

**Tender for Customer Satisfaction Survey and
Analysis of Survey Results**



MR 308/2019

**Tender Name: Customer Satisfaction Survey &
Analysis of Survey Results**



ENERGY FIJI LIMITED

**TO CARRY OUT CUSTOMER SATISFACTION SURVEY
AND ANALYSIS OF CUSTOMER SURVEY RESULTS**

TECHNICAL SPECIFICATION

SPECIFICATION

SPECIFICATIONS FOR THE CUSTOMER SATISFACTION SURVEY AND ANALYSIS OF SURVEY RESULTS

1.0 INTRODUCTION

This document sets out the requirements for an Independent Agency to carry out the Customer Satisfaction survey for Energy Fiji Limited. The Survey initiated by the EFL to determine how customers assess EFL's performance. Six (6) questionnaires will be prepared in the survey form with Customer Name, EFL Account Number, Physical address and Mobile contact number where customers will fill in their required details and provide answers to the six (6) questions. The survey forms will be sent to customers with their bills as bill inserts in the month of December, 2019. Customer Satisfaction Survey should also be available on-line for E-bill customers and Commercial customers that prefer On-line registration. Survey forms should also be available and provided to customers as they visit EFL Customer Service Centres in Central, Western and North division. Customer Satisfaction Survey should also be placed in all EFL payment agents in the Central, Western and North division and also delivered to Prepay Customers in Central, Western and North division.

2.0 DATA ENTRY

EFL shall provide all the survey forms for data entry. The forms have already been separated into the different regions and categories such as Domestic Western etc., Commercial and Industrial.

The bidder shall:

- 2.1 Enter the results indicated on the individual survey forms in an Excel Workbook.

A Worksheet Template for data entry is provided. The workbook contains Spreadsheets identifying a region and the customer category for example WESTERN DOMESTIC etc. Each row in the spreadsheet records the answers provided by each customer together with the customer account number and a serial number allocated by the bidder for each customer entry in Column A. This raw data shall be saved as a separate workbook and be passed on to EFL as Raw unanalysed data. All data entered shall be signed off by individuals doing the data entry including details of data entered, date and time of completion of data entry etc. A Template of such data entry log sheet is provided. This shall be submitted together with a formal report.

- 2.2 The Data entered shall be independently verified by a person other than the person doing the data entry. The name and credentials such as experience and qualifications of the person selected to conduct the verification exercise must be submitted with the bid.

- i. The Data entered shall be independently verified by a person other than that person doing the data entry.
- ii. The name of the person nominated to do the data verification shall be submitted together with the bid. 20% of each of the categories and region shall be verified. For example 20% of data entered for CENTRAL DOMESTIC shall be verified.
- iii. The survey forms to be verified shall be selected randomly and upon completion of verification check shall be clearly signed by the verifier to indicate that it was a verified form. Further the account must be identified on the spreadsheet by highlighting on the sheet that it was a verified record.
- iv. A verification report confirming the correctness of the entered data duly signed by the verifier shall be submitted with the report.

3.0 DATA ANALYSIS

Data shall be analysed according to the requirements set out below. Data analysis shall be done on Data verified correct after the Data audit is completed. Data shall be analysed according to Regions and category. The results shall be submitted as given below.

3.1 DATA ANALYSIS FOR QUESTIONS Q1, Q2, Q3, Q4, Q5, Q6.

The above questions shall be analysed in categories and in the following manner. For example the WESTERN DOMESTIC DATA:

- i. Customers shall be sorted into the numbers selected by customers in the customer surveys for example all customers that selected 3 (Yes). The total number of customers that selected this option shall be counted and the total noted. This total shall be converted into a percentage of the total number of customers surveyed. This shall be done individually for all options submitted i.e. from Q1 to Q6. All the questions listed above shall be analysed in a similar manner for this Customer Category.
- ii. All other customer categories shall be analysed in a similar manner and results noted.
- iii. The report shall be submitted in the form of bar charts and pie charts for each individual category and region e.g., Western Domestic, Western Commercial, Central Domestic, Central Commercial etc.
- iv. A summary report shall also be submitted for the total i.e. Total Domestic, Total Commercial and Total Industrial. The report shall also be in the form of bar and pie charts.
- v. Analysis shall be performed to show the different regions and the response from the different regions.

3.2 DATA ANALYSIS FOR Q1, 2, 3, 4, 5 6

The above questions shall be analysed in categories and in the following manner. For example the WESTERN COMMERCIAL DATA:

- i. For each question the total number of customers that selected this option shall be counted and the total noted. The score for each individual customer shall be added and an average score obtained for each question. All the questions listed above shall be analysed in a similar manner for this Customer Category.
- ii. All other customer categories shall be analysed in a similar manner and results noted.
- iii. The report shall be submitted in the form of bar charts and pie charts for each individual category and region e.g. Western Domestic, Western Commercial, Central Domestic, Central Commercial etc.
- iv. A summary report shall also be submitted for the total i.e. Total Domestic, Total Commercial and Total Industrial. The report shall also be in the form of bar and pie charts.
- v. Analysis shall be performed to show the different regions and the response from the different regions.

3.3 DATA ANALYSIS FOR ALL QUESTIONS

As part of the formal report all questions shall be analysed as shown above however in addition to the above the following summary analysis shall be provided.

- i. Overall EFL has to measure TWO key percentages of Customer Satisfaction levels as noted below:
 - a. RESIDENTIAL (this includes Domestic and Institution customers)
 - b. COMMERCIAL (this includes commercial and industrial customers)

The bidder will consolidate the data and report the findings on the above. For the purpose of measurement of performance indicators only the analysis of Section 3.2 above must be considered. All customer comments needs to be consolidated and sent back to EFL.

Other results and analysis are for the purpose of improving the services of EFL going forward.

4. Term of the Contract – will be decided later

TENDER SUBMISSION CHECK LIST

The Bidders must ensure that the details and documentation mention below must submitted as part of their tender Bid

Tender Number _____

Tender Name _____

1. Full Company Name: _____
(Attach copy of Registration Certificate)

2. Director/Owner(s): _____

3. Postal Address: _____

4. Phone Contact: _____

5. Fax Number: _____

6. Email address: _____

7. Office Location: _____

8. TIN Number: _____

(Attach copy of the VAT/TIN Registration Certificate - Local Bidders Only)

9. Company Registration Number: _____
(Attach copy of the Business License)

10. FPNP Employer Registration Number: _____

(For Local Bidders only)

11. Contact Person: _____

I declare that all the above information is

correct. Name: _____

Position: _____

Sign: _____ Date: _____

Tender Submission

Two (2) hard copies of the tender bids in sealed envelope shall be deposited in the tender box located at the Supply Chain Office at the EFL Head Office, 2 Marlow Street, Suva, Fiji.

Courier charges for delivery of Tender Document must be paid by the bidders.

This tender closes at 4:00 p.m. (16.00hrs Fiji time) on Wednesday 30th October, 2019.

Each tender shall be sealed in an envelope with the envelope bearing only the following marking:

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To Carry Out Customer Satisfaction Survey for Energy Fiji Limited

The Secretary, Tender Committee

Energy Fiji Limited

Supply Chain Office

Private Mail Bag,

Suva

It must also indicate the name and address of the tenderer on the reverse of the envelope.

All late tenders, unmarked Envelopes and envelopes without bidder's name and address on the reverse on the envelope will be returned to the Tenderers unopened. (Bids via e-mail or fax will not be considered).

The bidders must ensure that their bid is inclusive of all Taxes payable under Fiji Income Tax Act and must have the most current Tax Compliance Certificate.

For further information or clarification please contact our Supply Chain Office on phone (+679) 3224360 or (+679) 9991587.

Bidders are requested to submit a:

- Valid Tax Compliance Certificate
- FNPF Compliance Certificate