



PHILGUARANTEE

Philippine Guarantee Corporation

REQUEST FOR QUOTATION

1. The Philippine Guarantee Corporation (PHILGUARANTEE) invites all service providers to submit proposals for the **PROCUREMENT OF THE SERVICES OF A RESEARCH/SURVEY COMPANY TO CONDUCT THE 2020 PHILGUARANTEE CUSTOMER SATISFACTION SURVEY**. Please see attached Terms of Reference.
 2. Approved Budget for the Contract is **Pesos: Four Hundred Fifty Thousand (P450,000.00)**, inclusive of applicable taxes.
 4. All interested suppliers may submit proposal at the BAC Secretariat, Second Floor, Jade Bldg., 335 Sen. Gil J. Puyat Ave., Makati City, and/or through telefax no. 8-8897-3232 on or before **2:00 p.m. of October 23, 2020** together with the following documentary requirements:
 - Mayor's /Business Permit;
 - PhilGEPS Registration Number; and
 - Omnibus Sworn Statement, (attached as Annex A)
or download from this link:
[https://gppb.gov.ph/assets/forms/Omnibus%20Sworn%20Statement\(Revised\).docx](https://gppb.gov.ph/assets/forms/Omnibus%20Sworn%20Statement(Revised).docx)
- *For providers with valid Certificate of Platinum Membership (CPM), only CPM may be submitted in lieu of Mayor's Permit and PhilGEPS Registration Number.
- ** For individual providers, the BIR Certificate of Registration shall be submitted in lieu of Mayor's Permit.
5. Pursuant to GPPB Circular No. 21-2017 dated May 30, 2017, PhilGuarantee shall accept either: a. The 2020 Mayor's/Business Permit; or b. 2019 Mayor's/Business Permit and the Official Receipt as proof that the bidder has applied for the renewal of such permit for the year 2020. The bidder's 2020 Mayor's/Business Permit shall still be required as a condition for the processing of payment.
 6. For further inquiries, please contact VP Rosemarie N. Principe or Karenina V. Joaquin at 8-897-3232 or at bac@philguarantee.gov.ph.
 7. The PHILGUARANTEE Bids and Awards Committee reserves the right to reject any or all Bids/quotations or waive any required formality therein or to accept such offers as may be considered most advantageous to the Corporation.

JIMMY B. SARONA

Chairperson

Bids and Awards Committee

TERMS OF REFERENCE

**PROCUREMENT OF THE SERVICES OF A RESEARCH/SURVEY COMPANY
TO CONDUCT THE 2020 PHILGUARANTEE CUSTOMER SATISFACTION SURVEY**

I. Objectives

- a. To conduct a customer satisfaction survey on PHILGUARANTEE services in the provision of its guarantee programs.
- b. To provide insights on how to further improve the quality of service provided by the PHILGUARANTEE officers and employees to its clients.

II. Scope of Work

- a. Develop a work plan in the conduct of the customer satisfaction survey using the Enhanced Standard Methodology for the Conduct of the Customer Satisfaction Survey issued by the Governance Commission for GOCCs (GCG) as reference;
- b. Use of the GCG standard 5-point Likert scale for satisfaction and performance indicators/factors:

Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied
5	4	3	2	1

- c. Develop a survey questionnaire in coordination with PHILGUARANTEE;
- d. Conduct pre-test and submit pre-test results and pre-test report including the survey instrument;
- e. Sign a Non-Disclosure and Confidentiality Agreement by the researchers and all of their partners to ensure confidentiality of any data (e.g. contact details of customers) to be provided to them by PHILGUARANTEE;
- f. Administer the survey questionnaire following the GCG standard methodology;
- g. Submit a detailed quality control report on the conduct of online survey;

- h. Process data and submit initial analysis of survey results including the recommendations;
- i. Discuss survey results and recommendations with the PHILGUARANTEE Management;
- j. Prepare final report; and
- k. Submit hard copies and soft/electronic copies in USB of the following:
 - 1) Final report;
 - 2) Instruments used; and
 - 3) Complete transcripts from initial discussion with PHILGUARANTEE up to the results and recommendations including the conduct of the survey.

III. Methodology

Use of online survey tool/platform or self-accomplishment of the survey questionnaire by the respondents.

IV. Deliverables and Time Frame

The work shall be completed over a period of seven (7) weeks upon signing of the contract.

Activity	Deliverables	Duration
Develop a work plan	- Work Plan	Week 1
Draft survey questionnaire	- Draft survey questionnaire	
Sign a Non-Disclosure and Confidentiality Agreement	- Signed Non-Disclosure Confidentiality Agreement	
Pilot test the survey questionnaire and give feedback for possible revisions	- Pre-test Results - Pre-test Report	Week 2
Finalize the survey questionnaire	- Final survey questionnaire	
Administer the survey questionnaire		Week 3 - 4
Implement quality control measure	- Quality control report	
Process data and analyze results		Week 5

Submit initial results including data files	- Initial report and data files	Week 6
Discuss survey results with PHILGUARANTEE Management		
Submit final report	- Final report; - Instruments used; and - Complete transcripts from initial discussion with PHILGUARANTEE up to the results and recommendations including the conduct of the survey.	Week 7

V. Documentary Requirements

The prospective service provider shall submit the following documents:

- a. Certificate of PhilGEPS registration; and
- b. List of projects in market research, customer perception and/or customer satisfaction survey for the last three (3) years, preferably with government agencies, indicating the names of contract, date of contract and amount.

VI. Approved Budget for the Contract

The approved budget for the contract is Four Hundred Fifty Thousand (P450,000.00), inclusive of all applicable taxes.



MILAGROS M. BAET

Vice President

Corporate Communications Department



JIMMY B. SARONA

Chairperson

Bids and Awards Committee (BAC)