



REPUBLIC OF THE PHILIPPINES
SOCIAL SECURITY SYSTEM

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Request for Expression of Interest
REI-SSS-Consulting-2020-007

2020 3RD PARTY WITH ISO CUSTOMER SATISFACTION SURVEYS

1. The *Social Security System (SSS)*, through the Approved 2020 Corporate Operating Budget - MOOE – included in the Update for the month June (6th Update) on the 2020 APP intends to apply the sum of **P 6,850,000.00** being the Approved Budget for the Contract (ABC) to payments under the contract for the **2020 3rd Party with ISO Customer Satisfaction Surveys**. Bids received in excess of the 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-shot 3rd Party with ISO Customer Satisfaction Surveys, 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:

TOTAL RESPONDENTS – 6,550		
For the 3 rd Party Survey	3,500 respondents	<ul style="list-style-type: none">• 3,000 from the Employed, Voluntary and Self-Employed members as one group (General Public)• 500 from the Employers (Businesses), as another group
For the ISO survey	3,050 respondents at 50 respondents each for the eleven (11) ISO Branches	<ul style="list-style-type: none">• The ISO surveys shall be embedded in the 3rd Party Survey by increasing the sample size of each branch to a minimum of 50 respondents

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 177 SSS Branches (as of December 2019). 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: 113 Small, 44 Medium, 16 Large and 4 Mega.

Eligibility documents of interested consultants must be duly received by the BAC Secretariat **on or before 22 October 2020 (Monday) not later than 2:00 p.m. at the BAC Bidding Room (formerly CDRPD Computer 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.

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 20 October 2020, 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 14 October 2020** up to the scheduled submission & opening of eligibility documents from the address stated in the last item of the ITB.

Payment of **₱7,000.00** for the Bidding Documents shall be paid by the Shortlisted Consultant's only.

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	Points per Category	Maximum Points
1. APPLICABLE EXPERIENCE		(30%)
The firm should be in existence for at least 3 years prior to shortlisting. If below 3 years, it shall not be included in the shortlisting. It shall also have the following experience:		
a. Has conducted a nationwide customer satisfaction survey (CSAT), in-depth and comprehensive, within the last three years prior to bidding		20%
• With 4 or more completed CSAT	20	
• With 2-3 completed CSAT	15	
• With 1 completed CSAT	10	
b. Has conducted a nationwide social survey, which is not a market research within the last three years prior to bidding		10%
• With more than 1 nationwide social research survey	10	
• With 1 nationwide social research survey	5	

CRITERIA	Points per Category	Maximum Points
2. QUALIFICATION OF PERSONNEL (30%) 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, the firm will be disqualified from bidding. 1 – Project Manager (minimum 5 years experience) 1 – Statistician (minimum 3 years experience) 1 – In-house Field Manager (minimum 1 year experience) 1 – Quality Controller (minimum 1 year experience)		
<ul style="list-style-type: none"> • Project Manager <ul style="list-style-type: none"> ○ With 10 years or more experience ○ With 6-9 years experience ○ With 5 years experience 	10 7 5	
<ul style="list-style-type: none"> • Statistician <ul style="list-style-type: none"> ○ With more than 5 years experience ○ With 4-5 years experience ○ With 3 years experience 	10 7 5	
<ul style="list-style-type: none"> • With 1 year experience as Field Supervisor <ul style="list-style-type: none"> ○ With 5 years or more experience ○ With 2-4 years experience ○ With 1 year experience 	5 3 1	
<ul style="list-style-type: none"> • With 1 year experience as Quality Controller <ul style="list-style-type: none"> ○ With 5 years or more experience ○ With 2-4 years experience ○ With 1 year experience 	5 3 1	
3. CURRENT WORKLOAD RELATIVE TO CAPACITY (30%) Number of on-going CSAT/social research surveys (including projects awarded but not yet started) ----- Number of all employed personnel		
<ul style="list-style-type: none"> • Highest capacity (lowest score) • Next highest (next lowest score) • Lowest (highest score) 	30 20 10	
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%)		
<ul style="list-style-type: none"> • Member • Not a Member 	10 0	
Total		100%
Passing rate is		75%

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 SSS shall evaluate bids using the **Quality-Cost Based Evaluation (QCBE)**. The SSS 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 and Bid Data Sheets (BDS) clause 25.1.

8. The contract shall be completed within three and a half (3.5) months, details below:

- Fieldwork of the survey : Fifty (50) working 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 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

Estimated time for project to be completed: 3.5 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 Section 41 of RA 9184 and its IRR, 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 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

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


THE CHAIRPERSON
BIDS & AWARDS COMMITTEE

