

## **Tender for Analysis of Customer Survey Results**



**MR 18/2017**

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

# **SURVEY RESULTS**



## **FIJI ELECTRICITY AUTHORITY**

**ANALYSIS OF CUSTOMER SURVEY RESULTS**

**TECHNICAL SPECIFICATION**

## TABLE OF CONTENTS

Section	Page
1.1 INTRODUCTION	.....3
1.2 SERVICE CONDITIONS	.....3
1.3 SYSTEM DETAILS	.....3
1.4 REFERENCE DOCUMENTS	.....4
1.5 TEST COMPLIANCE REQUIREMENTS	.....4
1.6 DELIVERY OF HARDWARE	.....4
1.7 TENDER BID SUBMISSION	.....4
APPENDIX A - DETAILS OF ITEM REQUIRED	....5,6
APPENDIX B - DETAILS OF TENDER AND GUARANTEED VALUES	.....7

## **SPECIFICATION**

### **SPECIFICATIONS FOR THE ANALYSIS OF THE CUSTOMER SURVEY RESULTS.**

#### **1.0 INTRODUCTION**

This document sets out the requirements for the Data Entry, Analysis and Report of a Survey initiated by the Fea to determine how customers assess Fea's performance. The survey forms have been collected by Fea and will be provided to the selected company to conduct the Data Entry and Analysis and who will provide a formal Analysis Report.

#### **2.0 DATA ENTRY**

Fea 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. 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 Fea 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 ect. 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 ie 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 eg, 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 ie 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 FEA 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.

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

## **4. Term of the Contract – 2 years**

## **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 FEA Head Office, 2 Marlow Street, Suva, Fiji.

**This tender closes at 4:00pm, on Wednesday, 01 of February, 2017.**

Each tender shall be sealed in an envelope with:

The envelope bearing only the following marking:

**Tender- MR 18/2017– Analysis of Customer Survey Results  
The Secretary, Tender Committee  
Fiji Electricity Authority  
Supply Chain Office  
Private Mail Bag, Suva**

- Tenders received after **4:00pm** on the closing date of **Wednesday 01<sup>st</sup> February, 2017** will not be considered.
- Lowest bid will not necessarily be accepted as successful bid.
- **It is the responsibility of the bidder to pay courier chargers and all other cost associated with the delivery of the hard copy of the Tender submission.**