



Republic of the Philippines  
NATIONAL PRIVACY COMMISSION

BIDS AND AWARDS COMMITTEE  
BAC Resolution No. 174-2021, Series of 2021

**RECOMMENDING THE AWARD OF CONTRACT FOR THE SEMINAR/TRAINING  
ON CUSTOMER SERVICE SATISFACTION/HANDLING CUSTOMERS**

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**WHEREAS**, the National Privacy Commission (NPC) is the agency mandated to enforce data privacy protection;

**WHEREAS**, NPC is mandated to administer and implement the provisions of the Data Privacy Act of 2012 (DPA) and to monitor and ensure compliance of the country with international standards set for data protection;

**WHEREAS**, this seminar/training is intended 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 offer prompt and effective solutions;

**WHEREAS**, this procurement has a Certificate of Availability of Funds (CAF) and has been confirmed to be programmed under the NPC FY 2021 APP Item No. 2021-0153 and with Approved Budget for the Contract (ABC) amounting to Php100,000.00;

**WHEREAS**, Section 53.9 of the Implementing Rules and Regulations (IRR) of R.A. 9184 recognizes Small Value Procurement (SVP) as a mode of procurement for goods where the amount does not exceed One Million Pesos (Php1,000,000.00);

**WHEREAS**, a Request for Quotation was posted in the PhilGEPs website, NPC website, and the NPC bulletin board on 3 December 2021, and was likewise sent to six (6) suppliers via electronic mail, namely: Whitehall Bradford Management Consulting, Inc., ExeQServe Corporation, Breakthrough Leadership Management Consultancy, Inc., Meraki Consulting, Inc., People Summit Training & Consulting, Inc., and Career Clinic & Enterprise Solutions, Inc.;

**WHEREAS**, the deadline for the submission of quotations was set on 7 December 2021 at 5:00 p.m. and only two bidders made their submission on time: Career Clinic & Enterprise Solutions, Inc. and The NobleMindsPH;

**WHEREAS**, upon evaluation of the documents submitted, it was determined that only Career Clinic & Enterprise Solutions, Inc. complied with all the eligibility requirements since The NobleMindsPH failed to submit its PhilGEPs Registration number, Omnibus Sworn Statement, and its manifestation of compliance to technical requirements;

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*The original of this document (containing only the BAC member's signatures) is in digital format  
NPC\_BAC\_RESO-V1.0, R0.0, 05 May 2021*

WHEREAS, Career Clinic & Enterprise Solutions, Inc. has a bid price of Php90,000.00, which is well within the ABC and is found to be eligible;

NOW, THEREFORE, for and in consideration of the foregoing, WE, the members of the NPC-BAC, hereby RESOLVE, as it is hereby RESOLVED, to recommend the award of contract for the Seminar/Training on Customer Service Satisfaction/Handling Customers to Career Clinic & Enterprise Solutions, Inc. for passing all the required eligibility and for having the single calculated and responsive quotation in the total amount of Ninety Thousand and 0/100 Pesos (Php90,000.00).


RESOLVED this 10th day of December 2021 via combination of on-site and videoconference meeting.

ATTEST:

  
Digitally signed  
by Espenilla  
Erwin Dejuicos  
**ERWIN D. ESPENILLA**  
Executive Assistant IV, OPC  
BAC Member

*On official business*  
**ATTY. AURELLE DOMINIC E. NARAG**  
Executive Assistant IV, OPC  
BAC Member


  
Digitally signed by Ragsag  
Jonathan Rudolph Yandan  
**JONATHAN RUDOLPH Y. RAGSAG**  
OIC-Chief, DSTSD  
BAC Member

  
Digitally signed  
by Mendoza  
Ma Josefina  
Eusebio  
**ATTY. MA. JOSEFINA E. MENDOZA**  
Attorney IV, Legal Division  
BAC Member

*On official business*  
**ATTY. IVY GRACE T. VILLASOTO**  
OIC-Director, PPO  
BAC Vice Chairperson

  
Digitally signed by Patula  
Maria Theresita Elnar  
Date: 2021.12.15 12:49:37  
+08'00'  
**ATTY. MARIA THERESITA E. PATULA**  
Director IV, LEO  
BAC Chairperson

Approved:

  
**RAYMUND ENRIQUEZ LIBORO**  
Privacy Commissioner  
Head of the Procuring Entity  
Date: 20 DEC 2021

Ref No.: 174-2021

The original of this document (containing only the BAC member's signatures) is in digital format  
NPC\_BAC\_RESO-V1.0, R0.0, 05 May 2021



Republic of the Philippines  
NATIONAL PRIVACY COMMISSION

## NOTICE OF AWARD

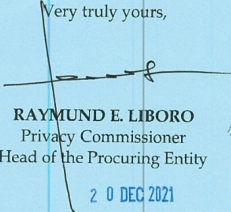
Date Issued: 2020 DEC 02

**Ms. Elvie Rodora M. Tarrobal**  
*Managing Director*  
Career Clinic & Enterprise Solutions, Inc.  
No. 73 East Capitol Drive Kapitolyo,  
Pasig City

Dear **Ms. Tarrobal**,

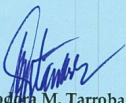
Please be advised that upon the recommendation of the NPC Bids and Awards Committee, per BAC Resolution No. 174-2021 series of 2021, the contract for Seminar/Training on Customer Service Satisfaction/Handling Customers amounting to **NINETY THOUSAND AND 0/100 PESOS (Php90,000.00)**, VAT inclusive, is awarded to **Career Clinic & Enterprise Solutions, Inc.**, consistent with Republic Act No. 9184 and its 2016 Revised Implementing Rules and Regulations.

Very truly yours,

  
**RAYMUND E. LIBORO**  
Privacy Commissioner  
Head of the Procuring Entity

20 DEC 2021

Conforme:

  
**Ms. Elvie Rodora M. Tarrobal**  
*Managing Director*  
Career Clinic & Enterprise Solutions, Inc.  
Date: Dec. 22, 2021

Ref No.: 114-2021

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

**PURCHASE ORDER**  
**NATIONAL PRIVACY COMMISSION**  
 Entity Name

Supplier : <b>CAREER CLINIC &amp; ENTERPRISE SOLUTIONS INC.</b>	P.O. No. : <b>2021-12-0083</b>
Address : <b>27 East Cleveland Drive, Kumbakonam, Tamil Nadu, India</b>	Date : <b>27 December, 2021</b>
TEN : <b>[REDACTED]</b>	Mode of Procurement : <b>Small Value Procurement</b>

Confirmations: Please furnish this Office the following articles subject to the terms and conditions contained herein:

Place of Delivery : <b>NPC, OREEKE</b>	Delivery Term : <b>Thirty (30) calendar days from receipt of PO/NTF</b>
Date of Delivery <b>Thirty (30) calendar days from receipt of PO/NTF</b>	Payment Term : <b>LODAP-ADA</b>


Stock/Property No.	Unit	Description	Quantity	Unit Cost	Amount
	Lot	<b>Seminars/Training on Customer Service Satisfaction/Handling Customers</b> Specifications: - Customized and implement the training program and modules. - Conduct and advise 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.  <b>Payment &amp; Delivery:</b> Payment shall be made through send bill arrangement and shall be processed upon receipt of the Statement of Account/Billing statement/Invoice, completion of the training and submission of documentary report, reading materials and other documentary requirements and upon issuance of Certificate of Acceptance of Output by the end-user.  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 by NPC and the Learning Service Provider.	1	90,000.00	90,000.00

**(Total Amount in Words)** **NINETY THOUSAND THOUSAND PESOS ONLY**

In case of failure to make the full delivery within the time specified above, a penalty of one-tenth (1/10) of one percent for every day of delay shall be imposed on the undelivered items.

**NOTICE TO PROCEED:** Notice is hereby given that by conforming to this Purchase Order, the Service Provider/Supplier shall proceed with the delivery of the items in accordance with the terms and conditions specified herein to commence from the date of conformance heretofore indicated.


Contact Mr. Joel Pagadigan Jr. at 090824 2221 or email at joelpagadigan@nprc.gov.ph for questions/delivery and other concerns.

Confirm:   
**MS. ELVA RODORA M. TARROBAL**  
 Signature over Printed Name of Supplier  
 Date: **Jan 4, 2022**

Very truly yours,   
**ATTY. MANUEL C. SATUITO**  
 Signature over Printed Name of Authorized Official  
**Director IV, FAO**  
 Designation 

Fund Cluster : **01**  
 Funds Available : **₱ 90,000.00**

ORS/BURS No. : **02-101-2021-02-0637**  
 Date of the ORS/BURS : **28 Oct 2021**  
 Amount : **₱ 90,000.00**

  
**JESSE ROY L. BALLICUD**  
 Signature over Printed Name of Chief Accountant Head of Accounting Division/Unit