



August 6, 2021

REQUEST FOR PRICE QUOTATION

SUPPLY OF LABOR FOR THE CONDUCT OF THE 2021 CUSTOMER SATISFACTION SURVEY (CSS) Negotiated Procurement (SVP) No. RPQ No. 21-08-173

Sir/Madam:

The Employees' Compensation Commission invites you to submit your quotation for the item/s described below using the **Price Proposal Form (Annex A)**, subject to the **Terms of Reference attached herein (Annex B)**:

Qty.	Unit	Item/Description	Approved Budget for the Contract
1	Lot	Supply of Labor for the Conduct of the 2021 Customer Satisfaction Survey (CSS)	₱1,000,000.00
TOTAL			₱1,000,000.00

Submit your proposal, together with the following documents, duly signed by you or your duly authorized representative, not later than **August 11, 2021**:

1. **Mayor's/ Business Permit 2021**;
2. **Curriculum Vitae**;
3. **PhilGEPS Registration/ Number**;
4. **ITR 2020**

PhilGEPS Platinum Registration Certificate may be submitted **in lieu** of the foregoing documents.

A Notarized Omnibus Sworn Statement (**see Annex "C"**) will be also required to be submitted prior to Award.

Proposals shall be submitted at the address indicated below:

Admin. Division – Supply Section
Employees' Compensation Commission
5/F ECC Building 355 Sen. Gil Puyat Avenue
Makati City

Only one (1) set of documents shall be required.

Proposals and other documents required may be sent electronically to supply@ecc.gov.ph or chua_ac@ecc.gov.ph. Electronically submitted proposals and documents must be submitted on or before the deadline of submission as stated in this RPQ.

Late submission of quotations shall not be accepted and considered.

SGD
Atty. JONATHAN T. VILLASOTO
Chairperson, ECC-BAC

N.B.: Suppliers not directly invited may participate. The duly accomplished Proposal (Annex A), together with the other required documents, shall be submitted on or before the deadline for submission of proposal or any extension thereof.

PRICE PROPOSAL FORM

Date: _____

The Bids and Awards Committee
Employees' Compensation Commission
5/F ECC Building, 355 Sen. Gil Puyat Avenue
Makati City

Sir/Madam:

Having examined the Request for Price Quotation No. **RPQ21-08-173**, which includes the technical specifications, the receipt of which is hereby duly acknowledged, the undersigned,
offer to, in conformity with the said Request for Price Quotation for the sums stated hereunder:

QTY.	UNI T	ITEM/DESCRIPTION	UNIT PRICE	TOTAL PRICE
1	Lot	Supply of Labor for the Conduct of the 2021 Customer Satisfaction Survey (CSS)		
Total Price Proposal				
Total Price in Words:				

We undertake, if our Proposal is accepted, to deliver the goods/services as identified in the Technical Specifications/Terms of Reference and in accordance with the delivery schedule.

Our quotation includes all taxes, duties and/or levies payable and is valid for a period of THIRTY (30) calendar days upon issuance of this document.

We understand that the ECC Bids and Awards Committee (BAC) may require from us the submission of documents that will prove our legal, financial and technical capability to undertake this project.

Until a formal Contract is prepared and executed, this Proposal, together with your written acceptance thereof and your Notice of Award, shall be binding upon us.

We understand that you are not bound to accept the lowest or any Proposal you may receive.

Dated this _____

Signature Over Printed Name

Capacity / Position

Company

Contact Number / Email Address

**TERMS OF REFERENCE
2021 ECC-OSHC CUSTOMER SATISFACTION SURVEY (CSS)**

I. INTRODUCTION

THE EMPLOYEES' COMPENSATION COMMISSION (ECC)

The Employees' Compensation Commission is a Government Owned and Controlled Corporation mandated to implement the Employees' Compensation Program (ECP). It is an attached agency of the Department of Labor and Employment for policy coordination and guidance.

The ECC, as a policy making and quasi-judicial has its administering agencies the Government Service Insurance System (GSIS) for the public sector and Social Security System (SSS) for the private sector. The ECP is a social insurance that provides benefits to workers and their dependents in the course of work-related contingencies.

THE OCCUPATIONAL SAFETY AND HEALTH CENTER (OSHC)

The Occupational Safety and Health Center, a special department under the ECC, established under Executive Order No.307 on November 1987; envisioned as the national authority for research and training on matters pertaining to safety and health at work; provides expertise and intervention mechanism to improve workplace conditions in the Philippines

II. OBJECTIVE

In pursuit of providing quality service to the clients and in compliance with the GCG requirements to secure third-party survey on customer satisfaction measurement, the ECC-OSHC conducts an annual customer satisfaction survey to gauge the clients' level of satisfaction.

The objective of the survey is to monitor and attain at least 90% satisfactory rating from the 2021 ECC-OSHC beneficiaries.

III. SCOPE OF THE STUDY

Study Coverage and Stakeholders

The sampling frame will come from the 2021 ECC and OSHC beneficiaries. The weight of each group to be sampled will be based from the **Guidebook for GOCCs: Enhanced Standard Methodology for the Conduct of the Customer Satisfaction Survey** (Annex A).

For the purposes of this study, stakeholders per programs and/or services will be defined as follows:

ECC Stakeholders

Programs	Stakeholders
Advocacy/Seminar on EC Program	Participants of ECC Advocacy Companies/organizations representatives who
Quick Response Program	Clients/beneficiary/family attended/visited
Case Disposition	EC Claims appellants
Rehabilitation Services	PWRDs provided with Physical or
Skills/ Entrepreneurship training	PWRDs who availed of Skills/
Partner Institutions	Partner Hospitals or Training Institutions

OSHC Stakeholders

Programs	Stakeholders
Training Programs	
• Basic Occupational Safety and Health	Training participants
• Basic OSH Training for Safety Officer 1	Training participants
• Construction Safety and Health Training	Training participants
• Crane/Rigging Safety Training	Training participants
• Training of Trainers on OSH	Training participants
Other Programs / Technical Services	
• Work Environment Measurement	Companies served
• Special Examinations (toxicology,	Companies served
• Personal Protective Equipment	Companies served
• IEC materials	Companies served

IV. REQUIREMENTS

Expertise Required

The contractor needed for this study should possess the following:

- Familiarity with the Employees' Compensation Program and Occupational Safety and Health;
- At least five years' demonstrated experience in customer satisfaction surveys for GOCCs;
- Demonstrated ability to prepare and implement effective data gathering instrument, organize and facilitate cost efficient data gathering;
- Experience in preparing assessment reports and in-depth data analysis; and
- Ability to organize and manage stakeholders from different walks of life.

Research Team Structure

Composition of the contractor's research team must be in accordance with **item IX on Project Team** of the aforementioned **GCG Enhanced Guidebook**.

Contractor's Obligations

The third-party Contractor shall be responsible for the conduct of the stakeholders' satisfaction study from research design, implementation to reporting per aforementioned **GCG Standard Guideline**. Specifically, the Contractor shall:

- a) Submit proposed research methodology
- b) Implement the approved research design and tools
- c) Analyze and interpret the data gathered
- d) Conduct necessary quality checking procedures
- e) Prepare and submit the report to ECC
- f) Present the results of the survey to the Top Management and ECC Board
- g) Submit accomplished questionnaires and other relevant documents as may be required

Documentary Deliverables

At the end of the study, the contractor must be able to deliver the following:

- a. Complete set of the items stated on the Data Collection Checklist of the GCG Standard Guideline
- b. One set of soft and hard copies of the initial reports which contain highlights of preliminary findings
- c. Three sets of soft and hard copy of the data tables
- d. Three sets of Soft and hard copies of the final report which contains a discussion of the research design, quality checking procedure applied, analysis and interpretation of data, and conclusion and implications regarding the satisfaction rating data
- e. Soft and hard copies of accomplished questionnaires, as may be requested by GCG

ECC-OSHC' Obligations

The ECC and OSHC shall:

- a) Provide the list of the 2021 ECC-OSHC beneficiaries
- b) Provide staff support in the development, assessment, and approval of research instruments and reports
- c) Release the prescribed budget for each phase or the submission of deliverables

V. TIMELINE

The project is expected to take three calendar months, to commence the day after the receipt of the Notice to Proceed, unless otherwise stated on the Contract of Service.

Phase	Responsible	Duration
1. <i>Pre-implementation Phase</i> - Approval of the final sampling design - Pre-testing of instrument	ECC Contractor	Four weeks

Phase	Responsible	Duration
2. <i>Implementation Phase</i> - Data Gathering - Data processing and analysis	Contractor	Six weeks
3. <i>Post-implementation Phase</i> - Initial research presentation - Approval of final research presentation - Presentation of the final research output to the ECC Board	Contractor ECC Contractor	Two weeks

VI. CONFIDENTIALITY

The Contractor shall ensure that all information shared by ECC and OSHC under this project shall remain confidential in accordance with the Data Privacy Act of 2012.

VII. BUDGET AND TERMS OF PAYMENT

Phase	Disbursement Percentage
Approval of the proposal	25%
Data gathering and submission/presentation of the Initial research results	50%
Presentation and approval of the Final Report	25%

VIII. MONITORING AND EVALUATION

The contractor will be required for a weekly update on the status of the study to the ECC through the ECC research focal person.

IX. BID TENDER

All interested contractors are required to submit a Research Proposal which includes the research design, work plan and budget, in reply to these terms of reference

I/We hereby certify our compliance to aforementioned Terms of Reference of the Project.

Dated this _____.

Signature Over Printed Name

Capacity / Position

Company

Contact Number / Email Address

Omnibus Sworn Statement (Revised)

[shall be submitted with the Bid]

REPUBLIC OF THE PHILIPPINES)
CITY/MUNICIPALITY OF _____) S.S.

AFFIDAVIT

I, [Name of Affiant], of legal age, [Civil Status], [Nationality], and residing at [Address of Affiant], after having been duly sworn in accordance with law, do hereby depose and state that:

1. *[Select one, delete the other:]*

[If a sole proprietorship:] I am the sole proprietor or authorized representative of [Name of Bidder] with office address at [address of Bidder];

[If a partnership, corporation, cooperative, or joint venture:] I am the duly authorized and designated representative of [Name of Bidder] with office address at [address of Bidder];

2. *[Select one, delete the other:]*

[If a sole proprietorship:] As the owner and sole proprietor, or authorized representative of [Name of Bidder], I have full power and authority to do, execute and perform any and all acts necessary to participate, submit the bid, and to sign and execute the ensuing contract for [Name of the Project] of the [Name of the Procuring Entity], as shown in the attached duly notarized Special Power of Attorney;

[If a partnership, corporation, cooperative, or joint venture:] I am granted full power and authority to do, execute and perform any and all acts necessary to participate, submit the bid, and to sign and execute the ensuing contract for [Name of the Project] of the [Name of the Procuring Entity], as shown in the attached [state title of attached document showing proof of authorization (e.g., duly notarized Secretary's Certificate, Board/Partnership Resolution, or Special Power of Attorney, whichever is applicable)];

3. [Name of Bidder] is not "blacklisted" or barred from bidding by the Government of the Philippines or any of its agencies, offices, corporations, or Local Government Units, foreign government/foreign or international financing institution whose blacklisting rules have been recognized by the Government Procurement Policy Board, **by itself or by relation, membership, association, affiliation, or controlling interest with another blacklisted person or entity as defined and provided for in the Uniform Guidelines on Blacklisting;**

4. Each of the documents submitted in satisfaction of the bidding requirements is an authentic copy of the original, complete, and all statements and information provided therein are true and correct;

5. [Name of Bidder] is authorizing the Head of the Procuring Entity or its duly authorized representative(s) to verify all the documents submitted;

6. *[Select one, delete the rest:]*

[If a sole proprietorship:] The owner or sole proprietor is not related to the Head of the Procuring Entity, members of the Bids and Awards Committee (BAC), the Technical Working Group, and the BAC Secretariat, the head of the Project Management Office or the end-user unit, and the project consultants by consanguinity or affinity up to the third civil degree;

[If a partnership or cooperative:] None of the officers and members of *[Name of Bidder]* is related to the Head of the Procuring Entity, members of the Bids and Awards Committee (BAC), the Technical Working Group, and the BAC Secretariat, the head of the Project Management Office or the end-user unit, and the project consultants by consanguinity or affinity up to the third civil degree;

[If a corporation or joint venture:] None of the officers, directors, and controlling stockholders of *[Name of Bidder]* is related to the Head of the Procuring Entity, members of the Bids and Awards Committee (BAC), the Technical Working Group, and the BAC Secretariat, the head of the Project Management Office or the end-user unit, and the project consultants by consanguinity or affinity up to the third civil degree;

7. *[Name of Bidder]* complies with existing labor laws and standards; and
8. *[Name of Bidder]* is aware of and has undertaken the responsibilities as a Bidder in compliance with the Philippine Bidding Documents, which includes:
 - a. Carefully examining all of the Bidding Documents;
 - b. Acknowledging all conditions, local or otherwise, affecting the implementation of the Contract;
 - c. Making an estimate of the facilities available and needed for the contract to be bid, if any; and
 - d. Inquiring or securing Supplemental/Bid Bulletin(s) issued for the *[Name of the Project]*.
9. *[Name of Bidder]* did not give or pay directly or indirectly, any commission, amount, fee, or any form of consideration, pecuniary or otherwise, to any person or official, personnel or representative of the government in relation to any procurement project or activity.
10. **In case advance payment was made or given, failure to perform or deliver any of the obligations and undertakings in the contract shall be sufficient grounds to constitute criminal liability for Swindling (Estafa) or the commission of fraud with unfaithfulness or abuse of confidence through misappropriating or converting any payment received by a person or entity under an obligation involving the duty to deliver certain goods or services, to the prejudice of the public and the government of the Philippines pursuant to Article 315 of Act No. 3815 s. 1930, as amended, or the Revised Penal Code.**

IN WITNESS WHEREOF, I have hereunto set my hand this ___ day of ___, 20__ at _____, Philippines.

[Insert NAME OF BIDDER OR ITS AUTHORIZED REPRESENTATIVE]

[Insert signatory's legal capacity]

Affiant

[Jurat]

[Format shall be based on the latest Rules on Notarial Practice]