



REPUBLIC OF THE PHILIPPINES
SOCIAL SECURITY SYSTEM
East Avenue, Diliman, Quezon City
Tel. Nos. (632)920-6401*(632)920-6446
E-mail: member_relations@sss.gov.ph*Web site <http://www.sss.gov.ph>

***Request for Expression of Interest
REI-SSS-Consulting 2019-009***

***3rd PARTY DEDICATED NATIONWIDE CUSTOMER
SATISFACTION SURVEY***

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 **3rd Party Dedicated Nationwide Customer Satisfaction Survey**.

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 *the conduct of a one-shot Dedicated Nationwide Customer Satisfaction Survey to measure the satisfaction of SSS members on its services and 12 programs/benefits to include Contributions, Registration, Loan Repayments, Salary Loan, Pension Loan Program, Sickness Benefit, Annual Confirmation of Pensioners, Maternity Benefit, Retirement Benefit, Death Benefit, Funeral Benefit and Disability Benefit.*

The sample size shall be 3,000 to come from the Employed, Voluntary and Self-Employed members as one group (General Public), and 500 from the Employers (Businesses), as another group. However, the Consultant shall ensure that each program sub-segment shall have a minimum of 100 respondents (e.g. per program or per branch). It shall be conducted in all 173 SSS branches (as of Dec 2018). The distribution of the sample shall be based on the number of transactions of the branches. The Consultant shall determine the representative sample size from each branch and per program. The branches are classified according to size: 109 Small, 44 Medium, 16 Large and 4 Mega.

Eligibility documents of interested consultants must be duly received by the BAC Secretariat **on or before 27 September 2019 (Friday) not later than 2:00pm. at the Green Room, 12th 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 18 September 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:

CRITERIA	RATING
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 ESOMAR (World Association of Opinion and Marketing Research Professionals), MORES (Marketing and Opinion Research Society of the Phil.) or PSSC (Philippine Social Science Council) or other organizations providing similar services	5 pts.
TOTAL	100
PASSING SCORE	75 pts.

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/Selection (QCBE/QCBS) procedure. The Procuring Entity shall indicate the weights to be allocated for the Technical and Financial Proposals]. The criteria and rating system for the evaluation of bids shall be provided in the Instructions to Bidders.

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 Fieldwork
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 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 # 922-1070, 920-6401 local 5492/6382
Email – bac@sss.gov.ph

**THE VICE-CHAIRPERSON
BIDS & AWARDS COMMITTEE**

ref.: rei-sss-consulting-2019-009-3rd Party Dedicated NCSS