



BID BULLETIN NO. 1

DATE : OCTOBER 7, 2021
TO : ALL BIDDERS SIGNIFYING THEIR INTENT
PROJECT : PROCUREMENT OF THIRD PARTY SURVEY GROUP UNDER ITB NO. PB21-09-045COR

I. INTRODUCTION:

This Bid Bulletin is issued to clarify, supplement, modify and/or revise the particular sections in the Bid and Contract Documents as stipulated in the Bidding Documents issued prior to this date. The Bidders shall take note of the following items carefully and consider them in the preparation of their bid proposals, as they shall form part of the CONTRACT DOCUMENTS.

II. INSTRUCTIONS:

Bidders have the option to update or integrate the parameters set forth in the Bid Bulletin with the specifications provided under Section VII (Technical Specifications) or to include this Bid Bulletin as part of the submittals under the First (1st) Bid Envelope (Eligibility Documents and Technical Component of the Bid).

In either case bidders are required to state either “Comply” or “Not Comply” against each of the individual parameters of each specification indicated in the original or updated Section VII (Technical Specifications) of the Bidding Documents and/or the Bid Bulletin that was made part of the submittals.

The statement of “Comply” or “Not Comply” must be supported by evidence in a Bidders Bid and cross referenced to that evidence, when applicable.

III. CLARIFICATION/MODIFICATION IN THE BIDDING DOCUMENTS

SECTION I. INVITATION TO BID		
Page	From	To
8	<p>xxx...xxx...xxx</p> <p>7. Bids must be duly received by the BAC Secretariat through manual submission on or before October 11, 2021 (Monday), 9:00 a.m. at the Corporate Lounge, Sixth (6th) Floor, PAGCOR Executive Office, New Coast Hotel Manila, 1588 M.H. del Pilar Street corner Pedro Gil Street, Malate, Manila. Late bids shall not be accepted.</p> <p>xxx...xxx...xxx</p> <p>9. Bid opening shall be on October 11, 2021 (Monday), 9:00 a.m. onwards at the Corporate Lounge, Sixth (6th) Floor, PAGCOR Executive Office, New Coast Hotel Manila, 1588 M.H. del Pilar Street corner Pedro Gil Street, Malate, Manila. Bids will be opened in the presence of the bidders' representatives who choose to attend the activity.</p> <p>xxx...xxx...xxx</p>	<p>xxx...xxx...xxx</p> <p>7. Bids must be duly received by the BAC Secretariat through manual submission on or before October 18, 2021 (Monday), 9:00 a.m. at the Corporate Lounge, Sixth (6th) Floor, PAGCOR Executive Office, New Coast Hotel Manila, 1588 M.H. del Pilar Street corner Pedro Gil Street, Malate, Manila. Late bids shall not be accepted.</p> <p>xxx...xxx...xxx</p> <p>9. Bid opening shall be on October 18, 2021 (Monday), 9:00 a.m. onwards at the Corporate Lounge, Sixth (6th) Floor, PAGCOR Executive Office, New Coast Hotel Manila, 1588 M.H. del Pilar Street corner Pedro Gil Street, Malate, Manila. Bids will be opened in the presence of the bidders' representatives who choose to attend the activity.</p> <p>xxx...xxx...xxx</p>

SECTION III. BID DATA SHEET		
PAGE NO.	FROM	TO
17	<p><u>ITB Clause 5.3</u></p> <p>For this purpose, contracts similar to the Project shall be:</p> <p>a. Customer satisfaction surveys.</p> <p>b. Completed within five (5) years prior to the deadline for the submission and receipt of bids.</p>	<p><u>ITB Clause 5.3</u></p> <p>For this purpose, contracts similar to the Project shall be:</p> <p>a. Customer survey.</p> <p>b. Completed within five (5) years prior to the deadline for the submission and receipt of bids.</p>

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*43	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">DELIVERY SCHEDULE</th> <th style="text-align: center;">PERIOD</th> <th style="text-align: center;">DELIVERABLES</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">First (1st) Delivery</td> <td>Within seven (7) calendar days from the date of receipt by the winning bidder of the Notice to Proceed (NTP).</td> <td>Inception meeting and discussion of sampling design, methodology, protocols and workplan.</td> </tr> <tr> <td style="text-align: center;">Second (2nd) Delivery</td> <td>Within fourteen (14) calendar days from the date of receipt by the winning bidder of the Notice to Proceed (NTP).</td> <td>Review, add, format, and translate survey instrument.</td> </tr> <tr> <td style="text-align: center;">Third (3rd) Delivery</td> <td>Within twenty-one (21) calendar days from the date of receipt by the winning bidder of the Notice to Proceed (NTP).</td> <td>Result of the pilot testing of survey instrument.</td> </tr> <tr> <td style="text-align: center;">Fourth (4th) Delivery</td> <td>Within twenty-eight (28) calendar days from the date of receipt by the winning bidder of the Notice to Proceed (NTP).</td> <td>Finalized survey instrument.</td> </tr> <tr> <td style="text-align: center;">Fifth (5th) Delivery</td> <td>Within forty-nine (49) calendar days from the date of receipt by the winning bidder of the Notice to Proceed (NTP).</td> <td>Result of data collection.</td> </tr> <tr> <td style="text-align: center;">Sixth (6th) Delivery</td> <td>Within seventy (70) calendar days from the date of receipt by the winning bidder of the Notice to Proceed (NTP).</td> <td>Update on the data cleaning and validation, and computation of descriptive statistics.</td> </tr> <tr> <td style="text-align: center;">Seventh (7th) Delivery</td> <td>Within eighty-four (84) calendar days from the date of receipt by the winning bidder of the Notice to Proceed (NTP).</td> <td>Submission of Final Report / Oral Presentation.</td> </tr> </tbody> </table>		DELIVERY SCHEDULE	PERIOD	DELIVERABLES	First (1 st) Delivery	Within seven (7) calendar days from the date of receipt by the winning bidder of the Notice to Proceed (NTP).	Inception meeting and discussion of sampling design, methodology, protocols and workplan.	Second (2 nd) Delivery	Within fourteen (14) calendar days from the date of receipt by the winning bidder of the Notice to Proceed (NTP).	Review, add, format, and translate survey instrument.	Third (3 rd) Delivery	Within twenty-one (21) calendar days from the date of receipt by the winning bidder of the Notice to Proceed (NTP).	Result of the pilot testing of survey instrument.	Fourth (4 th) Delivery	Within twenty-eight (28) calendar days from the date of receipt by the winning bidder of the Notice to Proceed (NTP).	Finalized survey instrument.	Fifth (5 th) Delivery	Within forty-nine (49) calendar days from the date of receipt by the winning bidder of the Notice to Proceed (NTP).	Result of data collection.	Sixth (6 th) Delivery	Within seventy (70) calendar days from the date of receipt by the winning bidder of the Notice to Proceed (NTP).	Update on the data cleaning and validation, and computation of descriptive statistics.	Seventh (7 th) Delivery	Within eighty-four (84) calendar days from the date of receipt by the winning bidder of the Notice to Proceed (NTP).	Submission of Final Report / Oral Presentation.
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CONFORME:

[Signature of the Authorized Rep.] *[in the capacity of] (Please indicate position of Authorized Rep.)]*

Duly authorized to sign Bid for and on behalf of _____
(Please indicate name of company)

TO

The delivery schedule expressed as weeks/months stipulates hereafter a delivery date which is the date of delivery to the project site.

DELIVERY SCHEDULE	DELIVERABLES	DELIVERY PERIOD
First (1 st) Delivery	Inception meeting and discussion of sampling design, methodology, protocols and workplan.	Final written report shall be submitted by January 15, 2021
Second (2 nd) Delivery	Review, add, format, and translate survey instrument.	
Third (3 rd) Delivery	Result of the pilot testing of survey instrument.	
Fourth (4 th) Delivery	Finalized survey instrument.	
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 HECTOR D. MELENCIO

SECTION VII. TECHNICAL SPECIFICATION * PURCHASE CONTRACT								
PAGE NO.	Specification	Bidders must state here either "Comply" or "Not Comply" against each of the individual parameters of each Specification stating the corresponding performance parameter.						
25-27 *41-51	FROM XXX...XXX...XXX							
	<p>B. Methodology</p> <p>i. The third-party service provider shall employ the following data gathering methods:</p> <table border="1" style="margin-left: 40px;"> <thead> <tr> <th style="text-align: center;">CLASSIFICATION</th> <th style="text-align: center;">METHOD</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Casino customers</td> <td style="text-align: center;">Intercept</td> </tr> <tr> <td style="text-align: center;">Licensees</td> <td style="text-align: center;">Telephone / Face-to-face / Online</td> </tr> </tbody> </table> <p>ii. The length of interview should not go beyond fifteen (15) minutes.</p> <p>iii. As compliance to the Data Privacy Act of 2018, the third-party service provider should request the respondents (Intercept) to sign a consent form before the start of the interview.</p> <p>iv. The survey shall cover both Casino Filipino Branches and Satellites nationwide and PAGCOR Licensees based on the guidelines of GCG.</p> <p>v. Survey Methodology shall follow GCG-approved guidelines.</p>	CLASSIFICATION	METHOD	Casino customers	Intercept	Licensees	Telephone / Face-to-face / Online	<p>Statement of Compliance:</p> <hr style="width: 80%; margin-left: 0;"/>
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	Pilot testing of survey instrument	1 week [seven (7) calendar days]							
	Finalization of survey instrument	1 week [seven (7) calendar days]							
	Data collection set-up (including production and preparation of fieldwork materials)	2 weeks [fourteen (14) calendar days]							
	Data collection proper	1 week [seven (7) calendar days]							
	Data cleaning and validation, and computation of descriptive statistics	3 weeks [twenty-one (21) calendar days]							
	Writing and submission of the final analysis/report	2 weeks [fourteen (14) calendar days]							
	TOTAL	12 weeks [eighty-four (84) calendar days]							
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Licensees based on the guidelines of GCG.

- v. Survey Methodology shall follow GCG-approved guidelines.
- vi. **The minimum target number of respondents for Casino Filipino customers is Six Hundred (600). If quarantine statuses and/or government restrictions prohibit the operations of specific casinos, the number of respondents specific to the affected areas may be reallocated to the quota of other Casino Filipino properties.**
- vii. **Below is the number of respondents based on the average customer attendance data of our Casino Filipino properties. Given the travel and budget restrictions, a minimum of Twenty-One (21) [out of Forty-One (41)] properties (where Metro Manila, Luzon, Visayas and Mindanao must be represented) must be surveyed.**

Statement of Compliance:

Statement of Compliance:

Location	Property	Respondents
Luzon	Angeles	40
	Mimosa	15
	Ilocos Norte	15
	Olongapo	30
	Carmona	15
	San Pedro	15
	Tagaytay	35
Visayas	Bacolod	35
	Iloilo	15
	Cebu	50
	Mactan	25
	Parkmall	25
Mindanao	Tagum	15
Metro Manila	Malate	50
	Malabon	30
	Ronquillo	35
	Winford	60
	Kartini	15
	Midas	30
	Citystate	25
	Madison	25

Number of respondents is based on average



HECTOR D. MELENCIO


	<p>customer attendance.</p> <p>viii. Sampling Universe/Frame for Licensee:</p> <table border="1"> <tr> <td>Integrated Resorts</td> <td>12</td> </tr> <tr> <td>Bingo</td> <td>609</td> </tr> <tr> <td>E-games</td> <td>258</td> </tr> <tr> <td>Sports Betting</td> <td>57</td> </tr> <tr> <td>POGO Operational</td> <td>27</td> </tr> <tr> <td>TOTAL</td> <td>963</td> </tr> </table> <p>ix. The above table outlines the total number of licensees across the different segments. The minimum target number of respondents for licensees is five hundred (500).</p> <p>x. The end-user, Marketing Department (MD) will endorse the winning agency to the respective Branch Management teams (thru the Branch Marketing and Customer Relations Sections).</p> <p>xi. Since GCG’s Enhanced Standard Methodology allows the use of online survey tool/platform or self-accomplishment of the survey questionnaires for licensees (Respondents are top executives/managers in which securing an appointment is difficult), the end-user (MD) will be assisting the winning bidder by providing all the necessary contact details / endorsements of the target respondents.</p> <p>xii. The winning bidder must use the GCG-approved guidelines and questionnaire (where, modification or alteration of the transmitted questionnaires remain prohibited. However, GOCCs may add specific questions to their products and services, as long as the survey instrument remains in accordance with the guidelines prescribed).</p>	Integrated Resorts	12	Bingo	609	E-games	258	Sports Betting	57	POGO Operational	27	TOTAL	963	<p>Statement of Compliance:</p> <hr/> <p>Statement of Compliance:</p> <hr/> <p>Statement of Compliance:</p> <hr/> <p>Statement of Compliance:</p> <hr/>
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	Data collection set-up (including production and preparation of fieldwork materials)		
	Data collection proper		
	Data cleaning and validation, and computation of descriptive statistics		
	Writing and submission of the final analysis/report		
XXX...XXX...XXX			

Please be guided accordingly.

Kindly acknowledge receipt of this Bid Bulletin and email it to Krisbert.Malanay@pagcor.ph.

Thank you.


RODERICK R. CONSOLACION
 Chairperson *est*
 BIDS AND AWARDS COMMITTEE (BAC) 1


 MJC/ksm10072021

CC: AVP, MD
 BAC 1

Received by:

 Signature Over Printed Name

 Position

 Date


 HECTOR D. MELENCIO