

Briefing <i>Project name</i>	NPS Journey measurement
<i>Background/objectives</i>	We are looking for a supplier to provide ongoing data collection for a customer satisfaction survey using NPS methodology on different touchpoints in order to be able to have the continuous measurement of all relevant journeys for 2022. No analysis is needed, this quotation is for data collection only.
<i>Timeline & Questionnaire</i>	<ul style="list-style-type: none"> • Ongoing measurement along 2022 starting 1st of February • Questionnaires (in Romanian) for each touchpoint will be provided by Delgaz Grid • 8 touchpoints, a total of 16.000 questionnaires per year • Sample structure will be provided by Delgaz Grid at week level. • Questionnaire length: <ul style="list-style-type: none"> - 5 minutes – 1 open question, up to 10 single answers (scale) questions
<i>Survey method</i>	CATI (Computer Assisted Telephone interviews)
<i>Target group</i>	<ul style="list-style-type: none"> • Residentials Customers who interacted with Delgaz Grid on different touchpoints in the week before the interviews. • Databases with contacts will be provided by Delgaz Grid at the beginning of each week (Monday/Tuesday at the latest) • All respondents will be deciders about energy topics in their households
<i>Sample configuration</i>	<ul style="list-style-type: none"> • 8 different touch-points to be investigated continuously over the year. Total sample per month: ~1300 questionnaires Please quote for: <ul style="list-style-type: none"> - 16000 questionnaires per annum Expected response rate: ~40-50% Contact rules: a telephone number won't be re-contacted sooner than 6 months
<i>Recruitment</i>	<i>Delgaz Grid customers:</i> <ul style="list-style-type: none"> • Based on address lists provided by Delgaz Grid in a sufficient over-fold (1:5 at least) for each touchpoint • Weekly databases, the questionnaire should be done in maximum 10 days after interaction
<i>Market research institute responsibilities</i>	<ul style="list-style-type: none"> - Sample execution according to specified instructions - Programing of the questionnaires for each touchpoint - Data collection - Ensure the capacity to respect contact rules - Weekly databases delivery in excel with the interviews per each touchpoint - Optional – dashboard report to be available online with customized charts - Monthly random selection of telephone interviews as per client' request - Note: the market research institute should respect all legal requirements in terms of GDPR law.
<i>Timeline</i>	Submit bid by 29th of November
<i>Comments</i>	Please provide the costs in LEI, split by: <ul style="list-style-type: none"> - Questionnaire programming / estimated cost per hour or per questionnaire - cost per interview - Cost per month for data processing to ensure the deliverables - Additional features of your platform: dashboards, data access, data download.

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Oferta financiara

Nr. Crt.	Denumire serviciu	Cantitati estimative*	U/M	Pret (RON)**	Per	U/M
1	Chestionar satisfactie 5 min	16000	BUC		1	BUC
2	Tarif orar pentru modificari tehnice	80	H		1	H
3	Tarif lunar procesare baze de date	12	LUN		1	LUN

Timing livrabile:

* cantitatile sunt estimative si nu reprezinta cantitatile finale

** se completeaza preturile unitare pentru fiecare serviciu prestat (pentru 1 buc, 1 H, 1 Luna)