



TERMS OF REFERENCE

THIRD PARTY SURVEY ON GCG STAKEHOLDERS' SATISFACTION

(as of 18 June 2020)

INTRODUCTION

The Governance Commission for Government-Owned or -Controlled Corporations (GCG) was constituted under Republic Act (R.A.) No. 10149, otherwise known as the "GOCC Governance Act of 2011." Under R.A. No. 10149, the GCG is created to act as a "central advisory, monitoring, and oversight body with authority to formulate, implement, and coordinate policies" governing the government-owned or -controlled corporations (GOCCs).

The GCG is ISO 9001:2015 certified since June 2018 and is ardent in committing its employees to espousing professionalism in fulfilling its mandate, embodying its core values, and maintaining discipline in all its actions.

In Compliance with ISO 9001:2015 standards, the GCG seeks to conduct a Stakeholders' Satisfaction Survey for services rendered in 2020 to be organized and facilitated by a Third Party. The survey is part of GCG's commitment to enhance stakeholder satisfaction in line with the mandates of the Governance Commission.

NEED FOR A SERVICE PROVIDER CONTRACT

The need to engage the services of a Third Party is being proposed to ensure conformity with standards and best practices, and to encourage continual improvement for operational excellence.

The estimated contract amount for the said project/engagement is NINE HUNDRED THOUSAND PESOS ONLY (₱900,000.00) inclusive of Value-Added Tax (VAT).

The proposals will be subjected to the evaluation of the GCG as to the service fee, survey content, methodology, and experience in the field, additional offers, and other requirements/technical specifications.

QUALIFICATION OF THE SERVICE PROVIDER

The Governance Commission expects the Third Party to meet the qualifications set forth herein:

1. The Third Party possesses relevant valid business licenses to provide such services to the Parties.

2. The Third Party has at least five (5) years of experience in conducting stakeholders' satisfaction surveys, from formulating the methodology to reporting the analyses;
3. The Third Party has at least three (3) years of experience in conducting focus group discussions on stakeholders' satisfaction or market research;
4. The Third Party has adequate (a team of seven (7) personnel) and experienced resources to conduct such engagement as well as to prepare for and attend meetings as required by the Governance Commission.
5. The Third Party must meet the minimum eligibility requirements and short-listing for consulting services under R.A. No. 9184, otherwise known as the "Government Procurement Reform Act."
6. The Third Party shall sign a Non-Disclosure Agreement to prevent divulging confidential information.

SCOPE OF WORK AND DELIVERABLES

The engagement involves the procurement of a Third Party to provide the following services within an agreed timeline:

1. Submit a project inception report detailing the satisfaction survey methodology, tools, and timeline to GCG for approval.
2. Submit improved survey instruments based on the recommendations from the 2019 GCG Stakeholders' Satisfaction Survey, which include but are not limited to:
 - a. Logic questions which test the quality or merit of the respondents' answers;
 - b. Survey items that can be independently verified or attributed to specific services of the Governance Commission;
 - c. Questions about observable behavior or disposition of the respondent; and
 - d. Modified questions wherein the desired response is negative.
3. The survey questionnaires and results will be formulated, presented, and analyzed as follows:

Type	Survey	Participants	Possible Prompt Questions	Possible Analysis Frameworks	Possible Survey Methods
Internal	Employee Satisfaction Survey	All Plantilla working in GCG for at least one (1) year except Commission and Strategy Management Division (Head, Planning Officers,	<ul style="list-style-type: none"> - What is the profile and background of GCG personnel? What do they look for in an employer? - How motivated are the GCG personnel? 	<ul style="list-style-type: none"> - Net Satisfaction Score - Net Promoter Score - Kruskal Driver Analysis - Edgar Schein's 	<ul style="list-style-type: none"> - Online Survey - Over-the-Phone Interview - Face-to-Face Interview - Focus Group Discussion

Type	Survey	Participants	Possible Prompt Questions	Possible Analysis Frameworks	Possible Survey Methods
		Public Relations Officer)	<ul style="list-style-type: none"> - What hinders GCG personnel from performing their best? What are the efforts done to overcome these barriers? - How is their experience working with GCG? - How satisfied are GCG personnel? - What are the drivers to the satisfaction of GCG personnel? - What does GCG need to address to keep its personnel? - What are the strengths and weaknesses of GCG as an employer? - How can GCG improve its internal stakeholder satisfaction rating and decrease employee turnover rate? - How satisfied are GCG personnel with 	<ul style="list-style-type: none"> Organizational Culture Model - Quadrant Analysis - Apostle Model of Customer Loyalty 	

Type	Survey	Participants	Possible Prompt Questions	Possible Analysis Frameworks	Possible Survey Methods
			the services of each Support Office of the agency?		
External	Customer Satisfaction Survey for GOCCs on GCG's Services	At least forty-five (45) GOCCs with two (2) respondents each occupying one of any of the following positions: GOCC Board Members, Corporate Secretary, Compliance Officer, Finance Officer, Planning Officer.	<ul style="list-style-type: none"> - What is the profile of GCG external stakeholders? - What oversight agencies are they aware of and they are currently transacting with? - What are the drivers to the satisfaction of GOCCs? - How satisfied are GOCCs with GCG as an oversight agency? - How does GCG fare on delivering its Citizen's Charter services per the GOCCs? - What are strengths and weaknesses of GCG as an oversight agency? - How can GCG further improve satisfaction and engagement among GOCCs? 	<ul style="list-style-type: none"> - Net Satisfaction Score - Net Promoter Score - Kruskal Driver Analysis - Quadrant Analysis - Apostle Model of Customer Loyalty 	<ul style="list-style-type: none"> - Online Survey - Over-the-Phone Interview - Face-to-Face Interview - Focus Group Discussion

Type	Survey	Participants	Possible Prompt Questions	Possible Analysis Frameworks	Possible Survey Methods
	Partner Satisfaction Survey on Inter-Agency Coordination and Compliance	At least one (1) respondent from each of the following Partner agencies: Office of the President – Office of the Executive Secretary, Department of Budget and Management, Department of Finance, Commission on Audit, Senate of the Philippines, and the House of Representatives of the Philippines.	<ul style="list-style-type: none"> – What is the profile of GCG external stakeholders? – What agencies are they aware of and they are currently transacting with? – How satisfied are partner government agencies with the performance of GCG? – How satisfied are oversight government agencies with the GCG's compliance with applicable rules and regulations? 		

4. Conduct meetings and pre-testing of the survey questionnaire with GCG counterparts;
5. Conduct the off-site and on-site survey for all stakeholders;
6. Conduct two (2) focus group discussions with satisfied and dissatisfied respondents, one per internal and external component of the survey to gather qualitative insights into Stakeholders' Satisfaction;
7. Use secure, user-friendly, and, if applicable, paper-less equipment and applications in the conduct of the survey for all stakeholders;
8. Provide regular status reports, to be submitted on agreed timelines, on the progress of the project;
9. Present initial and final results of the survey, focusing on in-depth quantitative and qualitative analysis of the same;
10. Observe and evaluate any improvements or regressions based on the results of GCG's previous Stakeholder Satisfaction Surveys;

11. Submit a project terminal report containing highlights of the engagement, results of the survey, in-depth qualitative and quantitative analysis of the survey, actionable recommendations to address survey findings, documentation of various activities, raw and processed data, and guidance on possible improvements to the succeeding conduct of Third Party Survey on GCG Stakeholders' Satisfaction;
12. Receive feedback through a client satisfaction survey conducted by GCG with the project's end-users and participants; and
13. Treat all documents and information gathered with utmost confidence during the course of the project.

PROPOSED PROFESSIONAL STAFF

The required number and experience of the proposed professional staff is as follows:

Key Personnel	Education and Experience
Project Manager (1)	<ul style="list-style-type: none"> • Bachelor's and/or Master's Degree in relevant fields • At least five (5) years' experience in designing, developing, and conducting surveys which measure customer/stakeholder satisfaction; and • At least five (5) years' experience in project management.
Survey Specialist (3)	<ul style="list-style-type: none"> • Bachelor's Degree in relevant fields • At least three (3) years' experience in designing, developing, and conducting surveys which measure customer/stakeholder satisfaction.
Support Staff (3)	<ul style="list-style-type: none"> • Bachelor's Degree • At least a year's experience in staff support in project management and implementation

Should the proposed staffing for the project be less than or more than the required number of key personnel, the prospective bidder shall be rendered automatically disqualified.

CONFIDENTIALITY

1. The service provider will ensure that all information shared by GCG under this project will remain confidential even after the termination of the contract.
2. The service provider will be required to follow the rules on confidentiality and code of ethics as applicable to officials of the public service.

TIME FRAME AND PAYMENT SCHEDULE

1. The project shall last (including the delivery of final outputs) for a maximum of one hundred and five (105) calendar days after the issuance of the Notice to Proceed (NTP).
2. The project shall be undertaken following the timeline of activities after receipt of the NTP, which may be modified as mutually agreed and formalized by both Parties, below:

Week	Activity
0	Receipt of the NTP
Within the 1 st week from receipt of NTP or on/before the 7 th calendar day from receipt of the NTP	Conduct of the Inception Meeting
Within the 2 nd to 3 rd week from receipt of NTP or on/before the 21 st calendar day from receipt of the NTP	Development and pilot testing of Improved Questionnaire
Within the 3 rd week from receipt of NTP or on/before the 21 st calendar day from receipt of the NTP	Submission of the Draft Inception Report, Questionnaires, and Pre-Test Report
Within the 4 th week from receipt of NTP or on/before the 28 th calendar day from receipt of the NTP	Submission of GCG comments on the Draft Inception Report
Within the 4 th week from receipt of NTP or on/before the 28 th calendar day from receipt of the NTP	Submission of Final Inception Report, Questionnaires, and Pre-Test Report
Within the 5 th week from receipt of NTP or on/before the 35 th calendar day from receipt of the NTP	GCG approval of Final Inception Report, Questionnaires, and Pre-Test Report and sending of invitation/endorsement letters to target participants
Within the 6 th to 13 th week from receipt of NTP or on/before the 91 st calendar day from receipt of the NTP	Conduct of survey proper/Data Gathering (via survey links, telephone calls, focus group discussions)

Week	Activity
Within the 14 th week from receipt of NTP or on/before the 98 th calendar day from receipt of the NTP	Submission and presentation to SMD of Draft Terminal Report and Submission of SMD comments on Draft Terminal Report
Within the 15 th week from receipt of NTP or before the 105 th calendar day from receipt of the NTP	Presentation to GCG Management of Revised Draft Terminal Report
On or before the 105 th calendar day from receipt of the NTP	Submission of Final Terminal Report

3. ABC is inclusive of local taxes applicable for contractor of services such as 15% Expanded Withholding Tax (EWT) and 5% Withholding Tax on Government Money Payments (GMP).
4. Processing of payment will begin upon submission of all required outputs or documents, acceptance of the project terminal report, and receipt of the invoice and complete supporting documents in accordance with applicable government rules and regulations.