



Republic of the Philippines
METROPOLITAN WATERWORKS AND SEWERAGE SYSTEM



BIDS AND AWARDS COMMITTEE (BAC)
BAC Resolution No. 2020-019
Procurement for the Engagement of Consultant for the Conduct of 2020 Customer Satisfaction Survey
(Contract No. PPPRD-CSS-2020)
BY REFERENDUM

WHEREAS, one of the requirements of the Governance Commission for GOCC's (GCG) in the Performance Scorecard of GOCCs is the conduct of a third-party Customer Satisfaction Survey (CSS);

WHEREAS, because of the aforementioned, the conduct of the survey has been included in the MWSS-CO 2020 Performance Scorecard Targets agreed with the GCG;

WHEREAS, the University of the Philippines Center for Integrative and Development Studies (UP-CIDS) was commissioned by MWSS to conduct the first customer satisfaction survey done for MWSS-CO in 2016, under an Agency-to-Agency procurement mode, approved under Board Resolution No. 2016-072-CO;

WHEREAS, the UP-CIFAL, an offshoot institution of the UP-CIDS and also under the University of the Philippines was re-commissioned to do the MWSS Customer Satisfaction Surveys in 2018 and 2019, under the same terms and conditions and price as the first survey;

WHEREAS, the same personnel of the UP-CIDS now under the University of the Philippines-Centre International de Formation des Autorites et Leaders (UP-CIFAL), will conduct the survey for MWSS-CO for 2020, using the prescribed Enhanced Standard Methodology on the Conduct of Customer Satisfaction Survey together with the survey questionnaires provided by the GCG;

WHEREAS, the engagement of a Consultant for the conduct of CSS for 2020 is included in the CY 2020 Annual Procurement Plan approved by the MWSS Board of Trustees in its Resolution No. 2020-010-CO amounting to Nine Hundred Thousand Pesos (Php900,000.00) under Agency-to-Agency mode of procurement;

WHEREAS, the engagement of the UPCIFAL to conduct the survey for MWSS, under an agency-to-agency procurement mode, is efficient and economical to government, for the following reasons:

- a) We have a tight time frame to complete the survey within the year, and doing it via the agency-to-agency mode is more time efficient compared to regular bidding.
- b) The group that will conduct the survey has done it for MWSS in 2016, 2018 and 2019, with productive output. This effectively minimizes problems, delays and expenses normally associated with a first-time conduct of a survey
- c) The group has a proven track record in the conduct of similar services for government agencies including the GCG and MWSS Regulatory Office.


WHEREAS, the UP-CIFAL has issued a certification attesting to the following: a) mandate to deliver services required by MWSS b) it owns and have access to the necessary tools and equipment to do the survey; and c) it has the absorptive capacity to undertake the survey, (Annex B-Technical Proposal);

NOW THEREFORE, **RESOLVED** as it is hereby **RESOLVED**, to recommend the **APPROVAL** of the Engagement of the UP-CIFAL to Conduct the Customer Satisfaction Survey of MWSS CO for 2020 (Contract No. PPRD-CSS-2020) for contract price of Eight Hundred Thousand Pesos (P800,000.00).

Approved by Referendum: 03 August 2020 in Quezon City, Metro Manila.

BIDS AND AWARDS COMMITTEE

AUGUSTINE M. VESTIL, JR
Member


RAMON R. FABUL
Member


RONALD S. ABRIGO
Member


ROMEO D. RODEROS
Vice-Chairperson


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