

PHILIPPINE BIDDING DOCUMENTS

Consultancy Services for the Conduct of 2022 Customer Satisfaction Survey

Philippine Coconut Authority



[Public Bidding No. 10-2022]

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REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF AGRICULTURE
PHILIPPINE COCONUT AUTHORITY
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REQUEST FOR EXPRESSION OF INTEREST

CONSULTANCY SERVICES FOR THE CONDUCT OF 2022 CUSTOMER SATISFACTION SURVEY

1. The Philippine Coconut Authority (PCA) (herein after called "Procuring Entity"), through the 2022 General Administration and Support (GAS) fund intends to apply the sum of **Eight Hundred Thousand pesos (Php800,000.00)** being the Approved Budget for the Contract (ABC) to payments under the contract for Consultancy Services for the Conduct of 2022 Customer Satisfaction Survey. Bids received in excess of the ABC shall be automatically rejected at the opening of the financial proposals.
2. The Procuring Entity now calls for the submission of eligibility documents to provide consultancy services for the conduct of the 2022 Customer Satisfaction Survey. The contract shall be completed within 10 weeks.

Eligibility documents of interested consultants must be duly received by the BAC Secretariat through manual/physical submission on or before **November 29, 2022; 1:30PM**, at the following address:

*The BAC Secretariat Office
5th Floor, PCA R&D Building
Elliptical Road, Diliman, Quezon City*

Opening of received eligibility documents shall be conducted per schedule at 8/F Executive Lounge, R&D Building, Elliptical Road, Diliman, Quezon City, and/or through video conferencing or webcasting via Zoom (link will be provided to interested bidders upon request on the email address and/or contact number below). Bids will be opened in the presence of the Bidders' representatives who choose to attend the opening. **Late eligibility documents shall not be accepted.**

3. Interested consultants may obtain further information from PCA and inspect the Eligibility Documents at the address given above from Mondays to Fridays, 8:00AM to 3:00PM.

A complete set of Eligibility Documents including the Terms of Reference (TOR) for the consultancy services may be acquired by interested Bidders on November 22 until 1:30PM of November 29, 2022 from the address above. It may also be downloaded free of charge from the website of the Philippine Government Electronic Procurement System (PhilGEPS) and the website of the Procuring Entity (<https://pca.gov.ph/>).

"A food-secure Philippines with prosperous farmers and fisherfolk"



4. 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 Implementing Rules and Regulations (IRR). The short list shall consist of **three (3)** prospective consultants who will be entitled to submit bids. The criteria and rating system for short listing are:

Rating Factor	Weight (%)
1. Applicable experience of the consultant (meaning the consulting firm) and associates in case of joint ventures	50%
2. Qualification of principal and key staff of the consultant who may be assigned to the job vis-à-vis extent and complexity of the undertaking	30%
3. Current workload relative to capacity	20%

The prospective Consultant(s) must pass the required minimum score of seventy percent (70%) to be shortlisted.

Shortlisted Consultants may purchase the Bid Documents at a non-refundable fee of One Thousand pesos (Php1,000.00) at the same address given above.

5. 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.

6. The Procuring Entity shall evaluate bids using the Quality-Cost Based Evaluation (QCBE) procedure. The criteria and rating system for the evaluation of bids shall be provided in the Instructions to Bidders.
7. The contract shall be completed within 10weeks.
8. The PCA 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.

9. For further information, please refer to:

*The BAC Secretariat Office
5th Floor, PCA R&D Building
Elliptical Road, Diliman, Quezon City
928-4501 loc. 409
pcacobac@pca.gov.ph*

10. You may visit the following websites:

For downloading of Bidding Documents: <https://www.philgeps.gov.ph/>
<https://pca.gov.ph/>

Issued on November 21, 2022

original signed
ROEL M. ROSALES
CO BAC Chairman

Eligibility Documents

1. Eligibility Criteria

- 1.1. The following persons/entities shall be allowed to participate in the bidding for Consulting Services:
 - (a) Duly licensed Filipino citizens/sole proprietorships;
 - (b) Partnerships duly organized under the laws of the Philippines and of which at least sixty percent (60%) of the interest belongs to citizens of the Philippines;
 - (c) Corporations duly organized under the laws of the Philippines and of which at least sixty percent (60%) of the outstanding capital stock belongs to citizens of the Philippines;
 - (d) Cooperatives duly organized under the laws of the Philippines; or
 - (e) Persons/entities forming themselves into a joint venture, *i.e.*, a group of two (2) or more persons/entities that intend to be jointly and severally responsible or liable for a particular contract: Provided, however, That Filipino ownership or interest thereof shall be at least sixty percent (60%). For this purpose, Filipino ownership or interest shall be based on the contributions of each of the members of the joint venture as specified in their JVA.
- 1.2. When the types and fields of Consulting Services involve the practice of professions regulated by law, those who will actually perform the services shall be Filipino citizens and registered professionals authorized by the appropriate regulatory body to practice those professions and allied professions specified in the **EDS**.
- 1.3. If the Request for Expression of Interest allows participation of foreign consultants, prospective foreign bidders may be eligible subject to the conditions stated in the **EDS**.
- 1.4. Government owned or –controlled corporations (GOCCs) may be eligible to participate only if they can establish that they (a) are legally and financially autonomous, (b) operate under commercial law, and (c) are not attached agencies of the Procuring Entity.

2. Eligibility Requirements

- 2.1. The following eligibility requirements, together with the Eligibility Documents Submission Form, shall be submitted on or before the date of the eligibility check specified in the Request for Expression of Interest and Clause 5 for purposes of determining eligibility of prospective bidders:
 - (a) Class “A” Documents –

Legal Documents

- (i) Platinum PhilGEPS Certificate of Registration and Membership in accordance with Section 8.5.2 of the IRR, except for foreign bidders participating in the procurement by a Philippine Foreign Service Office or Post, which shall submit their eligibility documents under Section 24.1 of the IRR, provided, that the winning Consultant shall register with PhilGEPS in accordance with Section 37.1.4 of the IRR;

Technical Documents

- (ii) Statement of the prospective bidder of all its ongoing and completed government and private contracts, including contracts awarded but not yet started, if any, whether similar or not similar in nature and complexity to the contract to be bid, within the relevant period provided in the **EDS**. The statement shall include, for each contract, the following:
 - (ii.1) the name and location of the contract;
 - (ii.2) date of award of the contract;
 - (ii.3) type and brief description of consulting services;
 - (ii.4) consultant's role (whether main consultant, subconsultant, or partner in a JV)
 - (ii.5) amount of contract;
 - (ii.6) contract duration; and
 - (ii.7) certificate of satisfactory completion or equivalent document specified in the **EDS** issued by the client, in the case of a completed contract;
 - (iii) Statement of the consultant specifying its nationality and confirming that those who will actually perform the service are registered professionals authorized by the appropriate regulatory body to practice those professions and allied professions in accordance with Clause 1.2, including their respective curriculum vitae.
- (b) Class "B" Document –
- If applicable, the Joint Venture Agreement (JVA) in case the joint venture is already in existence, or duly notarized statements from all the potential joint venture partners in accordance with Section 24.1(b) of the IRR of RA 9184.

- 2.2. The eligibility requirements or statements, the bids, and all other documents to be submitted to the BAC must be in English. If the eligibility requirements or statements, the bids, and all other documents submitted to the BAC are in foreign language other than English, it must be accompanied by a translation of the documents in English. The documents shall be translated by the relevant foreign government agency, the foreign government agency authorized to translate documents, or a registered translator in the foreign bidder's country; and shall be authenticated by the appropriate Philippine foreign service establishment/post or the equivalent office having jurisdiction over the foreign bidder's affairs in the Philippines. The English translation shall govern, for purposes of interpretation of the bid.
- 2.3. Prospective bidders may obtain a full range of expertise by associating with individual consultant(s) and/or other consultants or entities through a JV or subcontracting arrangements, as appropriate. However, subconsultants may only participate in the bid of one short listed consultant. Foreign Consultants shall seek the participation of Filipino Consultants by entering into a JV with, or subcontracting part of the project to, Filipino Consultants.

3. Format and Signing of Eligibility Documents

- 3.1. Prospective bidders shall submit their eligibility documents through their duly authorized representative on or before the deadline specified in Clause 5.
- 3.2. Prospective bidders shall prepare an original and copies of the eligibility documents. In the event of any discrepancy between the original and the copies, the original shall prevail.
- 3.3. The Eligibility Documents Submission Form shall be signed by the duly authorized representative/s of the Bidder. Failure to do so shall be a ground for the rejection of the eligibility documents.
- 3.4. Any interlineations, erasures, or overwriting shall be valid only if they are signed or initialed by the duly authorized representative/s of the prospective bidder.

4. Sealing and Marking of Eligibility Documents

- 4.1. Prospective bidders shall enclose their original eligibility documents described in Clause 2.1, in a sealed envelope marked "ORIGINAL – ELIGIBILITY DOCUMENTS". Each copy thereof shall be similarly sealed duly marking the envelopes as "COPY NO. ____ - ELIGIBILITY DOCUMENTS". These envelopes containing the original and the copies shall then be enclosed in one single envelope.
- 4.2. The original and the number of copies of the eligibility documents as indicated in the **EDS** shall be typed or written in ink and shall be signed by the prospective bidder or its duly authorized representative/s.

4.3. All envelopes shall:

- (c) contain the name of the contract to be bid in capital letters;
- (d) bear the name and address of the prospective bidder in capital letters;
- (e) be addressed to the Procuring Entity's BAC specified in the EDS;
- (f) bear the specific identification of this Project indicated in the EDS; and
- (g) bear a warning "DO NOT OPEN BEFORE..." the date and time for the opening of eligibility documents, in accordance with Clause 5.

4.4 Eligibility documents that are not properly sealed and marked, as required in the bidding documents, shall not be rejected, but the bidder or its duly authorized representative shall acknowledge such condition of the documents as submitted. The BAC shall assume no responsibility for the misplacement of the contents of the improperly sealed or marked eligibility documents, or for its premature opening.

5. Deadline for Submission of Eligibility Documents

Eligibility documents must be received by the Procuring Entity's BAC at the address and on or before the date and time indicated in the Request for Expression of Interest and the EDS.

6. Late Submission of Eligibility Documents

Any eligibility documents submitted after the deadline for submission and receipt prescribed in Clause 0 shall be declared "Late" and shall not be accepted by the Procuring Entity. The BAC shall record in the minutes of submission and opening of eligibility documents, the Bidder's name, its representative and the time the eligibility documents were submitted late.

7. Modification and Withdrawal of Eligibility Documents

7.1. The prospective bidder may modify its eligibility documents after it has been submitted; provided that the modification is received by the Procuring Entity prior to the deadline specified in Clause 5. The prospective bidder shall not be allowed to retrieve its original eligibility documents, but shall be allowed to submit another set equally sealed, properly identified, linked to its original bid marked as "ELIGIBILITY MODIFICATION" and stamped "received" by the BAC. Modifications received after the applicable deadline shall not be considered and shall be returned to the prospective bidder unopened.

7.2. A prospective bidder may, through a letter of withdrawal, withdraw its eligibility documents after it has been submitted, for valid and justifiable reason; provided that the letter of withdrawal is received by the Procuring

Entity prior to the deadline prescribed for submission and receipt of eligibility documents.

- 7.3. Eligibility documents requested to be withdrawn in accordance with this Clause shall be returned unopened to the prospective bidder concerned. A prospective bidder that withdraws its eligibility documents shall not be permitted to submit another set, directly or indirectly, for the same project. A prospective bidder that acquired the eligibility documents may also express its intention not to participate in the bidding through a letter which should reach and be stamped by the BAC before the deadline for submission and receipt of eligibility documents.

8. Opening and Preliminary Examination of Eligibility Documents

- 8.1. The BAC will open the envelopes containing the eligibility documents in the presence of the prospective bidders' representatives who choose to attend, at the time, on the date, and at the place specified in the **EDS**. The prospective bidders' representatives who are present shall sign a register evidencing their attendance.

In case the submitted eligibility envelopes cannot be opened as scheduled due to justifiable reasons, the BAC shall take custody of the said envelopes and reschedule the opening on the next working day or at the soonest possible time through the issuance of a Notice of Postponement to be posted in the PhilGEPS website and the website of the Procuring Entity concerned.

- 8.2. Letters of withdrawal shall be read out and recorded during the opening of eligibility documents and the envelope containing the corresponding withdrawn eligibility documents shall be returned unopened to the withdrawing prospective bidder.
- 8.3. The eligibility documents envelopes and modifications, if any, shall be opened one at a time, and the following read out and recorded:
 - (h) the name of the prospective bidder;
 - (i) whether there is a modification or substitution; and
 - (j) the presence or absence of each document comprising the eligibility documents vis-à-vis a checklist of the required documents.
- 8.4. The eligibility of each prospective bidder shall be determined by examining each bidder's eligibility requirements or statements against a checklist of requirements, using non-discretionary "pass/fail" criterion, as stated in the Request for Expression of Interest, and shall be determined as either "eligible" or "ineligible." If a prospective bidder submits the specific eligibility document required, he shall be rated "passed" for that particular requirement. In this regard, failure to submit a requirement, or an incomplete or patently insufficient submission, shall be considered "failed"

for the particular eligibility requirement concerned. If a prospective bidder is rated “passed” for all the eligibility requirements, he shall be considered eligible to participate in the bidding, and the BAC shall mark the set of eligibility documents of the prospective bidder concerned as “eligible.” If a prospective bidder is rated “failed” in any of the eligibility requirements, he shall be considered ineligible to participate in the bidding, and the BAC shall mark the set of eligibility documents of the prospective bidder concerned as “ineligible.” In either case, the BAC chairperson or his duly designated authority shall countersign the markings.

9. Short Listing of Consultants

- 9.1. Only prospective bidders whose submitted contracts are similar in nature and complexity to the contract to be bid as provided in the **EDS** shall be considered for short listing.
- 9.2. The BAC shall draw up the short list of prospective bidders from those declared eligible using the detailed set of criteria and rating system to be used specified in the **EDS**.
- 9.3. Short listed consultants shall be invited to participate in the bidding for this project through a Notice of Eligibility and Short Listing issued by the BAC.

10. Protest Mechanism

Decision of the Procuring Entity at any stage of the procurement process may be questioned in accordance with Section 55 of the IRR of RA 9184.

Eligibility Data Sheet

Eligibility Data Sheet

Eligibility Documents	
1.2	<p>The procuring entity is the Philippine Coconut Authority (PCA).</p> <p>The name of the contract is the Consultancy Services for the Conduct of 2022 Customer Satisfaction Survey.</p>
1.3	No further instructions.
2.1(a)(ii)	The statement of all ongoing and completed government and private contracts shall include all such contracts within 5 years prior to the deadline for the submission and receipt of eligibility documents.
2.1(a)(ii.7)	Prospective consultants/bidders may also submit Certificate of Acceptance or valid proof of final payment issued by the client.
0	Each prospective bidder shall submit one (1) original and two (2) copies of its eligibility documents.
(e)	<p><i>The envelope shall be addressed to:</i></p> <p>ROEL M. ROSALES CO BAC Chairman Philippine Coconut Authority 8/F Executive Lounge, PCA R&D Building, Diliman, Quezon City</p>
(f)	The name of the project is the Consultancy Services for the Conduct of 2022 Customer Satisfaction Survey.
0	<p>The address for submission of eligibility documents is:</p> <p>8/F Executive Lounge, PCA R&D Building, Diliman, Quezon City</p> <p>The deadline for submission of eligibility documents is <u>November 29, 2022; 1:30PM.</u></p>
0	<p>The place of opening of eligibility documents is:</p> <p>8/F Executive Lounge, PCA R&D Building, Diliman, Quezon City</p> <p>The date and time of opening of eligibility documents is <u>November 29,</u></p>

	<u>2022; 1:30PM.</u>								
0	Similar contracts shall refer to conduct of customer satisfaction survey.								
0	<p>The criteria for shortlisting are as follows and the consultants should have a minimum score of 70% to be shortlisted:</p> <table border="1"> <thead> <tr> <th>Rating Factor</th><th>Weight (%)</th></tr> </thead> <tbody> <tr> <td>1. Applicable experience of the consultant (meaning the consulting firm) and associates in case of joint ventures</td><td>50%</td></tr> <tr> <td>2. Qualification of principal and key staff of the consultant who may be assigned to the job vis-à-vis extent and complexity of the undertaking</td><td>30%</td></tr> <tr> <td>3. Current workload relative to capacity</td><td>20%</td></tr> </tbody> </table>	Rating Factor	Weight (%)	1. Applicable experience of the consultant (meaning the consulting firm) and associates in case of joint ventures	50%	2. Qualification of principal and key staff of the consultant who may be assigned to the job vis-à-vis extent and complexity of the undertaking	30%	3. Current workload relative to capacity	20%
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Terms of Reference

TERMS OF REFERENCE
CONSULTANCY SERVICES FOR THE CONDUCT OF 2022 PCA CUSTOMER SATISFACTION SURVEY

I. SUMMARY

The Philippine Coconut Authority (CLIENT) is seeking to hire a team of consultancy firm (referred to as “CONSULTANT”) to conduct a customer satisfaction survey to assess the overall satisfaction and perception of farmers under the programs and projects being implemented and the services rendered by the CLIENT. Further, insights from the survey will assist the CLIENT and its partners to develop an evidence-based programs and projects and communication strategy aimed at improving the CLIENT’s partnership with its stakeholders.

II. BACKGROUND

The conduct of 2022 PCA Customer Satisfaction Survey is guided by the following:

A. Republic Act No. 10149 or the GOCC Governance Act of 2011

In performing its mandate, the CLIENT is guided by the good governance conditions prescribed by the Governance Commission on Government-Owned-and-Controlled Corporations (GCG).

In order to measure effectiveness of service delivery, the GCG directs all GOCCs to implement customer and/or stakeholder satisfaction surveys conducted by independent third parties.

B. ISO 9001:2015

According to the website of the International Organization for Standardization (www.iso.org), “ISO 9001:2015 specifies requirements for a quality management system when an organization:

- a. needs to demonstrate its ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements, and
- b. aims to enhance customer satisfaction through the effective application of the system, including processes for improvement of the system and the assurance of conformity to customer and applicable statutory and regulatory requirements.”

C. Standard Guideline of the GCG

The conduct of the Stakeholder Satisfaction Survey shall follow the attached standard guideline set by the GCG, including:

- a. GCG Guidebook for GOCC on the Enhanced Methodology for the Conduct of the Customer Satisfaction Survey;
- b. Additional Guidelines dated August 14, 2020 and February 26, 2021 extending the applicability of the “Additional Guidelines in the conduct of the Customer Satisfaction Survey (CSS) for 2020 in the GOCC Sector;
- c. Standard questionnaire; and
- d. Other later issuances that may be issued by the Commission in the conduct of the 2022 Customer Satisfaction Survey.

III. BUDGET

The Approved Budget of the Contract (ABC) is Eight Hundred Thousand Pesos Only (Php800,000.00), inclusive of all applicable government taxes and fees and incidental expenses.

IV. OBJECTIVE

To better understand the issues and concerns of the CLIENT's stakeholders, as well as to improve its programmatic efforts, the CLIENT seeks a CONSULTANT to design and carry out a customer satisfaction survey among its stakeholders nationwide.

The goals of the survey are to:

1. Generate feedback from identified stakeholders of the CLIENT;
2. Enable the CLIENT to measure its performance in delivering its service to stakeholders based on satisfaction metrics and the variables identified by GCG;
3. Identify specific action that the CLIENT can take to improve its performance and incorporate these as part of strategic planning;
4. Help identify organizational risks and opportunities guided by ISO 9001 standards; and
5. Comply with good governance conditions of the GCG and ISO 9001.

V. SCOPE OF WORK / TECHNICAL SPECIFICATIONS AND DELIVERABLES

- A. The CONSULTANT shall perform research work for the 2022 PCA Customer Satisfaction Survey and shall adhere to the "GCG Guidebook for GOCC on the Enhanced Methodology for the Conduct of the Customer Satisfaction Survey" and "Additional Guidelines in the Conduct of the Customer Satisfaction Survey (CSS) for 2020 in the GOCC Sector", which forms part of the Terms of Reference. The survey shall include the following:
 1. Development of the Research Design and Methodology based on Guidelines of the GCG. The CONSULTANT shall submit the research design and methodology, subject to CLIENT review and approval prior to implementation;
 2. Development of the study based on baseline data provided by previous PCA Stakeholder Satisfaction Studies; performance measures and good governance conditions prescribed by the GCG; and ISO 9001:2015 standards;
 3. Design, formatting and reproduction of research instruments compliant with the Guidelines of the GCG, subject to review and approval of CLIENT;
 4. Conduct of research sampling and data-gathering methods that are compliant with the Guidelines of the GCG and can adequately cover the objectives of the PCA Customer Satisfaction Survey;
 5. Collation and analysis of data and propose recommendations and actions based on research/study results; and,
 6. Presentation and submission of report.
- B. The CONSULTANT shall perform data analysis and provide recommendations for consideration of top management in pursuing its plans and programs for stakeholders – guided by the GCG Guidelines and the ISO 9001:2015 standards.
 1. Comparative analysis with previous results shall be made part of the new study, as applicable;

2. Analysis of survey results shall be based on the analysis plan provided in the GCG Guideline. The analysis should include a reading of the following segments:
 - a. Total
 - b. By area
 - c. By type of service availed
 - d. By rating
 - i. Positive raters
 - ii. Negative raters;
 3. Preparation of in-depth and comprehensive recommendations – focused on the needs of stakeholders.
- C. The CONSULTANT shall prepare, present and submit to PCA top management comprehensive reports that will form part of the PCA Customer Satisfaction Survey. All survey responses shall also be submitted to PCA.
- D. The CONSULTANT shall adhere to agreed timelines.
- E. The CONSULTANT shall shoulder the compensation of the manpower support that will be engaged for the conduct of the Survey, as well as the expenses for meals, transportation, and additional accommodation.
- F. The CONSULTANT shall ensure that all information shared by PCA under this project will remain confidential even after the termination of the contract. The CONSULTANT shall be required to follow the rules on confidentiality as provided in Data Privacy Act of 2012.

VI. SCHEDULE OF ACTIVITIES/DELIVERABLES

The Section VII of the attached GCG Guideline must be considered by the selected CONSULTANT.

Activities/Deliverables	
1. Inception meeting and discussion of sampling design, methodology, protocols and work plan	
2. Review, add questions specific for the GOCC (optional), format, and translate survey instrument	1 week
3. Pilot testing of survey instrument and feedback for possible revisions (optional, if there are major additions) and finalization of survey instrument	1 week
4. Recruit, train, and submit list of final field team to be deployed	1 week
5. Data collection set up (including production and preparation of fieldwork materials)	1 week
6. Data collection proper	3 weeks

7. Data cleaning and validation, and computation of descriptive statistics	2 weeks
8. Writing and submission of reports	1 week
TOTAL	10 weeks

VII. MINIMUM QUALIFICATIONS OF THE CONSULTANT

- A. The CONSULTANT must strictly be a reputable research and / or communications firm which has been in operations for at least two (2) years. In the case of joint ventures, the lead consulting firm should have at least two (2) years of business operation.
- B. The **research team** must be composed of the following four (4) identified key members: **PROJECT MANAGER, RESEARCH EXECUTIVE, DATA PROCESSING SUPERVISOR** and **FIELD SUPERVISOR** with the following minimum qualifications:

Key Personnel	Education
PROJECT MANAGER (1)	Must be, at minimum, a holder of bachelor's degree in management, business, or related field
RESEARCH EXECUTIVE (1)	Must be, at minimum, a holder of bachelor's degree in economics, statistics, social sciences, psychology, communication/marketing research or related field.
DATA PROCESSING SUPERVISOR (1)	Must be, at minimum, a holder of bachelor's degree in a discipline related to information management and 3 years of experience in a leadership role.
FIELD SUPERVISOR (1)	Must be, at minimum, a bachelor's degree on any field and 3 years of experience in a leadership role.

- C. The identified members of the proposed research team must have at least three (3) years' experience in research as related to his/her function in the team.

- D. The identified members of the proposed research team must have handled at least three (3) research projects which are similar in nature to the requirement (e.g. evaluative research, survey, stakeholder relations studies, etc.) in a capacity related to his/her function in the team.
- E. The CONSULTANT must provide the necessary manpower support for the conduct of the 2022 PCA Customer Satisfaction Survey, as required in the GCG Guidebook.
- F. The CONSULTANT must be registered online with the Philippine Government Electronic Procurement System (<http://www.philgeps.gov.ph>) as a legitimate service provider for government requirements. The CONSULTANT is mandated to register with the PhilGEPS and provide a PhilGEPS Registration number as a condition for award of the contract.

VIII. TERMS OF PAYMENT

For the services rendered under the Terms of Reference, the CONSULTANT shall be paid the maximum amount of Eight Hundred Thousand Pesos (Php800,000.00), or the total amount indicated in the bid but not higher than the ABC, which is inclusive of all applicable taxes, fees and incidental expenses.

The CONSULTANT shall be paid in full upon submission to and acceptance by PCA of the Final Report on the 2022 PCA Customer Satisfaction Survey.

Conforme:

Bidder's Representative

Date

Note: Each page of this Terms of Reference shall be initialed by the Bidder's authorized representative

