TERMS OF REFERENCE
Consultant for Customer Service Survey

EOI Number: 02/2016
EOI Due: 1/05/2016

Sealed proposals must be received by the Executive Secretary on or before 4:00pm. All proposals are to be properly identified with proposal number and title.
1. **Purpose**
   Measure customer service delivery and suggest improvements.

2. **General Information**
   The Land Transport Authority consists of 17 branches and 4 offices with partial services throughout the nation and 340 employees at managerial and non-managerial levels with 33 un-established staff.

3. **Scope of Work**
   The Authority invites bids for the purpose of acquiring a Consultant to conduct a Customer Service Survey. This will require direction, supervision, training, gathering data and information for the proper implementation.

   **The scope of works also includes the following:**
   The survey will be conducted both externally and internally in all the regions.

   **Expected Output/Deliverable**

   The main objective of the survey is to assess the Fijian People perception of the level and quality of service delivery and whether their service expectations are being met by LTA. Specifically, the survey should:

   i. Determine the quality of service delivery as perceived by the Fijian People;

   ii. Develop a composite measure of customer satisfaction and use it to determine the overall rating of the current level of satisfaction;

   iii. Establish the extent, to which LTA is adhering to the Regulations and Policies;

   iv. Identify gaps in service delivery;

   v. Identify the sources and frequency of the Fijian People complaints in regard to service delivery;

   vi. Determining the impact of LTA reforms on service delivery;

   vii. Establish the effectiveness of the Fijian People education program;
viii. Establish the effectiveness of dispute resolution and the current mechanism of addressing the Fijian People’s complaints;

ix. Determining the level of professionalism, integrity, and fairness being espoused by LTA staff in the course of their work;

x. Propose Service Improvement Measures; and

xi. Prepare and deliver a comprehensive report detailing the methodology, findings & recommendations

xii. Benchmarking LTAs customer service delivery with other professional organisations in comparison with the market

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<thead>
<tr>
<th>DELIVERABLES</th>
<th>TIMEFRAME</th>
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<tbody>
<tr>
<td>Inception Report</td>
<td>*One week after signing of the contract</td>
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<tr>
<td>Development of Customer Service Survey</td>
<td>*One week after inception Report acceptance</td>
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<tr>
<td>Customer Service Survey</td>
<td>*Two weeks after Customer Service Survey</td>
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<tr>
<td>Report Writing and presentation to Management</td>
<td>*Three weeks after report writing and presentation</td>
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<tr>
<td>Final Report with Recommendations</td>
<td>*One week after Presentations to Management.</td>
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<tr>
<td>Support and consultancy services during Implementation</td>
<td>*Within one month after Final Report acceptance and/or as when as need arises</td>
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*Negotiable

4. **Specification for Proposals**
   All proposals submitted in response to this request for proposal must contain the following information:
   - Name, address, telephone number (including name, title of person responsible of submitting this proposal).
   - Description of the organisation (individual/partnership, corporation, others)
   - Name and biography of all proposed consultant that will be directly involved in this project.
   - A list of clients for whom similar work has been performed including at least three referees that the Authority may contact regarding the job evaluation exercise conducted in a similar size organisation.
   - Project steps to complete the project and proposed timeline of work tasks with the date of final completion of the project.
   - Expected outcomes and deliverables
• Project costs including a breakdown of the company’s rates, fees and charges for services by phase, any additional reimbursable expenses and proposed payment schedule in Fiji dollar and VAT inclusive price (VIP) and /or TAX if applicable to any fees/charges.

• Optional Compensation Consultant Services
  o Consultancy fees to provide ongoing job evaluation and marketing services for new and/or updated job descriptions on an as when arises following the implementation of the job evaluation and compensation system.

5. Evaluation Criteria
All proposals will be evaluated by a committee and shall be ranked and rated to the following criteria. The Authority may select a short list of the highest ranked bidder with which to hold additional discussions. The discussions may include, but not limited to presentations, qualifications, proposals, cost estimates or other pertinent information.

• Experience and Capability (40%)
  Respondents will be evaluated on past performance as reflected by evaluation of the Authority and other previous clients with respect to such factors as quality of work, success in controlling costs and meeting deadlines.

• Project Cost (30%)
  The cost will be an important consideration in the selection, although it will not be the sole determining factor.

• Approach (20%)
  Respondents will be evaluated as to their understanding of the scope of work, how well the proposal addresses the project requirements and the completion and innovation evident in the approach of the project.

• Other Value-Added Tools and Services (10%)
  Responses will be evaluated on the inclusion of other related information or proposals that will produce a better result of this project.

6. Presentations
If deemed necessary, a shortlist of qualified bidders may be selected for oral presentations. Such a presentation will be at the bidder’s expense.

7. Terms and Conditions
Terms and conditions will be specified in the contract once this request of proposal is awarded.

8. Cost and Fee arrangements
The consultant must provide with maximum cost (VIP) of the project based on this request for proposal (including travel/telephone/fax/photocopy, etc.)

9. Schedule of Events

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<tr>
<td>EOI Released</td>
<td>April 9th 2016</td>
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<tr>
<td>EOI Due</td>
<td>May 1st 2016</td>
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<tr>
<td>RFP Finalist Presentations</td>
<td>May 12th 2016</td>
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<tr>
<td>Notification of Contract Award</td>
<td>May 26th 2016</td>
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<td>Effective date of Contract</td>
<td>May 31st 2016</td>
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<tr>
<td>Data Gathering</td>
<td>June 1st – 1st August 2016</td>
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<tr>
<td>Evaluations and Recommendations</td>
<td>September 2016 – October 2016</td>
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<td>Implementation</td>
<td>January 2017</td>
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