



**LBP INSURANCE BROKERAGE, INC.**

(A SUBSIDIARY OF THE LAND BANK OF THE PHILIPPINES)  
12/F SyCip Law Centre Bldg., 105 Paseo De Roxas, Legaspi Village, Makati City 1229



RFQ No. 2026-HR01

## **REQUEST FOR QUOTATION**

The **LBP (Land Bank of the Phil.) Insurance Brokerage, Inc. (LIBI)** through its **Administrative Service**, intends to procure **ENGAGEMENT OF A SERVICE PROVIDER FOR THE CONDUCT OF THE CY 2026 LIBI CLIENT SATISFACTION MEASUREMENT (CSM)** in accordance with **Sec34. Small Value Procurement** of the Implementing Rules and Regulations of Republic Act No. 12009.

Please quote your **best offer** for the item/s described herein, **subject to the attached Annexes A and B (Terms and Conditions)** provided as part of this Request for Quotation (RFQ). Submit your quotation duly signed by your authorized representative **not later than September 22, 2026, 10:00 A.M.** at the Administrative Unit, 12 Floor, SyCipLaw Center, 105 Paseo de Roxas, Legaspi Village, San Lorenzo, Makati City. Quotations may also be submitted through email at the address and contact numbers indicated below.

Quotations shall be evaluated based on compliance with the requirements of this RFQ. The award shall be made to the bidder with the **HRRB/SRRB - Most Advantageous Responsive Bid or MARB/Highest/Single ...**

A copy of your **Valid Business/Mayor's Permit, PhilGEPS Registration Number and BIR 2303 Certificate of Registration (all pages)** is also required to be submitted along with your signed quotation/proposal. **A valid and updated PhilGEPS Registration Certificate (all pages)** may be submitted in lieu of the Mayor's/Business Permit.

The Supplier/Service Provider shall submit its **Notarized Omnibus Sworn Statement (GPPB-prescribed forms), Income/Business Tax Return (for ABC's above Php 500k)** will also be required to be submitted prior to award<sup>2</sup>. For any clarification, you may contact **Ms. Renalyn P. Caneja or Ms. Jessa Calinog** at telephone no. (02) 8840-4011 local 106 or email address at [procurement@lbp-insurance.com](mailto:procurement@lbp-insurance.com)

**ATTY. REYNAULD R. VILLAFUERTE**  
Chairperson  
Bids and Award Committee

<sup>2</sup>Failure to submit the required documents on time, or a finding against the veracity thereof, shall disqualify the supplier/service provider for award. In case the notice for the submission of post-qualification documents is sent via the bidder's email, it shall be considered as received by the bidder on the date and time the email was sent, whether or not the bidder acknowledged the said email. It shall be the bidder's responsibility to check its/his/her email for the purpose.



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## ANNEX A

|                                   |  |
|-----------------------------------|--|
| <b>Name of Company</b>            |  |
| <b>Address</b>                    |  |
| <b>Contact Person</b>             |  |
| <b>Contact Person Designation</b> |  |
| <b>Contact Number</b>             |  |
| <b>Email Address</b>              |  |
| <b>Tax Identification No.</b>     |  |
| <b>PhilGEPS Registration No.</b>  |  |

### INSTRUCTIONS:

- (1) Accomplish this Request for Quotation (RFQ) correctly and accurately.
- (2) The use of this RFQ is highly encouraged to minimize errors or commission of the mandatory provisions.
  - (a) If a different form is used other than the RFQ, the quotation shall contain all the mandatory provisions, including the manifestation of the agreement with the Terms and Conditions below.
  - (b) In case a prospective supplier or service provider submits a filled-out RFQ with supporting documents (i.e., price quotation in a different format), both documents shall be considered unless there is any discrepancy. In this case, provisions in the RFQ shall prevail.
- (3) All technical specifications are mandatory. Failure to comply with any of the mandatory requirements will disqualify your quotation.
- (4) Failure to follow these instructions will disqualify your entire quotation.

### **SIR/MADAM:**

After having carefully read and accepted the Terms and Conditions in the Request for Quotation, hereunder is our quotation for the item/s as follows:

### TECHNICAL SPECIFICATIONS

1. Please quote your **best offer** for the item/s below. Please do not leave any blank items. Indicate "0" if the item being offered is for free.
2. Bidders must state "**Comply**" or any equivalent term in the column "**Bidder's Statement of Compliance**" against each of the individual parameters of each Specification.

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| Item                                                                                | Description                                                                                                | Quantity and Unit                                                                                                                                                                                                                                                                                                                                                                                                      | Unit Price                     | Total Price | Evaluation Criteria <sup>3</sup><br>% | Bidder's Statement of Compliance <sup>4</sup> |
|-------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|-------------|---------------------------------------|-----------------------------------------------|
| 1                                                                                   | Engagement of a Service Provider for the Conduct of the CY 2026 LIBI Client Satisfaction Measurement (CSM) | 1 Lot                                                                                                                                                                                                                                                                                                                                                                                                                  |                                |             |                                       |                                               |
| <b>Delivery Date</b>                                                                |                                                                                                            | <b>5 - 6 months; based on delivery schedule</b>                                                                                                                                                                                                                                                                                                                                                                        |                                |             |                                       |                                               |
| <b>Approved Budget for the Contract</b>                                             |                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                        | <b>Total Offered Quotation</b> |             |                                       |                                               |
| <b>FIVE HUNDRED THOUSAND PESOS ONLY<br/>(Php 500,000.00)</b>                        |                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                        | In words:                      |             |                                       |                                               |
|                                                                                     |                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                        | In figures:                    |             |                                       |                                               |
| Evaluation criteria is as follows:<br><b>TECHNICAL RATING CRITERIA REQUIREMENTS</b> |                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                        |                                |             |                                       |                                               |
| <b>PAYMENT DETAILS</b>                                                              |                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                        |                                |             |                                       |                                               |
| <b>Payment Terms:</b>                                                               |                                                                                                            | 1. Total cost should not exceed ABC.<br>2. Price quotation is inclusive of 12% VAT and all applicable taxes and charges.<br>3. Payment shall be made promptly, after submission of billing statement/invoice and upon fulfillment of other obligations as stipulated in the contract as well as upon inspection and acceptance of the goods by the end user, subject to other payment terms as prescribed in this RFQ. |                                |             |                                       |                                               |
| Banking Institution                                                                 |                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                        |                                |             |                                       |                                               |
| Account Number                                                                      |                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                        |                                |             |                                       |                                               |
| Account Name                                                                        |                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                        |                                |             |                                       |                                               |
| Branch                                                                              |                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                        |                                |             |                                       |                                               |

<sup>3</sup>GPPB Circular No. 04-2026 Guidelines on the Resolution of Tied Bids through Tie-Breaking Method dated 19 February 2026<sup>4</sup>Bidders must state here either "COMPLY" or "NOT COMPLY" against each of the individual parameters of each Specification stating the corresponding performance parameter of the equipment offered. Statements of "COMPLY" or "NOT COMPLY" must be supported by evidence in a Bidders Bid and cross-referenced to that evidence. Evidence shall be in the form of manufacturer's un-amended sales literature, unconditional statements of specification and compliance issued by the manufacturer, samples, independent test data etc., as appropriate. A statement that is not supported by evidence or is subsequently found to be contradicted by the evidence presented shall render the Bid under evaluation liable for rejection. A statement either in the Bidder's statement of compliance or the supporting evidence that is found to be false either during Bid evaluation, post-qualification or the execution of the Contract may be regarded as fraudulent and render the Bidder or supplier liable for prosecution subject to the applicable laws and issuances.



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## Documentary Requirements and Relevant Guidelines for Specific Modes of Procurement Under Republic Act No. 12009<sup>5</sup>

| Mode of Procurement                                                                    | PhilGEPS Registration Number                                                                                                    | Mayor's / Business permit                 | Professional License / Curriculum Vitae (Consulting Services) | NFCC Computation or Committed LoC (Infra) | PCAB License (Infra.)     | Income/ Business Tax Return               | Omnibus Sworn Statement (OSS) |
|----------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------|---------------------------------------------------------------|-------------------------------------------|---------------------------|-------------------------------------------|-------------------------------|
| SECTION 31. DIRECT CONTRACTING                                                         | ✓                                                                                                                               | ✓                                         |                                                               |                                           |                           | ✓<br>For ABCs above P500K                 |                               |
| SECTION 34. SMALL VALUE PROCUREMENT                                                    | ✓                                                                                                                               | ✓                                         | ✓                                                             |                                           | ✓                         | ✓<br>For ABCs above P500K                 | ✓<br>For ABCs above P50K      |
| <b>NEGOTIATED PROCUREMENT</b>                                                          |                                                                                                                                 |                                           |                                                               |                                           |                           |                                           |                               |
| NP35.1 TWO FAILED BIDDINGS                                                             | ✓<br>PhilGEPS Platinum, if legal eligibility requirements are not subject to revision after the conduct of the mandatory review |                                           |                                                               |                                           |                           |                                           |                               |
| NP35.2 EMERGENCY CASES                                                                 |                                                                                                                                 | ✓                                         |                                                               | ✓<br>For ABCs above P500K                 | ✓<br>For ABCs above P500K | ✓<br>For ABCs above P500K                 | ✓<br>For ABCs above P50K      |
| NP35.3 TAKE-OVER OF CONTRACTS                                                          | ✓                                                                                                                               | ✓                                         | ✓                                                             | ✓                                         | ✓                         |                                           |                               |
| NP35.4. ADJACENT OR CONTIGUOUS                                                         |                                                                                                                                 |                                           |                                                               | ✓                                         | ✓                         |                                           |                               |
| NP35.6 SCIENTIFIC, SCHOLARLY OR ARTISTIC WORK, EXCLUSIVE TECHNOLOGY AND MEDIA SERVICES | ✓                                                                                                                               | ✓                                         | ✓                                                             |                                           | ✓<br>For ABCs above P500K |                                           |                               |
| NP35.7 HIGHLY TECHNICAL CONSULTANTS                                                    | ✓                                                                                                                               | ✓                                         | ✓                                                             |                                           |                           |                                           |                               |
| NP35.9 LEASE OF REAL PROPERTY AND VENUE                                                | ✓<br>except for gov't agencies as lessors                                                                                       | ✓<br>except for gov't agencies as lessors |                                                               |                                           |                           | ✓<br>except for gov't agencies as lessors |                               |

### CONFORME:

Signature Over Printed Name of Supplier/  
Authorized Representative  
Position/Designation:  
Contact Number:  
Email Address:

<sup>5</sup>GPPB Circular No. 06-2026 Documentary Requirements and Relevant Guidelines for Specific Modes of Procurement Under Republic Act No. 12009 dated 03 February 2026



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## TERMS OF REFERENCE (TOR)

|                                               |                                                                                                                   |
|-----------------------------------------------|-------------------------------------------------------------------------------------------------------------------|
| <b>NAME OF PROJECT</b>                        | <i>Engagement of a Service Provider for the Conduct of the CY 2026 LIBI Client Satisfaction Measurement (CSM)</i> |
| <b>REFERENCE NO.</b>                          | 2026-HR01                                                                                                         |
| <b>MODE OF PROCUREMENT</b>                    | <b>Sec34. Small Value Procurement</b>                                                                             |
| <b>APPROVED BUDGET FOR THE CONTRACT (ABC)</b> | <i>FIVE HUNDRED THOUSAND PESOS (Php500,000.00)</i>                                                                |
| <b>DELIVERY PERIOD</b>                        | <i>5-6 months</i>                                                                                                 |
| <b>CRITERIA FOR EVALUATION</b>                | <i>HRRB/SRRB - Most Advantageous Responsive Bid or MARB/Highest/Single Rated Responsive Bid</i>                   |

1. The LBP Insurance Brokerage, Inc. (LIBI) is a government corporation mandated.
2. LIBI acknowledges the importance of stakeholder satisfaction as it pursues its mandate of development. By measuring stakeholders' feedback toward its programs and services, LIBI has the basis for necessitating improvements in its operations.
3. The establishment of a feedback mechanism will be done through the conduct of the LIBI 2026 Client Satisfaction Measurement which is a requirement of the Anti-Red Tape Authority (ARTA) and the Governance Commission for Government-Owned and Controlled Corporations (GOCC).
4. LIBI will procure and engage a CONSULTANT that will provide professional expertise on the data management, interpretation and analysis requirements of the LIBI 2026 Client Satisfaction Measure Report.
5. The LIBI through the 2026 Corporate Operating Budget intends to apply the sum of **FIVE HUNDRED THOUSAND PESOS (Php500,000.00)**, inclusive of all applicable taxes and fees, being the Approved Budget for the Contract (ABC) to payments under the contract for the Procurement of Consulting Services for the LIBI 2026 Client Satisfaction Measurement. Bids received in excess of the ABC shall be automatically rejected at the opening of the financial proposals.
6. The CONSULTANT shall have the following minimum qualifications:
  - A. The CONSULTANT must strictly be a reputable research and/or communications firm which has been in operations for at least two (2) years. In the case of joint ventures, the lead consulting firm should have at least two (2) years of business operation.
  - B. The CONSULTANT must have completed at least three (3) research projects which are similar in nature to the requirement within the past two years (e.g. evaluative research, survey, stakeholder relations studies, etc.)
  - C. The CONSULTANT must provide the necessary manpower support for the conduct of the Client Satisfaction Measurement Report, based on the ARTA guidelines;
  - D. The research team must be composed of the following four (4) key members: OVERALL PROJECT MANAGER, RESEARCH EXECUTIVE/ANALYST, DATA PROCESSING MANAGER AND LEAD STATISTICIAN.
  - E. The identified members of the proposed research team must have at least three (3) years experience in communications research as related to his function in the team.
  - F. The identified members of the proposed research team must have handled at least three (3) research projects (e.g. evaluative research, survey, stakeholder relations studies, etc.) which are similar in nature to the requirement in a capacity related to his/her function in the team.
  - G. The identified members of the proposed research team must have at least a bachelor's degree and at least eight (8) aggregate hours of training relevant to the nominated position.
  - H. The CONSULTANT must be registered online with the Philippine Government Electronic Procurement System (<http://www.philgeps.gov.ph>) as a legitimate service provider for government requirements. The CONSULTANT is mandated to register with the PhilGEPS and provide a PhilGEPS Registration number as a condition for award of the contract.
  - I. The CONSULTANT shall be assessed based on the most favorable compliance with the criteria.



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7. The Third-Party Service Provider shall undertake within the agreed schedule all relevant and necessary activities such as, but not limited to, data encoding, data processing, validation, evaluation and interpretation of results, preparation of final reports in accordance with the *ARTA Memorandum Circular No. 2023-05, Amendment of the Harmonized Client Satisfaction Measurement*; *ARTA Memorandum Circular No. 2022-005 or the Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement*; *GCG-ARTA Joint Memorandum Circular No. 1, Series of 2023 or the Supplemental Guidelines to the ARTA Memorandum Circular No. 2022-05 or the Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement Specific for GOCCs Covered by Republic Act No. 10149.*

The timely submission and presentation of the project to the LIBI and preparation of all other related activities to fulfill the requirements of the project shall be included.

The scope of work includes the following:

- A. The CONSULTANT shall conduct data gathering services inclusive of the sampling and data-gathering/collection methods to LIBI's clients in which are compliant with the ARTA-GCG Guidelines for the Conduct of the Harmonized Client Satisfaction Measurement (HCSM);
- B. The CONSULTANT shall provide advisory services and guidance to LIBI to ensure that the methodology, inclusive of the the sampling and data-gathering/collection methods, are compliant with the ARTA-GCG Guidelines for the Conduct of the Harmonized Client Satisfaction Measurement (HCSM). The Consultant shall ensure that the minimum required number of respondents per service availed by internal and external stakeholders is met as validated by the Sample Size Calculator provided by the ARTA for the conduct of the HCSM. The Consultant shall ensure that response rates are also maximized based on acceptable data gathering methods;
- C. The CONSULTANT shall perform data encoding of results gathered from the conducted data gathering services, anchored on the responses to the ARTA-prescribed Client Satisfaction Measurement Questionnaire;
- D. The CONSULTANT shall process all gathered data to determine the level of satisfaction of stakeholders within the prescribed period of the HCSM;
- E. The CONSULTANT shall determine the final scoring per question in the Client Satisfaction Measurement Questionnaire and the overall scoring for satisfaction guided by the prescribed ARTA methodology. This shall be presented as part of the Final HCSM Report with supporting tables and figures as prescribed. The Consultant shall determine in the Report the overall satisfaction/dissatisfaction rating, the reasons for the satisfaction/dissatisfaction rating and the factors contributing to the satisfaction/dissatisfaction rating, based on the available responses;
- F. The CONSULTANT shall present the results by indicating the following: response rates per service; total number of transacting clients during the period covered; client demographics; Citizen's Charter results; Service Quality Dimension results, and free responses derived from the response in the ARTA - prescribed questionnaire;
- G. The CONSULTANT shall perform data interpretation and analysis of the results of the 2025 HCSM. This analysis shall reflect aspects/attributes for improvement as well as performance highlights during the year;
- H. The CONSULTANT shall guide the LIBI in the preparation of its Continuous Agency Improvement Plan for the following year and present this as part of the HCSM Final Report. These shall contain the action steps, the responsible unit/person, and a timeline.
- I. The CONSULTANT shall prepare and complete the Final Report in accordance with the Client Satisfaction Measurement Report Outline in Annex B of the *GCG-ARTA Joint Memorandum Circular No. 1, Series of 2023 or the Supplemental Guidelines to the ARTA Memorandum Circular No. 2022-05 and ARTA MC No.2023-05 or the Amendment to ARTA Memorandum Circular No. 2022-005.*



A reference for the Report Outline is shown below. Full details of the prescribed outline are found in ARTA MC No.2023-05:

- I. Title Page
  - II. Table of Contents
  - III. Overview
  - IV. Scope
    - a. Period Covered
    - b. Geographic and Office Coverage
    - c. List of services surveyed, responses, and total number of transacting clients
    - d. Sampling
      - i. Applied confidence level and margin of error
      - ii. Discussion of response rates
  - V. Methodology
    - a. Mode of survey implementation
    - b. Feedback and Collection Mechanism
    - c. Scoring System
      - i. Table of the scale and its equivalent number
    - d. How Numerical Results will be interpreted
  - VI. Data and Interpretation
    - a. Client Demographic
    - b. Citizen's Charter results
    - c. Service Quality Dimension results
    - d. Free responses
  - VII. Results of the Agency Action Plan reported in the previous year
  - VIII. Continuous Agency Improvement Plan for the following year
  - IX. Index
    - a. Clear images of CSM survey used
    - b. List including central, regional, and satellite offices covered (if consolidated)
    - c. CSM results of each central, regional and satellite office (if consolidated)
      - i. Response rates of each office
      - ii. Citizen's Charter results of each office
      - iii. SQD results of each office
- J. The CONSULTANT shall present the results of the 2026 LIBI Client Satisfaction Measurement (CSM) Report to LIBI Management, the Corporate Governance Committee, and the Board of Directors, and shall be available to address any additional inquiries or clarifications that may arise. The presentation shall provide an opportunity for the concerned parties to provide their inputs and comments, which shall be duly considered and incorporated, as appropriate, into the Final Report to be submitted to the Anti-Red Tape Authority (ARTA). The CONSULTANT shall also provide a summary of the CSM results for immediate reference and use by LIBI.
- K. The CONSULTANT shall attend meetings with key LIBI departments, if necessary, for the smooth conduct of the 2026 LIBI Client Satisfaction Measurement.
- L. The CONSULTANT shall adhere to the following timeline:

| Deliverables                                       | Schedule                                       |
|----------------------------------------------------|------------------------------------------------|
| Data Encoding                                      | To commence upon issuance of Notice to Proceed |
| Data Processing, Interpretation and Analysis       | September - November 2026                      |
| Preparation of Initial Report                      | November 2026                                  |
| Submission of Survey Results                       | December 2026                                  |
| Presentation to MANCOM                             | December 2026                                  |
| Gathering of Action Plan from LIBI Units           | January 2027                                   |
| Collation and Final Report Preparation             | January 2027                                   |
| Submission of Final Report to LIBI/Approval of the | January 2027                                   |



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|                    |                |
|--------------------|----------------|
| President and CEO  |                |
| Submission to ARTA | April 12, 2027 |

- L. The CONSULTANT shall assist the LIBI in complying with the requirements of the GCG which may perform data collection quality control procedures, i.e. spot-checking and back-checking as they deem necessary. The GCG may request proof of the survey results including sample questionnaires and the Excel file of the aggregated data;
- M. The CONSULTANT shall shoulder the compensation of the project team and support staff that will be engaged for the conduct and preparation of the HCSM Report, as well as the expenses for meals, and transportation, if relevant.
8. The LIBI shall draw up a list of consultants from those who have submitted their Technical Proposal and Financial Proposal, in accordance with the provisions of the revised Implementing Rules and Regulations (IRR) of Republic Act 12009.
9. The CONSULTANT is also required to submit the following documents to be used by LIBI as bases for the technical evaluation.

For the Technical Proposal: The CONSULTANT is required to submit the following documents for technical evaluation by LIBI.

| Tab No.                   | Section/Label | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|---------------------------|---------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>TECHNICAL PROPOSAL</b> |               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 1                         | EF 1          | Eligibility Documents Submission Form                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 2                         |               | <ul style="list-style-type: none"> <li>PhilGEPS Certification of Registration under Platinum Membership or Red Membership (all pages)</li> <li>Mayor's/Business Permit or recently expired Mayor's permit, the official receipt for renewal within the period prescribed by the concerned local government unit and the recently expired Mayor's permit shall be submitted, in case of PhilGEPS Certification of Registration under RedMembership is submitted.</li> <li>Latest Income/Business Tax Return, in case of PhilGEPS Certification of Registration under Red Membership is submitted.</li> </ul> |
| 3                         | TPF 1         | Statement of All Completed Government and Private Contracts for the Past 2 Years                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 4                         | TPF 3         | Summary of Curriculum Vitae                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 5                         | TPF4          | Curriculum Vitae (CV) for Proposed Professional Staff                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 5.1                       | TPF 4A        | Over-all Project Manager                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 5.2                       | TPF 4B        | Research Executive/Analyst                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 5.3                       | TPF 4C        | Data Processing Manager                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 5.4                       | TPF 4D        | Lead Statistician                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 6                         | TPF 7         | Plan of Approach and Methodology                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 7                         | FPF 1         | Accomplished RFQ                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 8                         | OSS           | Omnibus Sworn Statement                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |

12. This contract shall be effective for a period of one (1) year commencing from the date stated in the Notice to Proceed with an Approved Budget of the Contract (ABC) of **FIVE HUNDRED THOUSAND PESOS ONLY (PHP500,000.00)**, inclusive of applicable taxes and fees. The CONSULTANT will be paid in full upon submission to and acceptance by LIBI of the Final Report on the LIBI 2026 Client Satisfaction Measurement of the Terms of Reference.



### 13. TECHNICAL RATING CRITERIA:

Bidders are required to present their plan of approach and methodology for the project (maximum of 15 minutes).

The technical proposal and presentation of the bidders shall be evaluated based on the following criteria with corresponding numerical weights:

|             | PARTICULARS                                                                                                                                                                      | WEIGHT     | RATING      |
|-------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|-------------|
| <b>I.</b>   | <b>Quality of Personnel to be assigned to the Project</b>                                                                                                                        | <b>30%</b> | <b>30%</b>  |
|             | Profile and expertise of key personnel who will be assigned to the project, showing specialization in conducting quantitative and qualitative research in customer satisfaction. |            |             |
|             | All key personnel have more than 3 years of work experience relevant to the role they will perform in conducting the survey (30%)                                                |            |             |
|             | All key personnel have at least 3 years of work experience relevant to the role they will perform in conducting the survey (25%)                                                 |            |             |
|             | All or some key personnel have less than 3 years of work experience relevant to the role they will perform in conducting the survey (0%)                                         |            |             |
| <b>II.</b>  | <b>Research Company's Experience and Capability</b>                                                                                                                              |            | <b>30%</b>  |
|             | <b>A. Quantity of surveys handled.</b>                                                                                                                                           | <b>10%</b> |             |
|             | With more than 3 Customer Satisfaction Surveys handled (10%)                                                                                                                     |            |             |
|             | With 3 Customer Satisfaction Surveys handled (8%)                                                                                                                                |            |             |
|             | Less than 3 Customer Satisfaction Surveys handled (0%)                                                                                                                           |            |             |
|             | <b>B. Quality / profile of previous clients in similar projects.</b>                                                                                                             | <b>10%</b> |             |
|             | Has worked with at least 2 government clients, with 1 government client under GCG (10%)                                                                                          |            |             |
|             | Has worked with at least 2 government clients (8%)                                                                                                                               |            |             |
|             | Has worked with at least 1 government client (5%)                                                                                                                                |            |             |
|             | No previous government client (0%)                                                                                                                                               |            |             |
|             | <b>C. Member in any internationally recognized association of marketing research agencies.</b><br><i>Bidder should provide proof of membership.</i>                              | <b>5%</b>  |             |
|             | With membership in any internationally-recognized association of marketing research agencies (5%)                                                                                |            |             |
|             | No membership in any internationally-recognized association of marketing research agencies (0%)                                                                                  |            |             |
|             | <b>D. Valid SSL (Secure Sockets Layer) certificate or its equivalent for the online survey platform to be utilized</b><br><i>To be included in the technical bid</i>             | <b>5%</b>  |             |
| <b>III.</b> | <b>Plan of Approach and Methodology</b>                                                                                                                                          |            |             |
|             | A. Consistency of the proposed work plans with the standard guidelines of ARTA and GCG                                                                                           |            | 15%         |
|             | B. Project plan approach to achieve the deliverables/ expected outputs within the specified timeframes.                                                                          |            | 15%         |
|             | C. Manner of presenting recommendations and value-added services                                                                                                                 |            | 10%         |
|             | <b>TOTAL</b>                                                                                                                                                                     |            | <b>100%</b> |

The research company is expected to submit technical and financial proposals which shall be evaluated using the Highest/Single Rated and Responsive Proposal. The winning bidder must attain a **hurdle rate of 80%** based on the following weight assignments:

|                  | Proposal Weight (%) |
|------------------|---------------------|
| <b>Technical</b> | <b>85</b>           |
| <b>Financial</b> | <b>15</b>           |
| <b>TOTAL</b>     | <b>100</b>          |



**LBP INSURANCE BROKERAGE, INC.**

(A SUBSIDIARY OF THE LAND BANK OF THE PHILIPPINES)  
12/F SyCip Law Centre Bldg., 105 Paseo De Roxas, Legaspi Village, Makati City 1229



14. Deadline for Submission of Proposal. The Bid Proposal must be duly received through manual/physical submission at the at 12F SyCipLaw Center., 105 Paseo de Roxas, Legaspi Village, Makati City on or before September 18, 2026 at 10:00AM. Late submission of Bid Proposal shall not be accepted. The bidders may submit their Bid Proposal before the deadline for submission of bids to avoid late submission. The editable bid forms may be downloaded using the link below:
15. LIBI reserves the right to accept or reject any and all bids, annul the procurement process or not award the contract at any time prior to contract award, without thereby incurring any liability to the affected bidder. LIBI reserves the right to waive minor defects in forms and requirements as long as they do not affect the genuineness and authenticity of the documents submitted.

**ATTY. REYNAULD R. VILLAFUERTE**

Chairperson

Bids and Award Committee



**LBP INSURANCE BROKERAGE, Inc.**

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## ANNEX B

### TERMS AND CONDITIONS

1. Bidder shall provide the correct and accurate information required in this form.
2. Price quotation/s must be valid for a period of **sixty (60) calendar days from** the date of submission of quotation.
3. Price quotation/s, to be denominated in **Philippine peso** shall include **all** taxes, duties, and/or levies payable.
4. Quotations exceeding the Approved Budget for the Contract (ABC) shall be rejected.
5. Award of the contract shall be made to the lowest calculated and responsive quotation (for goods and infrastructure) or, the highest rated offer (for consulting services) which complies with the minimum technical specifications and other terms and conditions stated herein.
6. Any interlineations, erasures or overwriting shall be valid only if they are **signed or initiated** by you or any of your duly authorized representative/s.
7. The item/s shall be delivered according to the requirement specified in the Technical Specifications.
8. The LIBI-BAC shall have the **right to inspect** and/or to test the goods to confirm their conformity to the technical specifications.
9. In case two or more bidders have been post-qualified as LCRB, MEARB, MARB, or HRRB, the LIBI-BAC shall be non-discretionary and non-discriminatory adopt and employ "draw lots" as the tie-breaking method to finally determine the winning provider in accordance with GPPB Circular 04-2026.
10. **Pursuant to the Bureau of Internal Revenue Regulation No. 017-2024 dated September 17, 2024, the Supplier shall present their valid and updated Tax Clearance Certificate to the Cashier, prior to the final payment of the contract. FAILURE to present/provide a valid and updated Tax Clearance shall entitle LIBI to suspend the final payment due to the Supplier.**
11. **Payment shall proceed after delivery and upon submission of the required supporting documents, in accordance with existing government accounting rules and regulations. Please note that the corresponding bank transfer fee, if any, shall be chargeable to the contractor's account.**
12. Payment shall be made promptly, through Check or Land Bank's Transfer facility after submission of billing statement/invoice and upon fulfillment of other obligations as stipulated in the contract as well as upon inspection and acceptance of the goods by the end user, subject to other payment terms as prescribed in this RFQ.
13. Liquidated damages equivalent to one-tenth (1/10) of the one percent (1%) of the value of Purchase Order not completed within the prescribed completion period shall be imposed per day to day of delay. LIBI **may** rescind the agreement once the cumulative amount of liquidated damages reaches ten percent (10%) of the amount of the purchase order, without prejudice to other courses of action and remedies open to it.

#### CONFORME:

\_\_\_\_\_  
Signature Over Printed Name of Supplier/ Authorized Representative  
Position/Designation:  
Contact Number:  
Email Address:

## OMNIBUS SWORN STATEMENT

[In case of Unnotarized Omnibus Sworn Statement, it shall be accepted, provided that the notarized Omnibus Sworn Statement shall be submitted after award of contract but before payment in accordance with Item 6.3 of GPPB Resolution No. 09-2020]

REPUBLIC OF THE PHILIPPINES )  
CITY/MUNICIPALITY OF \_\_\_\_\_ ) S.S.

## OMNIBUS SWORN STATEMENT

I, \_\_\_\_\_, of legal age, \_\_\_\_\_, \_\_\_\_\_, and with residence at  
[Address \_\_\_\_\_ of \_\_\_\_\_ Affiant]

House/Block/Lot No. \_\_\_\_\_ Street \_\_\_\_\_ Subdivision/Village \_\_\_\_\_,  
City/Municipality \_\_\_\_\_ Province \_\_\_\_\_, 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 \_\_\_\_\_ with office  
address \_\_\_\_\_ at \_\_\_\_\_ [Address \_\_\_\_\_ of \_\_\_\_\_ Bidder]

House/Block/Lot No. \_\_\_\_\_ Street \_\_\_\_\_ Subdivision/Village \_\_\_\_\_,  
City/Municipality \_\_\_\_\_ Province \_\_\_\_\_;

[If a partnership, corporation, cooperative, or joint venture:]

I am the duly authorized and designated representative of \_\_\_\_\_ with office  
address \_\_\_\_\_ at \_\_\_\_\_ [Address \_\_\_\_\_ of \_\_\_\_\_ Bidder]

House/Block/Lot No. \_\_\_\_\_ Street \_\_\_\_\_ Subdivision/Village \_\_\_\_\_,  
City/Municipality \_\_\_\_\_ Province \_\_\_\_\_;

[If individual consultant not registered under a sole proprietorship, in case of Consulting Services:]

I am the individual consultant or authorized representative of \_\_\_\_\_ with office  
address \_\_\_\_\_ at \_\_\_\_\_ [Address \_\_\_\_\_ of \_\_\_\_\_ Bidder]

House/Block/Lot No. \_\_\_\_\_ Street \_\_\_\_\_ Subdivision/Village \_\_\_\_\_,  
City/Municipality \_\_\_\_\_ Province \_\_\_\_\_;

2. [Select one, delete the other:]

[If a sole proprietorship:]

As the owner and sole proprietor, or authorized representative of \_\_\_\_\_, 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  
\_\_\_\_\_ of the

\_\_\_\_\_ Name of Project \_\_\_\_\_  
\_\_\_\_\_, as supported by 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  
\_\_\_\_\_ of the

\_\_\_\_\_ Name of Project \_\_\_\_\_  
\_\_\_\_\_, as supported by the attached  
duly notarized Special Power of Attorney;

3. \_\_\_\_\_ 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;

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. \_\_\_\_\_ 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 \_\_\_\_\_ and its spouse are not related by consanguinity or affinity up to the third civil degree to the Head of the Procuring Entity, Procurement Agent (if engaged), or the End-User or Implementing Unit, project consultants, head of the Project Management Office, or the members of the Bids and Awards Committee (BAC), the Technical Working Group, and the BAC Secretariat;

[If a partnership:]

The partnership itself and the partners of \_\_\_\_\_ are not related by consanguinity or affinity up to the third civil degree to the Head of the Procuring Entity, Procurement Agent (if engaged), or the End-User or Implementing Unit, project consultants, head of the Project Management Office, or the members of the Bids and Awards Committee (BAC), the Technical Working Group, and the BAC Secretariat;

[If a cooperative:]

The cooperative itself and members of the board of directors, general manager, or chief executive officer of \_\_\_\_\_ are not related by consanguinity or affinity up to the third civil degree to the Head of the Procuring Entity, Procurement Agent (if engaged), or the End-User or Implementing Unit, project consultants, head of the Project Management Office, or the members of the Bids and Awards Committee (BAC), the Technical Working Group, and the BAC Secretariat;

[If a corporation or joint venture:]

The corporation or joint venture itself, and officers, directors, controlling stockholders and beneficial owners of \_\_\_\_\_ are not related by consanguinity or affinity up to the third civil degree to the Head of the Procuring Entity, Procurement Agent (if engaged), End-User or Implementing Unit, project consultants, head of the Project Management Office, or the members of the Bids and Awards Committee (BAC), the Technical Working Group, and the BAC Secretariat;

[If individual consultant not registered under a sole proprietorship, in case of Consulting Services:]

The individual consultant and its spouse are not related by consanguinity or affinity up to the third civil degree to the Head of the Procuring Entity, Procurement Agent (if engaged), End-User or Implementing Unit, project consultants, head of the Project Management Office, or the members of the Bids and Awards Committee (BAC), the Technical Working Group, and the BAC Secretariat;

7. It is understood that failure to faithfully disclose its relationship with the Head of the Procuring Entity, members of the BAC, the TWG, and the BAC Secretariat, the head of the PMO or the end-user unit or implementing unit, and the project consultants of the Procuring Entity, or of the procurement agent by consanguinity or affinity up to the third civil degree, as well as its submission of beneficial ownership information containing false entries shall be subject to blacklisting under Section 100 of the IRR of RA No. 12009, without prejudice to criminal and civil liabilities under applicable laws, including their accessory penalties, if any.

[Select one, delete the rest: ]  
[In case of corporations:]

\_\_\_\_\_ declares its beneficial ownership consistent with its updated General Information Sheet or Beneficial Ownership Declaration Form or any other document duly submitted to the SEC in accordance with its annual reportorial requirements.

[In case of Foreign Bidders:]

\_\_\_\_\_ submitted an appropriate equivalent document in English issued by the country of the bidder concerned in accordance with Section 20.2.9.2 of the IRR of RA No. 12009.

8. \_\_\_\_\_ complies with existing labor laws and standards; and
9. \_\_\_\_\_ is aware of and has undertaken the following responsibilities as a Bidder:

- Carefully examine all of the Bidding Documents;
- Acknowledge all conditions, local or otherwise, affecting the implementation of the Contract;
- Made an estimate of the facilities available and needed for the contract to be bid, if any; and
- Inquire or secure Supplemental Bid Bulletin(s) issued for the

\_\_\_\_\_  
Name of Project

10. \_\_\_\_\_ *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.

11. **In case advance payment was made or given to \_\_\_\_\_, 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 \_\_\_\_\_ Month \_\_\_\_\_ of \_\_\_\_\_ Year  
at \_\_\_\_\_ City \_\_\_\_\_, Philippines.

Duly authorized to sign the Bid for and behalf of:

\_\_\_\_\_  
*Name of Bidder*

\_\_\_\_\_  
*Affiant's Signature over Printed Name*

\_\_\_\_\_  
*Position / Designation / Date*

**[Jurat]**

**SUBSCRIBED AND SWORN** to before me this \_\_\_\_\_ Day \_\_\_\_\_ Month \_\_\_\_\_ Year \_\_\_\_\_ at \_\_\_\_\_, Philippines. Affiant/s is/are personally known to me and was/were identified by me through competent evidence of identity as defined in the 2004 Rules on Notarial Practice (A.M. No. 02-8-13-SC). Affiant/s exhibited to me his/her \_\_\_\_\_, with his/her photograph and signature appearing thereon, with no. \_\_\_\_\_.  
*place of execution*  
*insert type of government identification card used*

**WITNESS MY HAND AND SEAL** this \_\_\_\_\_ Day \_\_\_\_\_ Month \_\_\_\_\_ Year \_\_\_\_\_.

NAME OF NOTARY PUBLIC

Notarial Commission No. \_\_\_\_\_

Notary Public for \_\_\_\_\_ until \_\_\_\_\_

Roll of Attorneys No. \_\_\_\_\_

PTR No. \_\_\_, [date issued], [place issued]

IBP No. \_\_\_, [date issued], [place issued]

Doc. No. \_\_\_\_\_  
Page No. \_\_\_\_\_  
Book No. \_\_\_\_\_  
Series of \_\_\_\_\_.