

SUPPLEMENTAL/BID BULLETIN NO. 1
For LBP-HOBAC-ITB-GS-20211213-01

PROJECT : **Appraisal Services for Various Collaterals and Properties
(4 Lots)**

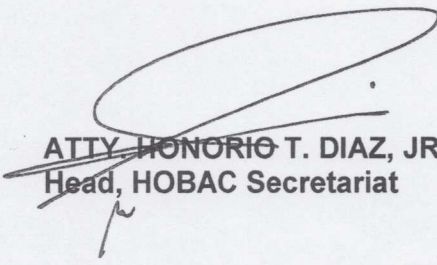
IMPLEMENTOR : **HOBAC Secretariat**

DATE : **October 28, 2022**

This Supplemental/Bid Bulletin is issued to modify, amend and/or clarify certain items in the Bid Documents. This shall form an integral part of the Bid Documents.

Modifications, amendments and/or clarifications:

- 1) The bidder/s are encouraged to use the Bid Securing Declaration as Bid Security.
- 2) The Terms of Reference (Annexes D-1 to D-9), Technical Specifications (Section VII), Bid Form (Form No. 1) and Checklist of the Bidding Documents (Item 12 of Technical Documents, Item 11 of Other Documents to Support Compliance with Technical Specifications and Item 1 of Financial Component) have been revised. Please see attached revised Annexes D-1 to D-9, Form No. 1 and specific sections of the Bidding Documents.
- 3) Responses to Bidders' Queries (Annex G)



ATTY. HONORIO T. DIAZ, JR.
Head, HOBAC Secretariat

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RESPONSES TO BIDDERS QUERIES AND/OR SUGGESTIONS

DATE	27 October 2022
PROJECT IDENTIFICATION NO.	ITB-GS-20211213-01
PROJECT NAME	Appraisal Services For Various Collaterals and Properties
PROPONENT UNIT/TECHNICAL WORKING GROUP	Property Valuation and Credit Information Department

ITEM NO.	PORTION OF BIDDING DOCUMENTS	QUERIES AND/OR SUGGESTIONS	LANDBANK'S RESPONSES
1.	Terms of Reference (Annex P2)	Provide list of properties to be appraised with corresponding addresses.	<ul style="list-style-type: none"> ✓ PVCID cannot provide the specific list of properties to be appraised and its locations since we can only acquire this info upon receipt of the actual requests/JOs from various Lending Units of the Bank. ✓ This estimated number may increase or decrease depending on the influx of requests received by PVCID. ✓ The estimated number of JOs were based on the completed endorsements (with appraisal reports submitted) for the present contract with TPAs which is extended until Dec. 29, 2022. The area/locations were also taken from the various addresses of properties appraised from the submitted appraisal reports corresponding to the area/location of the Four (4) Lots stated in the TOR, namely: a) Northern and Central Luzon, b) NCR & Southern Luzon, c) Visayas, and d) Mindanao.
2.	Terms of Reference (TOR)	Confirmation if Title Verification and Title Tracebacks are required for each property to be appraised.	<ul style="list-style-type: none"> ✓ There are no provisions in the TOR pertaining to Title verifications and Tracebacks. This project is purely for appraisal services only.

(Annex G)

Technical Specifications

Specifications	Statement of Compliance																									
<p style="text-align: center;">Appraisal Services for Various Collaterals and Properties</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-bottom: 10px;"> <thead> <tr> <th style="width: 15%;">Lot No.</th> <th style="width: 55%;">Area/Location</th> <th style="width: 30%;">Quantity (Estimated No. of Job Orders)</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1</td> <td>Northern and Central Luzon</td> <td style="text-align: center;">3,903</td> </tr> <tr> <td style="text-align: center;">2</td> <td>Southern Luzon and National Capital Region</td> <td style="text-align: center;">2,833</td> </tr> <tr> <td style="text-align: center;">3</td> <td>Visayas</td> <td style="text-align: center;">1,006</td> </tr> <tr> <td style="text-align: center;">4</td> <td>Mindanao</td> <td style="text-align: center;">2,413</td> </tr> </tbody> </table> <p>Notes (Applicable to all lots):</p> <p>1. Scope of works and other requirements per attached revised Terms of Reference (Annexes D-1 to D-9).</p>	Lot No.	Area/Location	Quantity (Estimated No. of Job Orders)	1	Northern and Central Luzon	3,903	2	Southern Luzon and National Capital Region	2,833	3	Visayas	1,006	4	Mindanao	2,413	<p>Bidders must state below either “Comply” or “Not Comply” against each of the individual parameters of each Specification preferably stating the corresponding performance parameter of the product offered.</p> <p>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 will render the Bid under evaluation liable for rejection. A statement either in the Bidders 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.</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 20px;"> <thead> <tr> <th style="width: 15%;">Lot No.</th> <th style="width: 85%;">Please state here either “Comply” or “Not Comply”</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1</td> <td></td> </tr> <tr> <td style="text-align: center;">2</td> <td></td> </tr> <tr> <td style="text-align: center;">3</td> <td></td> </tr> <tr> <td style="text-align: center;">4</td> <td></td> </tr> </tbody> </table>	Lot No.	Please state here either “Comply” or “Not Comply”	1		2		3		4	
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2. The documentary requirements enumerated in Item B (Annexes D-1 & D-2) of the revised Terms of Reference shall be submitted in support of the compliance of the Bid to the Technical Specifications and other requirements.

Non-submission of the documents/requirements may result in bidder's post-disqualification.

Conforme:

Name of Bidder

Signature over Printed Name of
Authorized Representative

Position

Form No. 1

BID FORM

Date : _____

Project Identification No. : LBP-HOBAC-ITB-GS-20211213-01

To: Land Bank of the Philippines
LANDBANK Plaza Building
1598 M.H. Del Pilar corner Dr. J. Quintos Streets
1004 Malate, Manila

Having examined the Philippine Bidding Documents (PBDs) including the Supplemental or Bid Bulletin Numbers *[insert numbers]*, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide Appraisal Services for Various Collaterals and Properties in conformity with the said PBDs for the sum of:

<i>Bidder shall indicate its bid amount for applicable lots only</i>				
Lot No.	Area/Location	Quantity (Estimated No. of Job Orders)	Total Bid Amount in Words (VAT Inclusive)	Total Bid Amount in Figures (VAT Inclusive)
1	Northern and Central Luzon	3,903		
2	Southern Luzon and National Capital Region	2,833		
3	Visayas	1,006		
4	Mindanao	2,413		

or the total calculated bid price, as evaluated and corrected for computational errors, and other bid modifications in accordance with the Price Schedules attached herewith and made part of this Bid. The total bid price includes the cost of all taxes, such as, but not limited to: *[specify the applicable taxes, e.g. (i) value added tax (VAT), (ii) income tax, (iii) local taxes, and (iv) other fiscal levies and duties]*, which are itemized herein or in the Price Schedules.

If our Bid is accepted, we undertake:

- a. to deliver the goods in accordance with the delivery schedule specified in the Schedule of Requirements of the Philippine Bidding Documents (PBDs);
- b. to provide a performance security in the form, amounts, and within the times prescribed in the PBDs;
- c. to abide by the Bid Validity Period specified in the PBDs and it shall remain binding upon us at any time before the expiration of that period.

Until a formal Contract is prepared and executed, this Bid, together with your written acceptance thereof and your Notice of Award, shall be binding upon us.

We understand that you are not bound to accept the Lowest Calculated Bid or any Bid you may receive.

We certify/confirm that we comply with the eligibility requirements pursuant to the PBDs.

The undersigned is authorized to submit the bid on behalf of *[name of the bidder]* as evidenced by the attached/enclosed *[state the written authority]*.

We acknowledge that failure to sign this Bid Form, including the attached Schedule of Prices, shall be a ground for the rejection of our bid.

Name:

Legal capacity:

Signature:

Duly authorized to sign the Bid for and on behalf of:

Date: _____

Checklist of Bidding Documents for Procurement of Goods and Services

The documents for each component should be arranged as per this Checklist. Kindly provide guides or dividers with appropriate labels.

Eligibility and Technical Components (PDF File)

- *The Eligibility and Technical Component shall contain documents sequentially arranged as follows:*

- Eligibility Documents – Class “A”

Legal Eligibility Documents

1. Valid PhilGEPS Registration Certificate (Platinum Membership) (all pages).

Technical Eligibility Documents

2. Duly notarized Secretary's Certificate attesting that the signatory is the duly authorized representative of the prospective bidder, and granted full power and authority to do, execute and perform any and all acts necessary and/or to represent the prospective bidder in the bidding, if the prospective bidder is a corporation, partnership, cooperative, or joint venture or Original Special Power of Attorney of all members of the joint venture giving full power and authority to its officer to sign the OSS and do acts to represent the Bidder. (sample form - Form No. 7).
3. Statement of the prospective bidder of all its ongoing government and private contracts, including contracts awarded but not yet started, if any, whether similar or not similar in nature and complexity to the contract to be bid, within the last five (5) years from the date of submission and receipt of bids. The statement shall include all information required in the sample form (Form No. 3).
4. Statement of the prospective bidder identifying its Single Largest Completed Contract (SLCC) similar to the contract to be bid within the relevant period as provided in the Bidding Documents. The statement shall include all information required in the sample form (Form No. 4).

Financial Eligibility Documents

5. The prospective bidder's audited financial statements, showing, among others, the prospective bidder's total and current assets and liabilities, stamped "received" by the BIR or its duly accredited and authorized institutions, for the preceding calendar year which should not be earlier than two (2) years from the date of bid submission.
6. The prospective bidder's computation for its Net Financial Contracting Capacity (NFCC) following the sample form (Form No. 5), or in the case of

Procurement of Goods, a committed Line of Credit from a Universal or Commercial Bank in lieu of its NFCC computation.

o Eligibility Documents – Class “B”

7. Duly signed valid joint venture agreement (JVA), in case the joint venture is already in existence. In the absence of a JVA, duly notarized statements from all the potential joint venture partners stating that they will enter into and abide by the provisions of the JVA in the instance that the bid is successful shall be included in the bid. Failure to enter into a joint venture in the event of a contract award shall be ground for the forfeiture of the bid security. Each partner of the joint venture shall submit its legal eligibility documents. The submission of technical and financial eligibility documents by any of the joint venture partners constitutes compliance, provided, that the partner responsible to submit the NFCC shall likewise submit the statement of all its ongoing contracts and Audited Financial Statements.
8. For foreign bidders claiming by reason of their country's extension of reciprocal rights to Filipinos, Certification from the relevant government office of their country stating that Filipinos are allowed to participate in government procurement activities for the same item or product.
9. Certification from the DTI if the Bidder claims preference as a Domestic Bidder.

o Technical Documents

10. Bid Security (if in the form of a Surety Bond, submit also a certification issued by the Insurance Commission).
11. Section VI – Schedule of Requirements with signature of bidder's authorized representative.
12. **Revised Section VII – Specifications with response on compliance and signature of bidder's authorized representative.**
13. Duly notarized Omnibus Sworn Statement (OSS) (sample form - Form No.6).

Note: During the opening of the first bid envelopes (Eligibility and Technical Components) only the above documents will be checked by the BAC if they are all present using a non-discretionary “pass/fail” criterion to determine each bidder's compliance with the documents required to be submitted for eligibility and the technical requirements.

- Other Documents to Support Compliance with Technical Specifications [must be submitted inside the first bid envelope (Eligibility and Technical Components)]
 1. Company Profile
 2. BSP Acceptance Certificate
 3. SEC Registration Certificate
 4. Professional Regulations Commission (PRC) license for Real Estate Appraiser (REA) of Key Officers and/or Authorized Signatories in the Appraisal Report.
 5. Certificate of Membership with locally registered appraisal association/s which adheres to the appraisal standards set by the Philippine Valuation Standard (PVS) and the International Valuation Standard (IVS).
 6. List of at least twenty five (25) personnel [management team and technical staff - minimum of five (5) REAs]
 7. Curricula vitae of Technical Staff/REAs.
 8. Valid PRC License for REAs (should be duly licensed in accordance with the RESA Law of R.A 9646)
 9. Certificate of Employment
 10. Organizational Chart
 - 11. Certificate of Satisfactory Performance issued by at least three (3) local banks and/or government financial institutions excluding LANDBANK, for the past three (3) years.**

- Post-Qualification Documents/Requirements – [The bidder may submit the following documents/requirements within five (5) calendar days after receipt of Notice of Post-Qualification]:
 1. Business Tax Returns per Revenue Regulations 3-2005 (BIR No.2550 Q) VAT or Percentage Tax Returns for the last two (2) quarters filed manually or through EFPS.
 2. Latest Income Tax Return filed manually or through EFPS.
 3. Original copy of Bid Security (if in the form of a Surety Bond, submit also a certification issued by the Insurance Commission).
 4. Original copy of duly notarized Omnibus Sworn Statement (OSS) (sample form - Form No. 6).

5. Duly notarized Secretary's Certificate designating the authorized signatory in the Contract Agreement if the same is other than the bidder's authorized signatory in the bidding (sample form – Form No. 7).

Financial Component (PDF File)

- *The Financial Component shall contain documents sequentially arranged as follows:*

- 1. Revised Duly filled out Bid Form signed by the Bidder's authorized representative (sample form - Form No.1).**
2. Duly filled out Schedule of Prices signed by the Bidder's authorized representative (sample form - Form No.2).
3. Duly filled out Breakdown of Bids signed by the Bidder's authorized representative (Annexes E-1 to E-7).

Note: The forms attached to the Bidding Documents may be reproduced or reformatted provided the information required in the original forms and other requirements like signatures, if applicable, are complied with in the submittal.

Appraisal Services for Various Collaterals and Properties

TERMS OF REFERENCE

A. COVERAGE

1. The appraisal of real estate and other collaterals subject for updating from 2022-2024 thru Third-Party Appraisers (TPAs) shall be four (4 lots) geographically clustered as follows:

- LOT 1 - NORTHERN & CENTRAL LUZON
- LOT 2 - SOUTHERN LUZON & NATIONAL CAPITAL REGION
- LOT 3 - VISAYAS
- LOT 4 - MINDANAO

The purpose of the request for appraisal (thru TPA) for the above properties shall be any of the following:

PURPOSE	THRESHOLD	REFERENCE
a. Restructuring	Above P 5.0 M	BSP Circular No. 855 Series of 2014, BSP Circular No. 246 Series of 2000
b. Foreclosure and Initial booking of ROPA	Above P 5.0 M	BSP Circular No. 855 Series of 2014, BSP Circular No. 555 Series of 2007; BSP Circular No. 520 Series of 2006
c. Disposal: Setting of Minimum Bid Price (MBP) and Re-Setting of Indicative Price (IP)	P 100M and above	Manual of Special Assets Department, Chapter 4 – Administration of Consolidated ROPA
d. For Insurance (Fixed Assets of the Bank)	Above P10M	COA Circular No. 2018-002
e. Highly-Specialized Projects.Programs	Case to Case	Management's Instruction
f. Regular Updating	Case to Case	Management's Instruction

2. The collaterals and properties to be appraised are composed of real estate (retail housing and housing development projects, townhouses, condominiums, hotels, vacant lots, subdivision lots, commercial/institutional development projects, complex civil works projects, cottage-industry projects, warehouses, integrated agro-industrial projects, renewable energy, complex plant, among others), chattel (e.g., machineries, equipment, vehicles and vessels), as well as Bank assets.

B. QUALIFICATION OF APPRAISAL COMPANIES

Qualification Requirements	Documentary Requirements
1. Company	<ul style="list-style-type: none"> ✓ Company Profile ✓ BSP Acceptance Certificate ✓ SEC Registration ✓ PhilGEPs Registration ✓ Business Permit ✓ Tax Clearance ✓ Latest Audited Financial Statement
2. Key Officers and/or authorized signatories in the appraisal report	<ul style="list-style-type: none"> ✓ Professional Regulatory Commission (PRC), Valid License for Real Estate Appraisers (REA) ✓ Certificate of Membership with locally registered appraisal association/s which adheres to the appraisal standards set by the Philippine Valuation Standard (PVS) and/or the International Valuation Standard (IVS)
3. Manpower <ul style="list-style-type: none"> • Minimum of twenty-five (25) personnel (management team and technical staff) • Technical staff/appraisers should be duly 	<ul style="list-style-type: none"> ✓ List of Employees and their respective Curriculum Vitae ✓ Certificate of Employment

Appraisal Services for Various Collaterals and Properties

licensed in accordance with the RESA Law or R.A. 9646 <ul style="list-style-type: none"> • Minimum of five (5) REAs as technical staff • Capable of handling appraisal of bank collaterals and properties nationwide 	<ul style="list-style-type: none"> ✓ Organizational Chart ✓ Valid PRC License for REA
4. Technical <ul style="list-style-type: none"> • Must have satisfactory appraisal service to its customers at minimum of three (3) local banks and/or government financial institutions excluding LANDBANK for the past three (3) years 	<ul style="list-style-type: none"> ✓ Certificate of Satisfactory Performance from existing local bank and/or government financial institution clients.

D. DETAILED STATEMENT OF RESPONSIBILITIES:

LANDBANK shall:

1. Bundle/group into one (1) job order certain properties as Bank may see fit, as follows:
 - Contiguous lots or within the same subdivision based on given titles, tax declaration (for untitled); and
 - Machineries and equipment with the same type or capacity per property site/location and production/processing system.
2. Randomly validate the supposed date set or scheduled by contact person/occupant as to the date of inspection; and

Appraisal Companies/TPAs shall:

1. Be given three (3) working days (Acceptance Period) from receipt of the J.O. within which to evaluate the completeness of the required supporting documents including the Letter of Authority (LOA) to inspect the property and Subdivision Entry Pass, when deemed necessary. The J.O. may be returned during this period to LANDBANK in case there are observed lacking documents to complete the appraisal, otherwise, the J.O. is deemed accepted. The J.O. may also be returned due to the following reasons:
 - Loan proponent/contact person refused inspection of the property;
 - The property cannot be appraised due to existing calamities and other circumstances of similar nature already known to the parties which will endanger the life of the TPA; and
 - The bundling or grouping of properties to be appraised into one (1) job order is not acceptable due to the degree of difficulty or complexity of the appraisal
2. Complete the assigned job/appraisal task and submit the corresponding Appraisal Report within ten (10) working day turn-around-time. The reckoning date shall start from the *date of acceptance* of the Job Order, except when the inspection was scheduled by the occupant/contact person beyond the 3 working day acceptance period, in which case, the reckoning date shall be the *date of inspection*.
3. Submit one (1) original hard copy and one (1) PDF file of the AR to the Bank.
4. Appraise the properties in accordance with the Philippine Valuation Standards (PVS).
5. Indemnify the Bank for any loss, damage, injury, or claims of whatever nature that it may suffer as a result of an incorrect or inaccurate appraisal report.

E. MANNER OF PAYMENT

TPA shall submit the following documents for processing of payment, to wit:

1. TPA shall submit the following for billing:
 - a. Billing Statement;
 - b. Appraisal Report (hard & e-copy);

Appraisal Services for Various Collaterals and Properties

- c. Original copy of TPA's transmittal letter of AR bearing Bank's receipt date and signature;
 - d. Copy of LBP's transmittal/endorsement to TPA with its representative's signature and date of acceptance from the Bank; and
 - e. TPA's request for extension approved by the Head of PVCID, (if applicable).
2. Payment to the TPA shall be based on the ACTUAL services rendered and/or actual number of J.O. endorsed/completed and upon satisfaction of the Bank's requirements as stated in the Contract Agreement and acceptance of complete appraisal reports by PVCID. Otherwise, the same shall not be processed for payment.
 3. Incomplete appraisal report/call report due to unforeseen circumstances/events, and although foreseen but beyond the control of the TPA (e.g. site has issue on peace and order, exact location of the property cannot be accurately pinpointed, property is already under CARP, no access roads going to the subject property, absence of contact person on site despite prior arrangements, strict health protocol due to pandemic) and other similar or analogous circumstances, shall be computed for payment based on the actual travelling expenses (inclusive of per diem) incurred by the TPA or paid on a "quantum meruit" basis, but not to exceed the appraisal fees per contract, as evaluated by PVCID. Further, the definition of fortuitous events, under the revisions of the General Conditions of Contract (which forms part of the Contract Agreement with the TPA) shall likewise apply.
 4. J.O.s with complete appraisal reports and already submitted to the Bank but were later cancelled by requesting units shall be paid by the Bank thru the recommendation of PVCID and charged to requesting unit.
 5. J.O.s which have been accepted/deemed accepted by the TPA wherein the submission of the AR is already overdue and had earlier been cancelled by LBP prior to the submission shall no longer be paid by the Bank.
 6. Payment for late submission of TPA's appraisal report shall be charged a penalty based on the provisions of the *General Conditions of the Contract* Clause 19 which is 1/10 of 1% of the cost of unperformed portion for every day of delay until actual delivery or performance.

F. WORK COMPLETION TIME/REQUESTS FOR EXTENSION

1. In case TPA encounters delay in the conduct of appraisal due to unforeseen circumstances/events, or although foreseen, but beyond the control of the TPA, the TPA may request an extension of time to conduct the appraisal. Such extension, however, shall only be granted once and shall not exceed the TAT.
2. TPA shall submit to PVCID a written request for the extension in the submission of appraisal report thru e-mail, indicating therein the cause of delay, at least two (2) days before the due date. The request shall indicate the target date of submission of the report which shall not exceed the TAT reckoned from the date of receipt of the request for extension by PVCID. Extension in the submission of appraisal report shall only be granted once.
3. Should the conduct of appraisal be delayed due to additions or alterations in the work ordered by PVCID, the TPA shall be granted reasonable time extension as determined by PVCID, upon receipt of a Letter of Advice from PVCID to that effect.

G. TERMINATION OF CONTRACT

1. **The Bank has the right to terminate the contract should there be unsatisfactory performance by the awarded appraisal company/TPA within the covered period and may award the same to the second lowest and responsive bidder/TPA to complete the contract. Termination of contract shall be based on the provisions of the contract.**
2. The contract may be terminated by any of the herein parties by reason of non-compliance with any of its provisions subject to a 30-day advance written notice.

Appraisal Services for Various Collaterals and Properties

3. In case of bankruptcy/cessation ordered by the Court of business operation of the winning bidder, the second lowest awarded bidder may assume the contract of the winning bidder provided said bidder is qualified in the Post Qualifications process.

H. MISCELLANEOUS PROVISIONS

1. LBP reserves the right to hold the TPA/ Servicing Agency liable for any costs, damages, suits or claims that may arise as a result of such incorrect or inaccurate appraisal report.
2. The parties agree that any legal action arising from the contract shall be submitted to the exclusive jurisdiction of the Courts of City of Manila, Philippines.
3. Quantities of the cost components may be adjusted, when the need arises, provided that the total contract price is not exceeded.

I. OTHER CONDITIONS

1. Performance Evaluation

- a. **The performance of the supplier shall be evaluated on an annual basis or as often as necessary using the parameters set forth in the Third Party Service Provider (TPSP) Performance Assessment Report (Exhibit 1).**
- b. **An adjectival rating of "Needs Improvement" or "Poor" shall be a ground for pre-termination of the contract, subject to a 30 calendar day notice.**

THIRD-PARTY SERVICE PROVIDER (TPSP)
 PERFORMANCE ASSESSMENT REPORT

Name of TPSP	Contact Period
Service Provided	Assessment Period

Notes:

- Under the REMARKS column, indicate results, observations and/or justifications as applicable.
- General or additional remarks may be indicated in the REMARKS section at the last page, as deemed necessary, to state any issues, exceptions or recommendations.
- An adjectival rating of "Needs Improvement" and "Poor" shall warrant further assessment by the Implementing Unit noted by the Group Head concerned. This shall be clearly scored under the REMARKS section with corresponding recommendation subject to escalation to the Management Committee.

WEIGHT	EVALUATION CRITERIA	PERFORMANCE STANDARDS	RATING	WEIGHTED RATING	REMARKS
40%	1. Technical/ Product Support a. Actions/ response on any request	<p>Able to meet expectations and provides thorough assessment and evaluation of request</p> <p>4 - 80% and above of the total requests were responded, able to meet expectations and provided with thorough assessment and evaluation.</p> <p>3 - 60% to 79% of the total requests were responded, able to meet expectations and provided with thorough assessment and evaluation.</p> <p>2 - 40% to 59% of the total requests were responded, able to meet expectations and provided with thorough assessment and evaluation.</p> <p>1 - Below 40% of the total requests were responded, able to meet expectations and provided with thorough assessment and evaluation; negative publicity was encountered by the Bank due to service delivery failure.</p>			
		<p>Able to comply with the response time as stipulated in the contract service agreement.</p> <p>4 - 80% and above of the total requests responded during the assessment period were responded within the agreed timeline.</p> <p>3 - 60% to 79% of the total requests responded during the assessment period were responded within the agreed timeline.</p> <p>2 - 40% to 59% of the total requests responded during the assessment period were responded within the agreed timeline.</p> <p>1 - Below 40% of the total requests responded during the assessment period were responded within the agreed timeline; negative publicity was encountered by the Bank due to service delivery failure.</p>			

WEIGHT	EVALUATION CRITERIA	PERFORMANCE STANDARDS	RATING	WEIGHTED RATING	REMARKS
	b. Problem Resolution/ Issue Management	<p>Able to address problems or resolve any errors by providing assessment, work-around recommendation or permanent fixes and adequate information.</p> <p>4 - 80% and above of the total problems reported were provided with assessment, work-around recommendation or permanent fixes and adequate information where the problem no longer recurred.</p> <p>3 - 60% to 79% of the total problems reported were provided with assessment, work-around recommendation or permanent fixes and adequate information where the problem no longer recurred.</p> <p>2 - 40% to 59% of the total problems reported were provided with assessment, work-around recommendation or permanent fixes and adequate information where the problem no longer recurred.</p> <p>1 - Below 40% of the total problems reported were provided with assessment, work-around recommendation or permanent fixes and adequate information where the problem no longer recurred; negative publicity was encountered by the Bank due to service delivery failure.</p>			
		<p>Able to comply with the response time as stipulated in the contract service agreement.</p> <p>4 - 80% and above of the total requests responded during the assessment period were responded within the agreed timeline.</p> <p>3 - 60% to 79% of the total requests responded during the assessment period were responded within the agreed timeline.</p> <p>2 - 40% to 59% of the total requests responded during the assessment period were responded within the agreed timeline.</p> <p>1 - Below 40% of the total requests responded during the assessment period were responded within the agreed timeline; negative publicity was encountered by the Bank due to service delivery failure.</p>			

WEIGHT	EVALUATION CRITERIA	PERFORMANCE STANDARDS	RATING	WEIGHTED RATING	REMARKS
	c. Trained and Qualified Staff	<p>Able to provide sufficient knowledgeable and skilled staff required in the mainainance of the assigned activity/service (Availability may be in various means such as email, on-site support, phone or video call, etc.)</p> <p>4 - Provided sufficient highly skilled and knowledgeable staff support; Staff always available when called</p> <p>3 - Provided sufficient highly skilled and knowledgeable staff support; Staff available on a schedule basis</p> <p>2 - Provided sufficient highly skilled and knowledgeable staff support; Staff not readily available</p> <p>1 - Lacks knowledgeable and skilled staff support; Staff cannot address the requests/inquiries/issues raised</p>			
	d. Provision of Service Reports (documentation)	<p>Able to provide thorough service reports and recommendations, when necessary, upon completion of actions/resolutions</p> <p>4 - 80% and above of the time, was able to provide thorough service reports and recommendations</p> <p>3 - 60% to 79% of the time, was able to provide thorough service reports and recommendations</p> <p>2 - 40% to 59% of the time, was able to provide thorough service reports and recommendations</p> <p>1 - Below 40% of the time, was able to provide thorough service reports and recommendations</p>			

WEIGHT	EVALUATION CRITERIA	PERFORMANCE STANDARDS	RATING	WEIGHTED RATING	REMARKS
30%	2. Compliance to the Confidentiality Agreement	<p>Able to comply with the confidentiality agreement with the Bank and always observe proper handling of confidential information</p> <p>4 - Comply with the confidentiality agreement and always observe proper handling/transmission of confidential information (e.g., encryption of data transmitted and ensure that information is disclosed only to authorized persons)</p> <p>3 - Comply with the confidentiality agreement, but sometimes failed to observe proper handling/transmission of confidential information</p> <p>2 - Caused potential breach of confidential information</p> <p>1 - Caused breach of confidential information</p>			
30%	3. Compliance to Audit Requirement	Allowed access of the Bank's internal and external auditors and BSP auditors to information regarding the outsourced activities/services and comply with the following requirements			
	a. Data Segregation	<p>Observed segregation of data of the Bank from that of service provider and its other clients</p> <p>4 - Observe data segregation for controls and for easily accessible/fast data recovery</p> <p>1 - Does not comply with data segregation</p>			
	b. BCP/Contingency Measures/Disaster Recovery	<p>Allowed access to disaster recovery/business continuity contingency plans and procedures</p> <p>4 - Has a BC to provide contingency measures specific to the Bank</p> <p>3 - Has a BCP to provide contingency measures in general to its clients</p> <p>2 - Has a BCP to provide contingency measures but on a limited basis only</p> <p>1 - Has no BCP to provide contingency measures to its clients</p>			

WEIGHT	EVALUATION CRITERIA	PERFORMANCE STANDARDS	RATING	WEIGHTED RATING	REMARKS
%	(Other criteria based on Terms of Reference/ Contracts/SLA)				

TOTAL RATING	
AVERAGE RATING	
ADJECTIVAL RATING	

3.4 - 4.0	Excellent	Exceeds expectations/deliverables
2.3 - 3.3	Good	Meets deliverables
1.7 - 2.2	Needs Improvement	Tighter Controls, Management Intervention required
1.0 - 1.6	Poor	Discontinue

REMARKS: [e.g, Rating result warranting further assessment and corresponding recommendation; Recommendation for amendment/renewal of the outsourcing agreement to bring them in line with current market standards and to cope with changes in their business strategies; Statement of TPSP material problem; Reporting of issues/incidents/non-compliance that may adversely impact the delivery of product/service]

Prepared by:

Reviewed by:

Noted by:

Designated Personnel

Head, Implementing Unit

Group Head Concerned