

CONSULTING SERVICES AGREEMENT

THE PUBLIC IS INFORMED:

This Contract is executed between:

METROPOLITAN WATERWORKS AND SEWERAGE SYSTEM REGULATORY OFFICE (MWSS RO), a government corporation duly organized and existing under and by virtue of Executive Order No. 149, Series of 2021, with principal business office at Katipunan Avenue, corner H. Ventura Street, Barangay Pansol, Balara, Quezon City, herein represented by its Chief Regulator, **PATRICK LESTER N. TY**, ,

-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 RACHEL 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";

After the conduct of competitive bidding pursuant to Republic Act No. 9184 and its Implementing Rules and Regulations, the Procurement of Consultancy Services for Customer Satisfaction Survey (Contract No. RO-CS2022-001) was awarded to PSRC;

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.

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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) Approval of the Memorandum containing the Terms of Reference;
 - (l) MWSS RO Resolution on the approval of the MWSS RO BAC recommendation to award the Project to the PSRC
3. In consideration of the payments to be made by the MWSS RO to the PSRC as hereinafter mentioned, the PSRC covenants with the 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 timeframe of ten (10) months as agreed during the negotiation for the entire CSS and two (2) 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 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:

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PHASE	ACTIVITIES	DELIVERABLE
GCG's Survey Design / Methodology (Refer to Annex A: Enhanced Standard Guideline on the Conduct of Customer Satisfaction Survey of GOCCs)	<ul style="list-style-type: none"> • Determining sample size • Selection of sample respondents • Adoption of the questionnaire recommended by the GCG (Annex B) • Preparation of Data • Processing Manual (containing approaches in the processing of survey results including statistical tables format) 	<ul style="list-style-type: none"> • Comprehensive report on Survey methodology: • Sampling design (sample selection procedures / sampling frame) • Assumption used in determining sample size • Survey limitation • Attach final copy of the Data Processing Manual.
Pre-enumeration	<ul style="list-style-type: none"> • Preparation of Enumerator's Manual (containing guide / procedures in data collection) • Hiring of enumerators • Conduct of training of enumerators • Pre-testing of survey instruments 	<ul style="list-style-type: none"> • Comprehensive report on the whole process including problems encountered in the conducted of training and pre-testing.
Data Enumeration/ Collection	<ul style="list-style-type: none"> • Conduct of CSS 	<ul style="list-style-type: none"> • Status report, including sex-disaggregated data and gender-related information.
Data Entry, Editing, Processing and Tabulation	<ul style="list-style-type: none"> • Editing and verification of accomplished questionnaires • Data encoding / cleaning • Generation of statistical tables of survey results 	<ul style="list-style-type: none"> • Computer program / system used in accomplishing these tasks.

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Reporting (Initial) Report	<ul style="list-style-type: none"> • Preparation of gender-sensitive comprehensive terminal report 	<p>Comprehensive report with the following information:</p> <ul style="list-style-type: none"> • Analysis of Results, that shall be in accordance with the objective of the survey • Documentation of the Entire Process • Findings and Results, that are expected to enlighten the MWSS 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. • Recommendations, that should serve as a foundation from which customer services strategy can be formulated, leading to the delivery of high-quality, gender-responsive, accessible, and relevant regulatory service, as well as a guide for the future improvement of customer satisfaction levels.
Final Report Project Closure	<ul style="list-style-type: none"> • Conduct final evaluation / assessment of the project with the RO 	<ul style="list-style-type: none"> • Compliance with GCG requirements.

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 Project Timelines and Deliverables under Part V of the TOR, as indicated below:





PROPOSED PROJECT TIMELINE AND DELIVERABLES (FOR BI-ANNUAL 2022 CSS):

ACTIVITY	TIMELINE
Notice to Proceed	
Kick-off meeting between the research survey/survey company and MWSS RO representative on First Semester	
Formatting and revision of final questionnaire	
Preparation of Data Outsourcing Agreement	
Submission of survey instrument for pre-testing	
Submission of a Comprehensive Report (Inception Report) on Survey methodology	1 month after signing of MOA/Contract
Sampling design (sample selection procedures/sampling frame)	
The assumption used in determining sample size	
Survey limitation	
Submission of a Data Processing Manual (containing approaches in the processing of survey results including statistical tables format.	
Review, comments, and approval of End-User of the draft questionnaire and comprehensive report	
Provision of respondent database/listing to the Consultant	
Pilot briefing	
Conduct four (4) pilot tests	
Data processing of pilot data	
Preparation of pilot report	
Submission of a Comprehensive Report (Pilot Test Report) on the whole process including problems encountered in the conducted training and pre-testing.	1 month after signing of MOA/Contract
Submission of Enumerator's Manual	

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Review and comments of End-User of Pilot Test Report and Pilot Data	
Revision of questionnaire based on pre-testing	
Submission of Final Survey Questionnaire	
Review, comments, and approval of End-User of final survey questionnaire	
Revision of programming coming from pre-testing	
Briefings/Training of enumerators	
Final revisions on programming	
FIELDWORK - 1ST SURVEY PERIOD	
Appointment Setting	
Fieldwork/Conduct of survey	
Debriefing	
Submission of Status Report (Interim Progress Report - First Status) including sex/disaggregated data and gender-related information	2 months after signing of MOA/Contract
DATA PROCESSING - 1ST SURVEY PERIOD	
Data processing of full data	
Submission of Report on Computer program/system used in accomplishing these tasks (Interim Progress Report - Second Status)	4 months after signing of MOA/Contract
Alignment meeting with End-User on Analysis Plan	
Preparation of Comprehensive Report (gender-sensitive comprehensive terminal report) and a file containing processed data and statistical tables of survey results	
Submission of a file containing processed data and statistical tables or survey results	
Submission of Draft Comprehensive Report (gender-sensitive comprehensive terminal report).	
Analysis of results shall be in accordance with the objective of the survey	

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Documentation of the entire process	
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 Concessionaire's provision of water services	
Recommendation – the recommendations, on the other hand, should serve as a foundation from which customer services deliver high quality, gender-responsive, accessible, and relevant regulatory service, as well as a guide for the future improvement of customer satisfaction level	
Provide inquiries and feedback on the Draft Report	
Preparation of Final Comprehensive Report	
Submission of Final Comprehensive Report (gender-sensitive comprehensive terminal report)	5 months after signing of MOA/Contract
Analysis of results shall be in accordance with the objective of the survey	
Documentation of the entire process	
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 Concessionaire's provision of water services	
Recommendation – the recommendations, on the other hand, should serve as a foundation from which customer services deliver high quality, gender-responsive, accessible, and relevant regulatory service, as well as a guide for the future improvement of customer satisfaction level	
Presentation of the Comprehensive Final Report to the MWSS RO	
Conduct final evaluation/assessment of the project with the MWSS RO	

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FIELDWORK - 2ND SURVEY PERIOD	
Appointment Setting	
Fieldwork/Conduct of survey	
Debriefing	
Submission of Status Report (Interim Progress Report - First Status) including sex/disaggregated data and gender-related information	7 months after signing of MOA/Contract
DATA PROCESSING - 2ND SURVEY PERIOD	
Data processing of full data	
Submission of Report on Computer program/system used in accomplishing these tasks (Interim Progress Report - Second Status)	8 months after signing of MOA/Contract
REPORTS/DELIVERABLES - 2ND SURVEY PERIOD	
Preparation of Comprehensive Report (gender-sensitive comprehensive terminal report) and a file containing processed data and statistical tables of survey results	
Submission of a file containing processed data and statistical tables or survey results	
Submission of Draft Comprehensive Report (gender-sensitive comprehensive terminal report).	
Analysis of results shall be in accordance with the objective of the survey	
Documentation of the entire process	
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 Concessionaire's provision of water services	
Recommendation - the recommendations, on the other hand, should serve as a foundation from which customer services deliver high quality, gender-responsive, accessible, and relevant	

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regulatory service, as well as a guide for the future improvement of customer satisfaction level	
Provide inquiries and feedback on the Draft Report	
Preparation of Final Comprehensive Report	
Submission of Final Comprehensive Report (gender-sensitive comprehensive terminal report)	10 months after signing of MOA/Contract
Analysis of results shall be in accordance with the objective of the survey	
Documentation of the entire process	
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 Concessionaire's provision of water services	
Recommendation - the recommendations, on the other hand, should serve as a foundation from which customer services deliver high quality, gender-responsive, accessible, and relevant regulatory service, as well as a guide for the future improvement of customer satisfaction level	
Presentation of the Comprehensive Final Report to the MWSS RO	
Conduct final evaluation/assessment of the project with the RO	
Closure Compliance with GCG requirements	

4. The MWSS RO agrees to pay the PSRC the sum of **FOUR MILLION ONE HUNDRED THOUSAND AND 0/100 PESOS (PHP 4,100,000.00)**, 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.
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.

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7. The mutual rights and obligations of the MWSS RO and the PSRC shall be as set forth in the Contract, in particular:

- (a) The 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 23 NOVEMBER 2022 at Quezon City, Philippines.

**METROPOLITAN WATERWORKS
AND SEWERAGE SYSTEM
REGULATORY OFFICE**

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

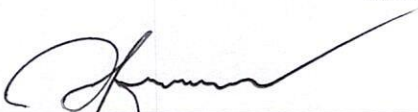
By:

By:

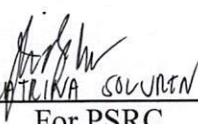

PATRICK LESTER N. TY
Chief Regulator


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

WITNESSES:



For MWSS RO



RIA KATRINA SOLARAN
For PSRC

ACKNOWLEDGEMENT

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


BEFORE ME, personally appeared:

Name	Identification Document	Date/Place Issued
PATRICK LESTER N. TY representing MWSS Regulatory Office	No 9 - 95 - 333952 Driver's License	May 3, 2019
JUDITH RACHEL R. MERCADO representing Philippine Survey and Research Center, Inc.	No 1 - 88 - 077856 Driver's License	July 1, 2022

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 DEC 06 2022 at Quezon City.

Doc. 104 ;
Page 27 ;
Book XII-A ;
Series of 2022


Socorro Marcel N. Nepomuceno
Notary Public for Quezon City
NP 238 until December 31, 2022
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