

**TOURISM INFRASTRUCTURE AND ENTERPRISE ZONE AUTHORITY (TIEZA)**  
**Validation Result of 2020 Performance Scorecard**

Component					Target	Submission		GCG Validation		Supporting Documents	GCG Remarks	
Objective/Measure	Formula	Weight	Rating System	2020	Actual	Rating	Score	Rating				
<b>SO 1 Contribute to Country's Competitiveness thru the Development of Sustainable Tourism Zones and Support Infrastructure</b>												
<b>SOCIO-ECONOMIC IMPACT/CUSTOMER</b>	SM 1	Provision of Support to COVID-19 Response and Social Amelioration Measures of the Government	Actual Accomplishment	30%	All or Nothing	₱12 Billion	₱12 Billion remittance to the National Treasury	30%	₱12 Billion remittance to the National Treasury	30%	<ul style="list-style-type: none"> <li>Letter from the Department of Finance (DOF) dated 01 April 2020 requesting for a total of ₱12 Billion remittance</li> <li>Letter from TIEZA dated 03 April 2020 on its contribution for the implementation of emergency measures.</li> </ul>	Target met.
	SM 2a	Management and Supervision of Sustainable Tourism Infrastructure Projects	Absolute number	10%	All or Nothing	100% Completion of the 2020 Deliverables in the Contract for the Masterplanning of the Clark Property as Possible TEZ	Board-approved of Comprehensive MasterPlanning (CMP) of Clark TIEZA-TEZ	10%	Board-approved of Comprehensive MasterPlanning (CMP) of Clark TIEZA-TEZ	10%	<ul style="list-style-type: none"> <li>Official billing statements from Certeza Infosys Corporation per each service deliverable</li> <li>Letter of acceptance/certification issued by TIEZA for</li> </ul>	Target met.

## Validation Result of 2020 Performance Scorecard (Annex A)

Component					Target	Submission		GCG Validation		Supporting Documents	GCG Remarks
Objective/Measure	Formula	Weight	Rating System	2020	Actual	Rating	Score	Rating			
										<ul style="list-style-type: none"> <li>each service deliverable</li> <li>• Copy of the Executive Summary of per each target deliverable</li> <li>• Secretary's Certificate</li> </ul>	
SM 2b	Management and Supervision of Sustainable Tourism Infrastructure Projects	Actual Accomplishment	10%	Percentage of Completion	65% Completion of Boracay Drainage Program Phase II	65.30%	10%	65.30%	10%	<ul style="list-style-type: none"> <li>• Accomplishment report summary and project brief/status as of the 4<sup>th</sup> quarter</li> <li>• Summary of Work Accomplishment as of 31 December 2020 from Mac Builders and BSP &amp; Company, Inc.</li> <li>• Monthly Progress Report from the consultants.</li> <li>• Progress Billing from the two contractors</li> </ul>	Target met.

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Objective/Measure	Formula	Weight	Rating System	2020	Actual	Rating	Score	Rating			
										<ul style="list-style-type: none"> <li>Monthly Progress Report by the Philipps Technical Consultants Corporation</li> </ul>	
<b>SO 2</b>	<b>Preserve Historical, Cultural, Religious and Heritage Sites and Develop Ecotourism Sites in Depressed Provinces with Strong Tourism Potential</b>										
SM 3	Conservation of World Heritage Sites based on NCCA MOA	Actual Accomplishment	10%	All or Nothing	100% Completion of the 2020 Deliverables in the Contract for Restoration and Rehabilitation of the Banaue Rice Terraces Project	100% Complete	10%	100% Completion of the 2020 Deliverables in the Contract for Restoration and Rehabilitation of the Banaue Rice Terraces Project	10%	<ul style="list-style-type: none"> <li>Copies of the contract agreement</li> <li>Notice to Proceed (NTP)</li> <li>Progress billings</li> <li>Memorandum requests for payment to contractors</li> </ul>	Target met.
<b>SO 3</b>	<b>Ensure Customer Satisfaction</b>										
SM 4	Percentage of Satisfied Customers	Number of respondents who rated at least satisfactory / Total number of survey respondents	5%	(Actual / Target) x Weight 0% = If less than 80%	90%	Ongoing Preparation of the Final Report of the Customer Satisfaction Survey	0%	90%	5%	<ul style="list-style-type: none"> <li>Customer Satisfaction Survey Report</li> <li>Copies of the accomplished surveys</li> </ul>	Target met.
	<b>Sub-total</b>		<b>65%</b>				<b>60%</b>		<b>65%</b>		

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STAKEHOLDERS	<b>SO 4 Achieve Financial Viability and Sustainability, and Maximize Absorptive Capacity</b>											
	SM 5	Attain Travel Tax Collection Based on Projected Performance during the COVID-19 Pandemic	Total Collection over Target Travel Tax Collection	10%	80%-100% Collection = 10% 60%-79% Collection = 7% Below 60% = 0%	₱1.245 Billion	₱1.236 Billion	10%	₱0.935 Billion	7%	<ul style="list-style-type: none"> <li>Summary report of travel tax transactions for the period of January to December 2020</li> <li>2020 COA Annual Audit Report</li> </ul>	Validated accomplishment is based on the COA AAR for 2020 and only include the collection for the year. Variance is composed of ₱277 Million collections in 2019 but remittance made only in 2020 and ₱24 Million tax refunds.
	<b>Sub-total</b>			<b>10%</b>				<b>10%</b>		<b>7%</b>		
	<b>SO 5 Implement Integrated Information System</b>											
INTERNAL PROCESS	SM 6	Develop and Implement a New Integrated Automated Information System	Actual accomplishment	10%	(Actual / Target) x Weight	1.100% Completion of the Development Stage for ERP – Human Resource Information System – Phase 1  2.100% Implementation of an Online Application of Travel Exemption	1. Completed & deployed system to HRDiv. By September 2020 2. Completed & official implementation begun 01 June 2020 3. The system was fully implemented & remotely accessible since 4 <sup>th</sup> week of August 2020	10%	1.100% Completion of the Development Stage for ERP – Human Resource Information System – Phase 1 2.100% Implementation of an Online Application of Travel Exemption Certificate (TEC) 3.100% Implementation	10%	<ul style="list-style-type: none"> <li>ERP-HRIS Generated Reports &amp; System Screenshots</li> <li>Online TEC System Screenshots &amp; System Generated Reports</li> <li>Document Management System Generated Reports</li> <li>Training Documentation</li> </ul>	Target met.

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Objective/Measure	Formula	Weight	Rating System	2020	Actual	Rating	Score	Rating			
					Certificate (TEC)  3.100% Implementation/ Roll-Out of the Document Management System  4.100% Installation of Office 365 to all Identified Units  5.100% Completion of all Identified Modules for Enhancement and Publication of Website	4. Installed on all identified units last April 2020  5. Completed all Modules for Enhancement; Website went live on 28 August 2020		/ Roll-Out of the Document Management System 4.100% Installation of Office 365 to all Identified Units 5.100% Completion of all Identified Modules for Enhancement and Publication of Website		<ul style="list-style-type: none"> <li>Office 365 List of Enrolled Users</li> <li>Documentation of Online Training</li> <li>Screenshots of Developed TIEZA Website</li> <li>Attendance Sheet dated 21 July 2020</li> </ul>	
<b>SO 6</b>	<b>Implement Quality Management System</b>										
SM 7	Attain ISO Certification	Actual accomplishment	5%	All or Nothing	Surveillance Audit Passed	2 <sup>nd</sup> Surveillance Audit Passed	5%	Surveillance Audit Passed	5%	<ul style="list-style-type: none"> <li>ISO 9001:2015 Certificate</li> <li>Surveillance Audit Report by TUV Rheinland Philippines, Inc.</li> </ul>	Target met.
<b>Sub-total</b>			<b>15%</b>				<b>15%</b>		<b>15%</b>		

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<b>SO 7 Build and Strengthen Human and Organizational Capabilities</b>												
<b>LEARNING AND GROWTH</b>	SM 8	Improvement on the Competency Level of the Organization	Actual accomplishment	10%	All or Nothing	Board-approved Competency Framework <sup>1</sup> composed of the following: 1. Competency Catalogue 2. Competency Framework 3. Competency Tables 4. Competency Matrix 5. Position Profiles	Board-approved Updated Competency Framework	10%	Board-approved Updated Competency Framework	10%	<ul style="list-style-type: none"> <li>Board resolution on the approving the TIEZA-Updated Competency Framework</li> <li>Updated Competency Framework</li> <li>Final Report on the Results of the Validated Competencies w/ Proficiency Levels</li> <li>Competency Manual, and Competency Map.</li> </ul>	Target met.
	<b>Sub-total</b>			<b>10%</b>				<b>10%</b>		<b>10%</b>		
	<b>TOTAL</b>			<b>100%</b>				<b>95%</b>		<b>97%</b>		

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<sup>1</sup> Deliverables should comply with the minimum requirement under the Frequently Asked Questions on Competency Frameworks/Models as uploaded in the GCG Website.