

**MEMORANDUM OF AGREEMENT BETWEEN THE UNIVERSITY OF THE PHILIPPINES AND METROPOLITAN WATERWORKS AND SEWERAGE SYSTEM FOR THE CONDUCT OF THE STAKEHOLDERS' SATISFACTION SURVEY 2019**

**KNOW ALL MEN BY THESE PRESENTS:**

This Agreement made and entered into by and between:

The **University of the Philippines**, the national university created by Act No. 1870, as amended and strengthened by Republic Act No. 9500, with official address at Quezon Hall, UP Campus, Diliman, Quezon City, 1101 Philippines, represented herein by the Executive Vice President of the University of the Philippines, **TEODORO J. HERBOSA**, hereinafter referred to as "UP,"

and

The **Metropolitan Waterworks and Sewerage System (MWSS)**, a government instrumentality with corporate powers established under Republic Act No. 6234, as amended, holding office at the 4<sup>th</sup> MWSS Administration Building, Katipunan Avenue, Balara, Quezon City, represented herein by its Administrator, **LTGEN EMMANUEL B. SALAMAT (Ret)**, duly authorized for this purpose under Board Resolution 2019-145 CO, (attached as Annex A).

**- ANTECEDENTS -**

The UP is mandated to lead as a public service university by providing various forms of community, public and volunteer service, as well as scholarly and technical assistance to the government, the private sector, and civil society while maintaining its standards of excellence and to serve as a research university in various fields of expertise and specialization by conducting basic and applied research, promoting research and development, and contributing to the dissemination and application of knowledge.

The MWSS is mandated to have jurisdiction, supervision and control over all waterworks and sewerage system in its service area comprising the cities of Manila, Pasay, Quezon, Cavite, Caloocan, Las Piñas, Makati, Malabon, Mandaluyong, Marikina, Navotas, Parañaque, Pasig, Pateros, San Juan, Taguig, Valenzuela, all of which comprise Metro Manila, the entire province of Rizal, the municipalities of Bacoor, Imus, Kawit, Noveleta, and Rosario in Cavite province and, subject to the approval of the President, other areas that may come within the development path of the expanding Metropolitan Manila Area.

In compliance with the requirement of the Governance Commission on GOCCs to conduct customer and/or stakeholder satisfaction surveys by independent third parties, the MWSS seeks to determine the level of satisfaction of its stakeholders on MWSS' collaborative efforts and services with them.

The MWSS recognizes stakeholders as vital partners in the achievement of its respective goals.

The conduct of the client satisfaction survey or a stakeholders' satisfaction survey is a vital process for the MWSS because it will serve as their guidepost to better understand the needs of its clients/stakeholders and determine how to serve them better.

The MWSS-Corporate Office (MWSS-CO) has requested the UP through its UP-CIFAL Philippines to provide technical assistance in the conduct of the stakeholders' satisfaction survey for 2019.

The UP through UP-CIFAL Philippines conducted the 2016 and 2018 survey for MWSS. It is willing to assist the MWSS and has the competence and wherewithal to conduct the survey.

The MWSS Board of Trustees, through its Resolution No. 2019-145-CO dated 19 September 2019 approved, as recommended by the MWSS-CO Bids and Awards Committee in its Resolution No. 2019-42 dated 28 August 2019, the procurement of the services of UP through UP-CIFAL to conduct the Stakeholders' Satisfaction Survey 2019 under Section 53.5 or Agency-to-Agency procurement mode of the 2016 Revised IRR of RA 9184. In compliance with the requirements of Section 53.5, RA 9184, UP through UP-CIFAL issued a Certification attesting that: a) it has the mandate to deliver the services required by MWSS; b) it owns and has access to the necessary tools, equipment and competencies required of the project; and, c) it has the absorptive capacity to undertake the project required by MWSS-Corporate Office.

NOW, THEREFORE, for and in consideration of the above premises, the parties hereby mutually agree as follows:

#### **1. Purpose of the Agreement**

A Stakeholders' Satisfaction Survey for 2019, which will serve as a tool to measure the satisfaction of the MWSS stakeholders on MWSS collaborative efforts with them on their respective particular areas of interface with the MWSS, will be conducted by the UP through the UP-CIFAL Philippines. The methodology for the conduct of the Stakeholders' Satisfaction Survey is attached herewith as Annex "A".

## 2. Description of the Stakeholders' Satisfaction Survey

The Stakeholders' Satisfaction Survey refers to a tool that will measure the satisfaction of the MWSS stakeholders on MWSS programs and projects.

The MWSS "stakeholders" in this study refers to the following clusters:

1. *National Government Agencies* - include the Department of Finance (DOF), National Economic and Development Authority (NEDA), Department of Environment and Natural Resources (DENR), National Water Resource Board (NWRB), DPWH, NIA, LWUA, OGCC, National Power Corporation (NPC), PSA, and National Commission on Indigenous People (NCIP);

2. *Concessionaires* - Manila Water Company Inc. (MWCI), Maynilad Water System Inc. (MWSI), and Luzon Clean Water Development Corporation (LCWDC);

3. *Lessees* - MWCI, MWSI, LWUA, Smart Telecom, Globe Telecom, PNB, Northrail and PWWA;

4. *Right-of-Way (ROW) Lessees*

5. *Local Government Units* - Quezon City; Tanay, Teresa, and Antipolo City in Rizal Province, General Nakar in Quezon Province, and Bulacan;

6. Media Outfits;

7. MWSS Regulatory Office (MWSS-RO) employees; and

8. Bulacan Water Districts

The survey will allow the MWSS to identify the major drivers of satisfaction among its stakeholders particularly within the governance framework of transparency, professionalism, and responsiveness. Also, it seeks to generate feedback from stakeholders on how well the MWSS Corporate Office is doing vis-à-vis its mandate.

Respondents to the survey will be targeted by the consultant, based on the objectives of the MWSS stakeholders' satisfaction study. The number of respondents should at least be 100.

### 3. Expected output of the Stakeholders' Satisfaction Survey

Provided below is the expected output from UP through UP-CIFAL Philippines:

1. Inception report. This is a detailed list of activities and timetable for the implementation of the satisfaction study.
2. Interview and Survey Instruments and Administration Protocol. These include the interview guide, the survey instruments, and the interview and survey administration guides.
3. Final report. UP-CIFAL Philippines will submit a written report to the MWSS. The report will include statements that may lead to some recommendations or that may have some policy implications for MWSS.

The project findings and assessment will be presented by the UP through UP-CIFAL Philippines to the contracting parties or authorities of the MWSS

### 4. Obligations of UP through UP-CIFAL Philippines

- a. Constitute the project team which will conduct the project within the agreed time frame of five (5) months;
- b. Design the CSS methodology and instruments for approval of MWSS-CO;
- c. Submit an Inception Report as well as the Survey Instruments and Administration protocols.
- d. Conduct telephone or face-to-face interviews with the above-stated eight (8) clusters of respondents;
- e. Provide the transportation, accommodation or other incidental expenses by the enumerators and other personnel involved in the project;
- f. Report to MWSS-CO through oral presentation and terminal report of the CSS. Final and oral report on the results of the Concessionaires' survey should be done on or before 15 December 2019;
- g. Except when subjected to extraordinary turn of events beyond its control, adhere to the following Project Duration & Schedule:



## 5. Obligations of MWSS-CO

- a. Designate a counterpart support team to work closely with the UP-CIFAL Philippines Project Team regarding the technical and administrative requirements of the project;
- b. Provide feedback on the draft survey methodology and instruments for refinement and finalization of UP-CIFAL Philippines;
- c. Provide the necessary stakeholders' data and contact details of the target respondents under the eight (8) clusters; and
- d. Pay the UP-CIFAL Philippines the project cost indicated below based on the proposed payment terms.

## 6. Indicative Project Cost and Payment Term

In exchange for such service by the UP-CIFAL Philippines, the MWSS will pay the amount of Eight hundred Thousand Pesos (PhP 800,000.00), inclusive of 7% tax, to cover professional service fees, enumerators' fees for telephone or face-to-face interviews, transcription/encoding of interviews, communication, transportation, representation expenses of enumerators and consultants, and writers' fees distributed in the different components of the methodology.

Component	Duration	Cost (PhP)
1. Document and Process Review	0.5 month	50,000.00
2. Instrument Updating	0.5 month	50,000.00
3. Instrument Editing and Refinement	0.5 month	50,000.00
4. Survey and Interview Protocol	2 months	400,000.00
5. Encoding and Analysis	0.5 month	100,000.00
6. Communication and Reporting	1 month	94,000.00
	Subtotal	744,000.00
	7% tax	56,000.00
	<b>TOTAL</b>	<b>800,000.00</b>

The proposed payment term is as follows:

1. 35% mobilization fee upon submission of Inception Report
2. 45% upon submission of Interview and Survey Instruments and Administration Protocol
3. 20% upon submission of Final Report.

The payment term shall be subject to existing COA applicable rules and regulations.

#### **7. The Project Team (Composition and Tasks)**

*Project Director:* Dr. Edna E.A. Co  
*Technical Team Head:* Dr. Ador R. Tornco  
*Research Executive:* Portia P. Silang  
*Research Associate:* Georgeline Jaca  
*Project Assistant:* to be recruited  
*Writer:* to be recruited  
*Administrative Officer:* Toni Soriano  
*Finance Officer -* Edna Hernandez  
*Enumerators -* to be recruited  
*Encoder:* to be recruited  
*Copy Editor:* to be recruited

#### **8. Effectivity**

This Agreement shall take effect upon signing of the representatives of both parties and shall be completed in accordance with the approved project duration and schedule.

#### **9. Settlement of Disputes**

Any dispute between UP-CIFAL Philippines and MWSS, as to matters arising from this Agreement which cannot be settled amicably within thirty (30) days after receipt by one Party of the other Party's request for such amicable settlement, may be submitted to arbitration according to the provisions of Presidential Decree No. 242 in relation to Sections 66-71 of Chapter 14, Executive Order No. 292, enacted to govern the administrative settlement or adjudication of disputes, claims, and controversies between or among government offices, agencies, and instrumentalities.

**IN WITNESS WHEREOF**, the parties hereto have set their signatures on the date and at the place set forth above.



**University of the Philippines  
(UP)**

by:

  
**TEODORO J. HERBOSA**  
Executive Vice President  
*By authority of the UP President*

**Metropolitan Waterworks  
and Sewerage System (MWSS)**

by:

  
**EMMANUEL B. SALAMAT**  
Administrator  


**CERTIFICATION OF AVAILABILITY OF FUNDS**

Accounting Chief, MWSS

**WITNESSES:**







## METHODOLOGY OF THE STAKEHOLDERS' SATISFACTION SURVEY

The UP through the UP-CIFAL Philippines will adopt a seven (7) step process for the project:

1. *Document and process review* - involves review of pertinent documents, policies, processes and consultation with MWSS Corporate Office, and selected stakeholders.
2. *Instrument Design* - the preparation of the interview schedule and survey instruments and survey administration protocols. The study instruments will include the following:
  - a. *Interview* - for qualitatively assessing the context of each stakeholder's specific engagement with the MWSS Corporate Office. Given the differences in the engagement of each of the eight (8) clusters, the instruments will be designed around the specific context of each stakeholder cluster based on this interview. The results of the survey will guide the design of the survey questionnaire.
  - b. *Survey questionnaire* - for assessing stakeholder satisfaction with general MWSS Corporate Office's services, policies, procedures, and personnel as applicable. This instrument will be designed as a general template for all survey respondents but only applicable sections will be used per respondent.
3. *Pre-testing and Refinement* - pre-testing involves mock or pilot testing of the instruments and administration procedures to a small number of selected respondents. This will test the suitability of the instruments and will serve as basis for their revision and refinement.

Refinement involves the revision and finalization of the survey and interview instruments and administration procedures based on the pre-test results.
4. *Data collection* - involves the actual conduct of interviews and administration of the survey questionnaire. The CSS is primarily a telephone interview as per the *GCG Classification of GOCCs according to Methodology*, except when this method is not suitable and a door-to-door survey-interview is warranted. The area coverage, instrument, length of

interview, and quality control procedures are discussed and clarified in this section.

5. *Sampling Method* - The study will adopt a purposive sampling approach for the eight (8) clusters identified by the MWSS-CO. This means that the breakdown of the respondents to the interviews and survey will be targeted by the consultant, in consultation and approval of the Corporate Office. The purposive sampling method is anchored on the objectives of the MWSS stakeholders' satisfaction study with pre-identified indicators of satisfaction reflecting transparency, professionalism, and responsiveness, as well as the perception of the stakeholders regarding MWSS CO's fulfillment of its mandate. This is subject to review and modification.

Where there are fewer than five (5) eligible respondents in a client organization, the Service Provider shall record the fact. For additional or replacement of respondents, the Service Provider shall consult with the MWSS-CO to reach the minimum 100 respondents.

*Respondent Criteria:*

The respondents should satisfy at least one of the criteria below:

- (a) Current or on-going stakeholder of the MWSS-CO
- (b) Has a current active account with the MWSS-CO
- (c) Had at least one transaction with the MWSS-CO during the time of visit

6. *Encoding and Processing of Data:* The encoding of the data collected from the quantitative survey will be processed based from the GCG Guidelines.

7. *Analysis* - The analysis of survey results is based from the GCG guidelines and shall be based on the analysis plan below. The Analysis Plan contains all the data that will be included in the presentation. The analysis should include a reading of the following segments: *total; by customer type; by type of service availed; and by raters.*

The following analyses are the minimum required information which will be included in the report:

- a. Breakdown of the satisfaction rating per cluster.

- b. Averaging of the overall satisfaction rating.
- c. Crosstabs of the reasons for overall satisfaction rating against type of raters (positive and negative) to determine top reasons for satisfaction and top reasons for dissatisfaction.
- d. Determining the derived importance by correlating the satisfaction levels of each attribute with the overall satisfaction rating. If there is a high link of correlation with an attribute, it can be inferred that the attribute is driving customer satisfaction, hence, it is an important attribute. Deriving the importance of attributes via regression analysis is deemed more accurate than asking for stated importance, particularly for attributes which people cannot rationalize or admit to in a "stated" answer.
- e. Plotting derived importance score per attribute against satisfaction score per attribute in a scatter diagram to determine where attributes will fall under. There will be four boxes in this scatter diagram, where attributes will be plotted:
  - \* Important and high rated
  - \* Important but low rated
  - \* Not important but high rated
  - \* Not important and low rated

**Communication and reporting** - involve the preparation of the comprehensive report and its presentation to the MWSS Corporate Office's staff and officials.

The report will provide a comprehensive assessment of the stakeholder's satisfaction with the MWSS Corporate Office's overall performance of its mandate in the context of its engagement with the eight (8) stakeholder clusters.

The report will provide recommendations leading to the improvement of the Corporate Office's policies, processes, personnel, and overall services based on the stakeholder's needs, expectations, issues, and views on what constitutes satisfactory performance. It will highlight the drivers of stakeholder satisfaction as well as the challenges that affect stakeholder's satisfaction with the MWSS Corporate Office and how they are proposed to be overcome.