



Republic of the Philippines
Department of Finance
INSURANCE COMMISSION
1071 United Nations Avenue
Manila



BIDS AND AWARDS COMMITTEE

REQUEST FOR QUOTATION

The Insurance Commission (IC), through its Bids and Awards Committee (BAC), invites all interested suppliers who are **registered in the Philippine Government Electronic Procurement System (PhilGEPS)** to submit their *lowest price* on the items listed below, subject to the General Conditions stated herein, and submit their quotations duly signed by their representatives not later than **27 August 2024, 12:00 Noon**:



NAME OF PROJECT	Subscription of the Insurance Commission to Citizen Experience (CX) Automation Platform
PURCHASE REQUEST/REF. NO.	2024 – 06 – 156
LOCATION	Insurance Commission Building, 1071 United Nations Avenue, Ermita, Manila
APPROVED BUDGET	One Million Pesos (PhP1,000,000.00) <i>inclusive of taxes and other charges</i>

The duly accomplished and signed quotations or Reply Slip, including the required documents enumerated, must be submitted in person or through email not later than **27 August 2024, 12:00 Noon**, to the Public Assistance and Mediation Division through:

VINCE KOBE G. PORCIUNCULA
IC Insurance Specialist II
Public Assistance and Mediation Division
vkg.porciuncula@insurance.gov.ph
publicassistance@insurance.gov

The IC reserves the right to reject any or all Quotations/Bids, to waive any minor defects therein, to annul the bidding process, and to reject all Quotations/Bids at any before the contract award without thereby incurring any liability to the affected Bidder(s), and to accept only the offer that is most advantageous to the government.

The IC assumes no responsibility to compensate or indemnify Bidders for any expenses incurred in preparing their Quotation/Bid.


MA. ANTHEA ROSE B. NEPOMUCENO
IC Attorney II
Public Assistance and Mediation Division


TERMS OF REFERENCE

1. Project Title

Subscription of the Insurance Commission to Citizen Experience (CX) Automation Platform (Project Reference No. 2024-06-156)

2. Objective

The Insurance Commission (IC) seeks to procure a Subscription to a Citizen Experience (CX) Automation Platform to enhance its digitalization efforts, improve stakeholder engagement, increase operational efficiency, ensure regulatory compliance, and support data-driven decision-making. This platform aims to provide scalable, flexible, and seamless integration with existing systems, delivering higher-quality service to stakeholders and regulated entities.

3. Schedule of Requirements and Subscription Period

The delivery schedule shall be:

Project Milestone	Description of the Project	Qty	U/M	Delivered, Weeks/Months
1	<ul style="list-style-type: none">Conduct a project kick-off meeting to outline the implementation plan, establish timelines, and identify key stakeholders.Develop a detailed project plan including milestones, deliverables, and timelines.Schedule regular project status meetings to provide updates, address issues, and ensure alignment with the project objectives.Collaborate with the IC to gather detailed functional and technical requirements.Identify and map all necessary data fields from existing systems to the new platform.	1	lot	<i>Within Thirty (30) Calendar Days from receipt of Notice to Proceed</i>

Project Milestone	Description of the Project	Qty	U/M	Delivered, Weeks/Months
	<ul style="list-style-type: none"> • Design a user-friendly interface that aligns with the IC's branding and usability standards. • Establish a feedback mechanism to continuously gather input from users and stakeholders. 			
2	<ul style="list-style-type: none"> • Customize the CX Automation Platform to meet the specific needs of the IC, including user roles, workflows, and data fields. • Execute the migration of existing data into the new platform, ensuring data integrity and consistency. • Customize the CX Automation Platform to meet the specific needs of the IC, including user roles, workflows, and data fields. • Execute the migration of existing data into the new platform, ensuring data integrity and consistency. • Ensure seamless integration of the CX Automation Platform with the IC's existing information systems and website. • Develop and implement APIs for real-time data exchange and synchronization between the platform and other systems. • Implement advanced security measures, including encryption, 	1	lot	<p><i>Within thirty (30) calendar days from the completion of Project Milestone 1</i></p>

Project Milestone	Description of the Project	Qty	U/M	Delivered, Weeks/Months
	<p>multi-factor authentication, and regular security audits.</p> <ul style="list-style-type: none"> • Develop and document a comprehensive incident response plan for potential data breaches. • Provide detailed user manuals and documentation for reference. • Configure dashboards to present data and reports per industry, types of complaints, performance metrics, and geographic locations. • Develop custom reporting capabilities to meet specific analytical needs of the IC. 			
3	<ul style="list-style-type: none"> • Conduct thorough validation checks to ensure all data has been accurately migrated and is fully functional within the new system. • Conduct comprehensive system testing, including functionality, integration, performance, and security testing. • Perform rigorous testing to confirm successful integration and functionality across all systems. • Ensure the platform complies with the Data Privacy Act of 2012 	1	lot	<p><i>Within fifteen (15) calendar days from the completion of Project Milestone 2</i></p>

Project Milestone	Description of the Project	Qty	U/M	Delivered, Weeks/Months
	<p>and other relevant Philippine regulations.</p> <ul style="list-style-type: none"> • Develop and conduct comprehensive training programs for all user groups, including administrators, staff, and stakeholders. • Facilitate UAT sessions to ensure the platform meets the IC's requirements and expectations. • Address and resolve any issues identified during the testing phases. 			
4	<ul style="list-style-type: none"> • Enable real-time data analytics for timely decision-making and performance monitoring. • Prepare for the system go-live by finalizing all configurations, conducting final checks, and ensuring all users are ready. • Provide on-site support during the go-live phase to address any immediate issues. 	1	lot	<p><i>Within fifteen (15) calendar days from the completion of Project Milestone 3</i></p>
5	<ul style="list-style-type: none"> • Offer ongoing technical support and troubleshooting assistance throughout the implementation. • Conduct a post-implementation review to evaluate project success, gather feedback, and identify areas for improvement. • Plan for regular updates and enhancements based 	1	lot	<p><i>Within fifteen (15) calendar days from the completion of Project Milestone 4</i></p>

Project Milestone	Description of the Project	Qty	U/M	Delivered, Weeks/Months
	<p>on user feedback and evolving needs of the IC.</p> <ul style="list-style-type: none"> • Implement ongoing performance monitoring to ensure the platform continues to meet its objectives and delivers value. 			

The coverage of the *Subscription to Citizen Experience (CX) Automation Platform* shall span **One (1) Year**.

4. Specifications

Basic Requirements

- Must have the following basic functionalities:
 - AI Virtual Assistant;
 - Ticket Management.
 - Customer Interaction;
 - Live chat Support; and
 - Analytics, and Data Management.
- Must employ Natural Language Processing (NLP) technology, ensuring tailored and efficient handling of textual data even for local languages in the Philippines across all integrated functionalities.
- Must allow the Insurance Commission to centralize customer data, streamline communication processes, and gain insights into customer behavior and preferences through data and analytics.
- Must also have chatbot functionality for internal users for help with any question related to the platform and follow commands like extracting metrics and customer information, among others.
- Must maintain brand consistency by allowing custom domain emails configured for sending and receiving tickets and emails.
- Must be able to push and pull information from an existing platform/database seamlessly via Application Programming Interface (API).
- Must allow on-premises hosting for back-up and data storage while enabling data processing within the infrastructure.
- Must be able to be deployed in different channels without utilizing the services of another 3rd party service provider.
- Must match the style and branding of the website upon deployment without changing the source code of the website.
- Could customize features to ensure the Insurance Commission's customer assistance process is followed.
- The CX Automation Platform must integrate seamlessly with the existing Insurance Commission website, ensuring a consistent user experience.

- The platform should provide robust APIs for easy integration with other existing information systems used by the Insurance Commission.
- The provider must offer comprehensive technical support during the integration process, including troubleshooting and customization assistance.

AI Virtual Assistant

- Must be able to fine-tune language models with specific datasets to enhance accuracy for unique use cases and dialects.
- Must be able to converse in and/or mixed languages like English, Tagalog, *Taglish*, Cebuano, Ilokano, Kapampangan and other dialects in the Philippines.
- Must tailor interactions to align with the government agency's brand voice and customer service guidelines.
- Must be instantly trainable through use of URLs or documents to ensure responses are up-to-date and relevant.
- Must leverage advanced GPT models for natural, engaging conversations across different Philippine languages and dialects.
- Must be able to transfer conversations from the chatbot to a live agent seamlessly to maintain context for a cohesive customer experience.
- Must be able to accurately understand and respond to customer inquiries with AI-driven intent classification to improve resolution rates.

Live Agent Interfaces

- Must have the capability in assisting agents in changing message tone, customizing interactions to suit customer sentiment.
- Must be able to provide agents with chat summaries and provide quick context for ongoing interactions.
- Must be able to assist agents in viewing customer sentiment by customer, providing emotionally intelligent service to customers.
- Must provide real-time and cross-language translations.
- Must be able to improve efficiency by providing agents with suggestions based on information.
- Must be able to provide agents with multi-chat view so they can handle multiple conversations simultaneously within the same screen.
- Must be able to seamlessly convert live chats to tickets to continue support or issue resolution, maintaining continuity and linkages between interactions.
- Must be able to designate teams with an unlimited number of personnel, set permissions and manage assignment logic.

Customer Relationship Management

- Must be able to securely capture and manage customer IDs and channel profiles.
- Must be able to streamline customer identification and engagement across various platforms without authentication hassle.
- Must be able to utilize custom tags to categorize and target customers based on interests, behavior, or demographics for targeted support.

- Must be able to provide location-based insights including customer distribution with auto-captured IP-based location data to assist in region-specific strategies.
- Must be able to initiate conversations with customers directly from their profile to address issues or engage proactively.
- Must be able to efficiently locate existing customer profiles using comprehensive search criteria and filters.
- Must be able to provide access to review all past interactions and support history to better understand customer needs and preferences.
- Must be able to enhance sorting and segmentation with color-customizable tags and tag groups, streamlining the categorization process for customer queries.

Analytics and Reporting

- Must be able to analyze trends by identifying and understanding customer support trends over time to forecast needs and resource allocation.
- Must be able to provide real-time analytics by allowing access to live data visualizations to monitor customer support operations and make agile decisions.
- Must allow data export to other tools and integration with external datasets for enriched insights.
- Must be able to break down data by customer segments to tailor support strategies and improve service personalization.
- Must have a dynamic report generator to create bespoke analytics tailored to specific KPIs.
- Must be able to quantify the ROI of customer support efforts by connecting customer interactions with conversion metrics
- Must be able to track sentiments across interactions to gauge overall customer satisfaction and identify areas for improvement.
- Must be able to provide a visualize national customer activity and distribution with an interactive heatmap, as basis for market penetration and support strategies.
- The platform should offer customizable reporting options that allow data to be segmented and presented per industry.
- Reports should detail the kinds of complaints received, categorized appropriately (e.g., service issues, policy claims, etc.).
- The dashboard must present various performance metrics such as response times, resolution rates, and customer satisfaction scores.
- The platform should be capable of generating reports based on geographic locations, showing regional trends and issues.
- Dashboards should provide real-time data visualization to enable timely decision-making.
- All reports should be exportable in multiple formats (e.g., PDF, Excel) for further analysis and record-keeping.
- The platform should cater 50,000 interactions per month to all possible users excluding the nuisance users.

Security

- Must have an allowlist of valid IP addresses to secure account access.
- Must allow the Insurance Commission to configure data shared with the LLM platform to limit access to only non-private information, enhancing privacy and data security.
- Must be able to establish custom rules for user banning, reasons, and length based on recurrences providing a mechanism to maintain the integrity of customer interactions.
- Must be able to allow the creation of customized user roles with granular permissions, enhancing security and operational efficiency.
- Must be able to provide access to oversee various sub-accounts created to streamline operations with compartmentalized settings.
- Must be able to organize staff into teams with distinct roles and gain insights from performance metrics like chat handling and satisfaction rates.
- Must be able to allow the Insurance Commission to monitor platform user activity, manage roles, and enforce additional security via multi-factor authentication (MFA).
- The CX Automation Platform must ensure that all data storage and processing comply with the Data Privacy Act of 2012 (Republic Act No. 10173) and other relevant Philippine regulations.
- All cloud-stored data must be hosted in data centers located within the Philippines to ensure compliance with local data residency requirements.
- The platform must guarantee that data stored within the country is not transferred outside the jurisdiction without explicit approval from the Insurance Commission.
- The provider must conduct regular security audits and provide the Insurance Commission with detailed reports.
- There must be a robust incident response plan in place for data breaches, including notification protocols and steps to mitigate any data loss or exposure.
- Must be duly certified SOC2 Type 1 by third-party auditor.

5. Scope of Work

- Project Planning and Management
 - Conduct a project kick-off meeting to outline the implementation plan, establish timelines, and identify key stakeholders.
 - Develop a detailed project plan including milestones, deliverables, and timelines.
 - Schedule regular project status meetings to provide updates, address issues, and ensure alignment with the project objectives.
- System Design and Customization
 - Collaborate with the IC to gather detailed functional and technical requirements.
 - Customize the CX Automation Platform to meet the specific needs of the IC, including user roles, workflows, and data fields.

- Design a user-friendly interface that aligns with the IC's branding and usability standards.
- Data Management and Migration
 - Identify and map all necessary data fields from existing systems to the new platform.
 - Execute the migration of existing data into the new platform, ensuring data integrity and consistency.
 - Conduct thorough validation checks to ensure all data has been accurately migrated and is fully functional within the new system.
- Integration with Existing Systems
 - Ensure seamless integration of the CX Automation Platform with the IC's existing information systems and website.
 - Develop and implement APIs for real-time data exchange and synchronization between the platform and other systems.
 - Perform rigorous testing to confirm successful integration and functionality across all systems.
- Security and Compliance
 - Implement advanced security measures, including encryption, multi-factor authentication, and regular security audits.
 - Ensure the platform complies with the Data Privacy Act of 2012 and other relevant Philippine regulations.
 - Develop and document a comprehensive incident response plan for potential data breaches.
- User Training and Support
 - Develop and conduct comprehensive training programs for all user groups, including administrators, staff, and stakeholders.
 - Provide detailed user manuals and documentation for reference.
 - Offer ongoing technical support and troubleshooting assistance throughout the implementation.
- Reporting and Analytics
 - Configure dashboards to present data and reports per industry, types of complaints, performance metrics, and geographic locations.
 - Develop custom reporting capabilities to meet specific analytical needs of the IC.
 - Enable real-time data analytics for timely decision-making and performance monitoring.
- Testing and Quality Assurance
 - Conduct comprehensive system testing, including functionality, integration, performance, and security testing.
 - Facilitate UAT sessions to ensure the platform meets the IC's requirements and expectations.
 - Address and resolve any issues identified during the testing phases.
- Go-Live and Post-Implementation Support
 - Prepare for the system go-live by finalizing all configurations, conducting final checks, and ensuring all users are ready.
 - Provide on-site support during the go-live phase to address any immediate issues.

- Conduct a post-implementation review to evaluate project success, gather feedback, and identify areas for improvement.
- Continuous Improvement
 - Establish a feedback mechanism to continuously gather input from users and stakeholders.
 - Plan for regular updates and enhancements based on user feedback and evolving needs of the IC.
 - Implement ongoing performance monitoring to ensure the platform continues to meet its objectives and delivers value.

6. Service Level Agreement

The IC shall maintain a Service Level Agreement (SLA) with the contractor, with provisions for liquidated damages for their non-compliance which shall be charged against any money due, or which may become due to the contractor, or collected from any securities or warranties posted by the contractor.

- Delivery and Implementation based on the Approved Project Management Plan
 - 1/10th of 1% of the contract price for the undelivered portion shall be imposed per day of delay.
- Scope of Work
 - 1/10th of 1% of the contract price for the undelivered portion shall be imposed per day of delay.
- Monthly Uptime Percentage
 - Less than 99.8% but equal to or greater than 99.0% which will be equivalent to 5% service credit percentage.
 - Less than 99.0% but equal to or greater than 95.0% which will be equivalent 5% service credit percentage.
 - Less than 95%, which will be equivalent 25% service credit percentage.

7. Warranties

- The winning bidder warrants that it shall conform strictly to the terms and conditions of these Terms of Reference.
- The winning bidder shall neither assign, transfer, pledge, nor subcontract any part or interest to the contract being bid out.

8. Confidentiality of Data

- The IC Data, Information, Network and Systems, its components, parts, and all products, product samples, specifications, data, ideas, technology, and technical/non-technical materials, all or any which may be derived from any of the foregoing are strictly confidential.
- The winning bidder agrees to hold all the foregoing information in strict confidence. The winning bidder further agrees not to reproduce or disclose any confidential information to third parties without the prior written approval of the IC.

9. Payment Terms

- All bid prices shall be considered fixed and not subject to price escalation during contract implementation.
- The payment terms will depend on the delivered services based on the project milestones and schedule of requirements.

Project Milestone	Description	Delivered, Weeks/Months	% Payment of Contract Price
1	<ul style="list-style-type: none"> • Conduct a project kick-off meeting to outline the implementation plan, establish timelines, and identify key stakeholders. • Develop a detailed project plan including milestones, deliverables, and timelines. • Schedule regular project status meetings to provide updates, address issues, and ensure alignment with the project objectives. • Collaborate with the IC to gather detailed functional and technical requirements. • Identify and map all necessary data fields from 	Within Thirty (30) Calendar Days from receipt of Notice to Proceed	20%

Project Milestone	Description	Delivered, Weeks/Months	% Payment of Contract Price
	<p>existing systems to the new platform.</p> <ul style="list-style-type: none"> • Design a user-friendly interface that aligns with the IC's branding and usability standards. • Establish a feedback mechanism to continuously gather input from users and stakeholders. 		
2	<ul style="list-style-type: none"> • Customize the CX Automation Platform to meet the specific needs of the IC, including user roles, workflows, and data fields. • Execute the migration of existing data into the new platform, ensuring data integrity and consistency. • Ensure seamless integration of the CX Automation Platform with the IC's existing information systems and website. • Develop and implement APIs for real-time data exchange and 	<p>Within thirty (30) calendar days from the completion of Project Milestone 1</p>	30%

Project Milestone	Description	Delivered, Weeks/Months	% Payment of Contract Price
	<p>synchronization between the platform and other systems.</p> <ul style="list-style-type: none"> • Implement advanced security measures, including encryption, multi-factor authentication, and regular security audits. • Develop and document a comprehensive incident response plan for potential data breaches. • Provide detailed user manuals and documentation for reference. • Configure dashboards to present data and reports per industry, types of complaints, performance metrics, and geographic locations. • Develop custom reporting capabilities to meet specific analytical needs of the IC. 		
	<ul style="list-style-type: none"> • Conduct thorough validation checks 		

Project Milestone	Description	Delivered, Weeks/Months	% Payment of Contract Price
3	<p>to ensure all data has been accurately migrated and is fully functional within the new system.</p> <ul style="list-style-type: none"> • Conduct comprehensive system testing, including functionality, integration, performance, and security testing. • Perform rigorous testing to confirm successful integration and functionality across all systems. • Ensure the platform complies with the Data Privacy Act of 2012 and other relevant Philippine regulations. • Develop and conduct comprehensive training programs for all user groups, including administrators, staff, and stakeholders. • Facilitate UAT sessions to ensure the platform meets the IC's 	Within fifteen (15) calendar days from the completion of Project Milestone 2	25%

Project Milestone	Description	Delivered, Weeks/Months	% Payment of Contract Price
	<p>requirements and expectations.</p> <ul style="list-style-type: none"> • Address and resolve any issues identified during the testing phases. 		
4	<ul style="list-style-type: none"> • Enable real-time data analytics for timely decision-making and performance monitoring. • Prepare for the system go-live by finalizing all configurations, conducting final checks, and ensuring all users are ready. • Provide on-site support during the go-live phase to address any immediate issues. 	<p>Within fifteen (15) calendar days from the completion of Project Milestone 3</p>	<p>10%</p>
5	<ul style="list-style-type: none"> • Offer ongoing technical support and troubleshooting assistance throughout the implementation. • Conduct a post-implementation review to evaluate project success, gather feedback, and identify areas for improvement. • Plan for regular updates and 	<p>Within fifteen (15) calendar days from the completion of Project Milestone 5</p>	<p>15%</p>

Project Milestone	Description	Delivered, Weeks/Months	% Payment of Contract Price
	<p>enhancements based on user feedback and evolving needs of the IC.</p> <ul style="list-style-type: none"> • Implement ongoing performance monitoring to ensure the platform continues to meet its objectives and delivers value. 		

GENERAL CONDITIONS


1. All quotations must be typewritten on the company's letterhead or in an accomplished Reply Slip (*Template Attached*) duly signed by the company's authorized representative.
2. The duly accomplished and signed quotations or Reply Slip, including the required documents enumerated, must be submitted in person or through email not later than **27 August 2024, 12:00 Noon**, to the Public Assistance and Mediation Division through:

VINCE KOBE G. PORCIUNCULA
 IC Insurance Specialist II
 Public Assistance and Mediation Division
 vkg.porciuncula@insurance.gov.ph
 publicassistance@insurance.gov

3. ***Certified True Copy of the supplier's Valid PhilGEPS Registration Certificate, Business Registration, Valid Mayor's/Business Permit, Certificate of Tax Registration, Tax Clearance, Signed and Notarized Omnibus Sworn Statement (Template Attached), Latest Income/Business Tax Return, and Copy of Auditor Report as SOC2 Type 1*** shall be attached upon submission of the Quotation.
4. All quotations shall be considered fixed prices and not subject to price escalation during contract implementation.

5. The IC reserves the right to reject any or all Quotations/Bids, to waive any minor defects therein, to annul the bidding process, to reject all Quotations/Bids at any before contract award without thereby incurring any liability to the affected Bidder(s), and to accept only the offer that is most advantageous to the government.

The IC assumes no responsibility to compensate or indemnify Bidders for any expenses incurred in preparing their Quotation/Bid.



MA. ANTHEA ROSE B. NEPOMUCENO
IC Attorney II
Public Assistance and Mediation Division



REPLY SLIP

Name of Supplier : _____
Address : _____
Business Permit No. : _____
Tax Identification No. : _____
PhilGEPS Registration No. : _____

After having carefully read and accepted the terms and conditions in the Terms of Reference (TOR) for the Small Value Procurement (SVP) for the **Subscription of the Insurance Commission to Citizen Experience (CX) Automation Platform**, I/We quote you on the item at prices noted below:

ITEM NO.	DESCRIPTION	QTY	U/M	Unit Price	Total Price
1	Subscription of the Insurance Commission to Citizen Experience (CX) Automation Platform	1	lot		
TOTAL BID PRICE, Pesos :					
Plus 12% RVAT :					
TOTAL BID PRICE PHP :					

Total Amount in Words :

_____ (PhP)

In compliance with the TOR, **original copies of the following are enclosed together with the Reply Slip:**

- Notarized Omnibus Sworn Statement (using prescribed template/format);

Certified copies of the following documents are likewise enclosed:

- Valid PhilGEPS Registration Certificate;
- Business Registration issued by the Security and Exchange Commission (SEC), Department of Trade of Industry (DTI), or Cooperative Development Authority (CDA), whichever is applicable;
- Valid Mayor's/Business Permit issued by the city or municipality where the principal place of business of the prospective supplier is located;
- Certificate of Tax Registration issued by the Bureau of Internal Revenue (BIR);
- Tax clearance per E.O. No. 398, s. 2005, as finally reviewed and approved by the Bureau of Internal Revenue (BIR);
- Latest Income/Business Tax Returns (ITR); and

- Copy of Auditor Report as SOC2 Type 1

Signature Over Printed Name of
Supplier/Authorized Representative

Position : _____

Date : _____

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

REPUBLIC OF THE PHILIPPINES)
CITY/MUNICIPALITY OF _____) S.S.

AFFIDAVIT

I, [Name of Affiant], of legal age, [Civil Status], [Nationality], and residing at [Address of Affiant], after having been duly sworn in accordance with law, do hereby depose and state that:

1. *[Select one, delete the other:]*

[If a sole proprietorship:] I am the sole proprietor or authorized representative of [Name of Bidder] with office address at [address of Bidder];

[If a partnership, corporation, cooperative, or joint venture:] I am the duly authorized and designated representative of [Name of Bidder] with office address at [address of Bidder];

2. *[Select one, delete the other:]*

[If a sole proprietorship:] As the owner and sole proprietor, or authorized representative of [Name of Bidder], I have full power and authority to do, execute and perform any and all acts necessary to participate, submit the bid, and to sign and execute the ensuing contract for [Name of the Project] of the [Name of the Procuring Entity], as shown in the attached duly notarized Special Power of Attorney;

[If a partnership, corporation, cooperative, or joint venture:] I am granted full power and authority to do, execute and perform any and all acts necessary to participate, submit the bid, and to sign and execute the ensuing contract for [Name of the Project] of the [Name of the Procuring Entity], as shown in the attached [state title of attached document showing proof of authorization (e.g., duly notarized Secretary's Certificate, Board/Partnership Resolution, or Special Power of Attorney, whichever is applicable)];

3. [Name of Bidder] is not "blacklisted" or barred from bidding by the Government of the Philippines or any of its agencies, offices, corporations, or Local Government Units, foreign government/foreign or international financing institution whose blacklisting rules have been recognized by the Government Procurement Policy Board, **by itself or by relation, membership, association, affiliation, or controlling interest with another blacklisted person or entity as defined and provided for in the Uniform Guidelines on Blacklisting;**

4. Each of the documents submitted in satisfaction of the bidding requirements is an authentic copy of the original, complete, and all statements and information provided therein are true and correct;

5. [Name of Bidder] is authorizing the Head of the Procuring Entity or its duly authorized representative(s) to verify all the documents submitted;

6. *[Select one, delete the rest:]*

[If a sole proprietorship:] The owner or sole proprietor is not related to the Head of the Procuring Entity, members of the Bids and Awards Committee (BAC), the Technical Working Group, and the BAC Secretariat, the head of the Project Management Office or the end-user unit, and the project consultants by consanguinity or affinity up to the third civil degree;

[If a partnership or cooperative:] None of the officers and members of *[Name of Bidder]* is related to the Head of the Procuring Entity, members of the Bids and Awards Committee (BAC), the Technical Working Group, and the BAC Secretariat, the head of the Project Management Office or the end-user unit, and the project consultants by consanguinity or affinity up to the third civil degree;

[If a corporation or joint venture:] None of the officers, directors, and controlling stockholders of *[Name of Bidder]* is related to the Head of the Procuring Entity, members of the Bids and Awards Committee (BAC), the Technical Working Group, and the BAC Secretariat, the head of the Project Management Office or the end-user unit, and the project consultants by consanguinity or affinity up to the third civil degree;

7. *[Name of Bidder]* complies with existing labor laws and standards; and

8. *[Name of Bidder]* is aware of and has undertaken the responsibilities as a Bidder in compliance with the Philippine Bidding Documents, which includes:

- a. Carefully examining all of the Bidding Documents;
- b. Acknowledging all conditions, local or otherwise, affecting the implementation of the Contract;
- c. Making an estimate of the facilities available and needed for the contract to be bid, if any; and
- d. Inquiring or securing Supplemental/Bid Bulletin(s) issued for the *[Name of the Project]*.

9. *[Name of Bidder]* did not give or pay directly or indirectly, any commission, amount, fee, or any form of consideration, pecuniary or otherwise, to any person or official, personnel or representative of the government in relation to any procurement project or activity.

10. In case advance payment was made or given, failure to perform or deliver any of the obligations and undertakings in the contract shall be sufficient grounds to constitute criminal liability for Swindling (Estafa) or the commission of fraud with unfaithfulness or abuse of confidence through misappropriating or converting any payment received by a person or entity under an obligation involving the duty to deliver certain goods or services, to the prejudice of the public and the government of the Philippines pursuant to Article 315 of Act No. 3815 s. 1930, as amended, or the Revised Penal Code.

IN WITNESS WHEREOF, I have hereunto set my hand this ___ day of ___, 20__ at _____, Philippines.

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

[Insert signatory's legal capacity]
Affiant

[Jurat]

[Format shall be based on the latest Rules on Notarial Practice]