

TERMS OF REFERENCE
Metropolitan Waterworks and Sewerage System Regulatory Office
Annual Report for 2024

I. Background

The Annual Report (AR) highlights the key programs and significant achievements of the Metropolitan Waterworks and Sewerage System Regulatory Office (MWSS RO). The report is a useful reference for stakeholders as it provides vital information on the MWSS RO's operation in a given year. It provides a summary of pertinent data that serves the information requirements of the partners of the MWSS RO including government agencies, the Concessionaires, researchers, civil society organizations (CSOs), and other stakeholders.

II. Purpose and Objective

The Annual Report is viewed as a strategic reporting tool for all of its stakeholders, most notably the Philippine government and its Concessionaires. The report, as it reflects MWSS RO's professionalism and competence as an organization, is also meant to further enhance its image as such.

III. Project Scope

The Office of the Chief Regulator-Public Information Department (OCR-PID), intends to hire a Service Provider (SP) who will research, write, layout, design, proofread, edit, and print the MWSS RO AR for 2024.

The SP shall conduct photoshoots to produce quality pictures or images for the AR 2024. Images may include action shots of various MWSS RO activities per Regulation Area, portrait shots of the MWSS RO employees as well as photos of the facilities of the MWSS and Concessionaires.

The SP shall conduct comprehensive research of the MWSS RO, which includes interviews with key persons per Regulation Area, immersion, focus group discussions, and other research/data gathering processes necessary for the production of the AR 2024.

The SP shall provide all the equipment, applications, miscellaneous services, and materials necessary to deliver an AR 2024 that complies with the standards set by the MWSS RO.

The SP shall work closely with the OCR-PID and all the Regulation Areas of the MWSS RO to collect comprehensive relevant information for AR 2024.

The SP shall conduct at least two (2) writeshops each for the AR 2024 with the OCR-PID to accommodate necessary revisions recommended by the Regulation Areas, Management Committee (ManCom), Executive Committee (ExeCom), and other MWSS RO Committees and Technical Working Groups.

The SP shall provide a written customer service policy and warranty for all deliverables.

The SP shall apply all revisions and recommendations by the MWSS RO to all deliverables.

IV. Expected Outcomes

The AR 2024 shall be designed creatively and strategically to effectively communicate MWSS RO's performance story. It shall be written and designed in a way that will be aesthetically pleasing; will be enticing for the public to read; and will be comprehensible. It shall also be proofread and edited in line with technical and professional writing standards.

The report shall include the following:

- Front cover with logos, heading/s and relevant photo/s
- Brief history of the MWSS RO
- Mandate, Vision, Mission, Core Values, and Quality Policy
- Message from the President of the Republic of the Philippines
- Message from the Secretary of the Department of Environment and Natural Resources
- Message from the Chairperson of the MWSS Board of Trustees
- Message from the Chief Regulator
- MWSS RO Officials' Profiles

- Executive Summary
- Articles regarding the activities and accomplishments of each MWSS RO Regulation Area (per Department and Unit)
- Articles regarding the activities and accomplishments of the MWSS RO Committees and Technical Working Groups
- Photos of the MWSS RO ExeCom, ManCom, and other committees; individual and group photos of MWSS RO officials and employees per Department and Regulation Area; and photos of MWSS and Concessionaire facilities
- Moving Forward Statement
- Organizational Structure
- Photo Gallery of Activities
- Editorial Team
- Glossary of Terms
- Back cover with address and contact information of the MWSS RO

The finished printed publication will be approved by the Chief Regulator, as head of the Office. It shall be based on the following specifications:

Description	Specification
Approximate no. of pages in the finished publication	150 pages including front and back covers
Approximate size	A4 (210mm x 297mm)
Binding	Glued with scoring
Quantity	150

Photographs and Graphics	<p>The SP shall produce, edit, page layout the necessary photos and graphics to complete the contents of the report.</p> <p>The following are the requirements for the photos and graphics:</p> <ul style="list-style-type: none"> - Photos must be shot in Large JPEG format. - Raster and Vector images must have a resolution of 300dpi to avoid blurriness and pixelation. - Photos should be well lit and aesthetically pleasing.
General Print Specifications	<p>Pages:</p> <ul style="list-style-type: none"> • Full Color (CMYK) • C2S 100 • Size: A4 (210mm x 297mm) <p>Cover:</p> <ul style="list-style-type: none"> • Full Color (CMYK) • Softbound with matte lamination and spot lamination/emboss
Language	English
Customized Resealable Packaging (i.e., hardbound box, pocket presentation folder, conformer folders etc.)	The packaging should have an approved design or concept complementing the designs for the cover and pages inside.

Under the overall guidance of the Chief Regulator; and under the supervision of, and coordination and collaboration with the OCR-PID, the SP shall perform the following tasks:

a. Recommending Themes and Concepts

The SP shall **propose at least 3 themes and design studies for the conceptualization of the AR 2024, including photoshoot pegs.**

The publications shall deliver a design that is reflective of the MWSS RO's legal mandate, character, and function. These should adhere to the brand as discussed in the MWSS RO Brand Book, which MWSS RO will provide.

b. Writing

The SP shall write the full content of the AR 2024, based on the input and data provided by the MWSS RO and from various research/data gathering activities.

The AR 2024 shall be written with creativity and must have smooth transitions in presenting the elements of the MWSS RO's story. The writing style must be consistent, concise, and comprehensible to the public.

The SP is expected to incorporate strategies to better communicate technical topics to the public.

c. Proofreading

The SP shall proofread the draft documents and correct for errors in grammar, spelling, syntax, punctuation, and use of the English language. The SP shall correct any typographical errors, distinguish any inconsistencies in style of formatting, and make recommendations on how to further improve the AR 2024.

d. Editing

The MWSS RO requires the SP to improve the sentences for consistency, clarity and impact of the information presented. Suggested changes include alternative wording, sentence rephrasing, and reorganization of the text.

Photos of activities and individuals shall also be edited to enhance the features without using any destructive photo editing techniques.

e. Layout

The SP shall deliver the AR 2024 with a creative and aesthetically pleasing layout while maintaining the MWSS RO's corporate identity and relevance to the approved theme.

The SP should be keen on every element in the page. The write-ups must be in harmony and in sync with the photos, information graphics, and all other visuals presented on the page.

f. Organizing Photoshoots/Pictorial Sessions, Collection of Photos, and Editing

The SP shall edit photos sent by the MWSS RO or captured by the SP, which should be edited according to the required standards and recommended quality of the MWSS RO.

The SP shall coordinate with the MWSS RO regarding photoshoots and other pictorial sessions necessary for the project. The SP shall take quality photos for the approved cover design based on the final concept and chosen theme. The SP shall conduct photoshoots on the various activities and individuals of the MWSS RO.

The SP shall execute and supervise pictorial set-ups inclusive of, but not limited photos of the following:

1. Group and individual portraits of the Chief Regulator and Deputy Administrators
2. Group and individual portraits of the members of the MWSS RO ExeCom, ManCom, and other committees and technical working groups
3. Group and individual photos of the Management and staff of the five Regulation Areas
4. Facilities of the MWSS and its Concessionaires
5. Other relevant photos

In the event that the officials or talents will not be able to attend the scheduled photoshoot, the SP shall edit the portrait photo provided by the official or talent to match the layout and specifications of the AR 2024.

g. Printing

The SP shall print the AR 2024 and its packaging following what is specified in this TOR and in compliance with the MWSS RO's corporate identity.

h. Electronic Copy

The SP shall provide a high-resolution electronic copy of the AR 2024, which will be uploaded on the website and social media pages of the MWSS RO. The MWSS RO shall approve the format of the electronic copy to be uploaded on the website of the MWSS RO.

V. Schedule of Deliverables

The SP shall follow the schedule of deliverables as shown below. All deliverables shall be submitted in electronic and physical copies to the Chief Regulator, through the Department Manager of the OCR-PID, for evaluation and acceptance.

The MWSS RO may require the SP to present their deliverables in a coordination meeting with the OCR-PID and/or Regulation Areas prior to submission. All revisions and recommendations by the MWSS RO for each deliverable should be applied by the SP.

Deliverables	Indicative Timeline and Percentage Payment
<p>1.1 Three (3) theme proposals containing the following:</p> <ul style="list-style-type: none"> • overall concept and design for AR 2024 • photoshoot pegs <p><i>Each theme proposal must include, but not limited, the mock-up/s for the following:</i></p> <ol style="list-style-type: none"> 1. Front and back cover 2. Inside pages 3. Envelope with sticker/seal 4. Message pages 5. Executive Summary page 6. Highlights of Activities pages 7. Introduction to Regulation Area/Department/Committee pages 8. Charts and Tables 9. Organizational Chart 10. Group photos and photos of facilities pages 11. Gallery of activities pages 12. Other title pages and pages for relevant information <p><i>One (1) provisional outline and/or content flow must also be included in this deliverable. It must include the contents stated in part "IV. Expected Outcomes" of this TOR.</i></p> <p>1.2 Provisional Project Calendar</p>	<p>10 working days after onboarding</p>
<p>2. Compilation of data collected through interviews / immersion in all Regulation Areas and other / various</p>	<p>15 working days after onboarding</p>

<p>modes of research / data gathering</p> <p><i>The data shall be used in drafting the write-up for the report.</i></p>	
<p>3. Manuscript of the AR 2024; and, compilation of raw and edited photographs of the MWSS RO officials and employees, and other photos relevant to the production of the AR 2024 (e.g., photos of MWSS and Concessionaire facilities, lifestyle shots, etc.) from the photoshoots conducted by the SP.</p> <p><i>Writeshop/s with the SP shall be conducted to discuss and apply necessary revisions in the Manuscript of the report.</i></p> <p><i>All comments / recommendations / revisions from the first writeshop must be applied in the Manuscript prior to submission to the MWSS RO.</i></p>	<p>30 working days after onboarding</p>
<p>4. First Draft of AR 2024: The first draft should incorporate the following:</p> <ul style="list-style-type: none"> • approved theme and design; • full content (text, photos, tables, figures, and graphics) <p><i>Writeshop/s with the SP shall be conducted to discuss and apply necessary revisions in the First Draft of the report.</i></p> <p><i>All comments / recommendations / revisions from the second writeshop must be applied in the First Draft prior to submission to the MWSS RO.</i></p>	<p>60 working days after onboarding</p> <p>20% payment upon submission by the SP and acceptance by the MWSS RO of the First Draft of the Annual Report 2024; provided that Deliverable Nos. 1, 2, and 3 have been submitted by the SP and accepted by the MWSS RO</p>
<p>5. Second Draft of the AR 2024 in a form of mock production</p>	<p>75 working days after onboarding</p>

<p><i>Writeshop/s with the SP shall be conducted (as necessary) to discuss and apply necessary revisions in the Second Draft of the report.</i></p> <p><i>All comments / recommendations / revisions from the third writeshop must be applied in the Second Draft prior to submission to the MWSS RO.</i></p> <p><i>The SP shall submit six (6) physical copies of the digital proof.</i></p>	<p>10% payment after submission by the SP and acceptance by the MWSS RO of the Second Draft of the Annual Report 2024 in the form of six (6) physical copies of the digital proof</p>
<p>6. Final Draft and delivery of the Final AR 2024</p> <p><i>The SP shall apply necessary and additional revisions from the Second Draft to the Final Draft.</i></p> <p><i>The SP shall submit one (1) actual sample of the Final Draft of the AR 2024 for final evaluation of the MWSS RO and approval of the Chief Regulator prior to mass production.</i></p> <p><i>150 physical copies of the Final AR 2024 shall be printed and delivered by the SP to the MWSS RO.</i></p>	<p>95 working days after onboarding</p> <p>70% payment after delivery by the SP and acceptance by the MWSS RO of the Final Annual Report (150 physical copies, printed and delivered to the MWSS RO)</p>
<p>Total of Deliverables</p>	<p>95 working days after onboarding *100% payment</p>

VI. Qualification and Eligibility Requirements

The MWSS RO requires that the SP possess experience and expertise in layout, design, photography, writing, proofreading, editing, and printing of articles

exclusively concerning the accomplishments, plans, and vision of different government agencies. The qualifications of the SP shall be evaluated by the OCR-PID based on the following documents, which shall be submitted by the bidders:

- Certificate of PhilGEPS Registration;
- Portfolio of previous or present works related to these projects (minimum of 5); and
- Comprehensive Resume of the members of the SP Team who will handle the project

Prospective bidders should have the experience of having completed five (5) contracts that are similar; have handled government projects and publications within the last two (2) years; and have engaged in an ongoing publication that is distributed nationwide.

The SP Team should also possess technical expertise in digital design concepts and photography for printing and production of articles solely for government agencies.

The SP shall identify and assign three (3) principal members to lead both sub-teams.

VII. Time Frames and Fees

The SP will work for ninety-five (95) working days after onboarding, which will be scheduled after the signing of the contract or Purchase Order between the MWSS RO and the SP. Fees will be paid according to the schedule and approval by the MWSS RO of each deliverable. This period may be adjusted accordingly upon the written request of the SP in cases where there will be delays in the completion of tasks that are beyond the control of the MWSS RO or the SP.

VIII. Mode of Procurement

The procurement of the SP shall be through alternative mode of procurement pursuant to Republic Act No. 12009 or the New Government Procurement Act and its Implementing Rules and Regulations (IRR).

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