

REQUEST FOR QUOTATION

PROVISION OF CONSULTING SERVICES TO DESIGN AND DEVELOP THE QMS INSTITUTIONALIZATION ROADMAP AND CUSTOMIZED SYSTEM MATURITY ASSESSMENT FRAMEWORK

P.R. No./Date Received: 201905-0135/May 16, 2019

RFQ No./Date: 201905-0120/May 30, 2019

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:

- Mayor's/Business Permit
- PhilGEPS Registration Number
- BIR Certificate of Registration in case of individual
- Latest Income/ Business Tax Return
- Omnibus Sworn Statement
- Curriculum Vitae
- Signed Terms of Reference

This pro-forma quotation shall be submitted through **sealed bid** to the PCC Bids and Awards Committee (PBAC) Secretariat at above address on or before **June 2019 at 12:00pm** subject to the following **Terms and Conditions**:

1. All entries shall be typed or written in a clear legible manner.
2. Bids should not exceed the Approved Budget for the Contract (ABC).
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 5% R-VAT and 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.

Very truly yours,


ATTY. JOSEPH MELVIN B. BASAS

PBAC Chairperson and Director IV, FPMP

Item No.	QTY	ABC	ITEM/DESCRIPTION	Brand/Model	Unit Price	Total Amount
(To be filled-up by the supplier)						
1	1	P 902,000.00	Provision of Consulting Services to Design and Develop the			
			QMS Institutionalization Roadmap and Customized System			
			Maturity Assessment Framework			
			Please see attached Terms of Reference			
Total Lot ABC P 902,000.00			TOTAL Amount			
Delivery Period:			See attached Terms of Reference			
Delivery Site:			PCC Office at above address			

(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 lowest or any Proposal you may receive.

Signature : _____

Name/Designation : _____

Name of Company : _____

Address : _____

Telephone/Fax : _____

E-mail Address : _____

TIN : _____

TERMS OF REFERENCE

Provision of Consulting Services to Design and Develop the QMS Institutionalization Roadmap and Customized System Maturity Assessment Framework

I. BACKGROUND AND RATIONALE

Since its formal organization in 2016, the Philippine Competition Commission (PCC) has implemented organization-wide programs in support of the agency's strategic objective of adopting and institutionalizing internal policies and best practices in management.

One of its ongoing initiatives include the implementation of a Quality Management System (QMS) that aims to promote a quality and customer-oriented culture within the organization.

Subsequent to the ISO 9001:2015 certification of the PCC QMS in 2018, the Commission shall now focus on institutionalizing the system to ensure that quality management principles as well as quality assurance and control activities become an integral and sustainable part of the organization's structure, function, and culture.

In line with this objective, the PCC shall develop (1) a roadmap or plan that will guide the QMS institutionalization process and (2) a customized assessment framework that will help PCC gauge the performance and maturity level of its management system.

II. OBJECTIVE

This project aims to contract the services of a competent Service Provider to design and develop the QMS Institutionalization Roadmap and customize a System Maturity Assessment Framework for the PCC.

III. SCOPE OF WORK

A. TASKS

The Service Provider shall perform the following:

Development of the QMS Institutionalization Roadmap

- a. Conduct data gathering and assessment activities to:
 - determine the needs and expectations of the customers of PCC;
 - define quality standards/indicators for the processes and outputs of PCC units; and
 - identify quality gaps within the organization that need to be addressed for the next three (3) years.

- b. Design and develop the substantive content of the PCC QMS Institutionalization Roadmap that meets the minimum content requirement specified in this TOR, based on the results of the assessment;
- c. Propose appropriate short/medium-term action plans and initiatives that will close/address the quality gaps identified in the assessment;
- d. Formulate a monitoring and evaluation (M&E) plan for the roadmap identifying important indicators to be monitored and how these indicators should be monitored;
- e. Present the draft roadmap, proposed short/medium-term action plans and initiatives, and M&E plan to the PCC Quality Management Team (QMT) for vetting; and
- f. Finalize the draft roadmap, proposed short/medium-term action plans and initiatives, and M&E plan based on the feedback of the PCC QMT.

Development of the System Maturity Assessment Framework

- a. Assist in the design and development of a customized System Maturity Evaluation Framework/Model that takes into account the following:
 - ISO 9004:2018 standard, *Quality Management – Quality of an organization – Guidance to achieve sustained success*
 - ASEAN Self-Assessment Toolkit on Competition Enforcement and Advocacy
 - Organisation for Economic Co-operation and Development (OECD) *Competition Assessment Toolkit*
 - United Nations Conference on Trade and Development (UNCTAD) *Voluntary Peer Review Framework on Competition Law and Policy*
- b. Based on the framework/model, develop a System Maturity Assessment Tool that meets the minimum content requirement specified in this TOR;
- c. Present the draft System Maturity Evaluation Framework/Model to the PCC QMT for vetting;
- d. Conduct a pre-testing workshop with select QMT members to determine improvement areas on the System Maturity Assessment Tool; and
- e. Finalize the draft System Maturity Evaluation Framework/Model and Assessment Tool based on the feedback of the PCC QMT.

B. MINIMUM CONTENT REQUIREMENTS

The major deliverables of this project should satisfy the following minimum content requirements:

QMS Institutionalization Roadmap

- a. Background/Context, i.e., discussion of the salient points of the Assessment Report particularly the gaps that the roadmap intends to address
- b. Goal and Objectives
- c. Significant Milestones and Provisional Timeline
- d. Quality-related Action Plans and Initiatives
- e. Monitoring and Evaluation

System Maturity Assessment Tool

- a. Key System Element Title/Name
- b. Key System Element Description
- c. Maturity Levels/Rubrics
- d. Performance Criteria/Indicators per maturity level/rubric
- e. Means of Verification per performance criterion/indicator, i.e., how it will be monitored and measured
- f. Guide for Using the Assessment Tool

C. IMPLEMENTATION ARRANGEMENTS

The Service Provider shall:

- a. Designate one project lead to ensure the timely delivery of outputs and to coordinate with the PCC QMT Secretariat in carrying out the services required by this project;
- b. Organize a team that would conduct the approved activities, following the set of qualifications described in this TOR;
- c. Seek the approval of the PCC QMT, through the Secretariat, on any modification or adjustment in the implementation of approved activities prior to its conduct; *and*
- d. Submit all deliverables to the PCC QMT, through the Secretariat, on schedule.

IV. SERVICES TO BE PROVIDED BY THE PCC

The PCC, through the QMT and its Secretariat, shall:

- a. Provide general supervision and direction on the conduct of the approved activities;
- b. Provide information/data for the conduct and delivery of the approved activities and outputs, as necessary;
- c. Review and approve the materials and other documents prepared by the Service Provider;
- d. Review and approve all project deliverables, and related activities thereof;
- e. Provide logistical requirements for the data gathering and assessment activities as well as executive briefings to be conducted by the Service Provider, e.g., venue, equipment (projector with laptop), supplies, and meals for participants and resource persons (if any); and
- f. Pay the project cost inclusive of mandatory taxes and in accordance with the set payment schedule.

V. APPROVED BUDGET FOR THE CONTRACT

The Approved Budget for the Contract (ABC) for this project is **NINE HUNDRED TWO THOUSAND PESOS (Php902,000.00)** inclusive of all applicable government taxes, service charges, 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.

VI. MODE OF PROCUREMENT

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

VII. EXPECTED DURATION OF THE CONTRACT

The project is expected to be completed within eight (8) months, following the timeline below. Work shall commence not later than five (5) working days upon approval of the contract of both parties.

Activity	Expected Outputs	Months							
		1	2	3	4	5	6	7	8
Pre-Implementation Activities									
Levelling-Off Meeting between the Service Provider and PCC QMT Secretariat	Revised work plan for the project								
Development of the QMS Institutionalization Roadmap									
Conduct of data gathering and assessment activities	<ul style="list-style-type: none">Assessment plan/design and data gathering and analysis tools (e.g., questionnaires, gap analysis tool)Assessment Report								
Design and development of the roadmap	<p>Initial draft of the:</p> <ul style="list-style-type: none">QMS Institutionalization RoadmapQuality-related action plans or initiative proposalsM&E plan for the roadmap								
Vetting and finalization	<p>Final draft of the:</p> <ul style="list-style-type: none">QMS Institutionalization RoadmapQuality-related action plans or initiative proposalsM&E plan for the roadmap								
Development of the System Maturity Assessment Framework									
Design and development	<p>Initial draft of the:</p> <ul style="list-style-type: none">System Maturity Evaluation Framework/ModelSystem Maturity Assessment Tool								
Vetting and finalization	<ul style="list-style-type: none">Pre-testing Workshop Activity PlanFinal draft of the System Maturity Evaluation Framework/Model and System Maturity Assessment Tool								

VIII. DELIVERABLES AND SCHEDULE OF PAYMENT

Payments to the Service Provider shall be made based on the schedule below:

Activity	Deadline	% of Contract Amount
Submission and final acceptance of the project work plan	Within 7 days from signing of Job Order from PCC	10%
Submission and final acceptance of the following: <ul style="list-style-type: none"> Assessment plan/design and data gathering and analysis tools Assessment Report 	Within 30-45 days from the submission & acceptance of the revised project work plan	15%
Submission and final acceptance of the: <ul style="list-style-type: none"> QMS Institutionalization Roadmap Quality-related action plans or initiative proposals M&E plan for the roadmap 	Within 120 days from the submission & acceptance of the revised project work plan	25%

Submission of the initial draft of the: <ul style="list-style-type: none"> – System Maturity Evaluation Framework/Model – System Maturity Assessment Tool – Pre-testing Workshop Activity Plan 	Within 180 days from the submission & acceptance of the revised project work plan	25%
Conduct of the Pre-testing Workshop	Within 210 days from the submission & acceptance of the revised project work plan	10%
Submission and final acceptance of the: <ul style="list-style-type: none"> – System Maturity Evaluation Framework/Model – System Maturity Assessment Tool 	Within 240 days from the submission & acceptance of the revised project work plan	15%
Total		100%

All payments shall be endorsed by the Director of the Finance, Planning and Management Office; and each tranche payment to the Contractor shall be released upon PCC's receipt and acceptance of the outputs/deliverables listed above supported by the issuance of a Certificate of Satisfactory Services Rendered by the PCC. The outputs/activities for each tranche payment shall be in accordance to the requirements defined in this TOR to be accepted by PCC.

IX. QUALIFICATIONS OF THE SERVICE PROVIDER AND SELECTION CRITERIA

The PCC intends to engage an established entity in the Philippines with the required personnel and experience to implement this project.

For eligibility purposes, prospective bidder/s must be any of the persons/entities outlined in Section 24.3.1 of the Revised IRR of RA No. 9184 or the Government Procurement Reform Act. They must also submit the legal, technical and financial documents under Section 24 of the same Act.

In evaluating the proposal of the bidder/s, the Contractor as well as the personnel to be assigned in this project, must meet the following criteria and requirements:

Criteria	Qualifications	Preferred Requirements	Weight
Technical Proposal			
Applicable experience of the firm	An entity in the Philippines with experience in management consulting, i.e., strategic management, operations and performance management, organizational development, management systems development and other similar and/or relevant fields.	<ul style="list-style-type: none"> • Must have been in existence for at least five (5) years; • Handled at least five (5) ISO-related projects and/or related projects in the past five (5) years on any of the following: strategic management, quality management, management systems development, and business process improvement. These projects should have been accepted and rated at least satisfactory by the client. 	10%
Quality of team lead and members to be assigned to this project	Experience: in the field of organizational effectiveness and productivity measurement/assessment, strategic planning, and quality planning and management.	Team Lead: <ul style="list-style-type: none"> • Experience: With at least five (5) years experience in leading projects in the indicated fields. • Education: Preferably with Master's degree in the indicated disciplines. 	20%

	Education: in the field of industrial engineering, public/business administration, organizational development, and other similar and/or relevant fields.	<ul style="list-style-type: none"> • Training: Preferably with 24 hours of advanced/intermediate training in the indicated topics. 	
	Training: in any of the following: international standards for management systems (e.g., ISO 9001:2015, ISO 9004:2018, ISO 31000:2009), strategic planning tools and techniques, and project management, and other organizational development and management-related trainings	Team member/s: <ul style="list-style-type: none"> • Experience: With at least three (3) years experience in implementing projects in the indicated fields. • Education: Preferably with Bachelor's degree in the indicated disciplines. • Training: Preferably with 24 hours of basic training in the indicated topics. 	
Overall Work Commitment	Current workload relative to capacity Refers to the absorptive capacity of the project team members to do additional work other than those that they are currently undertaking	<ul style="list-style-type: none"> • Preferably handling three (3) ongoing contracts/projects only, including awarded but not yet started contracts/projects 	20%
Plan of approach and methodology	<ul style="list-style-type: none"> • Workplan • Approach and Methodology 	<ul style="list-style-type: none"> • The proposed approach should be discussed in full detail and the methodology to be adopted must be tailored to the characteristics of the project 	30%
Financial Proposal			
Financial Proposal	Overall cost to implement the project	<ul style="list-style-type: none"> • Includes all attendant costs to implement the activities in the technical proposal • Should not exceed the ABC for the project 	20%

To ensure that the abovementioned qualifications are met, prospective bidders are requested to submit the documentary requirements listed in **Annex A**.

The PCC shall select the most qualified service provider using the Quality-Cost Based Evaluation (QCBE) pursuant to the pertinent provisions of R.A. No. 9184 or the Government Procurement Reform Act. The 80% - 20% quality to cost ratio shall be used. The bidder with the highest rated score based on the technical and financial proposals submitted, provided that the score shall pass the hurdle score of 60 points, shall be the Highest Rated Bidder.

X. LIQUIDATED DAMAGES

If the contractor 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.

XI. RESERVED RIGHTS ON THE USE OF THE OUTPUTS/DELIVERABLES

All concepts and original materials formulated and designed in conjunction with this project shall be owned by the PCC with full and exclusive rights on future use thereof both in the Philippines and internationally.

XII. CONFIDENTIALITY OF DATA AND INFORMATION

All the materials, data, and information used and generated through this engagement shall be under the sole ownership of PCC. The Service Provider and any of its personnel shall at all times maintain the confidentiality of such materials, data, and information, and shall not use nor disseminate the same for any purpose, until considered declassified and issued with a written consent by the PCC. The Service Provider shall be required to sign Confidentiality/Non-Disclosure Agreement upon Notice of Award (NOA).

XIII. DISPUTE AGREEMENT/RESOLUTION

Should any dispute related to the Contract 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.

Any amendment or additional terms and conditions to the Contract must be in writing, signed and acknowledged by the Parties.

Prepared by:



KRISTEL CLAUDINE D. ASLANBAIGI
Planning Officer IV
FPMO-Corporate Planning and Management
Division

Approved by:



ATTY. JOSEPH MELVIN B. BASAS
Director IV
Finance, Planning and Management Office

Reviewed by:



JOSEPH D. BERNAT
Planning Officer V
FPMO-Corporate Planning and Management
Division

CONFORME:

Name of Consultant / Firm

Signature of Consultant / Authorized Representative

Designation

Date

FAQs: Submission of Proposal

Provision of Consulting Services to Design and Develop the QMS Institutionalization Roadmap and Customized System Maturity Assessment Framework

Procuring Entity	Philippine Competition Commission
Address	25/F Vertis North Corporate Center 1, North Avenue, Quezon City 1105
Project Name	Provision of Consulting Services to Design and Develop the QMS Institutionalization Roadmap and Customized System Maturity Assessment Framework
Approved Budget for the Contract	Nine Hundred Two Thousand Pesos (Php902,000.00) inclusive of all applicable government taxes
Whom to Address the Proposal	ATTY. JOSEPH MELVIN B. BASAS Chairperson, Bids and Awards Committee Philippine Competition Commission Thru: THE SECRETARIAT Bids and Awards Committee Administrative Office – General Services Division
Documents to be Submitted	Eligibility Documents <ul style="list-style-type: none"> - PhilGEPS Registration Number - Mayor's/Business Permit in case of firm - BIR Certificate of Registration in case of individual - Latest Business Tax Return in case of firm - Latest Income Tax Return in case of individual - Accomplished Omnibus Sworn Statement - Curriculum Vitae Technical Proposal <ul style="list-style-type: none"> a. Cover Letter b. Company Profile c. List of at least 5 client references with contact details (address and contact numbers) within the last five years d. List of all on-going and completed government and private contracts, including contract/s awarded but not yet started, if any which is/are similar to the project to be bid e. Description of the methodology and work plan for performing the project f. Duly accomplished Project Team Information Sheet that outlines the team's composition, taskings, and current workload g. Curriculum Vitae of Project Team members h. Certificate of Trainings/Seminar Programs Attended by the Lead Consultant/Project Lead within the last 5 years Financial Proposal <ul style="list-style-type: none"> a. Financial Proposal with cost breakdown

PROJECT TEAM INFORMATION SHEET

PROJECT TEAM	NAME	TASKING <i>Brief description of functions/roles & responsibilities</i>	CURRENT WORKLOAD <i>State all ongoing contracts/projects as well as those that were already awarded but not yet started</i>	
			ENGAGEMENT	DURATION
LEADER				
MEMBER NO. 1				
MEMBER NO. 2				
MEMBER NO. 3				
MEMBER NO. 4				
MEMBER NO. 5				