



REPUBLIC OF THE PHILIPPINES
SOCIAL SECURITY SYSTEM
East Avenue, Diliman, Quezon City

BIDS AND AWARDS COMMITTEE (BAC) II

PROJECT : 2019 DEDICATED NATIONWIDE CUSTOMER SATISFACTION SURVEY OF SSS MEMBERS
ITB NO. : Consultancy-2019-002
SUBJECT : BID BULLETIN NO. 1
DATE : 04 June 2019

Details of the bidding, as advertised:

Advertisement:	Posting at Websites & Conspicuous Places – March 30 – April 6, 2019
Approved Budget for the Contract (ABC) and Source of Fund	P4,500,000.00 2019 Corporate Operating Budget (COB) –
Price of BD (non-refundable)	P4,500.00
Delivery Period	Four (4) months

The 2016 Revised Implementing Rules and Regulations (RIRR) of Republic Act No. 9184, which took effect on 28 October 2016, and the Fifth Edition of the Philippine Bidding Documents, which took effect in January 2017, shall be applied in the bidding process.

This addendum/Bid Bulletin No. 1 is issued to clarify, modify or amend items in the Bidding Documents (BD) as a result of the pre-bidding conference on 29 May 2019. This shall form an integral part of the BD.

Under Section 22.5.3 of the RIRR of RA 9184, it shall be the responsibility of all those who have properly secured the BD to inquire and secure Supplemental/Bid Bulletins that may be issued by the BAC.

1. Schedule of activities as discussed in the Pre-bidding Conference:

- Deadline for the submission of written queries: Friday, 31 May 2019
- Issuance of Bid Bulletin No. 1 – reply to written queries: Monday, 03 June 2019
- Pre-screening of the 2 envelopes (Optional): Friday, 07 June 2019 at the BAC Secretariat, 2nd floor, SSS Main Building, Diliman, Quezon City, from 8:00 a.m. to 5:00 p.m.
- **Submission and opening of 2 envelopes: Tuesday, 11 June 2019, 2:00 p.m. at the Green Room, 12th floor, SSS Main Building, East Avenue, Diliman, Quezon City**

Revised Schedule

- **Issuance of Bid Bulletin No. 1 – reply to written queries: Tuesday, 04 June 2019**
- **Pre-screening of the 2 envelopes (Optional): Friday, 07 June 2019** at the BAC Secretariat, 2nd floor, SSS Main Building, Diliman, Quezon City, from 8:00 a.m. to 5:00 p.m.
- **Submission and opening of 2 envelopes: Tuesday, 11 June 2019, 2:00 p.m. at the Green Room, 12th floor, SSS Main Building, East Avenue, Diliman, Quezon City**

2019 Dedicated Nationwide Customer Satisfaction Survey of SSS Members
Bid Bulletin No. 1 dated 04 June 2019

2. Clarifications on the Bidding Documents - Annex "A"

3. Documentary Requirements

a. 1st Envelope

- a.1 Bid Security (2% of the ABC for Cash or Manager's/Cashier's Check payable to SSS or Bank Draft of the ABC, 5% of the ABC for Surety Bond or Bid Securing Declaration – form supplied)
- a.2 TPF 1 – Technical Proposal Submission Form
- a.3 TPF 2 – Consultant's Reference : Relevant Services Carried out in the last 5 years that best illustrate qualifications
- a.4 TPF 3 – Comments and Suggestions of Consultant on the Term of Reference and on data, services, facilities to be provided by the Social Security System
- a.5 TPF 4 – Description of the Methodology and Work Plan for Performing the Project
- a.6 TPF 5 – Team Composition and Task Projects including organizational chart indicating relationship amongst the Consultant
- a.7 TPF 6 – Curriculum Vitae of the Team Composition
- a.8 TPF 7 – Time Schedule for Professional Personnel
- a.9 TPF 8 – Activity (Work) Schedule
- a.10 Omnibus Sworn Statement (form supplied in the Bidding Documents)

b. Checklist of the 2nd envelope:

- b.1 FPF 1 – Financial Proposal Submission Form
- b.2 FPF 2 – Summary of Costs
- b.3 FPF 3 – Breakdown of Price Per Activity
- b.4 FPF 4 – Breakdown of Remuneration per Activity
- b.5 FPF 5 – Reimbursable Per Activity
- b.6 FPF 6 – Miscellaneous Expenses

c. Additional Requirements to be submitted by the bidder with the Lowest Calculated Bid

- c.1 2018 Income Tax Return filed through Electronic Filing and Payment System (EFPS) corresponding to the submitted Audited Financial Statement;
- c.2 Quarterly VAT for the period October 2018 to March 2019;
- c.3 Documents listed in the Platinum Membership and updates, if any;
 - SEC/DTI Registration
 - 2019 Mayor's Permit
 - Valid Tax Clearance
 - 2018 Audited Financial Statement filed through EFPS
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4. Awarding shall be made to the bidder with the Highest Rated and Responsive Bid (HRRB).

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Bids and Awards Committee II

Annex "A"
Bid Bulletin Control No. BB-2019-063
Dated 04 June 2019

PROJECT: 2019 DEDICATED NATIONWIDE CUSTOMER SATISFACTION SURVEY OF SSS MEMBERS

CLARIFICATIONS

1. Project Details of the historical waves (i.e. 2016 and 2018)

- a. For the **specific location/area/address** of all 173 branches., we have attached the list (Annex A) with classification of branch size (small, medium, large, mega).

b. For the Research Methodologies

For *Group 1 (Employees)*, it should be systematic random sampling where every nth customer, **who transacted** in the branch will be interviewed (face-to-face);

FOR *Group 2 (Employers)*, as required by GCG, it will be done via phone interviews.

c. Respondent Qualifications.

- The determination of number of respondents based on Gender, Civil Status, Business size, etc. will be part of the Consultant's proposal. SSS only requires that the sample size should best represent the group. However, the age brackets from previous surveys will be followed, which are:

Below 22
22 – 35 yo
36 – 45 yo
46 – 55 yo
56 – 65 yo
66 – 70 yo

- There should be at least 100 respondents per Division per program (e.g. for Retirement – 100 respondents for Luzon North).

d. Questionnaire Details

- Questionnaire LOI or length of interview. Based on 2018's experience, average LOI is 40 minutes (screener and main questionnaire).
- **Questionnaire copy or number of questions:** There will be more or less 40 close-ended, 2 open-ended, and 3 semi open-ended for the main questionnaire. There were 11 screener questions for the last year.

2. Subcontracting Field Researchers. Sub-contracting is allowed. Please refer to Section 6 (6.1-6.3) of Bidding Documents Part II page 10.