

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 2020)

I. ANTECEDENTS / BACKGROUND

1. In compliance with the mandate prescribed under the Governance Commission for Government - Owned and Controlled Corporations (GCG) Memorandum Circular (M.C.) No. 2012-07, GOCCs are required, to wit:
 - *Ensure integrity and honesty in dealings with customers and operate a highly effective and efficient organization, focused on meeting customer objectives with the aim of providing services which give fair value and consistent quality, reliability and safety in return for the price paid for the same¹;*
 - *Operate policies of continuous improvement, of both processes and the skills of the staff, to take best advantage of advances in all aspects of society in order to ensure that it continues to add value to its customers' businesses².*
2. On 24 September 2019, the GCG transmitted the ***“Guidebook for GOCCs: Enhanced Standard Methodology for the Conduct of the Customer Satisfaction Survey.”*** This is anchored on the principle of continuous improvement in order to ensure that the individual results of GOCCs CSS are comparable and can be consolidated to determine the overall customer satisfaction score of the GOCC sector;
3. The foregoing Enhanced Guidebook further requires GOCCs to transmit status reports and documents quarterly and annually to the GCG respectively, as part of the Quarterly Monitoring Report for its annual 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 2020.

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

¹ Section 37, GCG MC No. 2012-07

² Section 37, GCG MC No. 2012-07

The engagement of the **CONSULTANT** shall commence from the issuance of the Notice to Proceed and terminates within thirty (30) days from the acceptance of the result of the Customer Satisfaction Survey in accordance with the ***“Guidebook for GOCCs: Enhanced Standard Methodology for the Conduct of the Customer Satisfaction Survey”*** issued by GCG, 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 in accordance with the ***Guidebook for GOCCs: Enhanced Standard Methodology for the Conduct of the Customer Satisfaction Survey***;
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 Guideline³.

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.

³ Annex “A” – Guidebook for GOCCs Enhanced Standard Methodology for the Conduct of the Customer Satisfaction Survey

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.

VII. PAYMENT TERMS

The **CONSULTANT** shall be paid in the equivalent amount as specified in Section VIII below, **inclusive of all applicable taxes**. The final payment shall be paid within fifteen (15) working days upon **JHMC**'s acceptance of the final 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 AND PAYMENT SCHEDULE

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

Activity	Document for Submission	Due date	Percentage of Payment
Pre-test	<ul style="list-style-type: none"> ● Survey Instrument ● Stimulus Materials ● Pre-test Results ● Pre-test Report 	5 April 2020	25% of the Total Amount of the Contract
Training	<ul style="list-style-type: none"> ● Survey Instrument ● Stimulus Materials ● Training Manual ● Training report 		

Project Kick-off / Start-off	<ul style="list-style-type: none"> ● Survey Instrument ● Stimulus Materials ● Observation Report ● Clearing/Debriefing report 	5 July 2020	25% of the Total Amount of the Contract
Project Implementation	Supervision / Observation report Fieldwork Progress Report		
Back-checking and Spot-checking	Back-checking and Spot Checking Report	05 October 2020	25% of the Total Amount of the Contract
Data Processing	Spot Checking Report for Data Processing Data Quality Control Report		
Analysis	Final Report	Annual Accomplishment Report 15 December 2020	25% of the Total Amount of the Contract

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 2020 and acceptance by the JHMC, subject to extension should the need be determined.

X. MODE OF PROCUREMENT

The mode of procurement for project shall be through Alternative Mode - 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) <ol 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 <ol 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%