contracts**, as enumerated in TPF 2. Summary of Consulting Services.

Sincerely,

[Signature over printed name of Authorized Signatory of the Firm/JV/Consortium]

[Title]

Date: _____

TPF 2. SUMMARY OF COMPLETED PROJECTS FOR THE PAST 2 YEARS
(All completed government and private contracts)

PROCUREMENT OF CONSULTING SERVICES
FOR THE BCDA 2024 CLIENT SATISFACTION MEASUREMENT

List similar projects completed in the past two (2) years. This shall include projects awarded from 8 April 2022 and completed on or before the deadline of submission of technical proposals.

No. ¹	Name & Location of Consulting Services	Description of Consulting Services	Client	Type of Consulting Service	Contract Amount ²	Date of Contract Award	Contract Period ³		Proof of Undertaking ⁴
							Start of Contract (mm/dd/yy)	Contract Completion (mm/dd/yy)	

Certified by:

[Signature over printed name of Authorized Representative of the Firm/JV/Consortium (in case of JV/Consortium)]

[Title]

[Date]

¹ In Philippine Peso.

² State the start and completion dates of the contract.

³ Certificate of Completion or Certificate of Acceptance or valid proof of final payment issued by the client should be submitted as supporting documents of completed consulting services.

TPF 3. SUMMARY OF CURRICULUM VITAE

***PROCUREMENT OF CONSULTING SERVICES
FOR THE BCDA 2024 CLIENT SATISFACTION MEASUREMENT***

No.	Name of Key Staff	Nominated Position	Profession	Highest Educational Attainment ¹	No. of Trainings Relevant to Profession ²		Overall Work Experience ³	Number of Undertakings Related to Client Satisfaction Measurement
					Local	Foreign		
1		Overall Project Manager						
2		Research Executive/ Analyst						
3		Data Processing Manager						
4		Lead Statistician						

Certified by:

[Signature over printed name of Authorized Signatory of the Firm/JV/Consortium (in case of JV/Consortium)]

[Title]

[Date]

¹ Provide proof of highest educational attainment

² Provide proof of trainings undertaken

³ State number of years of relevant experience

⁴ List down services undertaken which are related to evaluative research, survey, stakeholder satisfaction/relations studies, etc)

**TPF 4A. CURRICULUM VITAE (CV) FOR
PROPOSED PROFESSIONAL STAFF**

***PROCUREMENT OF CONSULTING SERVICES
FOR THE BCDA 2024 CLIENT SATISFACTION MEASUREMENT***

Proposed Position: Overall Project Manager

Name of Firm/Entity/JV/Consortium: _____

Name of Staff: _____

Profession: _____

Date of Birth: _____ Nationality: _____

Years with Firm/Entity: _____ years, from [mm/dd/yy] to [mm/dd/yy]

Current Position in the Firm: _____

Membership in Professional Societies: _____

Detailed Tasks Assigned: _____

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.]

College/University	Degree/Title Obtained	Inclusive Dates	
		From (MM/DD/YY)	To (MM/DD/YY)

Attach the Applicable Supporting Documents:

* Complete the details of the inclusive dates (month, day, and year)

Trainings/Seminars

[Summarize the relevant trainings, seminars and workshops undertaken for the past eight (8 years), including those conducted by the nominated key staff, using the matrix below]

Title/Description	Conducted by	Inclusive Dates*		No. of Hour/s	Venue	Involvement <i>(Such as participant, speaker or trainer)</i>
		From (MM/DD/YY)	To (MM/DD/YY)			
Trainings relevant to the nominated position						
(latest/most recent)						
(previous)						

Attach the Applicable Supporting Documents:

* Complete the details of the inclusive dates (month, day, and year)

Memberships in Professional Societies

[Give an outline of memberships in professional societies using the matrix below]

Name of Professional Societies/Organization/Affiliation	Date of Conferment/Registration (MM/DD/YY)	License/Professional/Membership Number	Validity Date (MM/DD/YY)

* Complete the details of the inclusive dates (month, day, and year)

Consulting Services Undertaken/Completed

[Provide outline of services undertaken/list of completed projects handled from 8 April 2022 until the deadline of submission of technical proposals using the matrix below]

Title/ Description	Type of Consulting Services/Contract (e.g evaluative research, survey, stakeholder satisfaction/relations studies, etc)	Client	Position and Description of the Nature of Work/ Engagement in the consulting services (whether full-time, part-time, principal/key team member, consultant, subcontractor, support staff, etc.)	Start Date (MM/DD/YY)	Completion Date (MM/DD/YY)
Other types of consulting service/contract (please specify)					
(latest/most recent)					
(previous)					

* Rank from previous to latest/most recent service

* Complete the details of the inclusive dates (month, day, and year)

On-Going Services

[Provide outline of on-going consulting services using the matrix below]

Title/Description	Client	Consulting Services Contract Amount	Position	Start Date (MM/DD/YY)	End Date (MM/DD/YY)
(latest/most recent)					
(previous)					
Attach supporting documents such as NOA, NTP, signed contract, bidding documents or etc.					

* Rank from previous to latest/most recent on-going project

* Complete the details of the inclusive dates (month, day, and year)

Languages

[Using the format below, indicate proficiency of languages familiar with proficiency whether excellent, good, fair, or poor in speaking, reading, and writing]

Language	Proficiency		
	Speaking	Reading	Writing

Employment Record:

[Starting with the 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 the last two (2) years, also give types of activities performed and client references, where appropriate. Use about two pages.]

Inclusive Dates of Employment		Name of Employing Organization	Office Address of the Employer/ Employing Organization	Position Held <i>(whether full-time, part-time, principal/key team member, consultant, sub-contractor, support staff, etc.)</i>	Location of Projects	Relevant Work Experience/ Types of Activities Performed
From (MM/DD/YY)	To (MM/DD/YY)					
(latest/most recent)						
(previous)						

* Rank from previous to latest/most recent employment

* Complete the details of the inclusive dates (month, day, and year)

Certification:

I, **[full name of proposed professional staff]**, certify that to the best of my knowledge and belief, these data correctly describe me, my qualifications, and my experience.

Commitment:

I also commit to work for the Consulting Services for the project in accordance with the time schedule as indicated in the contract once the firm is awarded the Consulting Services for the project.

Date: _____
[Signature over printed name of nominated key staff] **Day/Month/Year**

Date: _____
**[Signature over printed name of authorized representative of the firm/
entity/Joint Venture/Consortium in case of JV/Consortium)]** **Day/Month/Year**

SUBSCRIBED AND SWORN to before me this ___ day of *[month]* *[year]* at *[place of execution]*, Philippines. Affiant/s is/are personally known to me and was/were identified by me through competent evidence of identity as defined in the 2004 Rules on Notarial Practice (A.M. No. 02-8-13-SC). Affiant/s exhibited to me his/her *[insert type of government identification card used]*, with his/her photograph and signature appearing thereon, with no. _____.

Witness my hand and seal this ___ day of *[month]* *[year]*.

NAME OF NOTARY PUBLIC

Serial No. of Commission _____
Notary Public for _____ **until** _____
Roll of Attorneys No. _____
PTR No. __, *[date issued]*, *[place issued]*
IBP No. __, *[date issued]*, *[place issued]*
Doc. No. ____
Page No. ____
Book No. ____
Series of 2024

**TPF 4B. CURRICULUM VITAE (CV) FOR
PROPOSED PROFESSIONAL STAFF**

***PROCUREMENT OF CONSULTING SERVICES
FOR THE 2024 BCDA CLIENT SATISFACTION MEASUREMENT***

Proposed Position: Research Executive/Analyst

Name of Firm/Entity/JV/Consortium: _____

Name of Staff: _____

Profession: _____

Date of Birth: _____ Nationality: _____

Years with Firm/Entity: _____ years, from [mm/dd/yy] to [mm/dd/yy]

Current Position in the Firm: _____

Membership in Professional Societies: _____

Detailed Tasks Assigned: _____

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.]

College/University	Degree/Title Obtained	Inclusive Dates	
		From (MM/DD/YY)	To (MM/DD/YY)

Attach the Applicable Supporting Documents: _____

* Complete the details of the inclusive dates (month, day, and year)

Trainings/Seminars

[Summarize the relevant trainings, seminars and workshops undertaken for the past eight (8) years), including those conducted by the nominated key staff, using the matrix below]

Title/Description	Conducted by	Inclusive Dates*		No. of Hour/s	Venue	Involvement <i>(Such as participant, speaker or trainer)</i>
		From (MM/DD/YY)	To (MM/DD/YY)			
Trainings relevant to the nominated position						
(latest/most recent)						
(previous)						

Attach the Applicable Supporting Documents: _____

* Complete the details of the inclusive dates (month, day, and year)

Memberships in Professional Societies

[Give an outline of memberships in professional societies using the matrix below]

Name of Professional Societies/Organization/Affiliation	Date of Conferment/Registration (MM/DD/YY)	License/Professional/Membership Number	Validity Date (MM/DD/YY)

* Complete the details of the inclusive dates (month, day, and year)

Consulting Services Undertaken/Completed

[Provide outline of services undertaken/list of completed projects handled from 8 April 2022 until the deadline of submission of technical proposals using the matrix below]

Title/ Description	Type of Consulting Services/Contract <i>(e.g evaluative research, survey, stakeholder satisfaction/relations studies, etc)</i>	Client	Position and Description of the Nature of Work/ Engagement in the consulting services <i>(whether full-time, part-time, principal/key team member; consultant, subcontractor; support staff, etc.)</i>	Start Date (MM/DD/YY)	Completion Date (MM/DD/YY)
Other types of consulting service/contract (please specify)					
(latest/most recent)					
(previous)					

* Rank from previous to latest/most recent service

* Complete the details of the inclusive dates (month, day, and year)

On-Going Services

[Provide outline of on-going consulting services using the matrix below]

Title/Description	Client	Consulting Services Contract Amount	Position	Start Date (MM/DD/YY)	End Date (MM/DD/YY)
(latest/most recent)					
(previous)					
Attach supporting documents such as NOA, NTP, signed contract, bidding documents or etc.					

* Rank from previous to latest/most recent on-going project

* Complete the details of the inclusive dates (month, day, and year)

Languages

[Using the format below, indicate proficiency of languages familiar with proficiency whether excellent, good, fair, or poor in speaking, reading, and writing]

Language	Proficiency		
	Speaking	Reading	Writing

Employment Record:

[Starting with the 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 the last two (2) years, also give types of activities performed and client references, where appropriate. Use about two pages.]

Inclusive Dates of Employment		Name of Employing Organization	Office Address of the Employer/ Employing Organization	Position Held <i>(whether full-time, part-time, principal/key team member, consultant, sub-contractor, support staff, etc.)</i>	Location of Projects	Relevant Work Experience/ Types of Activities Performed
From (MM/DD/YY)	To (MM/DD/YY)					
(latest/most recent)						
(previous)						

- * Rank from previous to latest/most recent employment
- * Complete the details of the inclusive dates (month, day, and year)

Certification:

I, **[full name of proposed professional staff]**, certify that to the best of my knowledge and belief, these data correctly describe me, my qualifications, and my experience.

Commitment:

I also commit to work for the Consulting Services for the project in accordance with the time schedule as indicated in the contract once the firm is awarded the Consulting Services for the project.

_____ Date: _____
[Signature over printed name of nominated key staff] **Day/Month/Year**

_____ Date: _____
**[Signature over printed name of authorized representative of the firm/
 entity/Joint Venture/Consortium in case of JV/Consortium)]** **Day/Month/Year**

SUBSCRIBED AND SWORN to before me this ___ day of *[month]* *[year]* at *[place of execution]*, Philippines. Affiant/s is/are personally known to me and was/were identified by me through competent evidence of identity as defined in the 2004 Rules on Notarial Practice (A.M. No. 02-8-13-SC). Affiant/s exhibited to me his/her *[insert type of government identification card used]*, with his/her photograph and signature appearing thereon, with no. _____.

Witness my hand and seal this ___ day of *[month]* *[year]*.

NAME OF NOTARY PUBLIC

Serial No. of Commission _____
Notary Public for _____ **until** _____
Roll of Attorneys No. _____
PTR No. __, *[date issued]*, *[place issued]*
IBP No. __, *[date issued]*, *[place issued]*
Doc. No. ____
Page No. ____
Book No. ____
Series of 2024

**TPF 4C. CURRICULUM VITAE (CV) FOR
PROPOSED PROFESSIONAL STAFF**

***PROCUREMENT OF CONSULTING SERVICES
FOR THE 2024 BCDA CLIENT SATISFACTION MEASUREMENT***

Proposed Position: **Data Processing Manager**

Name of Firm/Entity/JV/Consortium: _____

Name of Staff: _____

Profession: _____

Date of Birth: _____ Nationality: _____

Years with Firm/Entity: _____ years, from [mm/dd/yy] to [mm/dd/yy]

Current Position in the Firm: _____

Membership in Professional Societies: _____

Detailed Tasks Assigned: _____

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.]

College/University	Degree/Title Obtained	Inclusive Dates	
		From (MM/DD/YY)	To (MM/DD/YY)

Attach the Applicable Supporting Documents:

* Complete the details of the inclusive dates (month, day, and year)

Trainings/Seminars

*[Summarize the relevant trainings, seminars and workshops undertaken for **the past eight (8 years)**, including those conducted by the nominated key staff, using the matrix below]*

Title/Description	Conducted by	Inclusive Dates*		No. of Hour/s	Venue	Involvement <i>(Such as participant, speaker or trainer)</i>
		From (MM/DD/YY)	To (MM/DD/YY)			
Trainings relevant to the nominated position						
(latest/most recent)						
(previous)						

Attach the Applicable Supporting Documents:

* Complete the details of the inclusive dates (month, day, and year)

Memberships in Professional Societies

[Give an outline of memberships in professional societies using the matrix below]

Name of Professional Societies/Organization/Affiliation	Date of Conferment/Registration (MM/DD/YY)	License/Professional/Membership Number	Validity Date (MM/DD/YY)

* Complete the details of the inclusive dates (month, day, and year)

Consulting Services Undertaken/Completed

[Provide outline of services undertaken/list of completed projects handled from 8 April 2022 until the deadline of submission of technical proposals using the matrix below]

Title/ Description	Type of Consulting Services/Contract <i>(e.g. evaluative research, survey, stakeholder satisfaction/relations studies, etc)</i>	Client	Position and Description of the Nature of Work/ Engagement in the consulting services <i>(whether full-time, part-time, principal/key team member; consultant, subcontractor; support staff, etc.)</i>	Start Date (MM/DD/YY)	Completion Date (MM/DD/YY)
Other types of consulting service/contract (please specify)					
(latest/most recent)					
(previous)					

* Rank from previous to latest/most recent service

* Complete the details of the inclusive dates (month, day, and year)

On-Going Services

[Provide outline of on-going consulting services using the matrix below]

Title/Description	Client	Consulting Services Contract Amount	Position	Start Date (MM/DD/YY)	End Date (MM/DD/YY)
(latest/most recent)					
(previous)					
Attach supporting documents such as NOA, NTP, signed contract, bidding documents or etc.					

* Rank from previous to latest/most recent on-going project

* Complete the details of the inclusive dates (month, day, and year)

Languages

[Using the format below, indicate proficiency of languages familiar with proficiency whether excellent, good, fair, or poor in speaking, reading, and writing]

Language	Proficiency		
	Speaking	Reading	Writing

Employment Record:

[Starting with the 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 the last two (2) years, also give types of activities performed and client references, where appropriate. Use about two pages.]

Inclusive Dates of Employment		Name of Employing Organization	Office Address of the Employer/ Employing Organization	Position Held <i>(whether full-time, part-time, principal/key team member, consultant, sub-contractor, support staff, etc.)</i>	Location of Projects	Relevant Work Experience/ Types of Activities Performed
From (MM/DD/YY)	To (MM/DD/YY)					
(latest/most recent)						
(previous)						

- * Rank from previous to latest/most recent employment
- * Complete the details of the inclusive dates (month, day, and year)

Certification:

I, **[full name of proposed professional staff]**, certify that to the best of my knowledge and belief, these data correctly describe me, my qualifications, and my experience.

Commitment:

I also commit to work for the Consulting Services for the project in accordance with the time schedule as indicated in the contract once the firm is awarded the Consulting Services for the project.

_____ Date: _____
[Signature over printed name of nominated key staff] **Day/Month/Year**

_____ Date: _____
**[Signature over printed name of authorized representative of the firm/
 entity/Joint Venture/Consortium in case of JV/Consortium)]** **Day/Month/Year**

SUBSCRIBED AND SWORN to before me this ___ day of *[month]* *[year]* at *[place of execution]*, Philippines. Affiant/s is/are personally known to me and was/were identified by me through competent evidence of identity as defined in the 2004 Rules on Notarial Practice (A.M. No. 02-8-13-SC). Affiant/s exhibited to me his/her *[insert type of government identification card used]*, with his/her photograph and signature appearing thereon, with no. _____.

Witness my hand and seal this ___ day of *[month]* *[year]*.

NAME OF NOTARY PUBLIC
Serial No. of Commission _____
Notary Public for _____ **until** _____
Roll of Attorneys No. _____
PTR No. __, *[date issued]*, *[place issued]*
IBP No. __, *[date issued]*, *[place issued]*
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**TPF 4D. CURRICULUM VITAE (CV) FOR
PROPOSED PROFESSIONAL STAFF**

***PROCUREMENT OF CONSULTING SERVICES
FOR THE 2024 BCDA CLIENT SATISFACTION MEASUREMENT***

Proposed Position: Lead Statistician

Name of Firm/Entity/JV/Consortium: _____

Name of Staff: _____

Profession: _____

Date of Birth: _____ Nationality: _____

Years with Firm/Entity: _____ years, from [mm/dd/yy] to [mm/dd/yy]

Current Position in the Firm: _____

Membership in Professional Societies: _____

Detailed Tasks Assigned: _____

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.]

College/University	Degree/Title Obtained	Inclusive Dates	
		From (MM/DD/YY)	To (MM/DD/YY)

Attach the Applicable Supporting Documents:

* Complete the details of the inclusive dates (month, day, and year)

Trainings/Seminars

[Summarize the relevant trainings, seminars and workshops undertaken for the past eight (8) years, including those conducted by the nominated key staff, using the matrix below]

Title/Description	Conducted by	Inclusive Dates*		No. of Hour/s	Venue	Involvement <i>(Such as participant, speaker or trainer)</i>
		From (MM/DD/YY)	To (MM/DD/YY)			
Trainings relevant to the nominated position						
(latest/most recent)						
(previous)						

Attach the Applicable Supporting Documents:

* Complete the details of the inclusive dates (month, day, and year)

Memberships in Professional Societies

[Give an outline of memberships in professional societies using the matrix below]

Name of Professional Societies/Organization/Affiliation	Date of Conferment/Registration (MM/DD/YY)	License/Professional/Membership Number	Validity Date (MM/DD/YY)

* Complete the details of the inclusive dates (month, day, and year)

Consulting Services Undertaken/Completed

[Provide outline of services undertaken/list of completed projects handled 8 April 2022 until the deadline of submission of technical proposals using the matrix below]

Title/ Description	Type of Consulting Services/Contract <i>(e.g evaluative research, survey, stakeholder satisfaction/relations studies, etc)</i>	Client	Position and Description of the Nature of Work/ Engagement in the consulting services <i>(whether full-time, part-time, principal/key team member; consultant, subcontractor; support staff, etc.)</i>	Start Date (MM/DD/YY)	Completion Date (MM/DD/YY)
Other types of consulting service/contract (please specify)					
(latest/most recent)					
(previous)					

* Rank from previous to latest/most recent service

* Complete the details of the inclusive dates (month, day, and year)

On-Going Services

[Provide outline of on-going consulting services using the matrix below]

Title/Description	Client	Consulting Services Contract Amount	Position	Start Date (MM/DD/YY)	End Date (MM/DD/YY)
(latest/most recent)					
(previous)					
Attach supporting documents such as NOA, NTP, signed contract, bidding documents or etc.					

* Rank from previous to latest/most recent on-going project

* Complete the details of the inclusive dates (month, day, and year)

Languages

[Using the format below, indicate proficiency of languages familiar with proficiency whether excellent, good, fair, or poor in speaking, reading, and writing]

Language	Proficiency		
	Speaking	Reading	Writing

Employment Record:

[Starting with the 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 the last two (2) years, also give types of activities performed and client references, where appropriate. Use about two pages.]

Inclusive Dates of Employment		Name of Employing Organization	Office Address of the Employer/ Employing Organization	Position Held <i>(whether full-time, part-time, principal/key team member, consultant, sub-contractor, support staff, etc.)</i>	Location of Projects	Relevant Work Experience/ Types of Activities Performed
From (MM/DD/YY)	To (MM/DD/YY)					
(latest/most recent)						
(previous)						

- * Rank from previous to latest/most recent employment
- * Complete the details of the inclusive dates (month, day, and year)

Certification:

I, **[full name of proposed professional staff]**, certify that to the best of my knowledge and belief, these data correctly describe me, my qualifications, and my experience.

Commitment:

I also commit to work for the Consulting Services for the project in accordance with the time schedule as indicated in the contract once the firm is awarded the Consulting Services for the project.

_____ Date: _____
[Signature over printed name of nominated key staff] **Day/Month/Year**

_____ Date: _____
[Signature over printed name of authorized representative of the firm/ entity/Joint Venture/Consortium in case of JV/Consortium)] **Day/Month/Year**

SUBSCRIBED AND SWORN to before me this ___ day of *[month]* *[year]* at *[place of execution]*, Philippines. Affiant/s is/are personally known to me and was/were identified by me through competent evidence of identity as defined in the 2004 Rules on Notarial Practice (A.M. No. 02-8-13-SC). Affiant/s exhibited to me his/her *[insert type of government identification card used]*, with his/her photograph and signature appearing thereon, with no. _____.

Witness my hand and seal this ___ day of *[month]* *[year]*.

NAME OF NOTARY PUBLIC

Serial No. of Commission _____
Notary Public for _____ **until** _____
Roll of Attorneys No. _____
PTR No. __, *[date issued]*, *[place issued]*
IBP No. __, *[date issued]*, *[place issued]*
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TPF 5. FORMAT OF CURRICULUM VITAE (CV) OF THE FIRM/ENTITY

***PROCUREMENT OF CONSULTING SERVICES
FOR THE 2024 BCDA CLIENT SATISFACTION MEASUREMENT***

Name of Firm/Entity: _____

Address: _____

No. of Years of Operation: _____ years, from [mm/dd/yy] to [mm/dd/yy]

Years of Professional Experience: _____ years, from [mm/dd/yy] to [mm/dd/yy]

Membership in Professional Organizations:

Year	Professional Society

Certification

I, the undersigned, certify that to the best of my knowledge and belief, these data correctly describe the firm/entity, its qualification and experiences.

**[Signature over Printed Name of Authorized Signatory of the Firm/Entity/
Joint Venture or Consortium (in case of JV/ Consortium)]**

Date: _____

TPF 6. CERTIFICATE OF AVAILABILITY OF KEY PERSONNEL

***PROCUREMENT OF CONSULTING SERVICES
FOR THE 2024 BCDA CLIENT SATISFACTION MEASUREMENT***

[Date]

To: **The Bids and Awards Committee for Consulting Services
Bases Conversion and Development Authority**

Dear Ladies/Gentlemen:

In compliance with the requirements of BCDA Bids and Awards Committee for Consulting Services for the **Procurement of Consulting Services for the BCDA 2024 Client Satisfaction Measurement (CSM)**, (“Consulting Services”), we certify that we understand and agree with all the manning requirements set upon by Section 5 of the Terms of Reference for this consulting service.

We further certify that the following nominated Key Personnel shall be fully engaged, on-call and committed to the duration of their engagement with this project:

1. Overall Project Manager
2. Research Executive/Analyst
3. Data Processing Manager
4. Lead Statistician

Very truly yours,

[Signature over printed name of Authorized Signatory of the Firm/Entity/Joint Venture or Consortium (in case of Joint Venture/Consortium)]

[Title]

[Name of Bidder]

Date: _____

TPF 7. CSM PLAN OF APPROACH AND METHODOLOGY

***PROCUREMENT OF CONSULTING SERVICES
FOR THE 2024 BCDA CLIENT SATISFACTION MEASUREMENT***

- I. Research Context (Understanding of the Requirements of the Project)
- II. Research Team Roles (Describe roles of each of the four key personnel)
- III. Implementation of Methodology
- IV. Sampling Strategy
- V. Data Processing and Analysis
- VI. Report Preparation
- VII. Timeline

[Signature over printed name of Authorized Signatory of the Firm/Entity/Joint Venture/Consortium (in case of JV/Consortium)]

[Title]

Date: _____

FPF 1. FINANCIAL PROPOSAL SUBMISSION FORM

PROCUREMENT OF CONSULTING SERVICES FOR THE 2024 BCDA CLIENT SATISFACTION MEASUREMENT

[Date]

Bases Conversion and Development Authority
2/F Bonifacio Technology Center
31st St., corner 2nd Avenue, Bonifacio Global City.

Ladies/Gentlemen:

We, the undersigned, offer to provide the consulting services for **Procurement of Consulting Services for the 2024 BCDA Client Satisfaction Measurement (CSM)** in accordance with your Bidding Documents dated _____ and our Bid (Technical and Financial Proposals). Our attached Financial Proposal is for the sum of **[amount in words and figures]**. This amount is exclusive of the local taxes, which we have estimated at **[amount(s) in words and figures]**.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the bid validity period, *i.e.*, 120 calendar days from the opening of the bids.

In accordance with GCC Clause 51, we acknowledge and accept the Procuring Entity's right to inspect and audit all records relating to our Bid irrespective of whether we enter into a contract with the Procuring Entity as a result of this Bid.

We confirm that we have read, understood and accept the contents of the Instructions to Bidders (ITB), the Bid Data Sheet (BDS), General Conditions of Contract (GCC), Special Conditions of Contract (SCC), Terms of Reference (TOR), the provisions relating to the eligibility of Consultant and the applicable guidelines for the procurement rules of the Funding Source, any and all Bid bulletins issued and other attachments and inclusions included in the Bidding Documents sent to us.

We understand you are not bound to accept any Bid you receive.

We remain,

Yours sincerely,

Signature of the Authorized Representative of the Firm/JV/Consortium:

Name and Title of Signatory:

Name of Firm/entity:

Address:

SUBSCRIBED AND SWORN to before me this ___ day of *[month]* *[year]* at *[place of execution]*, Philippines. Affiant/s is/are personally known to me and was/were identified by me through competent evidence of identity as defined in the 2004 Rules on Notarial Practice (A.M. No. 02-8-13-SC). Affiant/s exhibited to me his/her *[insert type of government identification card used]*, with his/her photograph and signature appearing thereon, with no. _____.

Witness my hand and seal this ___ day of *[month]* *[year]*.

NAME OF NOTARY PUBLIC

Serial No. of Commission _____
Notary Public for _____ **until** _____
Roll of Attorneys No. _____
PTR No. __, *[date issued]*, *[place issued]*
IBP No. __, *[date issued]*, *[place issued]*

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Omnibus Sworn Statement (Revised)

[shall be submitted with the Bid]

PROCUREMENT OF CONSULTING SERVICES FOR THE BCDA 2024 CLIENT SATISFACTION MEASUREMENT

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 the Procurement of **Consulting Services for the 2024 BCDA Client Satisfaction Measurement (CSM)**, 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 the **Procurement of Consulting Services for the BCDA 2024 Client Satisfaction Measurement (CSM)**, 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. We acknowledge that any mis-representation or submission of fake or tampered documents by the [Name of Consultant], its partner/s (in case of Joint Venture or partnership) or sub-contractor, or any of the key personnel nominated by the Consultant shall automatically result in disqualification of the Consultant from the project and shall be grounds for blacklisting pursuant to Section 4.1 of the Appendix 17 of the Revised IRR of RA9184.

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 **Consulting Services for the BCDA 2024 Client Satisfaction Measurement (CSM)**.

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 __, 2024 at _____, Philippines.

[Insert NAME OF BIDDER OR ITS AUTHORIZED REPRESENTATIVE]

[Insert signatory's legal capacity]

Affiant

SUBSCRIBED AND SWORN to before me this __ day of [month] [year] at [place of execution], Philippines. Affiant/s is/are personally known to me and was/were identified by me through competent evidence of identity as defined in the 2004 Rules on Notarial Practice (A.M. No. 02-8-13-SC). Affiant/s exhibited to me his/her [insert type of government identification card used], with his/her photograph and signature appearing thereon, with no. _____.

Witness my hand and seal this __ day of [month] [year].

NAME OF NOTARY PUBLIC

Serial No. of Commission _____

Notary Public for _____ **until** _____

Roll of Attorneys No. _____

PTR No. __, [date issued], [place issued]

IBP No. __, [date issued], [place issued]

Doc. No. ____

Page No. ____

Book No. ____

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SECRETARY'S CERTIFICATE FORMAT
(where applicable)

Republic of the Philippines)
Taguig City) SS.

I, _____, of legal age, being the Corporate Secretary of the _____, with office address at the _____, do hereby certify that on the occasion of the Board Meeting held on _____, with a quorum being present, the Board of Directors, upon motion duly seconded, unanimously approved the following resolution:

A. Resolution No. _____

Resolved, as it is hereby resolved, that the corporation shall enter into a Joint Venture with _____, the purpose of which is to participate in the **Procurement of Consulting Services for the BCDA 2024 Client Satisfaction Measurement (CSM)**, being conducted by Bases Conversion and Development Authority.

Resolved, further, that for this purpose, _____ hereby authorizes _____, _____ to represent the corporation on the said Joint Venture and to sign on all agreements in relation thereto, cause the submission of documents in support thereof, and to sign for and in behalf of the Corporation, such as authority/authorities/Power of Attorney in favor of whoever may be designated by the joint venture as the latter's official representative/Attorney-in-fact for purposes of the said bidding.

IN WITNESS WHEREOF, I have hereunto affixed my signature this _____

Corporate Secretary

SUBSCRIBED AND SWORN to before me this _____ at _____, Philippines, by _____ who exhibited to me her _____, issued at the _____ on _____ and valid until _____.

Doc. No. _____
Page No. _____
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SPECIAL POWER OF ATTORNEY FORMAT
(where applicable)

I, _____, of legal age, (civil status), (citizenship), and residing _____ after having duly sworn in accordance with law, do hereby depose and state that:

1. I am the sole proprietor/owner/authorized representative of firm/entity/partnership of _____, with office address at _____, having full power and authority to appoint a representative who will sign the joint venture agreement with _____, the purpose of which is to participate in the ***Procurement of Consulting Services for the 2024 Client Satisfaction Measurement*** being conducted by the Bases Conversion and Development Authority.
2. I hereby make, constitute and appoint _____, as the true and lawful attorney, for it and its name, place and stead, to represent _____ on the said Joint Venture and to sign on all agreements in relation thereto, cause the submission of documents in support thereof, and to sign for and in behalf of _____, such as authority/authorities/Power of Attorney in favor of whoever may be designated by the joint venture as the latter's official representative/Attorney-in-fact for purposes of the said bidding.

IN WITNESS WHEREOF, I have hereunto affixed my signature this _____

**Name and signature of Owner/Authorized Representative
of Owner/Firm/Entity/Partnership**

**Name and signature of
Authorized Representative**

SUBSCRIBED AND SWORN to before me this _____ at _____, Philippines, by _____ who exhibited to me her _____, issued at the _____ on _____ and valid until _____.

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BASES CONVERSION AND DEVELOPMENT AUTHORITY

PROCUREMENT OF CONSULTING SERVICES FOR THE BCDA 2024 CLIENT SATISFACTION MEASUREMENT

CHECKLIST AND TABBING OF BIDDING REQUIREMENTS

Tab No.	Form No.	Description	Duly Signed by the Authorized Representative	Duly Notarized
1	EF 1	Eligibility Documents Submission Form	<input type="checkbox"/>	<input type="checkbox"/>
2	-	<ul style="list-style-type: none"> - PhilGEPS Certification of Registration under Platinum Membership or Red Membership (all pages) pursuant to Section 8.5.2 of the 2016 revised IRR. - Mayor's/Business Permit or recently expired Mayor's permit, the official receipt for renewal within the period prescribed by the concerned local government unit and the recently expired Mayor's permit shall be submitted, in case of PhilGEPS Certification of Registration under Red Membership is submitted. - Latest Income/Business Tax Return, in case of PhilGEPS Certification of Registration under Red Membership is submitted. 		
3	TPF 1	Statement of All Completed Government and Private Contracts, For The Past 2 Years	<input type="checkbox"/>	
4	TPF 2	Summary of Completed Projects for the Past 2 Years (All completed government and private contracts)	<input type="checkbox"/>	
5	TPF 3	Summary of Curriculum Vitae	<input type="checkbox"/>	<input type="checkbox"/>
6	TPF4	Curriculum Vitae (CV) for Proposed Professional Staff		
6.1	TPF 4A	Over-all Project Manager	<input type="checkbox"/>	<input type="checkbox"/>
6.2	TPF 4B	Research Executive/Analyst	<input type="checkbox"/>	<input type="checkbox"/>
	TPF 4C	Data Processing Manager		
6.3	TPF 4D	Lead Statistician	<input type="checkbox"/>	<input type="checkbox"/>
7	TPF 5	Format of Curriculum Vitae (CV) of the Firm/Entity	<input type="checkbox"/>	
8	TPF 6	Certificate of Availability of Key Personnel	<input type="checkbox"/>	
9	TPF 7	Plan of Approach and Methodology	<input type="checkbox"/>	
10	FPF 1	Financial Proposal Submission Form	<input type="checkbox"/>	<input type="checkbox"/>
11		Omnibus Sworn Statement	<input type="checkbox"/>	<input type="checkbox"/>
12	-	<p>Class "B" Document (if the bid is a joint venture) An executed Joint Venture Agreement (JVA) between parties, for joint venture. In the absence of a JVA, duly notarized statements from all the potential joint venture partners stating that they will enter into and abide by the provisions of the JVA in the instance that the bid is successful, shall be included in the bid.</p> <p>Failure to enter into a joint venture in the event of a contract award shall be ground for the forfeiture of the bid security. Each partner of the joint venture shall submit the PhilGEPS Certificate of Registration in accordance with Section 8.5.2 of this IRR. The</p>		

		submission of technical and financial documents by any of the joint venture partners constitutes compliance.		
13		Secretary's Certificate (WHERE APPLICABLE)		
14		Special Power of Attorney (WHERE APPLICABLE)		

Note: BCDA shall not assume any responsibility regarding erroneous interpretations or conclusions by the Bidder out of the data furnished by BCDA in relation to this bidding. The Bidder shall take the responsibility to ensure the completeness of its submission after taking the steps to carefully examine all the Bidding Documents and its amendments.

Republic of the Philippines
Office of the President





MEMORANDUM CIRCULAR NO. 2022 - 05
SERIES OF 2022

FOR: ALL GOVERNMENT AGENCIES AND OFFICES COVERED BY REPUBLIC ACT NO. 11032 INCLUDING LOCAL GOVERNMENT UNITS (LGUs), GOVERNMENT-OWNED OR -CONTROLLED CORPORATIONS (GOCCs), LOCAL WATER DISTRICTS, STATE UNIVERSITIES AND COLLEGES (SUCs), AND OTHER GOVERNMENT INSTRUMENTALITIES

SUBJECT: GUIDELINES ON THE IMPLEMENTATION OF THE HARMONIZED CLIENT SATISFACTION MEASUREMENT

DATE: 20 September 2022

1. LEGAL BASES

- 1.1 Pursuant to Section 20 of the Republic Act (RA) No. 11032 (RA No. 11032) or the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018*, which amended and renumbered Section 10 of R.A. No. 9485 or the *Anti-Red Tape Act of 2007* to Section 20, a feedback mechanism shall be established in all government agencies covered under Section 3 of R.A. No. 11032.
- 1.2 Section 3 (b), Rule IV of the Implementing Rules and Regulations (IRR) of R.A. 11032 also states that "All agencies shall embed feedback mechanisms and client satisfaction measurement in their process improvement efforts. The agency shall report to the Authority the results of the Client Satisfaction Survey for each service based on the guidelines to be issued by the Authority."
- 1.3 ARTA Memorandum Circular (MC) No. 2019-002 provides that the Client Satisfaction Measurement (CSM) report of all government agencies shall be submitted to the Authority on or before the last working day of January of every year.

2. PURPOSE

- 2.1. Promoting the adoption of a harmonized and standardized framework in measuring client satisfaction across all levels of the government will ensure continuous improvement and enhancement of service promise towards a more meaningful client-centered Citizen's Charter.

- 2.2. Considering the diverse function of government offices, it has been difficult to measure and compare the service performance of government agencies. Furthermore, client satisfaction surveys have been conducted through different methodologies and have been submitted to different government bodies. As a result, there is a need to develop a client satisfaction survey that is applicable to every government agency and is reported in a uniform manner.
- 2.3. The Anti Red Tape Authority (Authority) developed the harmonized CSM for agencies as an after-service availment survey that will assess the overall satisfaction and perception of clients on the government service they availed. This will provide relevant feedback to the agency on the quality of service they are providing. The output and results of the CSM shall be incorporated in the agency's Report Card Survey (RCS) under the Overall Survey Results.
- 2.4. This Memorandum Circular is issued to provide all government agencies covered by R.A. No. 11032 with instructions and guidance on the use of a harmonized CSM tool. Other agencies not covered by R.A. 11032 have the option to use the said tool.

3. COVERAGE

These Guidelines shall be adopted by all government agencies and offices covered under Section 3 of R.A. No. 11032 including Local Government Units (LGUs), Government-Owned or -Controlled Corporations (GOCCs), Local Water Districts, State Universities and Colleges (SUCs), and other Government Instrumentalities.

4. GENERAL GUIDELINES

4.1. As mandated by Section 3 (b), Rule IV of the IRR of R.A. 11032, client satisfaction feedback shall be gathered for **all services offered** by the government agency. This shall include both External and Internal Services.

4.1.1. As defined in Section 3.1.2.3 of ARTA M.C. No. 2019-002-A:

4.1.1.1. **External Services** refer to government services applied for or requested by external citizens or clients or those who do not form part or belong to the government agency or office providing the service.

4.1.1.2. **Internal Services** refer to government services applied for or requested by citizens or clients who are within the respective government agency or office, such as, but not limited to, its personnel or employees, whether regular or contractual.



4.1.2. For year 2023, government agencies may have the option to cover only their external services. However, beginning year 2024 both internal and external services will be covered.

4.2. Agencies that already have an implemented client feedback mechanism may have the option to replace it with the harmonized CSM tool or supplement/integrate the harmonized CSM tool within their existing tool.

4.3. **Methodology of the Client Satisfaction Measurement (CSM)**

4.3.1. **Identification of Eligible Respondents.** Government agencies shall administer the CSM to **ALL clients with completed transaction**. Clients who completed multiple transactions shall have the opportunity to accomplish the CSM for each availed service. A transaction is considered complete when the final step of the service availed of per the Citizen's Charter of the government agency is accomplished.

4.3.2. **Frequency and Period of the Survey.** The CSM shall be conducted after each completed transaction. It shall be administered between January – December of each year.

4.3.3. **Number of Respondents.** Government agencies shall determine the minimum number of responses per service based on the calculator found in the link below. Government agencies shall continue to conduct the CSM, even when the minimum has been reached.

<https://tinyurl.com/CSMsamplesize>

4.3.4. **Data Gathering.** Government agencies are encouraged to implement the CSM using various data gathering methods, to the greatest extent feasible, to maximize response rates.

4.3.4.1. **On-site Conduct.** The on-site conduct of the CSM may be done through a paper survey questionnaire. Agencies may have the option to utilize electronic platforms in providing questionnaires to the respondents. For persons with disabilities (PWDs) and senior citizens that need assistance, the Public Assistance and Complaints Desk (PACD) officer or a designated officer shall help the respondents in answering the CSM.

4.3.4.2. **Remote Conduct.** Agencies may administer the CSM to remote respondents through electronic mail, the agency's website, social media, QR Code, or other similar modes.



4.3.5. **Collection Mechanism.** The manner and time interval of the collection of paper survey questionnaires shall be at the discretion of the agencies and offices. It shall be brief to maximize the responses and shall maintain the confidentiality of clients. If convenient, agencies are encouraged to utilize their PACD for the collection mechanism.

4.4. Content of the CSM Questionnaire

4.4.1. **CSM Questions.** All government agencies are mandated to use the CSM questions prescribed by the Authority as stated in Annex A – Client Satisfaction Measurement Questionnaire of this Memorandum Circular. The CSM includes three (3) questions related to the Citizen's Charter, one (1) question related to the client's overall satisfaction with the service availed of, and eight (8) questions related to the following Service Quality Dimensions (SQD):

- a.) **Responsiveness** – the willingness to help, assist, and provide prompt service to citizens/clients.
- b.) **Reliability** – the provision of what is needed and what was promised, following the policy and standards, with zero to a minimal error rate.
- c.) **Access and Facilities** – the convenience of location, ample amenities for comfortable transactions, use of clear signages and modes of technology.
- d.) **Communication** – the act of keeping citizens and clients informed in a language they can easily understand, as well as listening to their feedback.
- e.) **Costs** – the satisfaction with timeliness of the billing, billing process/es, preferred methods of payment, reasonable payment period, value for money, the acceptable range of costs, and qualitative information on the cost of each service.
- f.) **Integrity** – the assurance that there is honesty, justice, fairness, and trust in each service while dealing with the citizens/clients.
- g.) **Assurance** – the capability of frontline staff to perform their duties, product and service knowledge, understand citizen/client needs, helpfulness, and good work relationships.
- h.) **Outcome** – the extent of achieving outcomes or realizing the intended benefits of government services.

4.4.1.1. The CSM questions prescribed by the Authority are fixed and may not be altered, modified, or deleted.

4.4.1.2. Agencies have the option to add service-specific questions to the CSM, provided the revised version will not exceed five (5) minutes for the client to accomplish. The results of the additional questions shall not be included in the computation of the overall score.

4.4.1.3. Aside from the English and Filipino versions of the CSM survey, government agencies shall provide a version translated to the local dialect for easier understanding, provided that the revised version will still be able to capture the SQDs as stated above.

4.4.2. **Demographic Questions.** The demographic questions prescribed by the Authority shall be used for the CSM. Agencies and offices may further add relevant demographic questions to the survey, provided that the revised version will not exceed five (5) minutes for the client to accomplish.

4.4.3. **Open-ended Question.** The CSM shall have an open-ended question at the end of the form where the client has the option to provide additional remarks or feedback not covered/captured by previous questions.

4.5. Rating Scale and Scoring System of the CSM

4.5.1. **Rating Scale.** The CSM shall use a **Five (5) Point Likert Scale** to measure the SQDs. Agencies may utilize smileys/emoticons corresponding to the scale for better visualization to prevent confusion on the corresponding rating.

Scale	Rating
1	Strongly Disagree
2	Disagree
3	Neither Agree nor Disagree
4	Agree
5	Strongly Agree

4.5.2. **Scoring Per Question.** The **percentage of respondents that rated 'Agree' and 'Strongly Agree'** shall be used to get each SQD's score. A question that was answered with two (2) or more check marks shall be considered as invalid.

4.5.3. **Overall Scoring.** The **percentage of respondents that rated 'Agree' and 'Strongly Agree'** for all eight (8) SQDs shall be used to compute the Overall Score. Agencies shall strive to achieve an overall percentage of 80% or higher, or a rating of "Satisfactory" or higher. Interpretation of the results shall be as follows:

Percentage	Rating
Below 60.0%	Poor
60.0%-79.9%	Fair
80.0%-94.9%	Satisfactory
95.0%-100%	Outstanding

4.6. Drafting the CSM Report

4.6.1. Government agencies are required to submit a CSM report following the template/outline provided in Annex B – Client Satisfaction Measurement Report of this Memorandum Circular. This will amend Section 6.7.3. of ARTA M.C. No. 2019-002 which previously required the submission of the report using the agency's existing CSM.

4.6.1.1. A copy of the revised version of the CSM questionnaire shall be attached to the CSM Report as Annex.

4.6.2. Government agencies with regional/field/satellite offices may have the option to submit either unified or separate CSM Reports. However, disaggregated reports of the regional/field/satellite offices are still required to be submitted to the Authority.

4.7. Submission and Publishing of the CSM Report

4.7.1. **All agencies** shall submit their CSM reports implementing these guidelines on the last working day of April 2024.

4.7.2. Agencies and offices shall submit soft copies (in text-readable PDF format) of the CSM report through this link: <https://tinyurl.com/CSMRsubmissions>.



4.7.3. The CSM report shall be uploaded on the official website of the government agency or be made available to the transacting public upon request.

4.8. Verification

4.8.1. All covered government agencies shall submit their CSM Report duly approved and signed by the Head of the Committee on Anti-Red Tape (CART) to attest that the report is accurate and compliant with these Guidelines.

4.8.2. The ARTA reserves the right to request proof of the survey results, including the answered paper surveys and the excel file of the aggregated data.

4.8.3. The Inspection Checklist program of the Report Card Survey will validate if the CSM is properly implemented.

4.9. Updated Timeline of Submission

The CSM Report covering the previous year shall be submitted **on or before the last working day of April the following year.**

5. TRANSITORY PROVISION

All covered government agencies shall start implementing these guidelines beginning January 2023.

6. AMENDMENT TO THE GUIDELINES

The guidelines outlined in this Memorandum Circular are subject to change as deemed necessary by the Authority.

7. REPEALING CLAUSE

Provisions of previous issuances of the Authority that are inconsistent with this Memorandum Circular are hereby reversed, set aside, or declared ineffective.

8. SEPARABILITY CLAUSE

If any provisions or part of this Circular is held unconstitutional or invalid, it shall not affect the validity of the remaining provisions of this Circular.

9. EFFECTIVITY

This Circular shall take effect immediately upon publication and registration with the University of the Philippines – Office of the National Administrative Register (UP-ONAR).

10. REFERENCES

The following additional documents are available online at the official website of the ARTA at www.arta.gov.ph:

Annex A. Client Satisfaction Measurement Questionnaire

Annex B. Client Satisfaction Measurement Report Outline and Sample Report

APPROVED BY:



DDG ERNESTO V. PEREZ
Officer-in-Charge



Annex A

Client Satisfaction Measurement Questionnaire

Control No: _____

ANTI-RED TAPE AUTHORITY
 CLIENT SATISFACTION MEASUREMENT FORM
 PSA Approval No.: ARTA-2342-3
 Expires on 31 July 2022

(Insert agency logo here) (Insert agency name here)
HELP US SERVE YOU BETTER!

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type: Citizen Business Government (Employee or another agency)

Date: _____ Sex: Male Female Age: _____






Region of residence: _____ Service Availed: _____

INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.

- CC1 Which of the following best describes your awareness of a CC?**
- 1. I know what a CC is and I saw this office's CC.
 - 2. I know what a CC is but I did NOT see this office's CC.
 - 3. I learned of the CC only when I saw this office's CC.
 - 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)
- CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?**
- 1. Easy to see
 - 2. Somewhat easy to see
 - 3. Difficult to see
 - 4. Not visible at all
 - 5. N/A
- CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?**
- 1. Helped very much
 - 2. Somewhat helped
 - 3. Did not help
 - 4. N/A

INSTRUCTIONS:

For SQD 0-8, please put a **check mark (✓)** on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
SQD0. I am satisfied with the service that I availed.						
SQD1. I spent a reasonable amount of time for my transaction.						
SQD2. The office followed the transaction's requirements and steps based on the information provided.						
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.						
SQD4. I easily found information about my transaction from the office or its website.						
SQD5. I paid a reasonable amount of fees for my transaction.						
SQD6. I feel the office was fair to everyone, or " <i>walang palakasan</i> ", during my transaction.						
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.						
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.						

Suggestions on how we can further improve our services (optional):

Email address (optional): _____

THANK YOU!

(Online Version)

(Insert agency logo here) (Insert agency name here)

HELP US SERVE YOU BETTER!

This short Client Satisfaction Measurement (CSM) survey aims to track the customer experience of government offices. Your answers will enable this office to provide a better service.

Age: _____ Sex: _____ Region: _____

Agency visited: _____

Service availed: _____

Customer type (Citizen, Business, or Government?): _____

INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions.

CC1 Do you know about the Citizen's Charter (document of an agency's services and reqs.)?

- 1. Yes, aware before my transaction with this office
- 2. Yes, but aware only when I saw the CC of this office
- 3. No, not aware of the CC (Skip questions CC2 and CC3)

CC2 If **Yes** to the previous question, did you see this office's Citizen's Charter?






- 1. Yes, the CC was easy to find
- 2. Yes, but the CC was hard to find
- 3. No, I did not see this office's CC (Skip question CC3)

CC3 If **Yes** to the previous question, did you use the Citizen's Charter as a guide for the service/s you availed?

- 1. Yes, I was able to use the CC
- 2. No, I was not able to use the CC because _____

INSTRUCTIONS: For SQD 1-8, please encircle the number that corresponds to your answer:

Strongly Disagree (SD)	Disagree (D)	Neither Agree nor Disagree (NAD)	Agree (A)	Strongly Agree (SA)
1	2	3	4	5

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree
SQD1. I spent an acceptable amount of time to complete my transaction (<i>Responsiveness</i>)	1	2	3	4	5
SQD2. The office accurately informed and followed the transaction's requirements and steps (<i>Reliability</i>)	1	2	3	4	5
SQD3. My online transaction (including steps and payment) was simple and convenient (<i>Access and Facilities</i>)	1	2	3	4	5
SQD4. I easily found information about my transaction from the office or its website (<i>Communication</i>)	1	2	3	4	5
SQD5. I paid an acceptable amount of fees for my transaction (<i>Costs</i>)	1	2	3	4	5
SQD6. I am confident my online transaction was secure (<i>Integrity</i>)	1	2	3	4	5
SQD7. The office's online support was available, or (if asked questions) online support was quick to respond (<i>Assurance</i>)	1	2	3	4	5
SQD8. I got what I needed from the government office (<i>Outcome</i>)	1	2	3	4	5

Remarks (optional):

Annex B

Client Satisfaction Measurement (CSM) Report Outline

Harmonized CSM Report Outline:

I. Title Page

- *This section shall contain the Agency's official logo and official name. The page shall also include the label "Client Satisfaction Measurement Report", the year covered by the report, and the report's edition (Ex. 2nd Edition).*

II. Table of Contents

III. Overview

- *The content of the Overview section shall be at the discretion of the agency. It may include a brief description of the agency and the CSM mandate.*

IV. Scope and Methodology

a. Period covered

b. Geographic and Office coverage

c. List of services surveyed

d. Sampling

i. Applied confidence level and margin of error

ii. Mode of survey implementation (Ex. Paper questionnaire in the office)

- *The Scope section of the CSM Report shall include the period the survey was conducted and the geographical coverage of the survey.*
- *In addition, the section shall include a table of the agency's services, the number of clients that completed the survey, and the total number of transactions during the year (surveyed + unsurveyed clients).*
- *The agency shall create a separate table for services that had no clients during the period.*
- *The sampling calculator is attached in the CSM Guidelines document.*

e. Feedback and Collection Mechanism

f. Scoring system

i. Table of the scale and its equivalent number

g. How numerical results will be interpreted

- *The Methodology section of the CSM Report shall discuss all the physical and digital methods used by the agency to implement the CSM survey.*
- *Additionally, the section shall provide a table of the 5-point Likert scale and the survey's scoring system.*

V. Results

a. Response rates (per service)

i. Number of clients surveyed per service

ii. Number of clients surveyed per customer type

b. Total number of transacting clients during the period (per service)

c. Client Demographic

d. Citizen's Charter results

e. Service Quality Dimension results

f. Free responses

- *The response rate is integral to the survey so it shall be explicitly stated in the CSM report. It shall be followed by a discussion of why the agency thinks the response rate is high, low, or as expected.*
- *Furthermore, the agency shall provide reasons for why services have 0 responses, if any.*
- *A breakdown of the client demographic shall be provided. The agency may provide an analysis based on how it may or may not be representative of its population.*
- *Then, a breakdown of the Citizen's Charter questions and Service Quality Dimension questions by result count shall be provided. The agency shall provide an analysis of the results.*
- *Afterward, a breakdown of each services' scores shall be provided. The agency shall also provide an analysis of these results.*

VI. Results of the Agency Action Plan reported in the previous year

VII. Continuous Agency Improvement Plan for the following year

- *Sections VI and VII shall contain the action steps, the responsible unit/person, and a timeline. Agencies are also encouraged to incorporate CSM findings to the Improvement Plan.*
- *Section VI shall not apply for the first year of CSM implementation*

VIII. Index

A. Clear image of physical CSM survey used

B. Detailed list of regional and satellite offices covered

C. CSM results of each regional and satellite office

- i. Response rates of each office**
- ii. Demographic of each office**
- iii. Citizen's Charter results of each office**
- iv. SQD results of each office**



ARTA
ANTI-RED TAPE AUTHORITY
OFFICE OF THE PRESIDENT



Client Satisfaction Measurement Sample Report

DISCLAIMER: ALL NUMBERS IN THIS SAMPLE HAVE BEEN RANDOMIZED AND ARE NOT REPRESENTATIVE OF THE AGENCY'S ACTUAL PERFORMANCE

COVER PAGE

(This header is not included in actual template)

INSERT AGENCY LOGO HERE

Size: Official Dimensions of the Official Logo
Resolution: High resolution

AGENCY NAME

Font Style: Official Font Style of the Government Agency Name
Font Size: Should at least be 20

Harmonized CSM Report

Font Size: Should at least be 20

2023 (1st Edition)

Text: Year (No. of Edition)
Font Size: Should at least be 16

DISCLAIMER: ALL NUMBERS IN THIS SAMPLE HAVE BEEN RANDOMIZED AND ARE NOT REPRESENTATIVE OF THE AGENCY'S ACTUAL PERFORMANCE



Harmonized CSM Report

Font Size: Should at least be 20

2023 (1st Edition)

Text: Year (No. of Edition)
Font Size: Should at least be 16

DISCLAIMER: ALL NUMBERS IN THIS SAMPLE HAVE BEEN RANDOMIZED AND ARE NOT REPRESENTATIVE OF THE AGENCY'S ACTUAL PERFORMANCE

INSERT AGENCY LOGO HERE

AGENCY PROFILE
(This header is not included in actual template)

Alignment: Top Rightmost Corner
Height: 1 Inch
Resolution: High Resolution

From this page onwards, the official logo of the government agency shall be printed at the top rightmost corner of the header of every page

I. Overview:

The Anti-Red Tape Authority (ARTA) is a national government agency of the R.A. 11032 to monitor and ensure compliance with the national policy of transparency and ease of doing business in the Philippines.

As stated in the ARTA Memorandum Circular (M.C.) No. 2022-02, government agencies shall provide the harmonized CSM survey to clients who have completed a transaction. Per 6.7.3 of ARTA M.C. No. 2019-002, the client satisfaction measurement detailing the scope and period covered by the measurement, the methodology used, the results of the measurement, and the interpretation of the data shall be reported to the Authority.

II. Scope:

ARTA conducted surveys throughout the year from Jan. 2022 to Dec. 2022.

ARTA surveyed every client that visited the main and regional offices, as well as those that contacted ARTA through email.

The survey used the standard harmonized CSM questionnaire. It asked clients demographical questions, three (3) Citizen's Charter questions, and eight (8) questions related to the following Service Quality Dimensions:

1. Responsiveness
2. Reliability
3. Access and Facilities
4. Communication
5. Costs
6. Integrity
7. Assurance
8. Outcome

The services ARTA surveyed are the following:

External Services	Total	
	Responses	Transactions
Submission of Comments on Proposed Major Regulations (Online)	258	431
Submission of Comments on Proposed Major Regulations (Walk-In)	204	512
Request for Data related to Business Regulations (Online)	59	78
Request for Data related to Business Regulations (Walk-In)	8	16
Request for Doing Business Data/Information	21	33

DISCLAIMER: ALL NUMBERS IN THIS SAMPLE HAVE BEEN RANDOMIZED AND ARE NOT REPRESENTATIVE OF THE AGENCY'S ACTUAL PERFORMANCE

Request for Regulatory Impact Assessment (RIA) Training	32	32
Response to E-mail Clarification/Inquiry (Compliance-Related)	167	488
Filing of Non-ARTA Related Complaints	24	24
Filing of Complaints (Email)	271	849
Filing of Complaints (Physical Letter)	19	40
Filing of Complaints (Walk-in)	29	36
Request for Legal Opinion	71	101
Request for Comment (BRO)	42	100
Request for Issuance of Compliance Order (CMEO)	22	26
Request for Issuance of Order of Automatic Approval/Extension for Complex Transactions	49	75
Request for Issuance of Order of Automatic Approval/Extension for Complex Transactions (with Standard Disposition of Complaints)	33	39
Request for Issuance of Order of Automatic Approval/Extension for Highly Technical Transactions	15	34
Request for Issuance of Order of Automatic Approval/Extension for Highly Technical Transactions (with Standard Disposition of Complaints)	11	22
Standard procedure for the disposition of complaints endorsed to ARTA-IELO	16	20
Request for Briefing	56	81
Request for Statements/Advisories	73	153
Hiring of Plantilla Personnel for Successful Applications	36	49
Hiring of Plantilla Personnel for Failed Applications	108	327
Internal Services		
Request for Evaluation of Citizen's Charter	38	73
Request for ARTA Collaterals	15	21
Processing of Payroll	446	2436
Request for Certification of Availability of Funds	43	80
Disbursements	68	95
Cash Advance from Petty Cash Fund	26	37
Request for Expenses from Petty Cash Fund	33	51
Purchase Request for Goods (Items, Supplies, and Materials) through public bidding	9	17
Purchase Request for Goods (Items, Supplies, and Materials) through shopping	13	20
General Services for Building and Maintenance Request (Simple Repairs)	19	29
General Services for Building and Maintenance Request (Complex Request/ Requiring AMP)	0	8
Documentation and Assigning of Serial Number for Office Orders, Memorandum Circulars, and Other Official Issuances	0	5
Receiving of Incoming Documents	38	38
Request for Certified True Copy of Department Orders, Administrative Orders, and Other ARTA Issuances	17	17
Receiving of Inventory Items	23	23
Request and Issuance of Inventory Items	18	18
Request for ICT Technical Support	16	18
Request for Employee Records	38	38
Application for Leave	332	332
TOTAL	2816	6920

In aggregate, 2,816 people were able to answer the survey, among a population of 6,920. This resulted in a 41% response rate for 2022.

DISCLAIMER: ALL NUMBERS IN THIS SAMPLE HAVE BEEN RANDOMIZED AND ARE NOT REPRESENTATIVE OF THE AGENCY'S ACTUAL PERFORMANCE

Services that had no clients in 2022 are the following:

Request for Issuance of Order of Automatic Approval/Extension for Complex Transactions (with Disposition of Complaints via virtual proceedings)
Request for Issuance of Order of Automatic Approval/Extension for Highly Technical Transactions (with Disposition of Complaints via virtual proceedings)

III. Methodology:

For physical clients, surveys were handed out and collected by ARTA personnel immediately at the end of the transaction. Surveys and survey boxes were also available near the office's exit.

For online clients, emails containing the CSM portal link were sent one (1) week after the last correspondence.

The 8 SQD questions were scored using a 5-point Likert Scale. The simple average of the questions was used to get the Overall score. The interpretation of the results are as follows:

Scale	Average	Rating
1	1.00-1.49	Very Unsatisfied
2	1.50-2.49	Unsatisfied
3	2.50-3.49	Neither Unsatisfied nor Satisfied
4	3.50-4.49	Satisfied
5	4.50-5.00	Very Satisfied

IV. Results of the harmonized CSM for FY 2022:

A. Count of CC and SQD results

While the majority of respondents know the existence of a Citizen's Charter (CC), 49% of clients were still unaware of the CC.

Meanwhile, among those that knew the CC, 77% were able to see ARTA's CC. However, only 34% of clients were able to use it as a guide for their service.

External Services	Responses	Percentage
CC1. Yes, aware before my transaction here	944	33%
CC1. Yes, but aware only when I saw the CC of this office	521	18%
CC1. No, not aware	1370	49%
CC2. Yes, I saw the Citizen's Charter	1135	77%
CC2. No, I did not see the Citizen's Charter	330	23%
CC3. Yes, I was able to read	387	34%

DISCLAIMER: ALL NUMBERS IN THIS SAMPLE HAVE BEEN RANDOMIZED AND ARE NOT REPRESENTATIVE OF THE AGENCY'S ACTUAL PERFORMANCE

CC3. No, I was not able to read	748	66%
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Meanwhile, most respondents were 'Very Satisfied' with ARTA in terms of the 8 service quality dimensions, recording a score range of 4.55-4.72.

The data below shows the breakdown of the results per service quality dimension.

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
Responsiveness	1	12	58	815	1930	2816	4.72
Reliability	5	9	50	1052	1700	2816	4.64
Access and Facilities	2	16	71	938	1789	2816	4.67
Communication	1	18	54	1296	1447	2816	4.55
Costs	1	21	44	971	1779	2816	4.67
Integrity	3	15	38	833	1927	2816	4.72
Assurance	2	17	65	1141	1591	2816	4.60
Outcome	4	14	59	1053	1686	2816	4.64
Overall	19	122	439	8099	13849	22528	4.65

B. Average score per service

Looking at the scores per service, respondents were either 'Satisfied' or 'Very Satisfied' with their transactions, recording a score range of 4.00-4.97. No service garnered a score of 3.99 or lower.

As a result, ARTA recorded an Overall score of 4.65, which translates to 'Very Satisfied'.

The data below shows the Overall rating of each service surveyed.

External Services	Overall Rating
Submission of Comments on Proposed Major Regulations (Online)	4.67
Submission of Comments on Proposed Major Regulations (Walk-In)	4.80
Request for Data related to Business Regulations (Online)	4.41
Request for Data related to Business Regulations (Walk-In)	4.07
Request for Doing Business Data/Information	4.97
Request for Regulatory Impact Assessment (RIA) Training	4.38
Response to E-mail Clarification/Inquiry (Compliance-Related)	4.83
Filing of Non-ARTA Related Complaints	4.04
Filing of Complaints (Email)	4.12
Filing of Complaints (Physical Letter)	4.11
Filing of Complaints (Walk-in)	4.65
Request for Legal Opinion	4.71
Request for Comment (BRO)	4.85
Request for Issuance of Compliance Order (CMEO)	4.74

DISCLAIMER: ALL NUMBERS IN THIS SAMPLE HAVE BEEN RANDOMIZED AND ARE NOT REPRESENTATIVE OF THE AGENCY'S ACTUAL PERFORMANCE

Request for Issuance of Order of Automatic Approval/Extension for Complex Transactions	4.27
Request for Issuance of Order of Automatic Approval/Extension for Complex Transactions (with Standard Disposition of Complaints)	4.33
Request for Issuance of Order of Automatic Approval/Extension for Highly Technical Transactions	4.49
Request for Issuance of Order of Automatic Approval/Extension for Highly Technical Transactions (with Standard Disposition of Complaints)	4.15
Standard procedure for the disposition of complaints endorsed to ARTA-IELO	4.00
Request for Briefing	4.61
Request for Statements/Advisories	4.82
Hiring of Plantilla Personnel for Successful Applications	4.07
Hiring of Plantilla Personnel for Failed Applications	4.10
External Service Overall	4.60
Internal Services	
Request for Evaluation of Citizen's Charter	4.13
Request for ARTA Collaterals	4.12
Processing of Payroll	4.76
Request for Certification of Availability of Funds	4.87
Disbursements	4.39
Cash Advance from Petty Cash Fund	4.21
Request for Expenses from Petty Cash Fund	4.48
Purchase Request for Goods (Items, Supplies, and Materials) through public bidding	4.67
Purchase Request for Goods (Items, Supplies, and Materials) through shopping	4.62
General Services for Building and Maintenance Request (Simple Repairs)	4.95
General Services for Building and Maintenance Request (Complex Request/ Requiring AMP)	4.64
Documentation and Assigning of Serial Number for Office Orders, Memorandum Circulars, and Other Official Issuances	4.04
Receiving of Incoming Documents	4.41
Request for Certified True Copy of Department Orders, Administrative Orders, and Other ARTA Issuances	4.73
Receiving of Inventory Items	4.81
Request and Issuance of Inventory Items	4.66
Request for ICT Technical Support	4.54
Request for Employee Records	4.16
Application for Leave	4.78
Internal Service Overall	4.70
Overall	4.65

V. Results of the Agency Action Plan reported in FY 2021:

VI. Continuous Agency Improvement Plan for FY 2023:

Page Number



ARTA
ANTI-RED TAPE AUTHORITY
OFFICE OF THE PRESIDENT



**JOINT MEMORANDUM CIRCULAR NO. 1
SERIES OF 2023**

**FOR: ALL GOVERNMENT-OWNED OR -CONTROLLED
CORPORATIONS (GOCCs) COVERED BY REPUBLIC ACT NO.
10149**

**SUBJECT: SUPPLEMENTAL GUIDELINES TO THE ARTA MEMORANDUM
CIRCULAR NO. 2022-05 OR THE GUIDELINES ON THE
IMPLEMENTATION OF THE HARMONIZED CLIENT
SATISFACTION MEASUREMENT SPECIFIC FOR GOCCS
COVERED BY REPUBLIC ACT NO. 10149**

DATE: 12 April 2023

1. LEGAL BASES

- 1.1. Pursuant to Section 20 of the Republic Act (R.A.) No. 11032¹ or the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018*, which amended and renumbered Section 10 of R.A. No. 9485² or the *Anti-Red Tape Act of 2007* to Section 20, a feedback mechanism shall be established in all government agencies covered under Section 3 of R.A. No. 11032.
- 1.2. Section 3(b), Rule IV of the Implementing Rules and Regulations (IRR) of R.A. No. 11032 also states that “[a]ll agencies shall embed feedback mechanisms and client satisfaction measurement in their process improvement efforts. The agency shall report to the [Anti-Red Tape Authority (ARTA)] the results of the Client Satisfaction Survey for each service based on the guidelines issued by the Authority”.
- 1.3. Consistent with Section 3(b), Rule IV of the IRR of R.A. 11032, the Anti-Red Tape Authority (ARTA) issued the ARTA Memorandum Circular (MC) No. 2022-05 or the Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement.
- 1.4. R.A. No. 10149,³ otherwise known as the *GOCC Governance Act of 2011*, created the Governance Commission for GOCCs (GCG) as the central policy-making and regulatory body mandated to safeguard the State’s ownership

¹ AN ACT PROMOTING EASE OF DOING BUSINESS AND EFFICIENT DELIVERY OF GOVERNMENT SERVICES, AMENDING FOR THE PURPOSE REPUBLIC ACT NO. 9485, OTHERWISE KNOWN AS THE ANTI-RED TAPE ACT OF 2007 AND FOR OTHER PURPOSES, approved 28 May 2018.

² AN ACT TO IMPROVE EFFICIENCY IN THE DELIVERY OF GOVERNMENT SERVICE TO THE PUBLIC BY REDUCING BUREAUCRATIC RED TAPE, PREVENTING GRAFT AND CORRUPTION, AND PROVIDING PENALTIES THEREFOR, approved 02 June 2007.

³ AN ACT TO PROMOTE FINANCIAL VIABILITY AND FISCAL DISCIPLINE IN GOVERNMENT-OWNED OR -CONTROLLED CORPORATIONS AND TO STRENGTHEN THE ROLE OF THE STATE IN ITS GOVERNANCE AND MANAGEMENT TO MAKE THEM MORE RESPONSIVE TO THE NEEDS OF PUBLIC INTEREST AND FOR OTHER PURPOSES, approved 06 June 2011.

rights and ensure that the operations of GOCCs are transparent and responsive to the needs of the public.

1.5. In the exercise of its mandate, the GCG adopted GCG MC No. 2012-07⁴ or the *Code of Corporate Governance for GOCCs*. Under Section 37 of the GCG M.C. No. 2012-07, GOCC Governing Boards are required to:

- a. Ensure integrity and honesty in dealings with customers and operate a highly effective and efficient organization, focused on meeting customer objectives with the aim of providing services which give fair value and consistent quality, reliability, and safety in return for the price paid for the same; and
- b. Operate policies of continuous improvement, of both processes and the skills of the staff, to take best advantage of advances in all aspects of society in order to ensure that it continues to add value to its customers' businesses.

1.6. Under R.A. No. 10149, the Performance Evaluation System (PES) established by the GCG sets the process of appraising the accomplishment of the GOCCs in a given fiscal year based on the set performance criteria. One of the measures in determining the rating in the PES is the overall satisfaction of the clients for the services availed in a GOCC.

2. PURPOSE

2.1. This Joint Memorandum Circular (JMC) is being issued to provide supplemental guidance to GOCCs regarding compliance to GCG Memorandum Circular 2023-01⁵ and ARTA M.C. No. 2022-05.

2.2. Likewise, this JMC aims to reduce the cost and burden of compliance of GOCCs with the Client Satisfaction Measurement (CSM) and Client Satisfaction Survey (CSS) requirements.

3. COVERAGE

3.1. The supplemental guidelines shall be adopted by all GOCCs covered by R.A. No. 10149.

4. GENERAL GUIDELINES

4.1. All GOCCs shall conduct their respective CSS as required by the GCG-approved Performance Scorecard. The CSS methodology shall be in accordance with the prescribed Guidelines of the ARTA M.C. No. 2022-05.

4.2. GOCCs may have the option to engage the services of a third-party provider or in-house services for the conduct of the survey.

⁴ CODE OF CORPORATE GOVERNANCE FOR GOCCs, approved 28 November 2012.

⁵ PERFORMANCE EVALUATION SYSTEM (PES) FOR THE GOCC SECTOR DATED 19 JANUARY 2023.

- 4.3. GOCCs shall follow the survey methodology prescribed by ARTA MC No. 2022-05.
- 4.4. GOCCs shall submit their respective CSM report to the Authority not later than April 15 of each year.
- 4.5. The CSM Reports submitted by the GOCCs shall be validated by the Authority based on the Guidelines set by ARTA M.C. No. 2022-05. Results of the validation shall be submitted by ARTA to GCG not later than May 31 of the following year.
- 4.6. The validated CSM Report of the Authority shall be used by GCG for the CSS measure in the GOCC's Performance Scorecard.
- 4.7. The percentage⁶ of respondents that rated 'Agree' (4) and 'Strongly Agree' (5) for Service Quality Dimension 0: "*I am satisfied with the service that I availed*" shall be used for the CSS measure in the GOCC's Performance Scorecard.
- 4.8. The total number of clients who availed of the external services will be the basis of computing the rating.
- 4.9. Respondents in satellite offices and other offices smaller than a branch will be counted under the branch covering these smaller offices.

5. AGENCY ROLES AND RESPONSIBILITIES

5.1. GOVERNMENT-OWNED AND CONTROLLED CORPORATIONS (GOCCs) COVERED BY R.A. NO. 10149

5.1.1. GOCCs shall endeavor to conduct the CSS for all its external and internal services either through a third-party service provider or an in-house survey.

5.1.2. All GOCCs shall submit the Final Report in accordance with the ARTA-prescribed template/outline pursuant to ARTA M.C. No. 2022-05. The following data/information shall be generated and reflected in the CSM Report, in addition to the existing ARTA-prescribed template/outline.

5.1.2.1. Number of responses: sub-total for external services and sub-total for internal services;

5.1.2.2. Number of transactions: sub-total for external services and sub-total for internal services; and

⁶ Total number of respondents that rated 'Agree' (4) and 'Strongly Agree' (5) for the SQD0 over the total number of respondents.

5.1.2.3. The percentage of respondents that rated 'Agree' and 'Strongly Agree' for each SQD: with breakdown for external services and internal services.

5.1.3. All covered GOCCs shall submit their CSM Report duly approved and signed by the Head of the Committee on Anti-Red Tape (CART) to attest that the report is accurate and compliant with the applicable guidelines.

5.2. GOVERNANCE COMMISSION OF GOCCs (GCG)

5.2.1. The GCG may perform random data collection quality control procedures, i.e., spot-checking and back-checking as they deem necessary. The GCG reserves the right to request proof of the survey results, including the sample questionnaires and the Excel file of the aggregated data.

5.2.2. The GCG shall use the ARTA-verified rating as the validated rating for the CSS measure in the GOCC's Performance Scorecard. The GCG may consider the following grounds for Zero Rating:

5.2.2.1. Non-compliance with the ARTA-prescribed methodology and questionnaire

5.2.2.2. Adverse findings during the conduct of spot-checking and/or back-checking

5.2.2.3. Late submission of CSM Report

5.3. ANTI-RED TAPE AUTHORITY (ARTA)

5.3.1. The ARTA shall receive CSM reports from GOCCs as submitted and shall record the date of submission.

5.3.2. The ARTA shall check that the CSM report submitted by the GOCC is duly signed by the Head of the Committee on Anti-Red Tape.

5.3.3. The ARTA shall provide the GCG with the verified CSM rating of GOCCs on or before May 31 of the following year.

5.3.4. The ARTA may perform random data collection quality control procedures, i.e., spot-checking and back-checking. The ARTA reserves the right to request proof of the survey results, including the sample questionnaires and the Excel file of the aggregated data.

6. TIMELINE OF SUBMISSION

- 6.1. The CSM Report shall be submitted to ARTA on or before 15 April of the following year.
- 6.2. Thereafter, the ARTA shall provide the results of the validated reports to GCG on or before May 31 of the following year.

7. REPEALING CLAUSE

Provisions of previous issuances of the ARTA and the GCG that are inconsistent with this Joint Memorandum Circular are hereby reversed, set aside, or declared ineffective.

8. SEPARABILITY CLAUSE

If any provisions or part of this Joint Memorandum Circular is held unconstitutional or invalid, it shall not affect the validity of the remaining provisions of this Circular.

Should there be any inconsistency or ambiguity between the provisions of ARTA MC No. 2022-05 and this Joint Memorandum Circular in relation to the Client Satisfaction Measurement, the former shall prevail over the latter.

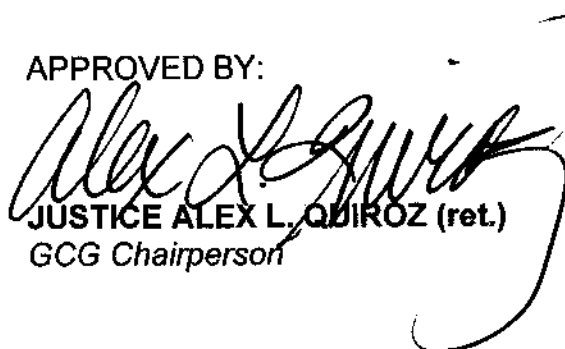
9. TRANSITORY PROVISION

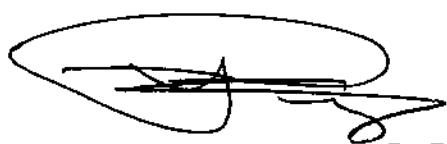
All covered GOCCs shall strictly comply with this Joint Memorandum Circular beginning survey year 2023.

10. EFFECTIVITY

This Joint Memorandum Circular shall take effect immediately upon publication and registration with the University of the Philippines – Office of the National Administrative Register (UP-ONAR).

APPROVED BY:


JUSTICE ALEX L. QUIROZ (ret.)
GCG Chairperson


SECRETARY ERNESTO V. PEREZ
Director General, Anti-Red Tape Authority



MEMORANDUM CIRCULAR NO. 2023-05
SERIES OF 2023

FOR: ALL GOVERNMENT AGENCIES AND OFFICES COVERED BY REPUBLIC ACT NO. 11032 INCLUDING LOCAL GOVERNMENT UNITS (LGUs), GOVERNMENT-OWNED OR -CONTROLLED CORPORATIONS (GOCCs), LOCAL WATER DISTRICTS, STATE UNIVERSITIES AND COLLEGES (SUCs), AND OTHER GOVERNMENT INSTRUMENTALITIES

SUBJECT: AMENDMENT TO ARTA MEMORANDUM CIRCULAR NO. 2022-005 OR THE GUIDELINES ON THE IMPLEMENTATION OF THE HARMONIZED CLIENT SATISFACTION MEASUREMENT

DATE: 08 June 2023

1. BACKGROUND

- 1.1 On 20 September 2022, the Anti-Red Tape Authority (ARTA) issued Memorandum Circular (M.C.) No. 2022-005 or the "*Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement*".
- 1.2 The ARTA M.C. No. 2022-05 and its attached references provide the guidelines for all covered government agencies relative to the implementation of the Harmonized Client Satisfaction Measurement (CSM).
- 1.3 This Amendment to the Guidelines is being issued to amend Sections 3.1, 3.2, and 3.3, specifically on the revision of the CSM Survey Questions and Report Guidelines, interpretation of the rating that will be obtained by the agencies, and the localization of the survey questionnaire used.

2. PURPOSE

- 2.1. The issuance of this Amended Guidelines shall allow agencies to revise the CSM Questions under certain conditions and shall revise the provision on the "Overall Scoring" of the scores that will be obtained by the agencies.
- 2.2. Further, this Amended Guidelines shall likewise update the survey questionnaire and the sample CSM Report as guide to the agencies.
- 2.3. Lastly, alongside with the issuance of this Amended Guidelines is the Tagalog Version of the Survey questionnaires for use during the conduct of the survey of concerned agencies.

3. AMENDMENT TO THE GUIDELINES

The succeeding paragraphs are hereby amended to read as follows:

3.1. As to the revision of the CSM Questions

- 4.4.1.1. The CSM questions prescribed by the Authority may be altered or modified, provided the revised questions still aim to capture the Service Quality Dimensions (SQDs) and the Citizen's Charter awareness.

3.2. As to the Overall Scoring

4.5.3. **Overall Scoring.** The percentage of respondents that rated 'Agree' and Strongly Agree' for all eight (8) SQDs shall be used to compute the Overall Score. Agencies shall strive to achieve an overall percentage of 80% or higher, or a rating of "Satisfactory" or higher. Interpretations of the results shall be as follows:

PERCENTAGE	RATING
Below 60.0%	Poor
60.0% - 79.9%	Fair
80.0% - 89.9%	Satisfactory
90.0% - 94.9%	Very Satisfactory
95.0% - 100%	Outstanding

3.3. As to the References

The following updated documents shall serve as references of all the covered agencies in the implementation of their CSM:

- a. Annex A –Client Satisfaction Measurement Questionnaire
 - i. [English Version](#)
 - ii. [Tagalog Version](#)
- b. [Annex B – CSM Outline Report](#)

4. SEPARABILITY CLAUSE

Any part or provisions of this MC shall be held unconstitutional or invalid, the other parts or provisions not affected thereby shall continue to be in full force and effect.

5. REPEALING CLAUSE

All issuances, circulars, orders, or memoranda, part or parts of which are inconsistent with any provisions of this MC are hereby repealed and modified accordingly.

6. EFFECTIVITY

This Circular shall take effect immediately and upon publication and registration with the University of the Philippines – Office of the National Administrative Register (UP-ONAR).

RECOMMENDED BY:


UNDERSECRETARY GERALD G. DIVINAGRACIA
Deputy Director General for Operations

APPROVED BY:


SECRETARY ERNESTO V. PEREZ
Director General



Control No: _____

(On-Site Version)

(Insert agency logo here) (Insert agency name here)
HELP US SERVE YOU BETTER!

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type: Citizen Business Government (Employee or another agency)

Date: _____ Sex: Male Female Age: _____

Region of residence: _____ Service Availed: _____

INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.






- CC1 Which of the following best describes your awareness of a CC?
- 1. I know what a CC is and I saw this office's CC.
 - 2. I know what a CC is but I did NOT see this office's CC.
 - 3. I learned of the CC only when I saw this office's CC.
 - 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

- CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?
- 1. Easy to see
 - 2. Somewhat easy to see
 - 3. Difficult to see
 - 4. Not visible at all
 - 5. N/A

- CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?
- 1. Helped very much
 - 2. Somewhat helped
 - 3. Did not help
 - 4. N/A

INSTRUCTIONS:

For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
SQD0. I am satisfied with the service that I availed.						
SQD1. I spent a reasonable amount of time for my transaction.						
SQD2. The office followed the transaction's requirements and steps based on the information provided.						
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.						
SQD4. I easily found information about my transaction from the office or its website.						
SQD5. I paid a reasonable amount of fees for my transaction. (If service was free, mark the 'N/A' column)						
SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction.						
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.						
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.						

Suggestions on how we can further improve our services (optional):

Email address (optional): _____

THANK YOU!

Control No: _____

(Online Version)

(Insert agency logo here) (Insert agency name here)

HELP US SERVE YOU BETTER!

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option not to answer this form.

Client type: Citizen Business Government (Employee or another agency)

Date: _____ Sex: Male Female Age: _____

Region of residence: _____ Service Aailed: _____

INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.

CC1 Which of the following best describes your awareness of a CC?

- 1. I know what a CC is and I saw this office's CC.
- 2. I know what a CC is but I did NOT see this office's CC.
- 3. I learned of the CC only when I saw this office's CC.
- 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)






CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?

- 1. Easy to see
- 2. Somewhat easy to see
- 3. Difficult to see
- 4. Not visible at all
- 5. N/A

CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?

- 1. Helped very much
- 2. Somewhat helped
- 3. Did not help
- 4. N/A

INSTRUCTIONS: For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
SQD0. I am satisfied with the service that I availed.						
SQD1. I spent a reasonable amount of time for my transaction.						
SQD2. The office followed the transaction's requirements and steps based on the information provided.						
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.						
SQD4. I easily found information about my transaction from the office's website.						
SQD5. I paid a reasonable amount of fees for my transaction. (If service was free, mark the 'N/A' column)						
SQD6. I am confident my online transaction was secure.						
SQD7. The office's online support was available, and (if asked questions) online support was quick to respond.						
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.						

Suggestions on how we can further improve our services (optional):

Email address (optional): _____

THANK YOU!

Control No: _____

(Bersyon para sa On-site Sarbey)

(Ilagay ang logo at pangalan ng ahensya dito)

TULUNGAN MO KAMI MAS MAPABUTI ANG AMING MGA PROSESO AT SERBISYO!

Ang Client Satisfaction Measurement (CSM) ay naglalayong masubaybayan ang karanasan ng taumbayan hinggil sa kanilang pakikitransaksyon sa mga tanggapan ng gobyerno. Makatutulong ang inyong kasagutan ukol sa inyong naging karanasan sa kakatapos lamang na transaksyon, upang mas mapabuti at lalong mapahusay ang aming serbisyo publiko. Ang personal na impormasyon na iyong ibabahagi ay mananatiling kumpidensyal. Maaari ring piliin na hindi sagutan ang sarbey na ito.

Uri ng Kliyente: Mamamayan Negosyo Gobyerno (Empleyado o Ahensya)

Petsa: _____ Kasarian: Lalaki Babae Edad: _____

Rehiyon: _____ Uri ng transaksyon o serbisyo: _____

PANUTO: Lagyan ng tsek (✓) ang iyong sagot sa mga sumusunod na katanungan tungkol sa Citizen's Charter (CC). Ito ay isang opisyal na dokumento na naglalaman ng mga serbisyo sa isang ahensya/opisina ng gobyerno, makikita rito ang mga kinakailangan na dokumento, kaukulang bayarin, at pangkabuuang oras ng pagproseso.

CC1 Alin sa mga sumusunod ang naglalarawan sa iyong kaalaman sa CC?

- 1. Alam ko ang CC at nakita ko ito sa napuntahang opisina
- 2. Alam ko ang CC pero hindi ko ito nakita sa napuntahang opisina
- 3. Nalaman ko ang CC nang makita ko ito sa napuntahang opisina
- 4. Hindi ko alam kung ano ang CC at wala akong nakita sa napuntahang opisina (Lagyan ng tsek ang 'N/A' sa CC2 at CC3 kapag ito ang iyong sagot)

CC2 Kung alam ang CC (Nag-tsek sa opsyon 1-3 sa CC1), masasabi mo ba na ang CC nang napuntahang opisina ay...






- 1. Madaling makita
- 2. Medyo madaling makita
- 3. Mahirap makita
- 4. Hindi makita
- 5. N/A

CC3 Kung alam ang CC (nag-tsek sa opsyon 1-3 sa CC1), gaano nakatulong ang CC sa transaksyon mo?

- 1. Sobrang nakatulong
- 2. Nakatulong naman
- 3. Hindi nakatulong
- 4. N/A

PANUTO:

Para sa SQD 0-8, lagyan ng tsek (✓) ang hanay na pinakaangkop sa iyong sagot.

	 Lubos na hindi sumasan gayon	 Hindi sumasang ayon	 Walang kinikilingan	 Sumasan gayon	 Labis na sumasa ngayon	N/A Not Applicable
SQD0. Nasiyahan ako sa serbisyo na aking natanggap sa napuntahan na tanggapan.						
SQD1. Makatwiran ang oras na aking ginugol para sa pagproseso ng aking transaksyon.						
SQD2. Ang opisina ay sumusunod sa mga kinakailangang dokumento at mga hakbang batay sa impormasyong ibinigay.						
SQD3. Ang mga hakbang sa pagproseso, kasama na ang pagbayad ay madali at simple lamang.						
SQD4. Mabilis at madali akong nakahanap ng impormasyon tungkol sa aking transaksyon mula sa opisina o sa website nito.						

Control No: ____

SQD5. Nagbayad ako ng makatwirang halaga para sa aking transaksyon. <i>(Kung ang serbisyo ay ibinigay ng libre, maglagay ng tsek sa hanay ng N/A.)</i>						
SQD6. Pakiramdam ko ay patas ang opisina sa lahat, o "walang palakasan", sa aking transaksyon.						
SQD7. Magalang akong trinato ng mga tauhan, at (kung sakali ako ay humingi ng tulong) alam ko na sila ay handang tumulong sa akin.						
SQD8. Nakuha ko ang kinakailangan ko mula sa tanggapan ng gobyerno, kung tinanggihan man, ito ay sapat na ipinaliwanag sa akin.						

Mga suhestiyon kung paano pa mapapabuti pa ang aming mga serbisyo (opsyonal):

Email address (opsyonal): _____

MARAMING SALAMAT!

Control No: _____

(Bersyon para sa Online Sarbey)

(Ilagay ang logo at pangalan ng ahensya dito)

TULUNGAN MO KAMI MAS MAPABUTI ANG AMING MGA PROSESO AT SERBISYO!

Ang Client Satisfaction Measurement (CSM) ay naglalayong masubaybayan ang karanasan ng taumbayan hinggil sa kanilang pakikitransaksyon sa mga tanggapan ng gobyerno. Makatutulong ang inyong kasagutan ukol sa inyong naging karanasan sa kakatapos lamang na transaksyon, upang mas mapabuti at lalong mapahusay ang aming serbisyo publiko. Ang personal na impormasyon na iyong ibabahagi ay mananatiling kumpidensyal. Maaari ring piliin na hindi sagutan ang sarbey na ito.

Uri ng Kliyente: Mamamayan Negosyo Gobyerno (Empleyado o Ahensya)

Petsa: _____ Kasarian: Lalaki Babae Edad: _____

Rehiyon: _____ Uri ng transaksyon o serbisyo: _____

PANUTO: Lagyan ng tsek (✓) ang iyong sagot sa mga sumusunod na katanungan tungkol sa Citizen's Charter (CC). Ito ay isang opisyal na dokumento na naglalaman ng mga serbisyo sa isang ahensya/opisina ng gobyerno, makikita rito ang mga kinakailangan na dokumento, kaukulang bayarin, at pangkabuuang oras ng pagproseso.

CC1 Alin sa mga sumusunod ang naglalarawan sa iyong kaalaman sa CC?

- 1. Alam ko ang CC at nakita ko ito sa napuntahang opisina
- 2. Alam ko ang CC pero hindi ko ito nakita sa napuntahang opisina
- 3. Nalaman ko ang CC nang makita ko ito sa napuntahang opisina
- 4. Hindi ko alam kung ano ang CC at wala akong nakita sa napuntahang opisina (Lagyan ng tsek ang 'N/A' sa CC2 at CC3 kapag ito ang iyong sagot)

CC2 Kung alam ang CC (Nag-tsek sa opsyon 1-3 sa CC1), masasabi mo ba na ang CC nang napuntahang opisina ay...






- 1. Madaling makita
- 2. Medyo madaling makita
- 3. Mahirap makita
- 4. Hindi makita
- 5. N/A

CC3 Kung alam ang CC (nag-tsek sa opsyon 1-3 sa CC1), gaano nakatulong ang CC sa transaksyon mo?

- 1. Sobrang nakatulong
- 2. Nakatulong naman
- 3. Hindi nakatulong
- 4. N/A

PANUTO:

Para sa SQD 0-8, lagyan ng tsek (✓) ang hanay na pinakaangkop sa iyong sagot.

	 Lubos na hindi sumasangayon	 Hindi sumasangayon	 Walang kinikilingan	 Sumasangayon	 Labis na sumasangayon	N/A Not Applicable
SQD0. Nasiyahan ako sa serbisyo na aking natanggap sa napuntahan na tanggapan.						
SQD1. Makatwiran ang oras na aking ginugol para sa pagproseso ng aking transaksyon.						
SQD2. Ang opisina ay sumusunod sa mga kinakailangang dokumento at mga hakbang batay sa impormasyong ibinigay.						
SQD3. Ang mga hakbang sa pagproseso, kasama na ang pagbayad ay madali at simple lamang.						
SQD4. Mabilis at madali akong nakahanap ng impormasyon tungkol sa aking transaksyon mula sa opisina o sa website nito.						

Control No: ____

SQD5. Nagbayad ako ng makatwirang halaga para sa aking transaksyon. <i>(Kung ang serbisyo ay ibinigay ng libre, maglagay ng tsek sa hanay ng N/A.)</i>						
SQD6. Pakiramdam ko ay patas ang opisina sa lahat, o "walang palakasan", sa aking transaksyon.						
SQD7. Magalang akong trinato ng mga tauhan, at (kung sakali ako ay humingi ng tulong) alam ko na sila ay handang tumulong sa akin.						
SQD8. Nakuha ko ang kinakailangan ko mula sa tanggapan ng gobyerno, kung tinanggihan man, ito ay sapat na ipinaliwanag sa akin.						

Mga suhestiyon kung paano pa mapapabuti pa ang aming mga serbisyo (opsyonal):

Email address (opsyonal): _____

MARAMING SALAMAT!

DISCLAIMER: THE DATA IN THIS SAMPLE HAVE BEEN RANDOMIZED AND ARE NOT REPRESENTATIVE OF THE AGENCY'S ACTUAL PERFORMANCE

Annex B

Client Satisfaction Measurement (CSM) Report Outline



DISCLAIMER: THE DATA IN THIS SAMPLE HAVE BEEN RANDOMIZED AND ARE NOT REPRESENTATIVE OF THE AGENCY'S ACTUAL PERFORMANCE

Harmonized CSM Report Outline:

I. Title Page

- *This section shall contain the Agency's official logo and official name. The page shall also include:*
 - o *the label "Client Satisfaction Measurement Report",*
 - o *whether the report is consolidated by the Central, the Regional, or the Satellite Office. (Ex. Regional Office – Western Visayas)*
- *the year covered by the report, and the report's edition [Ex. 2023 (1st Edition)].*

II. Table of Contents

III. Overview

- *The content of the Overview section shall be at the discretion of the agency. Agencies are highly encouraged to include a summary of results. It may include a brief description of the agency and the CSM mandate.*

IV. Scope

- a. **Period covered**
- b. **Geographic and Office coverage**
- c. **List of services surveyed, responses, and total number of transacting clients**
- d. **Sampling**
 - i. **Applied confidence level and margin of error**
 - ii. **Discussion of response rates**

- *The Scope section of the CSM Report shall include the period on when the survey was conducted and the geographical coverage of the survey.*
- *In addition, the section shall include a table of the agency's services, the number of clients that completed the survey, and the total number of transactions during the year (surveyed + unsurveyed clients).*
- *The response rate is integral to the survey so it shall be explicitly stated in the CSM report. It shall be followed by a discussion on why the agency thinks the response rate is high, low, or as expected.*
- *Furthermore, the agency shall also provide reasons on why services have low responses, if any. The agency shall create a separate table for services that have no clients during the period, if any.*
- *The sampling calculator is attached in the CSM Guidelines document.*

V. Methodology

- a. **Mode of Survey Implementation**
- b. **Feedback and Collection Mechanism**
- c. **Scoring system**
 - i. **Table of the scale and its equivalent number**
- d. **How numerical results will be interpreted**

- *The Methodology section of the CSM Report shall discuss all the physical and digital methods used by the agency to implement the CSM survey.*
- *Additionally, the section shall provide a table of the 5-point Likert scale and the survey's scoring system.*

VI. Data and Interpretation

- a. Client Demographic**
- b. Citizen's Charter results**
- c. Service Quality Dimension results**
- d. Free responses**

- *A breakdown of the client demographic shall be provided. The agency may provide an analysis based on how it may or may not be representative of its population.*
- *Then, a breakdown of the Citizen's Charter questions and Service Quality Dimension questions by result count shall be provided. The agency shall provide an analysis of the results.*
- *Afterward, a breakdown of each services' scores shall be provided. The agency shall also provide an analysis of these results.*

VII. Results of the Agency Action Plan reported in the previous year

VIII. Continuous Agency Improvement Plan for the following year

- *Sections VII and VIII shall contain the action steps, the responsible unit/person, and a timeline. Agencies are also encouraged to incorporate CSM findings to the Improvement Plan.*
- *Section VI shall not apply for the first year of CSM implementation*

IX. Index

- A. Clear images of CSM survey used**
- B. List including central, regional, and satellite offices covered (if consolidated)**
- C. CSM results of each central, regional, and satellite office (if consolidated)**
 - i. Response rates of each office**
 - ii. Citizen's Charter results of each office**
 - iii. SQD results of each office**

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[Insert Agency Logo]

(Insert Agency Name)

Client Satisfaction Measurement Report

Consolidated

YEAR (XX Edition)

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I. Overview:

[The content of the Overview section shall be at the discretion of the agency. Agencies are highly encouraged to include a summary of results. It may include a brief description of the agency and the CSM mandate.]

	Score
CC Awareness:	40.00%
CC Visibility:	30.00%
CC Helpfulness:	44.00%
Response Rate:	40.69%
Overall Score:	97.39%

II. Scope:

[The Scope section of the CSM Report shall include the period the survey was conducted and the geographical coverage of the survey.]

In addition, the section shall include a table of the agency's services, the number of clients that completed the survey, and the total number of transactions during the year (surveyed + unsurveyed clients).

The response rate is integral to the survey so it shall be explicitly stated in the CSM report. It shall be followed by a discussion on why the agency thinks the response rate is high, low, or as expected.

Furthermore, the agency shall provide reasons on why services have low responses, if any. The agency shall create a separate table for services that had no clients during the period, if any.]

The services [Agency Name] surveyed were the following:

External Services	Responses	Total Transactions
External Service 1 (replace with service name as stated in the Citizen's Charter)	258	431
External Service 2	204	512
External Service 3	59	78
External Service 4	8	16
External Service 5	21	33
External Service 6	32	32
External Service 7	167	488
External Service 8	24	24
External Service 9	271	849
External Service 10	19	40
External Service 11	29	36
External Service 12	71	101
External Service 13	42	100
External Service 14	22	26
External Service 15	49	75
External Service 16	33	39
External Service 17	15	34
External Service 18	11	22
External Service 19	16	20
External Service 20	56	81
External Service Total	1407	3037
Internal Services		
Internal Service 1 (replace with service name as stated in the Citizen's Charter)	38	73
Internal Service 2	15	21
Internal Service 3	446	2436
Internal Service 4	43	80
Internal Service 5	68	95
Internal Service 6	26	37
Internal Service 7	33	51
Internal Service 8	9	17
Internal Service 9	13	20
Internal Service 10	19	29
Internal Service 11	0	8
Internal Service 12	0	5
Internal Service 13	38	38
Internal Service 14	17	17
Internal Service 15	23	23
Internal Service 16	18	18
Internal Service 17	16	16
Internal Service 18	38	38
Internal Service 19	332	332
Internal Service Total	1192	3354
OVERALL TOTAL	2599	6391

The following services had no clients in CY [year covered]

1. Zero-Client Service 1
2. Zero- Client Service 2

III. Methodology:

[The Methodology section of the CSM Report shall discuss all the physical and digital methods used by the agency to implement the CSM survey.

Additionally, the section shall provide a table of the 5-point Likert scale and the survey's scoring system.]

Scale	Rating
5	Strongly Agree
4	Agree
3	Neither Agree nor Disagree
2	Disagree
1	Strongly Disagree

The Overall score for the 8 SQDs were computed based on the following formula:

$$\text{Overall Score} = \frac{\text{Number of 'Strongly Agree' answers} + \text{Number of 'Agree' answers}}{\text{Total Number of Respondents} - \text{Number of 'N/A' answers}}$$

The interpretation of the results are as follows:

Percentage	Rating
Below 60.0%	Poor
60.0% - 79.9%	Fair
80.0% - 89.9%	Satisfactory
90.0% - 94.9%	Very Satisfactory
95.0% - 100%	Outstanding

IV. Data and Interpretation

[A breakdown of the client demographic shall be provided. The agency may provide an analysis based on how it may or may not be representative of its population.

Then, a breakdown of the Citizen's Charter questions and Service Quality Dimension questions by result count shall be provided. The agency shall provide an analysis of the results.

Afterward, a breakdown of each services' scores shall be provided. The agency shall also provide an analysis of these results.]

A. Demographic Profile

[Insert discussion]

D1. Age and D2. Sex	External	Internal	Overall
1. 19 or lower	1%	0%	1%
2. 20-34	22%	64%	40%
3. 35-49	40%	23%	32%
4. 50-64	23%	6%	16%
5. 65 or higher	7%	2%	5%
6. Did not specify	7%	5%	6%
1. Male	38%	14%	28%
2. Female	58%	86%	70%
3. Did not specify	4%	0%	2%

[Insert discussion]

D3. Region	External	Internal	Overall
1. Region I	4%	6%	5%
2. Region II	2%	4%	3%
3. Region III	13%	9%	11%
4. Region IV-A	14%	7%	11%
5. MIMAROPA	2%	9%	5%
6. Region V	6%	6%	6%
7. Region VI	9%	4%	7%
8. Region VII	8%	6%	7%
9. Region VIII	5%	3%	4%
10. Region IX	5%	8%	6%
11. Region X	4%	6%	5%
12. Region XII	4%	4%	4%
13. Region XIII	2%	4%	3%
14. NCR	11%	15%	13%
15. CAR	3%	1%	2%
16. BARMM	5%	2%	4%
17. Did not specify	3%	6%	4%

[Insert discussion]

Customer Type	External	Internal	Overall
D4. Citizen	15%	1%	9%
D4. Business	9%	1%	6%
D4. Government	71%	98%	82%
D4. Did not specify	5%	0%	3%

[Insert analysis of demographic results]

B. Count of CC and SQD results

[Insert discussion and analysis of CC results]

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	283	10%
2. I know what a CC is but I did not see this office's CC.	521	19%

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3. I learned of the CC only when I saw this office's CC.	304	11%
4. I do not know what a CC is and I did not see this office's CC.	1708	60%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	330	30%
2. Somewhat easy to see	257	23%
3. Difficult to see	141	13%
4. Not visible at all	380	34%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	489	44%
2. Somewhat helped	367	33%
3. Did not help	252	23%

[Insert discussion and analysis of SQD0 results]

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
SQD0	13108	7922	1044	367	87	0	22528	93.35%

[Insert discussion and analysis of SQD1-8 results]

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	1930	815	58	12	1	0	2816	97.48%
Reliability	1700	1052	50	9	5	0	2816	97.73%
Access and Facilities	1789	938	71	16	2	0	2816	96.84%
Communication	1447	1296	54	18	1	0	2816	97.41%
Costs	0	0	0	0	0	2816	2816	N/A
Integrity	1927	833	38	15	3	0	2816	98.01%
Assurance	1591	1141	65	17	2	0	2816	97.02%
Outcome	1686	1053	59	14	4	0	2816	97.27%
Overall	12070	7128	395	101	18	2816	22528	97.39%

C. Overall score per service

[Insert discussion of scores per service]

External Services		Overall Rating
External Service 1 (replace with service name as stated in the Citizen's Charter)		97.6%
External Service 2		96.0%
External Service 3		90.0%
External Service 4		81.4%
External Service 5		99.4%
External Service 6		87.6%
External Service 7		96.6%
External Service 8		80.8%
External Service 9		96.0%
External Service 10		87.0%
External Service 11		93.0%
External Service 12		94.2%
External Service 13		97.0%
External Service 14		94.8%
External Service 15		85.4%
External Service 16		86.6%
External Service 17		89.8%
External Service 18		83.0%
External Service 19		80.0%
External Service 20		92.2%
External Service Total		93.4%
Internal Services		
Internal Service 1 (replace with service name as stated in the Citizen's Charter)		82.6%
Internal Service 2		82.4%
Internal Service 3		90.0%
Internal Service 4		97.4%
Internal Service 5		95.4%
Internal Service 6		84.2%
Internal Service 7		89.6%
Internal Service 8		93.4%
Internal Service 9		92.4%
Internal Service 10		99.0%
Internal Service 11		92.8%
Internal Service 12		80.8%
Internal Service 13		88.2%
Internal Service 14		94.6%
Internal Service 15		96.2%
Internal Service 19		95.6%
Internal Service Total		90.2%
OVERALL TOTAL		97.4%

[Insert analysis]

V. Results of the Agency Action Plan reported for FY 2022:

VI. Continuous Agency Improvement Plan for FY 2024:



ANNEX A. Survey Questionnaire/s Used

Control No: _____

ANTI-RED TAPE AUTHORITY
 CLIENT SATISFACTION
 MEASUREMENT FORM
 PSA Approval No.: ARTA-2242-3
 Formosa an '11 date 2021

(On-Site Version)

(Insert agency logo here) (Insert agency name here)
HELP US SERVE YOU BETTER!

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type: Citizen Business Government (Employee or another agency)

Date: _____ Sex: Male Female Age: _____

Region of residence: _____ Service Availed: _____






INSTRUCTIONS: Check mark (☐) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.

CC1 Which of the following best describes your awareness of a CC?
 1. I know what a CC is and I saw this office's CC.
 2. I know what a CC is but I did NOT see this office's CC.
 3. I learned of the CC only when I saw this office's CC.
 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?
 1. Easy to see 4. Not visible at all
 2. Somewhat easy to see 5. N/A
 3. Difficult to see

CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?
 1. Helped very much 3. Did not help
 2. Somewhat helped 4. N/A

INSTRUCTIONS:
 For SQD 0-8, please put a **check mark (☐)** on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
SQD0. I am satisfied with the service that I availed.						
SQD1. I spent a reasonable amount of time for my transaction.						
SQD2. The office followed the transaction's requirements and steps based on the information provided.						
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.						
SQD4. I easily found information about my transaction from the office or its website.						
SQD5. I paid a reasonable amount of fees for my transaction.						
SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction.						
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.						
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.						

Suggestions on how we can further improve our services (optional):

Email address (optional): _____

THANK YOU!

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ANNEX B. List of Regional and Satellite Offices (If Consolidated Report)

Office	Responses	Total Population
Central Office	x	y
Regional Office 1	x	y
Regional Office CAR	x	y
Regional Office 2	x	y
Regional Office 3	x	y
Regional Office NCR	x	y

ANNEX C. CSM Results Per Office (If Consolidated Report)

1. Central Office

Citizen's Charter Answers		Responses	Percentage
CC1. Which of the following describes your awareness of the CC?			
1. I know what a CC is and I saw this office's CC.		x	yy.yy%
2. I know what a CC is but I did not see this office's CC.		x	yy.yy%
3. I learned of the CC only when I saw this office's CC.		x	yy.yy%
4. I do not know what a CC is and I did not see this office's CC.		x	yy.yy%
CC2. If aware of CC, would you say that the CC of this office was...?			
1. Easy to see		x	yy.yy%
2. Somewhat easy to see		x	yy.yy%
3. Difficult to see		x	yy.yy%
4. Not visible at all		x	yy.yy%
CC3. If aware of CC, how much did the CC help you in your transaction?			
1. Helped very much		x	yy.yy%
2. Somewhat helped		x	yy.yy%
3. Did not help		x	yy.yy%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	X	X	X	X	X	X	X	yy.yy%
Reliability	X	X	X	X	X	X	X	yy.yy%
Access and Facilities	X	X	X	X	X	X	X	yy.yy%
Communication	X	X	X	X	X	X	X	yy.yy%
Costs	X	X	X	X	X	X	X	yy.yy%
Integrity	X	X	X	X	X	X	X	yy.yy%
Assurance	X	X	X	X	X	X	X	yy.yy%
Outcome	X	X	X	X	X	X	X	yy.yy%
Overall	X	X	X	X	X	X	X	yy.yy%

External Services	Responses	Total Transactions
External Service 1 (replace with service name as stated in the Citizen's Charter)	x	y
External Service 2	x	y
External Service 3	x	y
External Service Total	x	y
Internal Services		
Internal Service 1 (replace with service name as stated in the Citizen's Charter)	x	y
Internal Service 2	x	y
Internal Service 3	x	y
Internal Service Total	x	y
OVERALL TOTAL	x	y

2. Regional Office 1

Citizen's Charter Answers		Responses	Percentage
CC1. Which of the following describes your awareness of the CC?			
1. I know what a CC is and I saw this office's CC.		x	yy.yy%
2. I know what a CC is but I did not see this office's CC.		x	yy.yy%
3. I learned of the CC only when I saw this office's CC.		x	yy.yy%
4. I do not know what a CC is and I did not see this office's CC.		x	yy.yy%
CC2. If aware of CC, would you say that the CC of this office was...?			

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1. Easy to see	x	yy.yy%
2. Somewhat easy to see	x	yy.yy%
3. Difficult to see	x	yy.yy%
4. Not visible at all	x	yy.yy%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	x	yy.yy%
2. Somewhat helped	x	yy.yy%
3. Did not help	x	yy.yy%

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	X	X	X	X	X	X	X	yy.yy%
Reliability	X	X	X	X	X	X	X	yy.yy%
Access and Facilities	X	X	X	X	X	X	X	yy.yy%
Communication	X	X	X	X	X	X	X	yy.yy%
Costs	X	X	X	X	X	X	X	yy.yy%
Integrity	X	X	X	X	X	X	X	yy.yy%
Assurance	X	X	X	X	X	X	X	yy.yy%
Outcome	X	X	X	X	X	X	X	yy.yy%
Overall	X	X	X	X	X	X	X	yy.yy%

External Services	Responses	Total Transactions
External Service 1 (replace with service name as stated in the Citizen's Charter)	x	y
External Service 2	x	y
External Service 3	x	y
External Service Total	x	y
Internal Services		
Internal Service 1 (replace with service name as stated in the Citizen's Charter)	x	y
Internal Service 2	x	y
Internal Service 3	x	y
Internal Service Total	x	y
OVERALL TOTAL	x	y

3. Regional Office CAR

4. Regional Office 2

5. Regional Office 3

6. Regional Office NCR

Republic of the Philippines
Office of the President



BASES CONVERSION AND DEVELOPMENT AUTHORITY

CITIZEN'S CHARTER
2024 (3rd Edition)

AGENCY PROFILE

I. MANDATE: Republic Act No. 7277

A government-owned & controlled conglomerate responsible for converting baselands into livable, viable, sustainable and world-class communities.

II. VISION 2022:

BCDA shall have innovated on the conversion, design and development of covered military baselands into Smart Cities and shall have significantly contributed to the improvement of facilities for soldiers and lives of their families.

VISION 2040

BCDA shall have substantially completed the development of all baselands into Smart Cities; and shall have enhanced the living conditions of the Filipino soldier.

III. OUR MISSION

Build great cities.

Strengthen the Armed Forces of the Philippines (AFP).

IV. SERVICE PLEDGE:

BCDA, as prime mover of national development and mandated to transform military bases in the Philippines into premier centers of economic growth, commits to:

Best practices through the pursuit of excellence and sound business strategies compliant with statutory and regulatory requirements.

Client satisfaction through quality service and continual improvement of our quality management system.

Delivery of timely and cost-effective services through innovative and value-enhancing business process.

Adherence to the highest form of ethical standards and good governance through the promotion of integrity and transparency in all our transactions.

LIST OF SERVICES

		Page Number
External Services		
1	Payment of Billing	5-6
2	Issuance of Receipts	7
3	Check Preparation/Release	8-9
4	Release of Titles	10
5	Filing of Application for Tax Incentives Under the CREATE Law	11-13
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BASES CONVERSION AND DEVELOPMENT AUTHORITY

EXTERNAL SERVICES

1. Payment of Billing

Service Submission of Billing by Contractor/Consultant to BCDA

Office or Division:	Engineering and Social Support Department (ESSD) / Strategic Projects Management Department (SPMD)	
Classification:	Highly Technical (20-Day Processing)	
Type of Transaction:	External – G2B (Government to Business)	
Who may avail:	Contractors / Consultants	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<ol style="list-style-type: none"> 1. Letter request from Contractors/Consultants 2. Affidavit that all bills, labor, materials were paid 3. Payment Certificate 4. Billing Request prepared by Implementing Unit 5. Certified Summary of Work Accomplished 6. Detailed Quantity computation 7. Construction Schedule and Updated S-curve 8. Pictures 9. Materials test results 10. BIR Tax Clearance 11. Income & VAT Payment returns 12. Performance Security 13. Surety Bond (if advance payment) 14. Insurance (if advance payment) 15. Final Release/Quitclaim (if final billing) 16. Certification from Project Manager regarding submission of As-built plans (if final billing) 17. Derivation of remuneration (if consultancy) 18. Other documents based on contract 	<ol style="list-style-type: none"> 1. For submission of client 2. For submission of client 3. For submission of client 4. BCDA Implementing Unit 5. BCDA Implementing Unit 6. For submission of client 7. For submission of client 8. For submission of client 9. For submission of client 10. BIR 11. BIR 12. Any Surety/Insurance Provider licensed by Philippine Insurance Commission 13. Any Surety/Insurance Provider licensed by Insurance Commission 14. For submission of client 15. For submission of client 16. BCDA Implementing Unit 17. For submission of client 18. For submission of client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Billing to BCDA	1. Receives Request from Contractor; Check, evaluate and recommend payment of request for billing	None	5-7 WD	Project Manager
	2. Endorse Payment of billing for approval	None	2-3 WD	SVP-CDG
	3. Check if supporting documents comply with provisions of contract; validate quantities; check if within scope of contract; check correctness of amount billed.	None	3-5 WD	SAPMD
	4. Endorse Payment of billing for approval	None	1-2 WD	VP-SAPMD
	5. Endorse Payment of billing for approval	None	1-2 WD	CFO / SVP-IFMG
	6. Endorse Payment of billing for approval	None	1-2 WD	EVP
	7. Endorse Payment of billing for approval	None	1-2 WD	PCEO
	TOTAL	None	20 WD	

2. Issuance of Official Receipt

Payments made to BCDA are issued an Official Receipt

Office or Division:	Treasury and Project Finance Department			
Classification:	Simple			
Type of Transaction:	External – G2B (Government to Business)			
Who may avail:	Entities who make payments to BCDA			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> Billing Letter Statement of Account Contract Other documents as basis for payment 		<ol style="list-style-type: none"> For submission of client For submission of client BCDA Records, if no copy is provided For submission of client 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Collection without verification				
1. Submit Billing to BCDA Cashier	1. Receive and Evaluate the Billing Letter	None	2 minutes	Cashier
	2. Issue Official Receipt to Client	None	1 minute	Cashier
	TOTAL	None	3 minutes	
For Collection with verification				
1. Submit Payment to BCDA Cashier	1. Receive and Evaluate the Payment	None	2 minutes	Cashier
	2. Verify the Record	None	16 minutes	Finance Officer
	3. Issue Official Receipt	None	1 minute	Cashier
	TOTAL	None	19 minutes	

3. Check Preparation and Releasing

Preparation of Check, Release of Check

Office or Division:	Treasury and Project Finance Department (TPFD)			
Classification:	Simple			
Type of Transaction:	External – G2B (Government to Business)			
Who may avail:	Entities who collects payments from BCDA			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Disbursement Voucher, complete with amount and description/particulars, and signature of VP-ACD 2. Completely Signed RFP 3. Signed Checks and Cash Book 4. Check / Official Receipt from Client (Authorization if needed)/ Cash Book 		<ol style="list-style-type: none"> 1. Accounting and Comptrollership Department (ACD) 2. ACD/Implementing Unit 3. TPFD 4. For submission of client 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Receives document: Stamping of date and time received	None	5 minutes per document	TPFD Staff/Records Coordinator
	2. Reviews documents and attachments	None	within 5 to 20 minutes depending on the request if check or non-check	TPFD Staff/Records Coordinator
	3. Assigns of check and Check Voucher in Acumatica	None	5 minutes per document	Finance Officer V or alternate
	4. Prepares the check	None	5 minutes per document	Finance officer II or alternate
	5. Routes check to signatories	None	5 to 10 minutes per signatory	Approving signatories
	6. Logs of signed checks to cash book	None	5 minutes per document	TPFD Staff/Records Coordinator

1. Client receives Check from BCDA	7. Releases of checks (every Wednesdays and Fridays)	None	5 minutes per document	TPFD Staff/Records Coordinator
	Total	None	50 minutes	

4. Release of Titles (TCT / CCT)

Titles (TCT or CCT) are released to Owners

Office or Division:	Treasury and Project Finance Department (TPFD)			
Classification:	Simple			
Type of Transaction:	External – G2C (Government to Citizens)			
Who may avail:	Persons who are Owners of Lots or Housing Units that are part of BCDA Projects			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Release to the owner: 2 valid government issued ID 2. Release thru authorized representative: (1) Special Power of Attorney (2) Two (2) valid Government issued ID of the owner and representative 3. Release to widower: (1) Death certificate of the owner (2) Marriage Contract (3) 2 valid ID of the owner & the widower 4. Present all original documents for verification 		<ol style="list-style-type: none"> 1. Valid ID issued by Govt Agency (eg LTO for Driver's License, DFA for Passport) 2. SPA may be secured from Attorneys-At-Law 3. Death Certificate is issued by City/Municipality where the deceased died; Marriage Contract is issued by City or Municipality where Marriage took place; ID - see item (a) 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client visits BCDA and requests for Title	1. Check client's record	None	7 Minutes	Finance Officer V
	2. If the property if fully settled and clear from any accountabilities, release the title	None	3 minutes	Finance Officer V
	TOTAL	None	10 minutes	

5. Filing of Application for Tax Incentives Under the CREATE Law

Office of Division	Business Development Department			
Classification:	"Service Process" (11 WD)			
Type of Transaction:	External – G2B (Government to Business)			
Who may avail	Business Enterprises / Prospective Locators of New Clark City (NCC) and Bataan Technology Park (BTP)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Information to supply the following forms: 1. Application Letter from the Business Enterprise (BE)			1. BE to provide its own letter format.	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. BE informs BCDA of its intent to avail / apply for tax incentives as a locator within a BCDA-owned Special Economic Zone (SEZ)	BCDA checks if the BE Industry is included in the list of eligible industries under the 2020/2022 Strategic Priority Investment Plan (SIPP) and will issue a notice accordingly, as follows: 1. If eligible, issue notice to proceed with the registration process under the Fiscal Incentives Review and Monitoring System (FIRMS) 2. If ineligible, issue	TBD	Three (3) Working Days One (1) Working Day One (1) Working Day	DMO III, IV or V

	Notice of Denial.			
BE creates an account under FIRMS.	None	None	None	None
BE accomplishes all the required forms under CREATE / FIRMS (financial modeling should have been done at this point). The information in the financial model shall be used by the BE in accomplishing the forms under CREATE / FIRMS.	None	None	None	None
BE submits application to BCDA	<p>BCDA conducts a completeness check on the online-submitted documents.</p> <p>BCDA issues the following applicable notices:</p> <p>a. If submission is complete, issue a notice of acceptance to proceed with the FIRMS registration process.</p> <p>b. If documentary submission is incomplete, BE will be notified to complete submission.</p>	<p>None</p> <p>None</p>	<p>Two (2) working days</p> <p>Five (5) working days</p>	DMO III, IV or V
If the submission is incomplete, the BE	None	None	None	None

<p>shall complete all lacking documents and resubmit to BCDA. If the documents are not submitted within seven (7) working days, BCDA shall deem the application withdrawn without prejudice to the BE applicant to reapply.</p>				
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6. Conduct of Cost-Benefit Analysis on the Project / Activity

Office of Division	Business Development Department			
Classification:	Highly Technical (20 Days)			
Type of Transaction:	External – G2B (Government to Business)			
Who may avail	Business Enterprises / Prospective Locators of New Clark City (NCC) and Bataan Technology Park (BTP)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<p>Information to supply the following forms:</p> <ol style="list-style-type: none"> 1. Form A – Business enterprise registration 2. Form B – Information about their current tax incentives 3. Form C1- Project level registration 4. Form C2- Project Sales and Operations Information 5. Form C3 – Project employment information 6. Form C4 – Facility Requirement Information 7. Form C5 – Project Timetable and Cost and Financial Information 8. Other relevant information as maybe required by BCDA 			<p>Fiscal Incentives Registration and Monitoring System (FIRMS)</p> <p>Website: https://firb.gov.ph/firms/</p>	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. If the documentary submission is incomplete BE shall complete all lacking documents and resubmit to BCDA. If the documents are not submitted within seven (7) working	None	None	None	None

<p>days, BCDA shall deem the application withdrawn without prejudice to the BE applicant to reapply.</p>				
<p>2. BE submits complete documents via the FIRMS online system.</p>	<p>1. If the submission is complete, BCDA shall conduct a Cost-Benefit Analysis (CBA) on the financial and economic merits of the application based on the submitted technical and financial documents.</p> <p>2. IPA preparation of Evaluation Report which includes the Terms and Conditions of the registration</p>	<p>None</p>	<p>Twenty (20) working days</p>	<p>DMO III, IV or V</p>

	and endorses this to the BCDA Managem ent and Board.			
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7. BCDA Board Approval of Tax Incentive Application for Investment Capital of Php1 Billion and Below

Office of Division	Business Development Department			
Classification:	"Service Process" (8 WD)			
Type of Transaction:	"Internal Process"			
Who may avail	Business Enterprises / Prospective Locators of New Clark City (NCC) and Bataan Technology Park (BTP)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<p>Information to supply the following forms:</p> <ol style="list-style-type: none"> 1. Form A – Business enterprise registration 2. Form B – Information about their current tax incentives 3. Form C1- Project level registration 4. Form C2- Project Sales and Operations Information 5. Form C3 – Project employment information 6. Form C4 – Facility Requirement Information 7. Form C5 – Project Timetable and Cost and Financial Information 			<p>Fiscal Incentives Registration and Monitoring System (FIRMS)</p> <p>Website: https://firb.gov.ph/firms/</p>	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>BCDA deliberation on the submitted application, resulting to either of the following:</p> <ol style="list-style-type: none"> 1. Approval of the application 2. Denial of the application, upon which BCDA will issue a Notice of Denial to the BE. 	None	Five (5) working days	BCDA Board
	Secure BE confirmation of the	None	Three (3) working days	DMO III, IV or V

	<p>Final Terms & Conditions of the approved application.</p> <p>If accepted, BCDA proceeds to issue the Certificate of Registration (COR). If not accepted, BE may file an appeal with the BCDA Board.</p>			
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8. BCDA Board Approval of Tax Incentive Application for Investment Capital of above Php1 Billion

Office of Division	Business Development Department			
Classification:	"Service Process" (8 WD)			
Type of Transaction:	"Internal Process"			
Who may avail	Business Enterprises / Prospective Locators of New Clark City (NCC) and Bataan Technology Park (BTP)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<p>Information to supply the following forms:</p> <ul style="list-style-type: none"> 8. Form A – Business enterprise registration 9. Form B – Information about their current tax incentives 10. Form C1- Project level registration 11. Form C2- Project Sales and Operations Information 12. Form C3 – Project employment information 13. Form C4 – Facility Requirement Information 14. Form C5 – Project Timetable and Cost and Financial Information 			<p>Fiscal Incentives Registration and Monitoring System (FIRMS)</p> <p>Website: https://firb.gov.ph/firms/</p>	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>BCDA deliberation on the submitted application, resulting to either of the following:</p> <ul style="list-style-type: none"> 1. Approval of the application 2. Denial of the application, upon which BCDA will issue a Notice of Denial to the BE. 	None	Five (5) working days	BCDA Board
	Secure BE confirmation of the Final Terms &	None	Three (3) working days	DMO III, IV or V

	<p>Conditions of the approved application.</p> <p>If accepted, BCDA endorses the same to the FIRB for consideration and approval.</p> <p>If not accepted, BE may file an appeal with the BCDA Board.</p>			
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9. FIRB Board Approval of the BE's Application for Tax Incentive for Projects with Investment Capital of above Php1 Billion

Office of Division	Business Development Department			
Classification:	"Service Process" (6 WD)			
Type of Transaction:	"Internal Process"			
Who may avail	Business Enterprises / Prospective Locators of New Clark City (NCC) and Bataan Technology Park (BTP)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Information to supply the following forms: <ol style="list-style-type: none"> Form A – Business enterprise registration Form B – Information about their current tax incentives Form C1- Project level registration Form C2- Project Sales and Operations Information Form C3 – Project employment information Form C4 – Facility Requirement Information Form C5 – Project Timetable and Cost and Financial Information 			Fiscal Incentives Registration and Monitoring System (FIRMS) Website: https://firb.gov.ph/firms/	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Endorsement to the FIRB Board of the BCDA's Board's approval of the BE's tax incentive application for projects with Investment Capital of above Php1 Billion.	None	Two (2) working days	DMO III, IV or V
	2. BCDA receives copy of the FIRB Board Resolution on the tax incentive application	None	One (1) working day	DMO III, IV or V
	3. BCDA secures BE	None	Three (3)	DMO III, IV or V

	<p>confirmation of the final Terms and Conditions of the approval.</p> <p>If accepted, BCDA proceeds with the issuance of the Certificate of Registration (COR).</p> <p>If not accepted, BE may file an appeal with the BCDA Board.</p>		<p>working days</p>	
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10. Issuance of Certificate of Registration (COR)

Office of Division	Business Development Department			
Classification:	"Service Process" (10 WD)			
Type of Transaction:	"Internal Process"			
Who may avail	Business Enterprises / Prospective Locators of New Clark City (NCC) and Bataan Technology Park (BTP)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Certificate of Registration (COR) is prepared and routed for signature of the BCDA Office of the President (OP).	None	Seven (7) working days	DMO III, IV or V
1. BE receives the signed COR	None	Php2,500.00	Three (3) working days	Records Officer and Cashier

11. Issuance of Certificate of Entitlement to Tax Incentives (CETI)

Office of Division	Business Development Department			
Classification:	Highly Technical (19 WD)			
Type of Transaction:	External – G2B (Government to Business)			
Who may avail	Business Enterprises / Prospective Locators of New Clark City (NCC) and Bataan Technology Park (BTP)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Information to supply the following forms: 1. Letter Application from the Registered Business Enterprise (RBE) 2. Other relevant documents and information as maybe required by BCDA				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
One (1) year after registration, the Registered Business Enterprise (RBE) files for an application for the issuance of a Certificate of Entitlement to Tax Incentives (CETI)	BCDA evaluates and checks on the RBE's compliance with the Terms & Conditions (T&C) of the Certificate of Registration (COR) and the RBE's and its contractual obligations. BCDA notifies the RBE of either of the following: 1. RBE is compliant with its obligations 2. RBE is deficient in the fulfillment of its obligations and is		Sixteen (16) working days	DMO III, IV or V

	<p>required to correct identified deficiencies.</p> <p>If the RBE is non-compliant with the T&C and its contractual obligations, the RBE is required to correct the deficiency within the period required for this process or otherwise, files an appeal with the BCDA Board.</p>			
	<p>The CETI is routed to the BCDA OP for signature and is issued to the RBE after its signing.</p>	<p>TBD</p>	<p>Three (3) working days</p>	<p>DMO III, IV or V</p>

12. Appeal Process on Tax Incentives Application of BCDA Locators

Office of Division	Business Development Department			
Classification:	Highly Technical (20 Days)			
Type of Transaction:	External – G2B (Government to Business)			
Who may avail	Business Enterprises / Prospective Locators of New Clark City (NCC) and Bataan Technology Park (BTP)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Information to supply the following forms: <ol style="list-style-type: none"> 1. Letter of Appeal from the Business Enterprise 2. Relevant information / data as maybe required by BCDA 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
APPEAL PROCESS for the following: <ol style="list-style-type: none"> 1. Denied application for tax incentives 2. Request to reconsider BCDA's proposed Terms & Conditions 3. Denied issuance of CETI for failing to comply with the T&Cs of the COR 	Concerned BCDA departments evaluates and recommends action based on the merits of the appeal. BCDA then issues either of the following: <ol style="list-style-type: none"> 1. Notice informing the BE that the appeal is granted and the process of registration continues. 2. Notice informing the BE that the appeal is denied. 	TBD	Twenty (20) working days	DMO III, IV or V and the BCDA Board

13. Issuance of Clearance of No Derogatory Records/Pending Cases

Requests for Clearance that Security Agency/Guard has no Derogatory Record in BCDA as bidding requirement

Office or Division:	Security Management Department			
Classification:	Simple			
Type of Transaction:	External – G2B (Government to Business)			
Who may avail:	Security Agency			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE¹		
1. Letter Request		1. Letter originates from Security Agency/Guard		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits request at the BCDA CRRA	1. Request is received at CRRA; affixes DCN;	None	5 minutes	Staff on duty
	2. Request is forwarded to VP, CSG for comment/approval;	None	30 minutes	Staff on duty
	3. Request is forwarded to SSU for processing;	None	30 minutes	Staff on duty
	4. Duty SSO conducts records check and verification;	None	15 minutes	Duty SSO

	5. Duty SSO prepares the clearance; affix his initials;	None	30 minutes	Duty SSO
	6. Duty SSO sends clearance to Head, SSU via courier;	None	1 day	Duty SSO
	7. Head, SSU signs the clearance; sends back to duty SSO	None	1 day	Head, SSU
	8. Duty SSO releases clearance to CRRA; affixes DCN;	None	5 minutes	Duty SSO
	9. CRRA releases clearance to the requesting party.	None	5 minutes	Staff on duty
	TOTAL	None	2 days 2 hours	

14. Issuance of Certificate of Performance Evaluation and Inspection Security Agencies request for this Certificate as a bidding requirement

Office or Division:		Security Management Department		
Classification:		Simple		
Type of Transaction:		External – G2B (Government to Business)		
Who may avail:		Security Agencies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request		1. Letter originates from Security Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client Request is submitted to BCDA CRRA	1. Request is received at CRRA; affixes DCN;	None	5 minutes	Staff on duty
	2. Request is forwarded to VP, CSG for comment/approval;	None	30 minutes	Staff on duty
	3. Request is forwarded to SSU for processing;	None	30 minutes	Staff on duty
	4. Duty SSO conducts records check and verification;	None	15 minutes	Duty SSO
	5. Duty SSO prepares the clearance; affix his initials;	None	30 minutes	Duty SSO
	6. Duty SSO sends clearance to Head, SSU via courier;	None	1 day	Duty SSO
	7. Head, SSU signs the clearance; sends back to duty SSO	None	1 day	Head, SMD
	8. Duty SSO releases clearance to CRRA; affixes DCN;	None	5 minutes	Duty SSO
	9. CRRA releases clearance to requesting party.	None	5 minutes	Staff on duty
	TOTAL	None	2 days 2 hours	

15. Issuance of Photocopies of Spot Reports or Incident Reports Security Agencies request for Certificate of Site Inspection

Office or Division:	Security Management Department			
Classification:	Simple			
Type of Transaction:	External – G2B (Government to Business) or G2C (Govt to Citizen)			
Who may avail:	Any person			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		Letter originates from Security Agency or any person		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits letter request to the BCDA CRRA	2. Request is received at CRRA; affixes DCN;	None	5 minutes	Staff on duty
	3. Request is forwarded to VP, CSG for comment;	None	30 minutes	Staff on duty
	4. Request is forwarded to Head, LSD for comment;	None	30 minutes	Staff on duty
	5. Request is forwarded to EVP/PCEO for approval;	None	1 day	Staff on duty
	6. If approved, request is forwarded to SSU for processing;	None	5 minutes	Staff on duty
	7. If disapproved, requesting party is informed by phone;	None	30 minutes	Staff on Duty
	8. SSU prepares official letter reply to requesting party;	None	30 minutes	Head/Duty SSO
	9. Requested documents are photocopied at ICTD;	None	10 minutes	Staff on duty
	10. Duty SSO prepares the transmittal of documents;	None	45 minutes	Duty SSO
	11. Duty SSO sends transmittal/documents to Head, SSU;	None	4 hours	Duty SSO
	12. Head, SSU signs the transmittal; sends back to duty SSO	None	4 hours	Head, SMD
	13. Duty SSO transmits documents to CRRA; affixes DCN;	None	15 minutes	Duty SSO
	14. CRRA releases documents to requesting party.	None	5 minutes	Staff on duty
	Total	None	2 days 3 hours	

16. Online Submission of Documents / Manual Submission of Documents BCDA document receipt online or physical

Office or Division:		Records Administration Division		
Classification:		Simple		
Type of Transaction:		External - G2B (Government to Business) or G2C		
Who may avail:		Any external entity		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter/Document		For submission of client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Online submission via email				
1. Client submits Letter/Document thru email bcda@bcda.gov.ph	1. Letter is received via email	None	2 minutes	CRRRA Records Clerk
	2. Clerk assigns EDTS number and encodes	None	3 minutes	CRRRA Records Clerk
	3. Clerk emails to End User/ Addressee	None	5 minutes	CRRRA Records Clerk
	4. Clerk acknowledges receipt, sends email to sender/client	None	5 minutes	CRRRA Records Clerk
	TOTAL	None	15 minutes	
Manual submission in BCDA Offices				
1. Client submits Letter/Document by physical submission in the BCDA office	1. Letter is received by Clerk	None	2 minutes	CRRRA Records Clerk
	2. Clerk puts barcode sticker, stamps RECEIVED, signs and gives back receiving copy	None	3 minutes	CRRRA Records Clerk
	3. Clerk encodes into EDTS	None	10 minutes	CRRRA Records Clerk
	4. Clerk forwards all letters received to End User / Addressee	None	within an hour after receipt	CRRRA Records Clerk
	TOTAL	None	1 hr 15 minutes	

17. PROCESSING OF VOUCHER FOR PAYMENT

Processing of Voucher from Billing to Payment

Office or Division:	Accounting and Comptrollership Department			
Classification:	Simple			
Type of Transaction:	Internal			
Who may avail:	End User Departments / For Processing of Payments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Refer to the attached table				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. RFP is submitted by End-User Department	1. Receives Request for Payment (RFP) from end-user including supporting documents	None	45 minutes per transaction with complete and valid documents submitted depending on the complexity of the transaction	Accounts Payable Officer
	2. Reviews and evaluate completeness and validity of documents. Check accuracy of computations	None	45 minutes	Accounts Payable Officer
	3. Process transaction in Acumatica or ERP System. Enter Accounting Journal Entry of the transaction.	None	10 minutes per transaction	Accounts Payable Officer
	4. Prepares appropriate Tax Certificate, if necessary.	None	10 minutes	Accounts Payable Officer
	5. Checks availability of budget	None	10 minutes	Budget Department
	6. Certifies on the completeness of supporting documents. Releases/Approves accounting entry in Acumatica.	None	15 minutes	Accounting Manager

	7. Prints Disbursement Voucher for approval.	None	5 minutes	Accounts Payable Officer
	8. Approves Disbursement Voucher	None	1 minute	Accounting Manager
	9. Endorse to TID for check preparation	None	1 minute	Admin Clerk-Accounting
	TOTAL	None	2 hours 12 mins	

CHECKLISTS OF DOCUMENTARY REQUIREMENTS

A. Payment to the Procured Goods

1. Request for Payment (RFP)
2. Purchase Request PR)
3. Purchase Order / Contract / Agreement (or equivalent)
4. Bills/Invoices/Delivery Receipt/Progress Billing (whichever is applicable)
5. Bid Documents as prescribed by 9184 (if applicable)
6. Approved Abstract of Bids or quotations / Canvass Sheet (whichever is applicable)
7. Quotations/bids of suppliers
8. Notice of Award (if applicable)
9. Notice to Proceed (if applicable)
10. PHILGEPs Registration of the Supplier (if applicable)
11. Pre-repair Inspection (if applicable)
12. Request for Pre-repair Inspection (if applicable)
13. Certificate of Completion
14. Certificate of Acceptance
15. Inspection and Acceptance Report (IAR)
16. Certification/Approval of Expense
17. Special Order (if applicable)
18. Certificate of Emergency Purchase (if applicable)
19. Endorsement of SAPMD (if applicable)
20. And all other documents may be required by COA.

B. Payment to the Procured Catering Services or Accommodation

1. Request for Payment (RFP)
2. Purchase Request PR)
3. Purchase Order / Contract / Agreement (or equivalent)
4. Bills/Invoices/Delivery Receipt/Progress Billing (whichever is applicable)
5. Abstract of Bids or quotations / Canvass Sheet (whichever is applicable)
6. Quotations/bids submitted by the suppliers
7. BAC Resolution delegating the procurement to the end user (if below P1M)
8. Approval of PCEO (if applicable)
9. Bid Documents as prescribed by 9184 (if applicable)
10. Notice of Award (if applicable)
11. Notice to Proceed (if applicable)
12. Inspection and Acceptance Report (IAR)
13. Certificate of Emergency Purchase (if applicable)
14. Certification/Approval of Expense (Budget approval)
15. Special Order (if applicable)
16. Certificate of Emergency Purchase (if applicable)

17. Endorsement of SAPMD (if applicable)
18. And all other documents may be required by COA.

C. Payment to the Billing of Infrastructure Projects (including 15% mobilization)

1. Request for Payment
2. Contract / Agreements
3. Breakdown of Contract Cost
4. Breakdown of ABC
5. Bills/Invoices/Delivery Receipt/Progress Billing (whichever is applicable)
6. Abstract of Bids (if necessary)
7. Notice of Award (for first payment or 15% mobilization)
8. Notice to Proceed (for first payment or 15% mobilization)
9. Bid Documents (as prescribed by 9184), if necessary
10. Statement of Billings / Accomplishment Report (Progress or Final Billing)
11. Inspection and Acceptance Report (IAR)
12. Approval of PCEO (with the recommendation of the Project Manager)
13. Approved Variation Orders (if Applicable)
14. Approved Time Extension (if Applicable)
15. Approved Additional Work (if Applicable)
16. Approved As-stake Plans (if applicable)
17. Certificate of Completion (if applicable)
18. Certificate of Acceptance (if applicable)
19. Endorsement of SAPMD
20. And all other documents may be required by COA.

D. Payment to the Consulting Services (Construction Management, Architectural and Design Services, etc)

1. Request for Payment (RFP)
2. Contract / Agreements
3. Breakdown of Contract Cost
4. Breakdown of ABC (if necessary)
5. Abstract of Bids (if necessary)
6. Notice of Award (for first payment)
7. Notice to Proceed (for first payment)
8. Bid Documents (as prescribed by 9184), if necessary
9. Statement of Billings / Accomplishment Report (Progress or Final Billing)
10. Approved Reports, Plans and other deliverables as prescribed in the Agreement (for progress and/or final billing)
11. Inspection and Acceptance Report (IAR)
12. Approval of PCEO (with the recommendation of the Project Manager or end user)
13. Approved Variation Orders (if Applicable)
14. Approved Time Extension (if Applicable)
15. Approved Additional Work (if Applicable)

16. Certificate of Completion (if applicable)
17. Certificate of Acceptance (if applicable)
18. Endorsement of SAPMD
19. And all other documents may be required by COA

E. Payment to the Project Affected People - RROW

1. Request for Payment
2. Contract / Agreements / DOAS
3. Validated TCT
4. Updated Tax Declaration
5. Tax Clearance
6. Paunawa
7. Alok ng Pagbili
8. Certificate of Zonal valuation
9. Land Use Certificate
10. Certificate of of no improvements
11. Approved Subdivision Plan
12. Certificate of Inclusion
13. Technical Description of affected property
14. Breakdown or computation of consideration (cost of land, plants/trees, and structures affected, others), with certification of DENR for consideration of trees/plants (if necessary)
15. Approval of PCEO (Approved Memo for payment)
16. Corporate Secretary's Certificate of applicable Board Resolutions (of approved price)
17. Certificate of approval of RRWA
18. LSD Review
19. OGCC Review
20. Endorsement of SAPMD
21. Approved survey plan/parcellary plan
22. And all other documents may be required by COA.

F. Payment to the Project Affected People (PAP) – Financial Assistance

1. Request for Payment
2. Approved Memo for Payment (PCEO)
3. Order of Payment
4. Filled-out Census Form
5. Official Census List of Certification of PAP
6. Parcellary Map of affected area, certified by the claimant (or PAP)
7. Final Land Survey Report (with technical description)
8. Applicable Resolution for Financial Assistance (Secretary's Certificate)
9. Kasunduan (Agreement/Quit Claim)
10. Paunawa (Notice/s)
11. Valid Identification Card (per policy on financial assistance) or other proof of identification

12. Photo documentation (of claimed area with tag board showing the name of the claimant and date)
13. Breakdown or computation of consideration (cost of land, plants/trees, and structures affected, others), with certification of DENR for consideration of trees/plants
14. Endorsement of SAPMD
15. And all other documents may be required by COA

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Client answers the Client Satisfaction Measurement Questionnaire upon completion of the transaction with the concerned department.
How feedbacks are processed	Concerned department shall collect all the Client Satisfaction Measurement Questionnaire accomplished by the client and submit it to the BCDA Public Affairs Department for validation and consolidation. These shall be consolidated to an Annual Client Satisfaction Measurement Report. Concerned departments shall be required to submit an Action Plan to address the feedback received from clients.
How to file a complaint	Send a letter thru the Receiving Clerk at the Receiving Area at the BCDA Lobby (See next page)
How complaints are processed	<ol style="list-style-type: none"> 1. Initial Investigation shall be conducted by the concerned department. 2. If unresolved, a Special Order creating an Investigation Committee shall be issued to conduct investigation
Contact Information of CCB, PCC, ARTA	<ul style="list-style-type: none"> ● ARTA <ul style="list-style-type: none"> ■ complaints@arta.gov.ph ■ 8478 5093 ● PCC: 8888 ● CCB: 0908-881-6565 (SMS)

HOW TO FILE A COMPLAINT

Who May Avail of the Service:

Any person may file a complaint against BCDA officers and employees.

What are the requirements:

1. Full name and address of the complainant
2. Full name and address of the person complained of as well as his/her position
3. A narration of the relevant and material facts which shows the acts or omission allegedly committed by the BCDA officer or employee
4. Certified true copies of documentary evidence and affidavits of his/her witnesses, if any
5. The complaint must be in writing and under oath
6. Certificate of Non-Forum Shopping Duration: 3 minutes

Name of Department	RECORDS ADMINISTRATION DIVISION			
Step No	Procedure	Employee Responsible	Standard Time	Fee (if any)
1	Person files the complaint along with the requirements at the BCDA Receiving Area	Receiving Clerk	2 minutes	None
2	Person receives the file copy of the complaint (copy stamped received by BCDA)	Receiving Clerk	1 minute	None
	-END-			

BCDA OFFICES

Office	Address	Contact Information
BCDA BGC Office	2 nd Floor Bonifacio Tech Center, 31 st Street, BGC, Taguig City	(02) 8-575-1700
BCDA Clark Office	9 th Floor, One West Aeropark Bldg., Clark Global City, Clark Pampanga	(045) 499-8617