

TOURISM INFRASTRUCTURE ENTERPRISE ZONE AUTHORITY (TIEZA)
Result of Revalidation of 2019 Performance Scorecard

Component			Rating Scale	Target	Submission		GCG Validation		Supporting Documents	GCG Remarks	
Objective / Measure	Formula	Weight		2019	Actual	Rating	Score	Rating			
SO 1 Contribute to Country's Competitiveness Thru the Development of Sustainable Tourism Zones and Supporting Infrastructure											
SOCIO-ECONOMIC IMPACT / CUSTOMERS	SM 1	Management and Supervision of Sustainable Tourism Infrastructure Projects	Actual Accomplishment	10%	All or Nothing	Board-approved Feasibility Study on the Development of the Manila Cruise Port	Completion of the Final Report of the Feasibility Study and the TIEZA Board approving the same	0%	Board-approved Final Report on the Feasibility Study on the Development of the Manila Cruise Port	10%	<ul style="list-style-type: none"> Secretary's Certificate on the revised project timeline Memorandum of Agreement with ESCA Inc./AMH Philippines, Inc. JV TIEZA Board Resolution No. R-29-06-19-D <p>The request for revision of the target is APPROVED in consideration of the Board-approved revised timeline and MOA for the conduct of the feasibility study.</p> <p>Based on the submitted Board Resolution, the TIEZA Board approved the Final Report on the Feasibility Study on 29 June 2019.</p>
			Actual Accomplishment	10%	All or Nothing	Completion of Technical Due Diligence on the possible acquisition of the Hilantaagan Island as a TIEZA-owned Tourism Enterprise Zone (TEZ)	Completion of the Technical Due Diligence	0%	Submitted Technical Due Diligence Report to the TIEZA Board	10%	<ul style="list-style-type: none"> Resolution No. R-04-12-18-E identifying the Hilantaagan Island as possible TIEZA-Owned TEZ and execution of <p>The request for reconsideration is APPROVED.</p>

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Component			Rating Scale	Target	Submission		GCG Validation		Supporting Documents	GCG Remarks	
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									technical due diligence • Executive Summary of the Findings and Recommendations based on the Technical Due Diligence • Initial technical due diligence report • Meeting reports • Assessment reports • TEZ Committee Report		
SO 2 Preserve Historical, Cultural, Religious, and Heritage Sites and Develop Ecotourism Sites in Depressed Provinces with Strong Tourism Potential											
SM 2	Conservation of World Heritage Sites based on NCCA MOA	Actual Accomplishment	10%	All or Nothing	Issuance of Notice to Proceed for the Restoration and Rehabilitation of the Banaue Rice Terraces	NTP Issued 19 December 2019	10%	Issued NTP for the Restoration and Rehabilitation of the Banaue Rice Terraces	10%	Notice to Proceed dated 19 December 2019	Acceptable.

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SM 3	Development of Ecotourism Sites in Depressed Provinces	Number of Projects with Notice of Award / Total Number of Board-Approved Projects in 2018 with Complete Detailed Engineering Design (Based on Secretary's Certificate on the List of Board-Approved Projects in 2018)	(Actual/Target) x Weight 0% = If less than 90%	100%	1. Signed MOA for San Jose Boardwalk, Phase 2 (Thru TOF) 2. Sta. Rita Boardwalk – TIEZA still awaits for a workable design 3. Issued NOA for Mangrove Forest Walkway, Surigao 4. Lantawan Ecopark	10%	0%	0%	<ul style="list-style-type: none"> • MOA for San Jose Boardwalk • Chronology of events, showing causes of delay for the Sta. Rita Boardwalk project • NOA for Mangrove Forest Walkway • NTP for Lantawan Ecopark • Secretary's Certificate showing Board-approved projects for the depressed provinces for 2018 	<p>The request for reconsideration is DENIED.</p> <p>TIEZA did not submit new evidence to support its representation of the date of accomplishment of the Construction of San Jose Boardwalk Phase 2.</p> <p>NOA for the Construction of Mangrove Forest Walkway in Brgy. Day-asan Surigao City, Surigao Del Norte, and Development of Lantawan Eco-Park Kitcharo, Agusan Del Norte, were issued in 2020. It cannot be considered as an accomplishment in 2019.</p>

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Result of Revalidation of 2019 Performance of TIEZA

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SO 3 Ensure Customer Satisfaction											
SM 4	Percentage of Satisfied Customers	Number of respondents who rated at least Satisfactory / Total number of survey respondents	10%	All or Nothing	80% of respondents rated at least Satisfactory	Final Report Submitted for TIEZA's acceptance, showing TIEZA getting a satisfactory rating from 90% of respondents	10%	92%	10%	<ul style="list-style-type: none"> Final Survey Report and Certification of Quality Control from the third-party provider Samples of accomplished survey questionnaires 	Target exceeded.
Sub-total			50%				30%		40%		
SO 4 Achieve Financial Viability and Sustainability of Assets											
SM 5	Improve Net Income	Total Revenues – Total Expenses	10%	(Actual / Target) x Weight 0% = If less than the 2018 Actual	₱2.29 Billion	₱2.698 Billion	10%	₱2.46 Billion	10%	COA 2019 Annual Audit Report	Exceeded target.
SO 5 Maximize Absorptive Capacity Based on Approved Plans and Programs											
SM 6	Efficient Budget Utilization	Total actual disbursements / Total DBM-approved Corporate Operating	10%	(Actual / Target) x Weight 0% = If 70% and below	90%	13%	0%	19%	0%	<ul style="list-style-type: none"> Budget Utilization Rate Computation DBM-Approved 	Request to revise the formula to reflect the appropriation utilization index is DENIED .

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Component		Objective / Measure	Formula	Weight	Rating Scale	Target	Submission		GCG Validation		Supporting Documents	GCG Remarks
						2019	Actual	Rating	Score	Rating		
			Budget (net of Personal Services Cost)								COB for 2019 • COA 2019 Annual Audit Report	The validated accomplishment is based on the Statement of Comparison of Budget and Actual Amounts based on the Audited FS for 2019 and DBM-approved COB for 2019. Of the total budget amounting to ₱3.67 Billion, only ₱700.04 Million were disbursed.
Sub-total				20%				10%		10%		
INTERNAL PROCESS	SO 6 Implement an Integrated Automated Information System											
	SM 7	Develop and Implement a New Integrated Automated Information System	Actual Accomplishment	10%	(Actual / Target) x Weight	1. Issuance of Notice of Award for Enterprise Resource Plan 2. Deployment and Implementation of: a. On-line Travel Tax Payment System (includes travel Tax Ticketing System);	1. In-house Software Development Approved Manpower Hiring to do software development 2. Signed MOA for Implementation 3. Approved for Implementation 4. Launching of the	10%	Three (3) out of the Five (5) IT systems were deemed acceptable	6%	• Memo re: approval of manpower hiring to do Enterprise Resource Plan • Signed MOA for Travel Tax Ticketing System • Pictorial record with Attendance Sheets of the Assets	The request to revise the rating system is approved. Validation details are presented in Appendix 1 . While the reported accomplishment for the Online Travel Tax Payment System was accepted for purposes of this performance scorecard, we put into record COA's

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				b. TIEZA Assets Individual Website & Extranet; c. Document Management System; and d. Communications System	Assets Website 5. Approved Acquisition Request – Thru DBM-Procurement Service Agreement				Website Launching • Excerpts from the minutes of the ManCom Meeting with Attendance Sheet, showing approval of the implementation of the Document Management System • Purchase Request, Agency Procurement Request Form, and Disbursement Voucher for the Communication System	observation on the said project. Per Item 12 of COA Observation, "TIEZA's payment collection system (PCS) customized by the CIS Bayad Center, Inc. (CBCI) was found to be unsound, resulting in the uploading of understated Daily Collection Reports (DCRs) by P0.726 million; delayed reporting of collections amounting to P0.996 million; penalty charges amounting to P231,980 as of to date; and non-closure of Reference Numbers (RNs) with a validity period of 24 hours."	
SO 7 Implement Quality Management System											
SM 8	Attain ISO Certification	Actual Accomplishment	10%	All or Nothing	ISO 9001:2015 Recertification	TIEZA re-certified on ISO 9001:2015	10%	ISO 9001:2015 Recertification for a new scope	10%	• ISO 9001:2015 Certification issued on 02 December 2019	Target met.

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				Objective / Measure	Formula	Weight	2019			Actual	Rating	Score
									• Initial Audit Summary Report			
		Sub-total	20%			20%		16%				
SO 8 Build and Strengthen Organizational Capabilities												
LEARNING AND GROWTH	SM 9	Percentage of Employees Meeting Required Competencies	Actual Accomplishment ³	10%	All or Nothing	Improvement in the Competency Baseline of the Organization	Improvement in the Competency Baseline	10%	Improvement in the Competency Baseline	0%	<ul style="list-style-type: none"> • Final Report for 2018 and 2019 • Raw data of responses in an excel file (self-assessment and manager's assessment) • COA Annual Audit Report (AAR) for 2019 • Revised Final Report from Profiles Asia • Letter from Profiles Asia on the Explanation to GCG Comments regarding the 2019 	<p><u>The request for reconsideration is DENIED.</u></p> <p><u>The assessment did not cover 100% of TIEZA employees.</u></p>

³ Improvement in the competency baseline of the organization shall pertain to the average percentage of required competencies met which can be computed using the following formula:

$$\frac{\sum_{b=1}^B \left[\frac{\sum_{a=1}^A (\text{Actual Competency Level})}{\sum_{a=1}^A (\text{Required Competency Level})} \right]}{B}$$

where: a = Competency required, A = Total number of competencies required of position, b = Personnel profiled, B = Total number of personnel profiled

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Objective / Measure	Formula	Weight		2019	Actual	Rating	Score	Rating		
									<ul style="list-style-type: none"> Terminal Report • Competency Framework • Desk Review Report • Inception Report • Terms of Reference • Internal Memorandum for the Purchase Request (PR) for the consultancy services • Email Communications with a third-party consultant 	
Sub-total		30%				10%		0%		
VALIDATED RATING		100%				70%		66%		

/s/