



REQUEST FOR QUOTATION

The Bureau of Customs (BOC), through its Administration Office (AO), will undertake a Small Value Procurement for "**Awareness, Institutional Trust and Satisfaction rating Survey Project**" in accordance with the Revised Implementing Rules and Regulations of Republic Act No. 9184. The details of the project are as follows:

Name of Project: **Awareness, Institutional Trust and Satisfaction rating Survey Project**
 Location: **General Services Division, OCOM Building, Gate 3, South Harbor, Port Area, Manila**
 Approved Budget for the Contract: **Two Hundred Fifty Thousand Pesos (PHP250,000.00) - inclusive of tax**

Specifications:

1LOT

QTY	DESCRIPTION
1 LOT	<p>Last 2020, the Bureau of Customs conducted its Baseline Data Survey through a third party to identify the present, situation, and rating of the BOC in its entirety; trust, favorability, satisfaction, awareness, among others. The Baseline Data was used as a primary basis for the BOC to formulate its Strategic Communication Plan for 2021. This year the BOC plans to conduct a continuing survey to measure the efficiency of its information campaign, innovations, and initiatives to further modernize and improve the agency. Below are the salient details the project requires:</p> <p><u>Type of Study</u> Awareness, Institutional Trust, Client Satisfaction Rating of the Bureau of Customs Survey</p> <p><u>Objectives</u> To determine the awareness, trust and satisfaction rating of the Bureau of Customs</p> <p><u>Survey Area</u> Nationwide (17 collection districts)</p> <p><u>Sampling Design</u> Purposive Sampling (Coordinated with Customer Care Centers)</p>



BUREAU OF CUSTOMS

MAKABAGONG ADUANA, MATATAG NA EKONOMIYA



PROFESSIONALISM

INTEGRITY

ACCOUNTABILITY

<p><u>Methodology</u> Online/Digital Survey</p> <p><u>Sample Size</u> A thousand</p> <p><u>Respondents</u> BOC External Stakeholders</p> <p><u>Primary Responsibilities</u></p> <ul style="list-style-type: none">• Crafting of questionnaire• Programming of Online Survey• Data Processing• Final Report <p>Contract Term: Five (5) Months</p>

Interested suppliers are required to submit hard copies of their valid and current Mayor's Permit, DTI/SEC Registration (for partnerships/corporations, General Information Sheet & Articles of Incorporation shall also submit), PHILGEPS Registration Certificate, Omnibus Sworn Statement, Latest Income/Business Tax Return, and duly signed price quotation form (Annex "A"). All must be properly sealed.

Submission of quotation and eligibility documents is on or before **June 25, 2021** 10:00 a.m., at General Services Division (GSD), Ground Floor, OCOM Building, Port Area, Manila.

Award of contract shall be made to the lowest quotation, which complies with the minimum description as stated above and other terms and conditions stated in the price quotation form.

Any interlineations, erasures or overwriting shall be valid only if they are signed or initialed by the bidder or his/her duly authorized representative/s.

The BOC reserves the right to accept or reject any or all quotations and to impose additional terms and conditions as it may deem proper.

For inquiry, you may contact us at Telefax no. 527-9757 or email us at bacsecretariat@customs.gov.ph.

Very truly yours,

RAQUEL G. DE JESUS

Acting Chief, General Services Division



Annex "A"

PRICE QUOTATION FORM

Date

The Bids and Awards Committee
Bureau of Customs
Port Area, Manila

Project Name: Awareness, Institutional Trust and Satisfaction rating Survey Project

Sir/Madam:

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

QTY	DESCRIPTION	UNIT PRICE	TOTAL PRICE
75	<p>Last 2020, the Bureau of Customs conducted its Baseline Data Survey through a third party to identify the present, situation, and rating of the BOC in its entirety; trust, favorability, satisfaction, awareness, among others. The Baseline Data was used as a primary basis for the BOC to formulate its Strategic Communication Plan for 2021. This year the BOC plans to conduct a continuing survey to measure the efficiency of its information campaign, innovations, and initiatives to further modernize and improve the agency. Below are the salient details the project requires:</p> <p><u>Type of Study</u> Awareness, Institutional Trust, Client Satisfaction Rating of the Bureau of Customs Survey</p> <p><u>Objectives</u> To determine the awareness, trust and satisfaction rating of the Bureau of Customs</p> <p><u>Survey Area</u></p>		



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Total amount in words:

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

Very truly yours,

Name/ Signature of Representative

Name of Company

Mayor's Permit No. _____

PhilGEPS Registration No. _____

(Please submit the photocopies of the above documents upon submission of quotation)