

REPUBLIC OF THE PHILIPPINES  
**SOCIAL SECURITY SYSTEM**

East Avenue, Diliman, Quezon City  
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**Request for Expression of Interest**  
**REI-SSS-Consulting-2022-007**

**2022 3rd PARTY CUSTOMER SATISFACTION SURVEY**

1. The *Social Security System (SSS)*, through the Approved 2022 Corporate Operating Budget under MOOE included in the 2<sup>nd</sup> update for the month of May with Code PAP 2022-109A of the Annual Procurement Plan (APP) intends to apply the sum of TWO MILLION EIGHT HUNDRED EIGHTY-EIGHT THOUSAND SIX HUNDRED PESO (₱2,888,600.00) being the Approved Budget for the Contract (ABC) to payments under the contract for **2022 3<sup>rd</sup> Party Customer Satisfaction Survey**.

Bids received in excess of **₱2,888,600.00** 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, Short-term Loans, Pension Loan Program, Sickness Benefit, Maternity Benefit, Retirement Benefit, Funeral Benefit, Death Benefit, Unemployment Benefit and Annual Confirmation of Pensioners (ACOP) Program.

The sample size shall be 2,000:

- 1,500 from the Employed, Voluntary and Self-Employed members as one group (General Public)
- 500 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 26 August 2022 (Friday) 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 firm that has been established for at least **five (5) years prior to the submission and eligibility check 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 25 August 2022, through e-mail address [bac@sss.gov.ph](mailto: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 2022 up to the scheduled submission & opening of eligibility documents** from the address stated in the last item of the ITB.

Payment of **₱3,000.00** 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 seven (7) prospective bidders who will be entitled to submit bids. The criteria and rating system for shortlisting are:

<b>CRITERIA</b>	<b>Points per Category</b>	<b>Maximum Points</b>
<b>1. APPLICABLE EXPERIENCE</b>		<b>30 pts</b>
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 $\geq 5$ completed nationwide CSAT	<i>30</i>	
▪ With 2-4 completed nationwide CSAT	<i>20</i>	
▪ With 1 completed nationwide CSAT	<i>10</i>	
<b>2. QUALIFICATION OF PERSONNEL</b>		<b>30 pts</b>
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)		
<b>a. Project Manager</b>		
▪ With $\geq 10$ experience	<i>15</i>	
▪ With 6-9 years experience	<i>10</i>	
▪ With 5 years experience	<i>7</i>	
<b>b. Statistician</b>		
▪ With $> 5$ years experience	<i>10</i>	
▪ With 4-5 years experience	<i>7</i>	
▪ With 3 years experience	<i>5</i>	
<b>c. Field Manager or Supervisor</b>		
▪ With $\geq 5$ years experience	<i>5</i>	
▪ With 2-4 years experience	<i>3</i>	
▪ With 1 year experience	<i>1</i>	
<b>d. Quality Controller</b>		
▪ With 5 years or more experience	<i>5</i>	
▪ With 2-4 years experience	<i>3</i>	
▪ With 1 year experience	<i>1</i>	

<b>3. CURRENT WORKLOAD RELATIVE TO CAPACITY</b>		<b>30 pts</b>
Formula:		
Number of on-going CSAT (including projects awarded but not yet started) ----- Number of all employed personnel		
▪ Highest capacity (lowest score)	30	
▪ Next highest (next lowest score)	25	
▪ Lowest (highest score)	20	
<b>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)</b>		<b>10 pts</b>
▪ Member	10	
▪ Not a Member	0	
<b>Total</b>		<b>100%</b>

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.
  - (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	Thirty (30) calendar days, calculation shall start on the latest date the Consultant receives the complete set of the following documents: <ol style="list-style-type: none"> <li>1. duly notarized copy of the MOA,</li> <li>2. Notice of Award,</li> <li>3. Notice to Proceed,</li> <li>4. approved questionnaires, and</li> <li>5. list of consenting SSS members as probable survey respondents</li> </ol>
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 (ManCom)	Within fifteen (15) calendar days from receipt of Project Report by SSS or on a mutually agreed date with the ManCom
d. Estimated time to complete project	Seventy-five (75) calendar days (approximately 2.5 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 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**

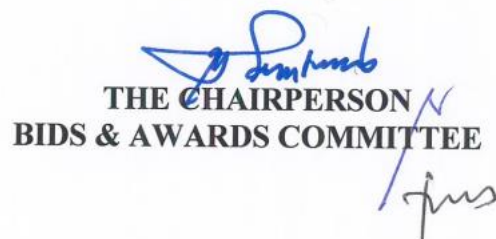
2nd Floor, SSS Main Building

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](http://www.sss.gov.ph) starting **17 August 2022**.



THE CHAIRPERSON  
BIDS & AWARDS COMMITTEE

ref.: rei-consulting-sss-2022-007-2022 3rd Party CSAT Survey