



REPUBLIC OF THE PHILIPPINES
SOCIAL SECURITY SYSTEM

East Avenue, Diliman, Quezon City
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Request for Expression of Interest
REI-SSS-Consulting-2021-014

2021 3RD PARTY CUSTOMER SATISFACTION SURVEY

1. The *Social Security System (SSS)*, through the Approved 2021 Corporate Operating Budget under MOOE with Code PAP (1) 4th update for the month of June of the 2021 Annual Procurement Plan (APP) intends to apply the sum of Two Million Nine Hundred Thousand Pesos (**₱ 2,900,000.00**) being the Approved Budget for the Contract (ABC) to payments under the contract for **2021 3rd Party Customer Satisfaction Survey**.

Bids received in excess of **₱ 2,900,000.00** as ABC shall be automatically rejected at the opening of the financial proposals.

2. The *Social Security System* now calls for the submission of eligibility documents for the conduct of a one-time 3rd Party Customer Satisfaction Survey (CSAT), to measure the satisfaction of SSS members on its online services to include the programs/benefits Contributions, Registration, Loan Repayments, Salary Loan, Pension Loan Program, Sickness Benefit, Maternity Benefit, Retirement Benefit, Funeral Benefit, and the over-the-counter/drop box filing/processing for Death Benefit and Disability Benefit.

The sample size shall be 1,900:

- 1,500 from the Employed, Voluntary and Self-Employed members as one group (General Public)
- 400 from the Employers (Business), as another group

However, the Consultant shall ensure that each program sub-segment shall have a minimum of 100 respondents. The Consultant shall determine the sample size from each Division for proper representation of each area.

Eligibility documents of interested consultants must be duly received by the **BAC Secretariat on or before 25 August 2021 (Wednesday) not later than 2:00 p.m.** at the BAC Bidding Room, 2nd Floor, SSS Main Building, East Avenue, Diliman, Quezon City. Applications for eligibility will be evaluated based on a non-discretionary “pass/fail” criterion.

Interested consultant must be an independent research that has been established for at least **five (5) years and must have experience in the customer satisfaction survey**.

Only one company representative is allowed to attend the manual opening of Eligibility Documents. Other company representative may witness the opening of Eligibility Documents through Microsoft Teams. Kindly e-mail us on or before 24 August 2021, through e-mail address bac@sss.gov.ph, the following:

- a. **Name of the representative and e-mail address; and**
- b. **Technical and administrative queries.**

3. Interested bidders may obtain further information from the SSS and inspect the Bidding Documents at the address in the last item of the ITB from Monday to Friday, 8:00 a.m. to 5:00p.m.
4. A complete set of Bidding Documents may be acquired by interested bidders starting **17 August 2021** up to the scheduled submission & opening of eligibility documents from the address stated in the last item of the ITB.

Payment of **₱2,900.00** for the Bidding Documents shall be paid by the Shortlisted Consultant's only.

The mode of payment will be on a cash basis payable at the SSS Cash Department, Ground Floor, SSS Main Bldg., upon accomplishment of SSS Form R-6. The Bidding Documents shall be received personally by the prospective Bidder or his authorized representative.

It may also be **downloaded free of charge** from the website of the Philippine Government Electronic Procurement System (PhilGEPS) and the website of the SSS, provided that Bidders shall pay the applicable fee for the Bidding Documents not later than the submission of their bids.

5. The BAC shall draw up the short list of consultants from those who have submitted Expression of Interest, including the eligibility documents and have been determined as eligible in accordance with the provisions of Republic Act 9184 (RA 9184), otherwise known as the "Government Procurement Reform Act", and its Revised Implementing Rules and Regulations (RIRR).

The short list shall consist of three (3) prospective bidders who will be entitled to submit bids. The criteria and rating system for shortlisting are:

CRITERIA	Points per Category	Maximum Points
1. APPLICABLE EXPERIENCE		30 pts
The firm should be in existence for at least 5 years prior to shortlisting. If below 5 years, it shall not be included in the shortlisting.		
▪ With ≥ 5 completed nationwide CSAT	<i>30</i>	
▪ With 2-4 completed nationwide CSAT	<i>20</i>	
▪ With 1 completed nationwide CSAT	<i>10</i>	
2. QUALIFICATION OF PERSONNEL		30 pts
The firm must have the 4 required personnel who meets the required number of years experience, to be shortlisted. If the minimum years experience is not met by any of the required personnel, the firm will be disqualified from bidding. The required personnel are:		
1 - Project Manager (minimum 5 years experience)		
1 – Statistician (minimum 3 years experience)		
1 – Quality Controller (minimum 1 year experience)		
1 – Field Manager or Supervisor (minimum 1 year experience)		
a. Project Manager		
▪ With ≥ 10 experience	<i>15</i>	
▪ With 6-9 years experience	<i>10</i>	
▪ With 5 years experience	<i>7</i>	
b. Statistician		
▪ With > 5 years experience	<i>10</i>	
▪ With 4-5 years experience	<i>7</i>	
▪ With 3 years experience	<i>5</i>	
c. Field Manager or Supervisor		
▪ With ≥ 5 years experience	<i>5</i>	
▪ With 2-4 years experience	<i>3</i>	
▪ With 1 year experience	<i>1</i>	
d. Quality Controller		
▪ With 5 years or more experience	<i>5</i>	
▪ With 2-4 years experience	<i>3</i>	
▪ With 1 year experience	<i>1</i>	
3. CURRENT WORKLOAD RELATIVE TO CAPACITY		30 pts
Formula: $\frac{\text{Number of on-going CSAT/social research surveys (including projects awarded but not yet started)}}{\text{Number of all employed personnel}}$		

▪ Highest capacity (lowest score)	30	
▪ Next highest (next lowest score)	25	
▪ Lowest (highest score)	20	
4. Member of ESOMAR (World Association of Opinion and Marketing Research Professionals), MORES (Marketing and Opinion Research Society of the Phil.) or PSSC (Philippine Social Science Council)		10 pts
▪ Member	10	
▪ Not a Member	0	
Total		100%

6. Bidding will be conducted through open competitive bidding procedures using non-discretionary “pass/fail” criterion as specified in the IRR of RA 9184.

(i) Bidding is restricted to Filipino citizens/sole proprietorships, cooperatives, and partnerships or organizations with at least sixty percent (60%) interest or outstanding capital stock belonging to citizens of the Philippines.

7. The SSS shall evaluate bids using the Quality-Cost Based Evaluation/Selection (QCBE/QCBS). The weights to be allocated for the Technical and Financial Proposals are indicated in Clause 25.1, Section III, Bid Data Sheet, Part II of the Bidding Documents. The criteria and rating system for the evaluation of bids as indicated in the Instructions to Bidders are provided in Clause 25.1 and 26.2, Section III, Bid Data Sheet, Part II of the Bidding Documents.

8. The contract shall be completed **within 90 days or three (3) months, details below:**

ACTIVITY	TARGET PERIOD
a. Fieldwork of the survey	Forty-five (45) calendar days from receipt of the Consultant of a duly notarized copy of the MOA, Notice of Award and Notice to Proceed
b. Submission of Project Report including raw data and other project artifacts in hard and soft copy format	Thirty (30) calendar days after end of Fieldwork
c. Briefing of the results to Management Committee	Within fifteen (15) calendar days from receipt of Project Report by SSS or on a mutually agreed date with the Management Committee (MANCOM)
d. Estimated time to complete project	90 calendar days (approximately 3 months)

9. References to the dates and times shall be based on Philippine Standard time. Should any of the above dates fall on a holiday, the deadline shall be extended to the same time on the immediately succeeding business day in Quezon City.

10. The SSS reserves the right to reject any and all bids, declare a failure of bidding, or not award the contract at any time prior to contract award in accordance with Sections 35.6 and 41 of the 2016 revised IRR of RA No. 9184, without thereby incurring any liability to the affected bidder or bidders.

11. The SSS assumes no obligation to compensate or indemnify parties for any expense or loss that they may incur as a result of their participation in the procurement process, nor does SSS guarantees that an award will be made as a result of this invitation. Furthermore, the SSS reserves the right to waive any defects or formality in the responses to the eligibility requirements and to this invitation and reserves the right to accept the proposal most advantageous to the agency.

12. For further information, please refer to:

Bids and Awards Committee

The Secretariat

2nd Floor, SSS Main Building

East Avenue, Diliman, Quezon City

Tel # (632) 8922-1070, 8920-6401 local 5492 or 6382

Email – bac@sss.gov.ph

13. Bidding Documents may be downloaded from PROCUREMENT tab at www.sss.gov.ph starting **17 August 2021**.


CS210810e02
THE CHAIRPERSON
BIDS & AWARDS COMMITTEE


ref.: rei-consulting-sss-2021-014-2021 3rd Party CSAT Survey