



REPUBLIC OF THE PHILIPPINES  
**SOCIAL SECURITY SYSTEM**  
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***Request for Expression of Interest  
REI-SSS-Consulting 2019-002***

***2019 DEDICATED NATIONWIDE CUSTOMER SATISFACTION SURVEY  
OF SSS MEMBERS***

1. The ***Social Security System (SSS)***, through the Corporate Operating Budget FY 2019, intends to apply the sum of **P 4,500,000.00**, being the Approved Budget for the Contract (ABC) to payments under the contract for **2019 Dedicated Nationwide Customer Satisfaction Survey of SSS Members**.

Bids received in excess of the ABC and the ceiling amount per subproject/item indicated below shall be automatically rejected at the opening of the financial proposals:

**ABC – P 4,500,000.00**

2. The ***Social Security System*** now calls for the submission of eligibility documents for **2019 Dedicated Nationwide Customer Satisfaction Survey of SSS Members**.

Eligibility documents of interested consultants must be duly received by the BAC Secretariat **on or before 10 April 2019 (Wednesday) not later than 2:00pm. at the Green Room, 12<sup>th</sup> Floor, SSS Main Building, East Avenue, Diliman, Quezon City**. Applications for eligibility will be evaluated based on a non-discretionary “pass/fail” criterion.

3. Interested bidders may obtain further information from the **SSS** and inspect the Bidding Documents at the address given below from Monday to Friday, 8:00a.m. to 5:00p.m.
4. **A complete set of Bidding Documents may be acquired by interested bidders starting 30 March 2019 up to the scheduled submission & opening of eligibility documents** from the address below and upon payment of the applicable fee for the Bidding Documents, in the amount of **P 4,500.00**.

The mode of payment shall 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 short listing are:

<b>CRITERIA</b>	<b>RATING</b>
A. Have conducted a nationwide survey for a social insurance/similar entity or social welfare administration and other insurance/similar services within the last three (3) years prior to bidding	40 pts.
B. Have conducted at least, once a year, regular nationwide survey with similar scope/nature in the last three years prior to bidding	10 pts.
C. Qualification of Personnel to be assigned to project (at least five (5) years experience for managers/supervisors/statistician and three (3) years for interviewers and data handlers)	30 pts.
D. Current workload vs. capacity to do the job	15 pts.
E. Member of MORES (Marketing and Opinion Research Society of the Phil.) or PSSC (Philippine Social Science Council) or other organizations providing similar services	5 pts.
<b>TOTAL</b>	<b>100</b>
<b>PASSING SCORE</b>	<b>75 pts.</b>

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

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 Procuring Entity shall evaluate bids using the *Quality-Cost Based Evaluation (QCBE)*.
8. The contract shall be completed within four (4) months, details below:

Schedule of Activities	Duration (Calendar Days)
Fieldwork of the survey	40 calendar days from receipt of the Consultant of a duly notarized copy of the MOA, Notice of Award and Notice to Proceed
Submission of Project Report, survey data and findings, data tables and charts in soft and hard copy	One (1) month after end of Field-work
Briefing of the results to the Management Committee (MANCOM) and/or Social Security Commission (SSC) by the Consultant	Within fifteen (15) days from Receipt of Project Report by SSS or on a mutually agreed date

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 Social Security System 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 Section 41 of RA 9184 and its IRR, without thereby incurring any liability to the affected bidder or bidders.
11. The Social Security System 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 guarantee 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**  
6<sup>th</sup> Floor, SSS Main Building  
East Avenue, Diliman, Quezon City  
Tel # 922-1070, 920-6401 local 5492/6382  
Email – [bac@sss.gov.ph](mailto:bac@sss.gov.ph)

**THE CHAIRPERSON**  
**BIDS & AWARDS COMMITTEE**

ref.: rei-sss-consulting-2019-002-Dedicated NCSS