

TERMS OF REFERENCE

(Procurement of Consulting Service for a Third Party to Administer, Generate and Interpret the Results of the Customer Satisfaction Survey for CY 2019)

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. The Customer Satisfaction Survey (CSS) is part of the CY 2019 Performance Evaluation System (PES) target of the JHMC. The proposed CSS rating target, which is being evaluated by the GCG, is **85%**.
3. 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.

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 2019.

III. PROPOSED BUDGET FOR THE CONTRACT

The budget for the procurement of the Consulting Service as reflected for CY 2019 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 01 December 2019 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 employer-employee relationship 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 OF THE PARTIES

A. The CONSULTANT shall:

1. Administer the Customer Satisfaction Survey of JHMC;
2. Generate the necessary data;
3. Interpret and analyze the data generated;
4. Possess a similar structure of team as indicated in the prescribed GCG Guideline¹.

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 **CONSULTANT** shall submit to JHMC the following documentary requirements:
 - 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.

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

VII. PAYMENT TERMS

The **CONSULTANT** shall be paid in the amount of _____, inclusive of all applicable taxes. The total contract price shall be paid within fifteen (15) 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:

Activity	Output
1. Inception meeting and discussion of sampling design, methodology, protocols, and work plan;	
2. Review, add questions specific for the GOCC (optional), format, and translate survey instrument;	Initial Assessment Report
3. Pilot testing of survey instrument and feedback for possible revisions (optional, if there are major additions)	Pilot Testing Report (upon assessment)
4. Finalization of the survey instrument;	Report, re: finalized survey instrument
5. Data collection set up (including production and preparation of fieldwork materials)	Report on the Data Collected
6. Data collection proper	
7. Data cleaning and validation, and computation of descriptive statistics; and	Data Validation Report
8. Writing and submission of the final analysis	Final Report (Analyzed and Interpreted Survey Result)
9. Exit Conference	

IX. CONTRACT TERM

The Contract shall remain in force and effect upon signing of the contract until the full delivery of the requirements on or before 15 December 2019 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 (SVP).

XI. EVALUATION CRITERIA

The proposals for this procurement will be evaluated following the percentages reflected below:

Evaluation Criteria	Weight
Technical Proposal	
a. Applicable experience and Track Record (At least 1 from the survey) <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 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%
TOTAL	100%