

## **TERMS OF REFERENCE**

### **(Procurement of Consulting Service for a Third Party to administer, generate and interpret the result of the Customer Satisfaction Survey for 2018)**

#### **I. ANTECEDENTS/ BACKGROUND**

1. On 11 April 2018, the Governance Commission for Government Owned or Controlled Corporations (GOCC) prescribed the Standard Guidelines for the Conduct of Customer Satisfaction Survey of the GOCCs under the jurisdiction of the GCG for compliance.
2. In 03 June 2018, the Special Order No. 20 series of 2018 entitled, “Composition of the Customer Satisfaction Research Team (Market Research Team) was issued by the President.
3. The result of the customer satisfaction feedback is part of JHMC’s target in the CY 2018 Performance Scorecard.

#### **II. OBJECTIVES**

The procurement aims to engage the services of an independent body/ individual who are capable to administer, generate and interpret the Customer Satisfaction Survey of CY 2018.

#### **III. PROPOSED BUDGET FOR THE CONTRACT**

The budget for the procurement of the Consulting Service as reflected in the revised CY 2018 Corporate Operating Budget is **Three Hundred Thousand Pesos (Php 300,000.00)** inclusive of all applicable taxes.

#### **IV. TERMS OF ENGAGEMENT**

The engagement of the **CONSULTANT** shall commence in December 2018 and terminates within thirty (30) days from the acceptance of the result of the Customer Satisfaction Survey, subject to extension at the option of the **JHMC**.

It is understood that the Consultancy Services does not create employee-employee relation between the **CONSULTANT** and **JHMC**; and that the former is not entitled to any benefits enjoyed by the regular personnel of JHMC.

The **CONSULTANT** shall not assign the contract or sub-contract any portions of it without the consent of JHMC.

## **V. DUTIES AND RESPONSIBILITIES**

### **A. The CONSULTANT shall:**

1. Administer the Customer Satisfaction Survey of JHMC;
2. Generate data
3. Interpret and analyze the data generated.
4. Possess a similar structure of team as indicated in the prescribed GCG Guideline<sup>1</sup>.

### **B. The JHMC shall:**

1. Work closely with the **CONSULTANT** regarding the technical and administrative requirements of the activities;
2. Provide logistical requirements during the meetings, meeting venues, equipment (LCD projector, laptops, etc.), and;
3. Provide location guides during the activities.

## **VI. REQUIREMENTS**

1. The requirements<sup>2</sup> of the **CONSULTANT** shall submit to JHMC the following:
  - a. Profile highlighting related projects;
  - b. Scope of work and implementation methodology;
  - c. Mayor's/ Business Permit/ BIR Certificate of Registration, in lieu thereof;
  - d. PhilGEPs Registration Number;
  - e. Omnibus Sworn Statement; and/or
  - f. Professional License/ Curriculum Vitae.
  - g. Income Tax Return
2. All information reviewed and recorded by the **CONSULTANT** shall be treated in the strictest confidence at all times.
3. The **CONSULTANT** shall adhere to the agreed scope of services or deliverables approved by **JHMC**. Changes in the agreed arrangements shall likewise be with the prior consent of JHMC.
4. The **CONSULTANT** shall provide full appraisal report to JHMC (containing the approved details provided in Section V (Duties and Responsibilities) of this TOR.

---

<sup>1</sup> Annex "A" – Standard Guideline on the Conduct of Customer Satisfaction Survey of the GOCCs under the Jurisdiction of the GCG.

<sup>2</sup> In accordance with Annex "H", Appendix "A" of the Revised IRR of RA 9184

## VII. PAYMENT TERMS

The **CONSULTANT** shall be paid the amount of **Three Hundred Thousand Pesos (PhP 300, 000.00)**, inclusive of all applicable taxes. The total contract price shall be paid within ten (10) working days upon JHMC's acceptance of the final appraisal report submitted by the **CONSULTANT**.

All other miscellaneous expenses such as but not limited to transportation, accommodation, meals and snacks, etc., shall be shouldered by the **CONSULTANT**.

## VIII. EXPECTED OUTPUTS

The **CONSULTANT** shall undertake the following services with the corresponding expected output:

Percentage	Activity	Timeline of activity	Output Required for the Payment	Cost (in PhP)
	1. Inception meeting and discussion of sampling design, methodology, protocols, and work plan;			
30%	2. Review, add questions specific for the GOCC (optional), format, and translate survey instrument;	1 week	Initial Assessment Report	90, 000.00
	3. Pilot testing of survey instrument and feedback for possible revisions (optional, if there are major additions)		Pilot Testing Report	
	4. Finalization of the survey instrument;		Report, re: finalized survey instrument	
20%	5. Data collection set up (including production and preparation of fieldwork materials)	2 weeks	Report on the Data Collected	60, 000.00
	6. Data collection proper			
50%	7. Data cleaning and validation, and computation of descriptive statistics; and	1 week	Data Validation Report	150,000.00
	8. Writing and submission of the final analysis		Final Report (Analyzed and Interpreted Survey Result)	
			<b>TOTAL</b>	<b>300,000.00</b>

## IX. CONTRACT TERM

The Contract shall remain in force and effect upon signing of the contract until the full delivery of the requirements and acceptance by the JHMC, subject to extension should the need be determined.

## X. MODE OF PROCUREMENT

The mode of procurement for the consulting services shall be through Alternative Mode of Procurement- Small Value Procurement.

Evaluation Criteria	Weight
Technical Proposal	
a. Applicable experience and Track Record (At least 1 from the survey) 1. No. of Years of experience – 20% 2. Similar Projects conducted for government and / or private institutions within the last two (2) years – 10% 3. Client Feedback – 10%	40%
b. Qualification of the Consultant 1. Members with solid hands-on experience in the administration of Customer Satisfaction Survey– 10% 2. Members with relevant public sector specific experience and / or similar or related nature to JHMC Operations (Public Administration; Regulatory Agency) – 10% 3. Members have minimum two (2) year’s survey experiences– 10% 4. - Educational Attainment /Applicable accreditation of audit team members – 10%	40%
c. Financial Proposal	20%
<b>TOTAL</b>	<b>100%</b>