1. The Social Security System (SSS), through the Corporate Communications Department’s Consulting Services for 2017 intends to apply the sum of ₱4,500,000.00, being the Approved Budget for the Contract (ABC) to payments under the contract for a Dedicated Nationwide Customer Satisfaction Survey of SSS Members. 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 Dedicated Nationwide Customer Satisfaction Survey to measure the satisfaction of SSS members on its services and 11 programs/benefits to include Contributions, Registration, Loan Repayments, Salary Loan, Sickness Benefit, Annual Confirmation of Pensioners, Maternity Benefit, Retirement Benefit, Death Benefit, Funeral Benefit and Disability Benefit.

The sample size shall be the same as last year’s survey, of which 3,000 shall come from the Employed, Voluntary and Self-Employed members as one group, and 500 from the Employers, as another group.

It shall also be based on the major groupings of SSS: Luzon North 1, Luzon North 2, Luzon Central 1, Luzon Central 2, National Capital Region (NCR) North, NCR East, NCR West, NCR South, Luzon South 1, Luzon South 2, Bicol Region, Visayas West 1, Visayas West 2, Visayas Central 1, Visayas Central 2, Mindanao North, Mindanao West, Mindanao South 1 and Mindanao South 2. 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 geographic grouping, each membership group, and the 167 branches distributed according to size: 103 Small, 44 Medium, 16 Large and 4 Mega.

Eligibility documents of interested consultants must be duly received by the BAC Secretariat on or before 05 October 2017 (Thursday) 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 20 September 2017 up to the scheduled submission & opening of eligibility documents from the address below and upon payment of the applicable fee for the Bidding Documents, pursuant to the latest Guidelines issued by the GPPB, in the amount of ₱4,500.00.
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.

Bidding documents may also be downloaded free of charge from the website of either the Philippine Government Electronic Procurement System (PhilGEPS) or 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:

   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
   
   Total 100 pts.

Passing rate is 75 pts.

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

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

Bidder who is unable to submit the required SSS Clearance during the submission of technical and financial proposals, shall not be automatically disqualified to participate in the bidding provided, that he/she shall submit a proof of filing of Application for SSS Clearance duly received by the Cluster Legal Unit (CLU) of the Servicing SSS Branch Office, at least five (5) calendar days prior to the scheduled submission of bids. Otherwise, said bidder shall be disqualified. The SSS Clearance shall be required as part of the additional documents.

The Highest Rated Bidder (HRB) who is unable to submit the SSS Clearance during the submission of additional documents for post-qualification evaluation shall instead submit a duly notarized Bidder’s Affidavit of Undertaking facilitated by the CLU. Otherwise, the bidder shall be disqualified.

7. The Procuring Entity shall evaluate bids using the Quality-Cost Based Evaluation/Selection (QCBE/QCBS) procedure. 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:

- Fieldwork of the survey: Thirty (30) 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 Social Security Commission 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 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 RIRR, 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.

For further information, please refer to:

**Bids and Awards Committee**

The Secretariat
6th Floor, SSS Main Building
East Avenue, Diliman, Quezon City
Tel # 922-2991, 924-7380, 920-6401 local 5491
Email – **bac@sss.gov.ph**
Facsimile number – (02) 924-7380

**THE CHAIRPERSON**

**BIDS & AWARDS COMMITTEE**

ref.: rei-sss-consulting-2017-003-dedicated-survey