



**2018 Citizen Satisfaction Index System
MEMORANDUM OF AGREEMENT**

KNOW ALL MEN BY THESE PRESENTS:

This agreement is made and entered into this ____ day of 09 MAR 2018 2018, in Baguio City by and between:

The **DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT REGIONAL OFFICE, CORDILLERA ADMINISTRATIVE REGION (CAR)**, with principal office and address at Barangay Center, Upper Session Road, cor. North Drive, Baguio City, herein represented by Regional Director **MARLO L. IRINGAN**;

- and -

MOUNTAIN PROVINCE STATE POLYTECHNIC COLLEGE, a Local Resource Institute, with official address at Poblacion, Bontoc, Mountain Province, herein represented by President **REXTON F. CHAKAS**.

WITNESSETH:

WHEREAS, the Department of the Interior and Local Government (DILG) is committed to aggressively scale up interventions towards a governance that values transparency, accountability, participation and performance;

WHEREAS, the DILG is mandated by law in ensuring the welfare of the citizens under Section 16 of R.A. No. 7160, otherwise known as the Local Government Code of 1991 (LGC), and in providing supervision in areas for improvement in the delivery of basic services under Section 17 of the LGC;

WHEREAS, the Civil Society Organization/Peoples Participation Partnership Program (CSO/PPPP), a social accountability mechanism that will foster a systematic and sustained engagement of CSOs and citizens in local governance, will be established;

WHEREAS, the Citizen Satisfaction Index System (CSIS) is an assessment tool for the service delivery performance of local governments based largely on the knowledge, experience and perception of the people who are recipients of such services using a client-oriented approach;

WHEREAS, the DILG Regional Office CAR needs the technical expertise and manpower in conducting the CSIS in **Bontoc, Mt. Province**;

WHEREAS, the **Mountain Province State Polytechnic College**, is an educational institution recognized by the Commission of Higher Education (CHED), which extends its expertise on Education; Health, Nutrition, Sanitation and Food; Environment; Livelihood;

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Peace and Order Maintenance Systems; Information, Industry & Energy; Nursery Establishment and Development; and Governance (EHELPING) and its services to the public and other stakeholders;

WHEREAS, the CSIS is a partnership between the DILG and the **Mountain Province State Polytechnic College** that involves selection of the LRI, based on the criteria prescribed by this Department for the purpose;

WHEREAS, the eligibility of **Mountain Province State Polytechnic College** is not dependent on any bid amount but on the following key criteria prescribed by the Department: 1) has experience in conducting quantitative and qualitative research projects; 2) has track record in providing extension services, 3) well-recognized by the people and institutions in the municipalities; 4) has the ability to mobilize key personnel relevant in the conduct of CSIS activities; and, 5) near enough or accessible to target municipalities;

WHEREAS, the selection of LRIs complies under the alternative mode of government procurement pursuant to the Government Procurement Act (RA 9184);

NOW, THEREFORE, the two parties hereby agree to enter into this Contract under the following terms and conditions:

DILG Regional Office

1. Coordinate with the **Mountain Province State Polytechnic College** on the CSIS implementation requirements;
2. Provide funding and administrative support during the CSIS training to be conducted for the researchers of the **Mountain Province State Polytechnic College**;
3. Request LRIs to assist in communicating the CSIS survey activities to their students, faculty, and staff;
4. Evaluate the quality of the Citizen Satisfaction Report(s), Project Implementation Report(s) and other final outputs submitted by the **Mountain Province State Polytechnic College**;
5. Endorse to the BLGS the **FINAL** Citizen Satisfaction Report and Project Implementation Report; and,
6. Provide the **Mountain Province State Polytechnic College** the amount of P195,195.00 for its budgetary requirements in conducting the CSIS and in generating the prescribed reports based on the fieldwork design to be released on the following payment schedules:

Stage	% of Total Project Cost
Upon signing of MOA	60%
Upon first submission of CSIS outputs	20%
Upon submission of final CSIS outputs and presentation during the Utilization Conference	20%

Payment for the **Mountain Province State Polytechnic College** shall be chargeable from the CSO/Peoples Participation Partnership Program Fund sub-allotted to the Regional Office for the CSIS implementation.

Mountain Province State Polytechnic College

1. Mobilize a team of qualified personnel (project manager, field supervisors, and data processor) to attend the CSIS training conducted by the CSIS National Training Team;
2. Mobilize a team of qualified field interviewers to conduct the data collection for the CSIS;
3. Translate the questionnaire into the local dialect of the survey target area (if applicable);
4. Reproduce the fieldwork materials as per approval of the CSIS National Training Team;
5. Conduct data gathering in the target LGU with 150 respondents including 20% backchecking of successful interviews based on fieldwork manual provided by the CSIS National Training Team;
6. Process and analyze the data generated from the survey;
7. Submit all completed questionnaires, electronic data and other fieldwork documents to the Regional Office;
8. Submit an interim report to the Regional Office as soon as data gathering activities in the field have been completed;
9. Prepare the Project Implementation Report and Citizen Satisfaction Report to be submitted to the Regional Office not later than June 15, 2018.
10. Provide technical assistance in the preparation and conduct of CSIS Utilization Conference organized by the Regional Office;
11. Acknowledge that the DILG holds the ownership of the CSIS and its deliverables; and
12. Acknowledge that a written permission from the BLGS is needed to use, modify or replicate any part of the CSIS and its deliverables.

The DILG shall reserve the right to rescind this contract in case **Mountain Province State Polytechnic College** is unable to satisfy any of the key deliverables stated above. In any case, the DILG will not be obliged to pay **Mountain Province State Polytechnic College** for the succeeding deliverables, which were not delivered or deemed unsatisfactory to the DILG, based on the abovementioned payment schedules.

The **Mountain Province State Polytechnic College** will do its utmost effort to provide the maximum level of efficiency, but is no way responsible for the delay with regard to its adherence to the terms and conditions in this contract, when such delays are a direct result of circumstances outside the control of **Mountain Province State Polytechnic College**, in particular war, threat of war, civil or political unrest or demonstration, marches, natural disaster, fire, transportation accidents, epidemic outbreak, storms (threats of or actual), floods, terrorist activity, military activity, government activity, acts of God, failure or disruption to services provided by third parties or similar cases which are out of control of the **Mountain Province State Polytechnic College**.

This MOA may be amended or terminated by mutual and written agreement of the parties herein;

In WITNESS WHEREOF, the parties have hereunto set their hands on the date and place above-written.


DILG REGIONAL OFFICE – CORDILLERA ADMINISTRATIVE REGION

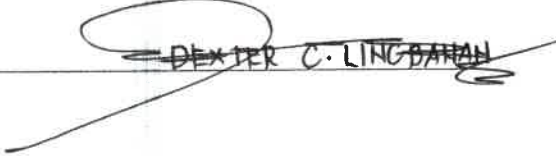
MOUNTAIN PROVINCE STATE POLYTECHNIC COLLEGE


MARLO L. IRINGAN


REXTON F. CHAKAS

Signed in the presence of:


ANTHONY MANOLO I. BALLUG
Provincial Director


DEXTER C. LINGBAHAN

ACKNOWLEDGEMENT

Republic of the Philippines)
Baguio City) S.S.

Before ME, this 09 MAR 2018 of 09 MAR 2018 2018, personally appeared the following:

NAME	GOVT ISSUED ID NO.	DATE/PLACE ISSUED/EXPIRY
MARLO L. IRINGAN	<u>02-132</u>	<u>DILG</u>
REXTON F. CHAKAS	<u>TIN 173569337</u>	<u>March 31, 1997 - Bontoc MP</u>

Known to me and to me known to be the same person who executed the forgoing Memorandum of Agreement, consisting of four (4) pages including this page, and they acknowledge to me that the same is executed in their own free act and deed.

WITNESS MY HAND AND SEAL, this 09 MAR 2018 day of _____, 2018 at Baguio City, Philippines.

NOTARY PUBLIC

Atty. MIKE BURTON MACLING PONGAS
Notary Public

Until December 31, 2019; N.A.-42-NC-18-R
Room 2, 3/F Noble Building, No. 3 Calderon Street, Baguio City
PTR No. 3444084; 8 Jan. 2018; Baguio City
IBP No 1083736; 4 Dec. 2017 (for 2018); Baguio-Benguet Chapter
Roll No. 65723; 20 June 2016
TIN 496-301-329-000

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