

## CONSULTING SERVICES AGREEMENT

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### THE PUBLIC IS INFORMED:

This Contract is executed between:

**METROPOLITAN WATERWORKS AND SEWERAGE SYSTEM (MWSS)**, a government corporation duly organized and existing under and by virtue of R.A. 6234, as amended, with principal business office at 3rd Floor, Engineering Bldg., MWSS Complex, Katipunan Road, Balara, 1105 Quezon City, Metro Manila, through the **MWSS REGULATORY OFFICE (MWSS RO)**, herein represented by its Chief Regulator, **PATRICK LESTER N. TY**, duly authorized for this purpose by the MWSS Board of Trustees (BOT) by virtue of a Board Resolution hereto attached,

-and-

**PHILIPPINE SURVEY AND RESEARCH CENTER, INC. (PSRC)**, a corporation duly organized and existing under and by virtue of the laws of the Republic of the Philippines, with principal business office at 10th Floor OMM-CITRA Bldg., San Miguel Avenue, Ortigas Center, Pasig City, herein represented by **JUDITH R. MERCADO**, Executive Research Director of PSRC, authorized for this purpose.

### A N T E C E D E N T S:

In compliance with the performance rating agreement with the Governance Commission for Government-Owned or Controlled Corporations (GCG), the MWSS-RO requires the services of a consultant to conduct an independent third-party Customer Satisfaction Survey (CSS) on a biennial basis to measure the satisfaction of stakeholders and understand their needs in order to establish areas of improvements in terms of service delivery, hereinafter referred to as the "SERVICES;"

On 30 October 2020, the MWSS Board of Trustees (BOT) issued Resolutions No. 2020-088-RO and 2020-089-RO, approving the Annual Procurement Plan (APP) for CY 2021 of the MWSS-RO, which included the Procurement of Consultancy Services for the CSS (Contract No. RO-CS2021-001) through Competitive Bidding with an Estimated Budget of Six Million Pesos (Php6,000,000.00).

The MWSS RO Bids and Awards Committee (BAC) advertised the consultancy procurement on 10 June 2021. In response to the said posting, the following bidders purchased the Eligibility Documents: (i) Philippine Survey and Research Center, Inc. (PSRC); (ii) RLR Research and Analysis, Inc. (RLR); (iii) TEAVIA Marketing Resources, Inc. (TEAVIA); and (iv) Associated Resources for Management and Development, Inc. (ARMDEV).

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The BAC opened the submissions and conducted the eligibility check using a non-discretionary "pass or fail" criterion. After the preliminary examination, the BAC rated TEAVIA as "failed" and rated PSRC, RLR, and ARMDEV as "passed", having submitted all documents required in the checklist. The BAC authorized the Technical Working Group (TWG) to perform the detailed eligibility and shortlisting evaluation of the documents submitted by PSRC, RLR, and ARMDEV using the approved shortlisting evaluation criteria. The TWG's detailed eligibility and shortlisting evaluation report found PSRC and RLR as ELIGIBLE to participate in the procurement proceeding.

On 07 July 2021, the BAC recommended to the Chief Regulator to approve the Ranking of Bidders for the subject procurement, showing PSRC and RLR as the eligible and shortlisted consultants. The Chief Regulator approved the shortlisted consultants for the subject procurement. On 27 July 2021, PSRC and RLR timely submitted their bids. After a preliminary examination of the same, the BAC rated PSRC and RLR as "passed", having submitted all the documents required. The TWG then submitted its Detailed Evaluation Report, wherein: PSRC garnered a total score of 91.41 points, and passed the required minimum technical score of 70 points based on the approved Technical Evaluation Criteria; while RLR garnered a total score of 86.89 points, and passed the required minimum technical score of 70 points based on the approved Technical Evaluation Criteria.

Thereafter, the BAC recommended to the Chief Regulator to approve the Ranking of Bidders, which was approved on 12 August 2021. The financial bid of PSRC, as read, was Three Million Six Hundred Fifty-One Thousand Two Hundred Pesos (Php3,651,200.00), which was lower than the ABC of Six Million Pesos (Php6,000,000.00)

After conduct of the post-qualification, the PSRC was declared as the Highest Rated and Responsive Bidder and was awarded the consultancy services.

PSRC having represented to the MWSS RO that it has the required professional skills, personnel, and technical resources, has agreed to provide the SERVICES on the terms and conditions set forth in this Contract;

ACCORDINGLY, in consideration of the covenant and agreements hereinafter set forth, the SERVICES to be rendered and the sums of money to be paid, the parties do hereby agree, as follows:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract hereinafter referred to.
2. The following documents, as required by the 2016 Revised Implementing Rules and Regulations of Republic Act No. 9184, shall be attached, deemed to form, and be read and construed as part of this Agreement, to wit:

(a) General and Special Conditions of Contract;



- (b) Terms of Reference;
- (c) Request for Expression of Interest;
- (d) Instruction to Bidders;
- (e) Bid Data Sheet;
- (f) Addenda and/or Supplemental/Bid Bulletins, if any;
- (g) Bid forms, including all the documents/statements contained in the Bidder's bidding envelopes, as annexes, and all other documents/statements submitted (e.g., bidder's response to request for clarifications on the bid), including corrections to the bid, if any, resulting from the Procuring Entity's bid evaluation;
- (h) Eligibility requirements, documents and/or statements;
- (i) Performance Security;
- (j) Notice of Award of Contract and the Bidder's conforme thereto;
- (k) MWSS BOT Resolution on the approval of ABC and procurement, and on the authority given to the Chief Regulator for the purpose of this procurement.
- (l) MWSS BOT Resolution on the approval of the MWSS-RO recommendation, to award the Project to PSRC

3. In consideration of the payments to be made by the MWSS RO to PSRC as hereinafter mentioned, PSRC covenants with MWSS RO to perform the Scope of Work as per Terms of Reference, following the Breakdown of Activities covering two (2) semesters, and comply with the Deliverables/Milestones, as indicated below:

## SCOPE OF WORK

The Consultant shall:

- a. Constitute the project team who will conduct the study within the agreed timeframe of 12 months for the entire CSS and two semesters;
- b. Prepare, present, and submit to the MWSS RO the: (i) the deliverables based on CSS activities as part of the quarterly monitoring reports and annual accomplishment report as indicated above; (ii) survey results (raw datasets), and (iii) all other documentation made during the conduct of the study;
- c. Provide for the CSS-related expenses for enumerators and key personnel;
- d. Treat with utmost confidentiality all information provided by the MWSS RO to the Consultant during project implementation. The CSS will cover the following phases during which the Consultant will conduct the following activities and submit the following deliverables:

PHASE	ACTIVITIES	DELIVERABLE
GCG's Survey Design / Methodology  (Refer to Annex A: Enhanced Standard)	<ul style="list-style-type: none"> <li>• Determining sample size</li> <li>• Selection of sample respondents</li> <li>• Adoption of the questionnaire recommended by GCG (Annex B)</li> </ul>	<p>Comprehensive report on Survey methodology:</p> <ul style="list-style-type: none"> <li>• Sampling design (sample selection procedures / sampling frame)</li> </ul>

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<i>Guideline on the Conduct of Customer Satisfaction Survey of the GOCCs)</i>	<ul style="list-style-type: none"> <li>• Preparation of Data</li> <li>• Processing Manual (containing approaches in the processing of survey results including statistical tables format</li> </ul>	<ul style="list-style-type: none"> <li>• Assumption used in determining sample size</li> <li>• Survey limitation</li> <li>• Attach final copy of the Data Processing Manual.</li> </ul>
Pre-enumeration	<ul style="list-style-type: none"> <li>• Preparation of Enumerator's manual (containing guide / procedures in data collection)</li> <li>• Hiring enumerators</li> <li>• Conduct of training of enumerators</li> <li>• Pre-testing of survey instruments</li> </ul>	<ul style="list-style-type: none"> <li>• Comprehensive report on the whole process including problems encountered in the conducted of training and pre-testing.</li> </ul>
Data Enumeration/ Collection	<ul style="list-style-type: none"> <li>• Conduct of CSS</li> </ul>	<ul style="list-style-type: none"> <li>• Status report including sex-disaggregated data and gender-related information</li> </ul>
Data Entry, Editing, Processing and Tabulation	<ul style="list-style-type: none"> <li>• Editing and verification of accomplished questionnaires</li> <li>• Data encoding / cleaning</li> <li>• Generation of statistical tables of survey results</li> </ul>	<ul style="list-style-type: none"> <li>• Computer program / system used in accomplishing these tasks</li> </ul>
Reporting (Initial) Report	<ul style="list-style-type: none"> <li>• Preparation of gender-sensitive comprehensive terminal report</li> </ul>	<p>Comprehensive report with the following information:</p> <ul style="list-style-type: none"> <li>• Analysis of results shall be in accordance with the objective of the survey</li> <li>• Documentation of the entire process</li> <li>• Findings – the findings and results of the survey are expected to enlighten the RO on the Concessionaires current level of satisfaction with its services by establishing a customer's view of its performance and on the gender issues and concerns faced by women and men customers in relation to Concessionaires' provision of water services.</li> </ul>



		<ul style="list-style-type: none"> <li>Recommendation – the recommendations on the other hand, should serve as a foundation from which customer services strategy can be formulated, leading to delivery of a high quality, gender-responsive, accessible and relevant regulatory service, as well as guide for the future improvement of customer satisfaction levels</li> </ul>
Final Report Project Closure	<ul style="list-style-type: none"> <li>Conduct final evaluation / assessment of the project with the RO</li> </ul>	<ul style="list-style-type: none"> <li>Compliance to GCG requirements</li> </ul>

The scope of the consultancy services shall not be limited to the activities outlined above.

The Consultants shall establish and submit to the MWSS RO a sufficiently detailed work schedule reflecting timelines, activities and deliverables which should be consistent with the Proposed Timelines and Deliverables under Part VI of the TOR, as indicated below:

**PROPOSED PROJECT TIMELINE AND DELIVERABLES (For bi-annual 2021 CSS):**

ACTIVITY	DELIVERABLES SUBMISSION	TIMELINE
1. GCG's Survey Design / Methodology	Comprehensive report on Survey methodology: <ul style="list-style-type: none"> <li>Sampling design (sample selection procedures / sampling frame)</li> <li>Assumption used in determining sample size</li> <li>Survey limitation</li> <li>Attach final copy of the Data Processing Manual.</li> </ul>	1 month after signing of MOA
2. Pre-enumeration	<ul style="list-style-type: none"> <li>Comprehensive report on the whole process including problems encountered in the conducted of training and pre-testing.</li> </ul>	

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Second Semester CSS: July to December 2021		
3. Data Enumeration/ Collection (2nd Semester of 2021)	Status report on the CSS	2 months after signing of MOA
4. Data Entry, Editing, Processing	Report on the computer program / system used in accomplishing these tasks	4 months after signing of MOA
Tabulation (2nd Semester of 2021)	File containing processed data and statistical tables of survey results	
5. Reporting (Initial Report (2nd Semester of 2021)	<p>Comprehensive report with the following information:</p> <ul style="list-style-type: none"> <li>• Analysis of results shall be in accordance with the objective of the survey</li> <li>• Documentation of the entire process</li> <li>• Quality controls including spot checking and back-checking report</li> <li>• Findings – the findings and results of the survey are expected to enlighten the RO on the Concessionaires current level of satisfaction with its services by establishing a customer's view of its performance.</li> <li>• Recommendation – the recommendations on the other hand, should serve as a foundation from which customer services strategy can be formulated, leading to delivery of a high quality, responsive, accessible and relevant regulatory service, as well as guide for the future improvement of customer satisfaction levels</li> </ul>	5 months after signing of MOA
First Semester CSS: January to June 2022		
6. Data Enumeration/ Collection (2nd Semester of 2022)	Status report on the CSS	7 months after signing of MOA

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7. Data Entry, Editing, Processing and Tabulation (1st Semester 2022)	Report on the computer program / system used in accomplishing these tasks  File containing processed data and statistical tables of survey results	8 months after signing of MOA
8. Reporting (Initial) Report (1st Semester 2022)	Comprehensive report with the following information: <ul style="list-style-type: none"> <li>• Analysis of results shall be in accordance with the objective of the survey Documentation of the entire process</li> <li>• Quality controls including spot checking and back-checking report</li> <li>• Findings – the findings and results of the survey are expected to enlighten the RO on the Concessionaires current level of satisfaction with its services by establishing a customer's view of its performance.</li> <li>• Recommendation – the recommendations on the other hand, should serve as a foundation from which customer services strategy can be formulated, leading to delivery of a high quality, responsive, accessible and relevant regulatory service, as well as guide for the future improvement of customer satisfaction levels</li> </ul>	10 months after signing of MOA
9. Final Report Project	Closure Compliance to GCG requirements	11 months after signing of MO

4. The MWSS RO agrees to pay PSRC the sum of **THREE MILLION SIX HUNDRED FIFTY-ONE THOUSAND TWO HUNDRED AND 0/100 PESOS (Php 3,651,200.00)**, subject to the above schedule and the MWSS RO's acceptance of the above deliverables/milestones.
5. If any stipulation, clause, term, or condition of this Contract is held invalid or contrary to law, the validity of the other stipulations, clause, terms, and conditions hereof shall not be affected thereby.

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6. The Parties represent that they have the requisite power, authority, and capacity to enter into this Contract, and to perform their obligations and undertakings according to the terms and conditions thereof.
7. The mutual rights and obligations of the MWSS RO and PSRC shall be as set forth in the Contract, in particular:
- (a) PSRC shall carry out the SERVICES in accordance with the provisions of the Contract; and,
  - (b) The MWSS RO shall make payments to PSRC in accordance with the provisions of the Contract.

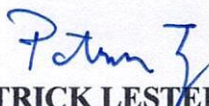
SIGNED by the parties on 26 OCTOBER 2021 at Quezon City, Philippines.

**METROPOLITAN WATERWORKS  
AND SEWERAGE SYSTEM  
REGULATORY OFFICE**

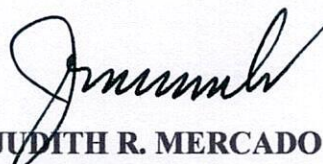
**PHILIPPINE SURVEY AND  
RESEARCH CENTER, INC. (PSRC)**

By:

By:

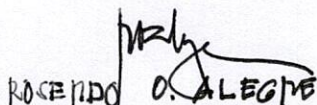


**PATRICK LESTER N. TY**  
Chief Regulator, MWSS RO

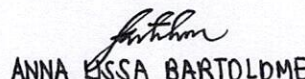


**JUDITH R. MERCADO**  
Executive Research Director, PSRC  
by the PSRC Board of Directors by virtue of  
a Board Resolution hereto attached

WITNESSES:



**ROSENDO O. ALEGRIA**  
For MWSS RO



**ANNA ESSA BARTOLOME**  
For PSRC



## ACKNOWLEDGEMENT

Republic of the Philippines)  
Quezon City ) S. S.


**BEFORE ME**, personally appeared:

Name	Identification Document	Date/Place Issued
<b>PATRICK LESTER N. TY</b> <i>representing</i> MWSS Regulatory Office	DRIVER'S LICENSE N09-95-333952	3 MAY 2019
<b>JUDITH R. MERCADO</b> <i>representing</i> Philippine Survey and Research Center, Inc.	PASSPORT P0480493B	31 JAN 2019 NCR

They are known to me to be the same persons who executed the foregoing Contract with appendices, and they acknowledged to me that their signatures confirm their voluntary acts and of the corporations they represent.

SIGNED and SEALED on 09 NOV 2021 at Quezon City.

Doc. 031 :  
Page 008 :  
Book 6 :  
Series of 2021

  
**ATTY. SONIA S. CANONIZADO**  
Notary Public for Quezon City  
Adm. Matter No. 160 (2021-2022)  
Until December 31, 2022  
No. 19 Marunong Street,  
Central Dist. Quezon City  
Roll of Attorney No. 53968  
PTR No. 0632635-1/7/21  
Lifetime IBP No. 06634





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