

TERMS OF REFERENCE

**PROCUREMENT OF THE SERVICES OF A RESEARCH/SURVEY COMPANY
TO CONDUCT THE 2021 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 generate 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. Sign a Non-Disclosure and Confidentiality Agreement to ensure confidentiality of any data (e.g. contact details of customers) provided by PHILGUARANTEE;
- b. Develop a work plan in the conduct of the Customer Satisfaction Survey (CSS) based on the issued Enhanced Standard Methodology for the Conduct of the Customer Satisfaction Survey by the Governance Commission for GOCCs (GCG);
- c. Finalize the GCG-issued survey questionnaire in coordination with PHILGUARANTEE;
- d. Perform the systematic sampling technique, if need be, to create the final list of respondents;
- e. Conduct a pre-test and include a pre-test report in the final report of the CSS;
- f. Administer the survey questionnaire online in accordance with the GCG guidelines;
- g. Use 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

- h. Do a call back/follow-up on respondents who haven't sent back their questionnaires after the given deadline;

- i. Include a Data Quality Control Report (backchecking and spot-checking report, observation, and clearing/debriefing report) in the final report of the CSS;
- j. Process data and submit initial analysis of survey results and recommendations;
- k. Discuss survey results and recommendations or suggestions for improvement with the PHILGUARANTEE Management;
- l. Prepare and submit the final report of the CSS; and
- m. Submit hard copies and soft/electronic copies in USB of the following:
 - 1) Final/Full report (with analysis);
 - 2) Complete transcripts from initial discussion with PHILGUARANTEE up to the results and recommendations including the conduct of the survey;
 - 3) Instruments used;
 - 4) Ten (10) samples of accomplished electronic survey questionnaires;
 - 5) Database of back-checking and spot-checking responses (in excel file); and
 - 6) Database of responses and other raw data.

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 56 calendar days upon the service provider's receipt of the Notice to Proceed.

Activity	Deliverables	Duration
Sign a Non-Disclosure and Confidentiality Agreement	- Signed Non-Disclosure Confidentiality Agreement	7 calendar days
Develop a work plan	- Work Plan	
Finalize survey questionnaire	- Survey questionnaire	
Perform the systematic sampling technique/ finalize the list of respondents	- Final list of respondents	7 calendar days
Pilot test the survey questionnaire and give feedback for possible revisions	- Pre-test results/ report	
Administer the survey questionnaire		21 calendar days

Implement quality control measures	<ul style="list-style-type: none"> - Data Quality Control Report (backchecking and spot-checking report, observation, and clearing/debriefing report) - Database of back-checking and spot-checking responses (in excel file) 	
Process data and analyze results		14 calendar days
Submit initial results including data files	<ul style="list-style-type: none"> - Initial report and data files 	
Discuss survey results with PHILGUARANTEE Management		
Submit final report	<ul style="list-style-type: none"> - Final/Full report (with analysis); - Complete transcripts from initial discussion with PHILGUARANTEE up to the results and recommendations including the conduct of the survey; - Instruments used; - Ten (10) samples of accomplished electronic survey questionnaires; - Database of back-checking and spot-checking responses (in excel file); and - Database of responses and other raw data. 	7 calendar days

V. Documentary Requirements

The prospective service provider shall submit the following documents:

- a. Mayor's/Business Permit;
- b. Certificate of PhilGEPS registration; and

- c. 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. Terms of Payment

Payment shall be made 15 calendar days after the issuance of Certificate of Job Completion and Acceptance by PHILGUARANTEE. No advance nor partial payments shall be made.

VII. Delivery of Printed Copy of the Final Report and other Documents

Delivery of the printed copy of the Final Report, database of responses and other raw data, samples of accomplished questionnaires, and database of back-checking and spot-checking responses shall be delivered to PHILGUARANTEE not later than seven (7) calendar days upon PHILGUARANTEE'S receipt of the approved soft copy of the Final Report.

VIII. Approved Budget for the Contract

The approved budget for the contract is Six Hundred Twenty Thousand Pesos (P620,000.00), inclusive of all applicable taxes.


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