



Republic of the Philippines  
NATIONAL PRIVACY COMMISSION  
BIDS AND AWARDS COMMITTEE

REQUEST FOR QUOTATION  
SEMINAR/TRAINING ON CUSTOMER SERVICE SATISFACTION/HANDLING  
CUSTOMERS

01 December 2021

**NOTICE TO ALL PROVIDERS/SUPPLIERS:**

The National Privacy Commission intends to procure **SEMINAR/TRAINING ON CUSTOMER SERVICE SATISFACTION/HANDLING CUSTOMERS (APP 2021-0153)**. As such, providers or suppliers of known qualifications are hereby invited to submit their quotations/price proposals signed by your authorized representative not later than **5:00 P.M., 07 December 2021**.

The service providers/suppliers must also submit the following requirements:

1. Copy of the Mayor's Permit issued by the city or municipality where the principal place of business of the prospective bidder is located;
2. PhilGEPS Registration Number;
3. Notarized Omnibus Sworn Statement with applicable attachments<sup>1</sup>; and
4. Manifestation of compliance to the attached technical specification signed by your authorized representative.

Please submit your quotation together with the required documents via e-mail to [bacsecretariat@privacy.gov.ph](mailto:bacsecretariat@privacy.gov.ph) or via mail or courier in a sealed envelope to:

5th Floor, Ang Kiukok Hall,  
PICC Delegation Building, PICC Complex,  
Roxas Boulevard Manila 1307  
**Attention to:** **ATTY. KRISHNA AIRA TANA-CAGUIA**  
BAC Secretariat Head

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<sup>1</sup> **NOTE:** Make sure to use the latest Omnibus Sworn Statement template downloadable from GPPB website (<https://www.gppb.gov.ph/downloadables.php>). Make sure that the "Jurat" of the sworn statement contains the details of the valid government issued ID of the affiant. Lastly, please make sure to submit its necessary attachments:

1. **If a sole proprietorship:** duly notarized Special Power of Attorney (if authorized representative)
2. **If a partnership, corporation, cooperative, or joint venture:** duly notarized Secretary's Certificate, Board/ Partnership Resolution, or Special Power of Attorney (whichever is applicable)

**NOTE:** Both the Omnibus Sworn Statement (OSS) and its attachment must specifically state the name of this procurement. Attached herein is the latest OSS template.

*The original of this document is in digital format*  
NPC\_BAC\_RFQ-V1.0, R0.0, 05 May 2021

Ref No.: RFQ-2021-0153

**TECHNICAL SPECIFICATION  
SEMINAR/TRAINING ON CUSTOMER SERVICE SATISFACTION/HANDLING  
CUSTOMERS**

Item	Unit	QTY	Description/Specifications	Approved Budget of the Contract (Php 100,000.00)		Compliance (Manifest your compliance by <u>writing</u> <u>"COMPLY" in every item</u> )
				Unit Price	Total	
1	lot	1	<ul style="list-style-type: none"> <li>• Please refer to the attached Terms of Reference (TOR) for:               <ol style="list-style-type: none"> <li>1. Technical Requirements/Specifications</li> <li>2. Payment and Delivery</li> </ol> </li> </ul>			- _____  - _____
<b>TOTAL</b>						

Instruction to bidders (as applicable):

- I. All prices shall be VAT inclusive.
- II. All quotations shall be written with the company's letterhead.
- III. Compliance must be stated by **writing "COMPLY" in EVERY requirement** mentioned above, failure to do so shall be a ground for disqualification.
- IV. Present the original Mayor's Permit and submit Certified True Copy of the eligibility documents and signed Quotation upon the scheduled signing of Notice of Award for inspection and verification.
- V. Acknowledgement of the Notice of Award shall be within five business (5) days from its issuance.
- VI. Payment shall be through send bill arrangement upon issuance of the Certification of Completion and Acceptance unless different term is provided in the Terms of Reference.
- VII. Delivery shall be made to NPC Office at 5F Delegation Building, PICC Complex, Pasay City.
- VIII. Delivery shall be made within fifteen (15) working days from receipt of the Purchase Order, Work Order, NTP or from date of contract unless a different delivery term is provided in the Terms of Reference.

CONFORME: \_\_\_\_\_  
(Name of Supplier/Provider/Date)

BY: \_\_\_\_\_  
(Name/Position/Signature of Representative/Date)

Ref No.: RFQ-2021.0153

NPC\_BAC\_RFQ-V1.0, R0.0, 05 May 2021



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## TERMS OF REFERENCE

### COSTUMER SERVICE SATISFACTION AND HANDLING CONSTUMER

#### I. BACKGROUND

Customer service includes all of Commissions' interactions with the stakeholders and clients, it is an integral part of providing government service to the public. Today's customer service providers/frontlines must have adequate preparation to interact effectively with different kinds of clients either internal or external. Customer Service provider's level of professionalism and excellence in delivery of service is the key to generate positive word-of-mouth feedbacks.

This training is designed to improve the NPC's quality of customer service and to enhance personal and professional effectiveness in the workplace particularly in handling clients' complaints, how to resolve typical and challenging customer objections and offers a prompt and effective solutions.

Through this, it improves the way people see the Commission which boosts NPC reputation and image as regulatory agency.

#### II. OBJECTIVES

The objective of the training is to equip the participants on how to understand and meet customer needs, exceed their expectations, and create a truly positive customer experience. By the end of this customer service course, the participants shall be able to:

- Adopt a consistent, professional communication style when speaking with customers
- Develop skills in engaging with customers and handling their enquiries effectively
- Listen effectively, ask questions, and summarize issues to respond fully to a customer request



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- Adopt an effective way of handling customer complaints

### **III. TECHNICAL REQUIREMENTS/SPECIFICATIONS**

- Customized and implement the training program and modules.
- Conduct and submit pre and post training assessment report.
- Provide soft and hard copies of the trainer's manual and participants handout.
- The activity shall have significant current intellectual or practical content.
- The activity shall constitute an organized program of learning related to presentation and communication skills and meets the training objective of NPC.
- The activity shall be conducted by a provider with adequate professional experience.
- The activity is at least (8) hours in length, substantive written materials must be distributed to all participants before or after the conduct of the training.

### **IV. PAYMENT AND DELIVERY**

The delivery of Training on Customer Service and Handling Customer is via online platform on a synchronous learning method with the following terms and conditions:

1. Date of delivery is within 30 calendar days from receipt of PO/Notice to Proceed.
2. Delivery may be in batches with reasonable number of participants per session in a schedule mutually agreed by NPC and the Learning Service Provider.
3. Payment is upon completion of the training and submission of documentation report, reading materials and other documentary requirements.



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**V. FUND SOURCE AND APPROVED BUDGET FOR THE CONTRACT (ABC)**


Training fund shall be charged from the General Admiration Support Services -Maintenance and Other Operative Expenses (GASS-MOOE) under the Approved Human Resource Development Division CMI Budget 2021 in the amount of ONE HUNDRED THOUSAND PESOS (Php. 100,000.00) inclusive of all applicable government taxes and other charges.

Prepared by:

**sgd**

Caila Eunice S. Bayron  
Administrative Officer II

Noted by:

 Digitally signed  
by Santos  
Rosaly Balsote

**Rosaly B. Santos**  
Chief Administrative Officer  
Human Resource Development Division

Recommending Approval:

**Atty. Manuel C. Satuito**  
Director IV, FAO

Approved by:

**Atty. Ivin Ronald D.M. Alzona**  
Executive Director & Chairperson, HRDC

**Omnibus Sworn Statement (Revised)**  
*[shall be submitted with the Bid]*

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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 [Name of the Project] of the [Name of the Procuring Entity], 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 [Name of the Project] of the [Name of the Procuring Entity], 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;
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 [Name of the Project].

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 \_\_, 20\_\_ at \_\_\_\_\_, Philippines.

*[Insert NAME OF BIDDER OR ITS AUTHORIZED REPRESENTATIVE]*

*[Insert signatory's legal capacity]*

Affiant

**SUBSCRIBE AND SWORN TO** before me this \_\_\_\_ day of \_\_\_\_\_ 20\_\_ at \_\_\_\_\_, affiant having exhibited to me his/her \_\_\_\_\_ issued on/valid until \_\_\_\_\_.

Doc. No.: \_\_\_\_\_

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