

REQUEST FOR PROPOSAL

Procurement of Consultancy Services to Conduct of Qualitative Data Gathering Activities on Preference for Fixed-Lined Internet Services

P.R. No./Date Received: **2021-05-0063 / 04 May 2021**

RFQ/P No. / Date: **2021-05-0065 / 26 May 2021**

The Philippine Competition Commission invites all eligible and PhilGEPS-registered suppliers, contractors and consultants to quote the best offer for the described item in the attached **Terms of Reference / Technical Specifications Sheet** subject to the Terms and Conditions and within the **Approved Budget for the Contract**.

Required Documents/Information to be submitted as Attachments to the Quotation/Proposal:

- Mayor's/Business Permit / BIR Certificate of Registration in case of individual.
- PhilGEPS Registration Number
- Latest Income/Business Tax Return
- Notarized Omnibus Sworn Statement
- Signed Terms of Reference / Technical Specifications Sheet
- Curriculum Vitae / Professional License
- List of Ongoing projects (including awarded by not yet started contracts)
- Proposed Plan of Approach / Methodology
- Company Profile

This pro-forma quotation maybe submitted through **registered** or **electronic mail** to the PCC Bids and Awards Committee (PBAC) Secretariat at above address or email to procurement@phcc.gov.ph or rngarcia@phcc.gov.ph on or before **01 June 2021, 1:00PM** subject to the following **Terms and Conditions**:

1. All entries shall be typed or written in a clear legible manner.
2. No alternate quotation/offer is allowed, suppliers who submitted more than one quotation shall be automatically disqualified.
3. All prices offered herein are valid, binding and effective for THIRTY (30) calendar days upon issuance of this document. Alternative bids shall be rejected.
4. Price quotations to be denominated in Philippine Peso shall include all applicable government taxes subject to (BIR 2306) 5% R-VAT and (BIR 2307) 1% (PO) or 2% (JO) deductions.
5. PCC PBAC Technical Working Group may require you to submit documents that will prove your legal, financial and technical capability to undertake this contract.
6. Salient provisions of the IRR of RA 9184: Section 68 - Liquidated Damages and Section 69 - Imposition of Administrative Penalties shall be observed.
7. PCC reserves the right to reject any and all quotations, declare a failure, or not award the contract pursuant to Sec 41 of the same IRR.
8. In case of tie quotations, suppliers' presence are required during tie breaking through draw lots of toss coin.
9. In case supplier pro forma quotation is submitted, conditions will be governed by the submitted signed **Terms of Reference / Technical Specifications Sheet**.

Very truly yours,

JESON Q. DE LA TORRE
PBAC Chairperson

Item	QTY	ABC	Technical Specifications	Brand/Model	Unit Price	Total Amount
				(To be filled-up by the supplier)		
1	1	₱ 990,000.00	Procurement of Consultancy Services to Conduct of Qualitative Data Gathering Activities on Preference for Fixed-Line Internet Services"			
			(Please see attached Terms of Reference)			
Total Lot ABC		₱ 990,000.00	TOTAL Amount:			
Delivery Instructions:			<i>Please see attached Terms of Reference</i>			

(Please provide **complete** information below)

We undertake, if our Proposal is accepted, to supply/deliver the goods in accordance with the specifications and/or delivery schedule.

We agree to abide by this proposal for the price validity period specified in the terms and conditions and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

Until a Purchase/Job Order or a Contract is prepared and executed, this Quotation/Proposal shall be binding upon us. We understand that you are not bound to accept the

Signature over Printed Name : _____

Designation/Position : _____

Name of Company : _____

Address : _____

Telephone / Fax : _____

E-mail Address: _____

Company Tax Identification Number : _____



Terms of Reference

Procurement of Consultancy Services to Conduct of Qualitative Data Gathering Activities on Preferences for Fixed-Line Internet Services

I. BACKGROUND

The Philippine Competition Commission (“PCC”) is an independent quasi-judicial body mandated to implement Republic Act No. 10667, otherwise known as the Philippine Competition Act (“PCA”). The PCA aims to enhance market competition for the benefit of consumers and businesses. To help achieve this end, a successful enforcement advocacy has been identified as a way forward.

The PCC requires the services of a survey firm to conduct focus group discussions (FGDs) and key informant interviews (KIIs) with various participants in the market for fixed-line internet services. The conduct of such FGDs and KIIs will be national in scope. The FGDs will be conducted with homeowners’ associations and residential property managers as participants. The KIIs will be conducted among various national internet service providers (ISPs).

II. OBJECTIVES

The Service Provider shall select FGD and KII participants using the selection criteria of PCC. The data to be gathered will help PCC assess residential demand for fixed-line internet connections and services in the Philippines and the ability of various ISP players to supply such services within gated horizontal and vertical housing developments in urban areas. The details of the survey are summarized as follows:

Type of service	A. Focus Group Discussion B. Key Informant Interviews
Target Population	A. Registered Homeowner’s Associations (HOAs), Residential Development Property Management Companies B. Major telecommunications/ISP providers
Study area	National (selected urban areas)
Participant size	A. Six (6) FGDs for at least forty-eight (58) participants B. One (1) KII
Duration of the project	Ninety (90) calendar days
Approved Budget for the Contract (ABC)	Nine Hundred Ninety Thousand Pesos Only (PHP 990,000.00)

III. SCOPE OF WORK

A. Tasks

The Consultant shall carry out the following tasks, divided into (i) the Focus Group Discussion Segment and (ii) the Key Informant Interview Segment:

Focus Group Discussion Segment

Based on the task order/s provided by PCC, the service provider shall:

- Identify potential FGD participants based on the selection criteria provided by the PCC; finalize the list of target respondents and recruit respondents;
- Arrange the logistics for each FGD;
- Prepare the FGD protocols for the facilitators and transcribers;
- Recruit and train the facilitators on managing the session, and resolving any issues that may arise in the conduct of the session;
- Recruit and train the FGD transcribers to document the session;
- Provide facilitators who will moderate discussion sessions through various methods as appropriate (i.e., phone call or video call), and steer the discussion so that all questions are covered within the allotted time;
- Provide an audio/video recording and transcript of the FGDs;
- Submit a narrative report to the PCC on the outcome of the FGDs, summaries of key points and issues raised by participants, including issues encountered by the survey firm throughout the project;
- Provide a hard copy and electronic form of documents and other materials used in the FGDs; and
- Respond to inquiries from PCC on FGD implementation within four (4) weeks after the delivery of the complete set of printed and electronic files.

Key Informant Interview Segment

Based on the task order/s provided by PCC, the service provider shall:

- Identify potential KII participants based on the selection criteria provided by the PCC; finalize the list of target respondents and recruit respondents;
- Arrange the logistics for each KII;
- Prepare the KII protocols for the interviewers;
- Recruit and train the interviewers on managing the interview, and resolving any issues that may arise in the conduct of the interview;
- Provide interviewers who will use various methods as appropriate (i.e., phone call or video call), and steer the discussion so that all questions are covered within the allotted time;
- Provide an audio/video recording and transcript of the KIIs;
- Submit a narrative report to the PCC on the outcome of the KIIs, summaries of key points and issues raised by interviewees, including issues encountered by the survey firm throughout the project;
- Provide a hard copy and electronic form of documents and other materials used in the KIIs; and
- Respond to inquiries from PCC on KII implementation within four (4) weeks after the delivery of the complete set of printed and electronic files.

B. Target respondents

Focus Group Discussion Segment

Six (6) completed online or telephone FGDs with up to eight (8) participants per FGD, each aided with a discussion guide, will be done. Each FGD is expected to last for 2-3 hours.

The target participants for the FGDs will be representatives of homeowner's associations (HOA) and residential property management companies in the Philippines. At least forty-eight (48) representatives of HOAs and property management companies are expected to participate.

Key Informant Interview Segment

The target respondents for the KIIs will be ISPs in the Philippines. The KIIs will be conducted with owners or managers of the target firms. At least one (1) completed key informant interview, aided with a questionnaire, is required and is expected to last for 45-60 minutes.

IV. RESPONSIBILITIES OF PCC

The PCC shall assume the following obligations:

1. Provide the Consultant a directive to facilitate the execution of the FGDs and the KIIs;
2. Provide the Consultant with the draft FGD discussion guide and KII guide;
3. Constantly coordinate with the Consultant on the planning and implementation of each activity to be conducted;
4. Review/approve project outputs/deliverables by Service Provider; and
5. Pay the project cost inclusive of mandatory taxes and in accordance with the set payment schedule.

The Service Provider shall be engaged by the PCC and shall submit outputs directly to the end-user's designated project manager for review and endorsement for payment.

V. APPROVED BUDGET FOR THE CONTRACT AND MODE OF PROCUREMENT

The Approved Budget for the Contract (ABC) is **NINE HUNDRED NINETY THOUSAND PESOS ONLY (PHP 990,000.00)**, inclusive of all applicable government taxes, and shall include all remunerations, costs or profits arising from or in relation to the services rendered in connection with and/or in preparation for this engagement, such as, among others, FGD and KII preparation, to the actual conduct of the FGDs and KIIs, and delivery of post-FGD and KII documents and reports.

The ABC shall fully cover the conduct of the FGDs and KIIs. In no case that the total actual cost for the FGDs and KIIs shall exceed the ABC for this project, or the actual contract amount of the winning service provider.

For the purposes of financial proposal, use the Financial Proposal Submission Form as part of the Bidding Forms of the Philippine Bidding Documents for this project. The ABC shall be the cap for the total financial proposal of the bidder. Bidders shall have the flexibility to reallocate

the fixed and variable costs for the household survey.

The mode of procurement shall be Negotiated Procurement – Small Value Procurement as provided under the Revised Implementing Rules and Regulations (IRR) of Republic Act (R.A.) No. 9184.

VI. TIMELINES, DELIVERABLES AND SCHEDULE OF PAYMENT

The Service Provider shall be engaged for **ninety (90) calendar days** immediately after issuance of the Notice to Proceed to the Service Provider - with fifteen (15) calendar days for preparation and pre-FGD and KII activities, sixty-five (65) calendar days for the actual conduct of FGDs and KIIs, and ten (10) calendar days for post-FGD and KII activities and the delivery of electronic files of datasets. The bidder shall provide its proposed implementation schedule indicating the specific activities and corresponding outputs using a Gantt chart.

Below is the summary of the deadline of submissions for each deliverable:

MILESTONES	DELIVERABLES	% of contract amount
Notice to Proceed (NTP) (Day 1)	Duly signed Financial Proposal to cover the cost of the project.	10%
FOCUS GROUP DISCUSSION SEGMENT		
<ol style="list-style-type: none"> 1. Revise and finalize discussion guide. 2. Prepare list of FGD participants 3. Plan, design and implement training for FGD facilitators and transcribers 	Printed and original signed documents duly accepted and received by the PCC, as follows: <ul style="list-style-type: none"> • Final discussion guide in English and Filipino or other languages or dialects as may be required • Final work plan schedule from FGD planning, recruitment to actual FGD conduct • Finalized guides for facilitators and transcribers • Report on the composition of the facilitators and transcribers to be deployed; • Report on the training of the required staff. Submission date: Within fifteen (15) calendar days from the issuance of the NTP	15%
Focus Group Discussion session <ol style="list-style-type: none"> 1. Moderate discussion sessions 	Printed and original signed documents duly accepted and received by the PCC, as follows:	15%

	<ul style="list-style-type: none"> • Report on the recruitment of actual respondents • Interview transcripts and audio/video recordings. <p>Submission date: Within sixty-five (65) days from the approval of deliverables for pre-FGD activities</p>	
<p>Post-FGD activities</p> <ol style="list-style-type: none"> Deliver summary reports and other materials used in the FGD Respond to inquiries from PCC on FGD implementation within four (4) weeks after the delivery of the complete set of printed and electronic files. 	<p>Printed and original signed documents duly accepted and received by the PCC, as follows:</p> <ul style="list-style-type: none"> • Narrative report to the PCC on the outcome of the FGDs, summaries of key points and issues raised by participants, including issues encountered by the survey firm throughout the project • Hard copy and electronic form of documents and other materials used in the FGD • Written response to the PCC's inquiries, as needed. <p>Submission date: Within ten (10) calendar days from the PCC's acceptance of the deliverables for conduct of FGD sessions</p>	15%
KEY INFORMANT INTERVIEW SEGMENT		
<p>Pre-KII</p> <ol style="list-style-type: none"> Review of draft discussion guide provided by the End-user Ensure that the discussion guide is suitable for the target respondents Finalize the discussion guide in coordination with the End-user. Prepare and finalize list of KII participants. Select and train KII personnel 	<p>Printed and original signed documents duly accepted and received by the PCC, as follows:</p> <ul style="list-style-type: none"> • Final interview guide in English and Filipino or other languages or dialects as may be required • Final KII moderator and transcriber guide • Report on the composition of the field team including the number of KII moderators and transcribers, and their qualifications and responsibilities • Report on the training of the required staff 	15%

	Submission date: Within fifteen (15) calendar days from the issuance of the NTP	
Key Informant Interview sessions 1. Moderate KII sessions	Printed and original signed documents duly accepted and received by the PCC, as follows: <ul style="list-style-type: none"> • Report on the recruitment of respondents • Interview transcripts and audio / video recordings. Submission date: Within sixty-five (65) calendar days from the approval of deliverables for pre-KII activities	15%
Post-KII Activities 1. Deliver summary reports and other materials used in the KIIs 2. Respond to inquiries from PCC on KII implementation within four (4) weeks after the delivery of the complete set of printed and electronic files	Upon receipt and acceptance by the PCC of the following: <ul style="list-style-type: none"> • Narrative report to the PCC on the outcome of the KIIs including issues encountered throughout the project. • Hard copy and electronic form of documents and other materials used in the survey. • Written response to the PCC’s inquiries as needed. Submission date: Within ten (10) calendar days from the PCC’s acceptance of the deliverables for conduct of KIIs	15%

The timeline for the survey shall begin when the survey firm is notified by the PCC through a task order to be sent through an email or formal letter; while counting of the number of calendar days elapsed shall begin strictly from the date of issuance of the NTP.

All printed documents to be submitted to the PCC should be properly and duly signed by the Project Manager or the highest officer/personnel in-charge of the project.

All payments shall be endorsed by the Director of the Economics Office supported by the original signed statement of account or billing statement, the issuance of a Certificate of Satisfactory Service Rendered for the deliverables for each tranche payment, and each tranche payment to the service provider shall be released upon PCC’s review and acceptance of the deliverables above.

VII. QUALIFICATIONS OF THE SERVICE PROVIDER AND ITS PERSONNEL

The service provider should meet all the requirements set by the Government Procurement Reform Act (R.A. No. 9184) to be eligible to participate in the procurement.

To determine if the prospective bidder is eligible to participate in this bidding, legal, technical, and financial documents shall be submitted, as stated in the Invitation to Apply for Eligibility and to Bid (IAEB) and the Instructions to Bidders (ITB), pursuant to Sections 24.1 and 24.3 of the revised IRR of RA No. 9184.

The technical and financial proposals of the shortlisted bidders will be evaluated using the Quality Cost-Based Evaluation (QCBE), pursuant to the pertinent provisions of R.A. No. 9184 or the Government Procurement Reform Act. The 60% - 40% quality to cost ratio shall be used for this purpose and shall be allocated as follows:

Criteria	Bases	Weight (%)
Technical Proposal		60%
Quality of personnel to be assigned to the project (20%)	As specified in the qualifications above, and the submission of a duly notarized Omnibus Sworn Statement using the prescribed format of R.A. No. 9184	
Experience and capability of the service provider (30%)		
Plan of approach and methodology (40%)	Timeliness, clarity, feasibility of the written proposal, and overall quality of proposed work	
Overall work commitment (10%). At most 5 ongoing projects (including awarded but not yet started contracts)	Originally signed records of on-going (including awarded but not yet started contracts) and previous engagements <i>Note: Contract/s that will terminate on or before 90 calendar days, from the deadline of submission of eligibility documents for this project, shall not be considered as 'ongoing'.</i>	
Financial Proposal		40%
TOTAL		100%

The bidder with the highest rated score based on the technical proposal submitted, provided that the score shall pass the hurdle rate of 85 points, all eligible documents and other relevant documents for the procurement of this project are legal and valid in reference to the requirements of R.A. No. 9184, shall be the Highest Rated and Responsive Bidder.

VIII. CONFIDENTIALITY OF DATA AND INFORMATION

To ensure protection of PCC information assets, bidders are expected to observe and abide by the established PCC Information Security Management System (ISMS) and shall agree to sign a non-disclosure agreement.

The Service Provider shall be engaged by the PCC and shall submit outputs directly to the designated project manager within PCC for review and endorsement for payment. All the materials, data and information used and generated through the issues paper will be the sole property of PCC. The service provider shall not use nor disseminate these documents for their own research purposes outside of the required outputs of the PCC without the written consent

of the PCC.

All data, documents, records, configuration files and metadata (collectively “Information”) to be provided to the bidders for purposes of delivering the Services are considered confidential information and shall remain the sole property of PCC. The Service Provider shall acknowledge the importance of maintaining security and confidentiality of the Information and agree to prevent unauthorized transfer, disclosure, or use of these Information by any third person or entity. Bidders shall not use the Information for any purpose other than in connection with the Services. Bidders shall ensure that it will not retain, after completion of the Services with which the Information was provided, all or any portion of the Information, in any manner whatsoever.

IX. LIQUIDATED DAMAGES

If the Service Provider fails to provide any of the services in accordance with the contract, the PCC may reduce or recover payments proportionally o the seriousness of the unperformed obligations. This includes in particular cases where the PCC cannot approve a result, report or deliverable required in this Terms of Reference after the consultant has submitted the required additional information, correction or new version.

Should the Service Provider not be able to conduct the FGDs and KIIs based on the released task orders, or by the end of the specified timeframe and/or submission of the required outputs, a proportionate reduction in fees shall apply.

If the Service Provider fails to deliver any or all of the goods and/or to perform the services within the period specified in this contract, the Procuring Entity shall, without prejudice to its other remedies under this contract and under the applicable law, deduct from the contract price as liquidated damages, the applicable rate of one-tenth (1/10) of one percent (1%) of the cost of unperformed portion of every day of delay. The maximum deduction shall be ten percent (10%) of the amount of the contract. Once the maximum is reached, the procuring entity reserves the right to rescind the contract, without prejudice to other courses of action and remedies open to it.

X. DISPUTE RESOLUTION

Should any dispute related to the TOR and/or rights of the parties arise, the same shall be submitted to mutual consultation, mediation and arbitration, in the order of application. The venue of the proceedings shall be in Quezon City.

In case of a court suit, the venue shall be the courts of competent jurisdiction in Quezon City, to the exclusion of all other courts; and Any amendment or additional terms and conditions to the TOR must be in writing, signed and acknowledged by the Parties.

Approved by:

CONFORME:
<hr style="border: 0; border-top: 1px solid black; margin-bottom: 5px;"/> Name and Signature of Authorized Representative
<hr style="border: 0; border-top: 1px solid black; margin-bottom: 5px;"/> Designation
<hr style="border: 0; border-top: 1px solid black; margin-bottom: 5px;"/> Name of Company
<hr style="border: 0; border-top: 1px solid black; margin-bottom: 5px;"/> Date

Annex A
RATING CRITERIA FOR EVALUATION OF TECHNICAL PROPOSAL

CRITERIA	PARAMETERS	RATING SYSTEMS	WEIGHT (%)	
Quality of the core members of the project team, to be assigned to the project) (20%)	Project manager: Educational Attainment	100	PhD holder in any relevant field of Social Science, Communication and/or Statistics	20
		90	MS/MA holder in any relevant field of Social Science, Communication and/or Statistics	
		85	BS / BA degree holder in any relevant field of Social Science, Communication and/or Statistics	
		0	No degree	
	Project manager: Training	100	With more than 16 hours of relevant training	15
		85	With 16 hours of relevant training	
		0	With less than 16 hours or less of relevant training	
	Project manager:	100	With 10 or more years of experience in handling Research and/or Project	15

	Work Experience		Management related to focus group discussions and/or KIIs	
		85	With 5-9 years of experience in handling Research and/or Project Management related to focus group discussions and/or KIIs	
		0	With less than 5 years of experience in handling Research and/or Project Management related to focus group discussions and/or KIIs	
	Facilitator: Educational attainment	100	PhD holder in any relevant field of Social Science, Communication and/or Statistics	20
		90	MS/MA holder in any relevant field of Social Science, Communication and/or Statistics	
		85	BS / BA degree holder in any relevant field of Social Science, Communication and/or Statistics	
		0	No degree	
	Facilitator: Training	100	With more than 16 hours of relevant training	15
		85	With 16 hours of relevant training	
		0	With less than 16 hours or less of relevant training	
	Facilitator: Work experience	100	With 10 or more years of experience in handling Research and/or Project Management related to focus group discussions	15
		85	With 5-9 years of experience in handling Research and/or Project Management related to focus group discussions	
0		With less than 5 years of experience in handling Research and/or Project Management related to focus group discussions		

Experience and capability of the survey firm (30%)	Years in Business	100	More than three (3) years operating as a survey firm	30
		85	Three (3) years in operation as a survey firm	
		0	Less than 3 years operating as a survey firm	
	Engaged with at least five (5) companies/institutions	100	Had been engaged with more than five (5) companies/institutions	20
		85	Had been engaged with five (5) companies/institutions	
		0	had been engaged with less than five (5) companies/institutions	
	Engaged with at least two (2) government/public office	100	Had been engaged with more than two (2) government/public offices	10
		85	Had been engaged with two (2) government/public offices	
		0	Had been engaged with less than two (2) government/public office	
	Single largest project within the past five (5) years	100	More than the ABC	20
		85	Equal to the ABC	
		0	Less than the ABC	
	Total value of projects within contract period (completed)	100	More than the ABC	20
		85	Equal to the ABC	
		0	Less than the ABC	
Plan of approach and methodology (40%)	Timing of Deliverables	100	Very Good The deliverables are for submission at least two to four days before the required timeline and schedule set by the PCC	20
		85	Good The deliverables are for submission on the day of the schedule set by the PCC	
		0	Poor	

			The proposal indicates late submission of the required deliverables	
	Comprehensiveness of focus group discussion plan	100	Very Good Characteristics under “good” are present with additional activities/recommendations that add value to the project. Important issues are approached in an innovative and efficient way, indicating that the offeror have understood the main issues of the assignment and have outstanding knowledge of new solutions. The proposal details ways to improve the results and the quality of the assignment by using various approaches, methodologies, and knowledge.	20
		85	Good The proposed approach is discussed in full detail, and the methodology is specifically tailored to the characteristics of the assignment and flexible enough to allow its adaptation to changes that may occur during project execution.	
		0	Poor The steps to carry out the different activities of the TOR is discussed generically. The approach is standard and not specifically tailored to the assignment. Although the approach and methodology are suitable, they don’t include a discussion on how the offeror proposes to deal with critical characteristics of the assignment.	
	Sampling Design	100	Very Good Sampling Design submitted is compliant with the requirements in the Terms of Reference	25
		85	Good	

			Sampling Design submitted has identified deviation from the requirements in the Terms of Reference, but the FGD/KII can still be conducted with acceptable results	
		0	Poor Sampling design is discussed generically, and the specific information are not tailored to the assignment, thus, it is deemed that the FGD/KII cannot be conducted with acceptable results	
	Quality control measures to be used during data collection, data entry and data cleaning; interviews will be computer/tablet assisted	100	Very Good Quality control measures submitted are carefully designed and compliant with the requirements in the Terms of Reference	25
		85	Good Quality control measures submitted have identified deviation from the requirements in the Terms of Reference, but the FGD/KII can still be conducted with acceptable results	
		0	Poor Quality control measures submitted are generic, and the specific information are not tailored to the assignment, thus, it is deemed that the FGD/KII cannot be conducted with acceptable results	
	Existing policies of the firm pertaining to the following: refusal rate, minimum no. of callbacks and attrition rate, if any	100	Submission of Existing policies of the firm pertaining to the following: refusal rate, minimum no. of callbacks and attrition rate, if any	10
		0	Non-submission of Existing policies of the firm pertaining to the following: refusal rate, minimum no. of callbacks and attrition rate, if any	
Overall work commitment (10%)	Number of ongoing projects	100	Less than 5 ongoing projects (including awarded by not yet started contracts)	100%

		85	5 ongoing projects (including awarded by not yet started contracts)	
		0	More than 5 ongoing projects (including awarded by not yet started contracts)	

Financial Proposal

Rating = (LAP / AOP) x % Allocation

Where: AOP = amount of offer in the financial proposal

LAP = lowest amount offered among offerors

% Allocation = percentage assigned to the financial proposal