

CONTRACT AGREEMENT

KNOW ALL MEN BY THESE PRESENTS:

This Agreement for the conduct of the Customer Satisfaction Survey made and executed by and between:

HOME GUARANTY CORPORATION, a government-owned and controlled corporation created and existing under and by virtue of the provision of Republic Act No. 8763, with Head Office at Jade Building, 335 Sen. Gil J. Puyat Ave., Makati City, represented in this act by **CORAZON G. CORPUZ**, Officer-in-Charge, hereinafter called the "**HGC**"

- and -

CONTACT-ASIA SERVICES, INC., a domestic corporation duly organized and existing under and by virtue of the laws of the Republic of the Philippines, with office address at 2nd floor CASI Research Data Warehouse, 9631 Kamagong Street, San Antonio Village, Makati City represented in this act by **EMMANUEL KENNETH F. VELASCO**, Managing Director, hereinafter called the "**Supplier**"

WITNESSETH: THAT

WHEREAS, HGC procured through Small Value Procurement, the Engagement of a Research Service Provider to Conduct the HGC Customer Satisfaction Survey and has accepted a Proposal by the Supplier for those services in the sum of **TWO HUNDRED FORTY THOUSAND PESOS (Php 240,000.00)** hereinafter called the "**Contract Price**".

WHEREAS, in consideration of the payments to be made by HGC to the Supplier as hereinafter mentioned, the Supplier hereby covenants with HGC to provide the services and to remedy defects therein in conformity in all respects with the provisions of the Contract.

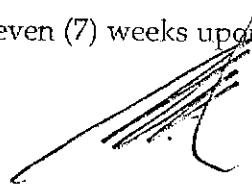
WHEREAS, the following documents shall be deemed to form and be read and construed as part of this Agreement:

- a) the Proposal submitted by the Supplier;
- b) the Terms of Reference;
- c) the Notice of Award dated _____, 2016; and
- d) the Notice to Proceed dated _____, 2016.

WHEREAS, words and expressions in this Agreement shall have the same meanings as respectively assigned to them in the Conditions of Contract referred to.

NOW, THEREFORE, for and in consideration of the foregoing premises, the parties hereby agree to the following terms and conditions:

1. **WORK SCOPE AND DELIVERABLES:** The Supplier is bound to provide the following services and to deliver the same within the period agreed upon under this Contract:
 - a) develop a workplan in the conduct of customer satisfaction survey;
 - b) draft a survey questionnaire based on guide questions provided;
 - c) finalize survey questionnaire with approval from HGC;
 - d) administer survey questionnaire and conduct interviews;
 - e) process data and analyze results;
 - f) submit initial results including data files;
 - g) discuss survey results with HGC Management; and
 - h) submit final report in both electronic and hard copies.
2. **TIME FRAME:** The Supplier shall complete the work over a period of seven (7) weeks upon signing of the contract.



TASKS	DELIVERABLES	DURATION
Develop a workplan	Workplan	Week 1
Draft survey questionnaire	Draft survey questionnaire	
Finalize survey questionnaire	Final survey questionnaire	Week 2
Administer survey questionnaire and conduct interviews		Week 3
Process data and analyze results		Week 4 - 5
Submit initial results including data files	Initial report and data files	Week 6
Discuss survey results with HGC Management		
Submit final report	Final report	Week 7

3. HGC hereby covenants to pay the **Supplier** in consideration of the provision of the foregoing services and the remedying defects therein, the **Contract Price** or such other sum as may become payable under the provisions of the contract at the following time and manner:

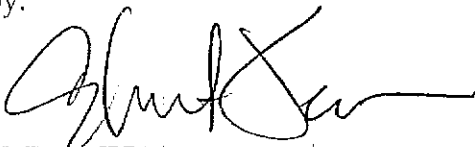
Upon finalization of survey questionnaire – 20% of the contract price
Upon submission of initial report and data files -- 30% of the contract price
Upon presentation and approval of the Executive Committee of final report – 50% of the contract price

IN WITNESS WHEREOF, the parties hereto have caused this Agreement to be executed in accordance with the laws of the Republic of the Philippines on 06 day of 2016 2016 at MAKATI CITY.

CONTACT-ASIA SERVICES, INC.
(Supplier)

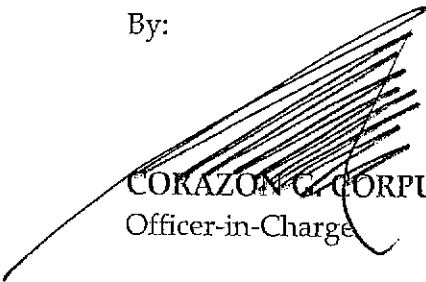
HOME GUARANTY CORPORATION

By:




EMMANUEL KENNETH F. VELASCO
Managing Director

By:

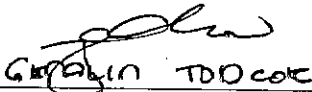


CORAZON G. CORPUZ
Officer-in-Charge

SIGNED IN THE PRESENCE OF:



Paula Bianca F. Bernardina
Signature over Printed Name



Signature over Printed Name

A C K N O W L E D G M E N T

REPUBLIC OF THE PHILIPPINES)
CITY OF MAKATI) S.S.

On this 06 DEC 2016 day of _____, in the above jurisdiction, before me personally appeared the following persons:

<u>NAME</u>	<u>ID NO.</u>	<u>DATE/PLACE ISSUED</u>
EMMANUEL KENNETH F. VELASCO	Passport No. EC2951483	12/10/2014, DFA NCR East
CORAZON G. CORPUZ	HGC ID No. 00069	Makati City

Known to me to be the same persons who executed the foregoing contract consisting of three (3) pages including this page and they acknowledged to me that the same is their free and voluntary act and deed and the Corporations they represent.

WITNESS MY HAND AND OFFICIAL SEAL on the date and at the place first above written.

MA. VICTORIA B. MARCELLANA
Notary Public
NOTARY PUBLIC
Commission No. M-229 (2016-2017)
Jade Bldg. 305 Sen. Gil Puyat Ave.
Makati City

Doc. No. 27:
Page No. 16:
Book No. IV:
Series of 2015. 2016

IBP O.R. No. 1022805, Dec. 20, 2015, Albay Chapter
PTR No. 5526601, Jan. 5, 2016/Makati City
MCLE Compliance No. J: 000457, April 14, 2016
Roll No. 46182

