

REQUEST FOR QUOTATION

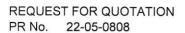
The Philippine Statistics Authority (PSA) through the Bids and Awards Committee (BAC), intends to									
procure Fully Managed Contact Center for Philippine Identification System (PhilSys)									
which shall be undertaken in accordance with Section 53.9 (Small Value Procurement)									
of the 2016 Revised Implementing Rules and Regulations of Republic Act No. 9184, with an Approved Budget of the									
Contract (Contract (ABC) in the amount of Php 900,000.00 Nine Hundred Thousand Pesos								
	Please quote your best offer for the item/s described he	arain, subject to the Terms and Condit	ions provided						
Please quote your best offer for the item/s described herein , subject to the Terms and Conditions provided below. Submit your quotation duly signed by you or your duly authorized representative not later than									
3) May 2022 at 11:00 AM through email at bac-secretariat@psa,gov.ph and bacsecretariat.psa@gmail.com									
	11.00 AM through en	all at pac-secretariat@psa.gov.pri allu	bacsecretariat.bsa@ignan.com						
	For any clarification, you may contact us at telephone no.	(02) 8374-8263 or email address at							
gsdprocurement.psa@gmail.com									
		Mygmiu	as						
		MINERVA ÉLOISA F	P. ESQUIVIAS						
	Chairperson, Bids and Awards Committee								
	TERMO AND								
4		CONDITIONS							
1	Bidders shall provide correct and accurate information required in the								
2	Price quotattion/s must be valid for a period of thirty (30) calendar days from the date of submission.								
3	Price quotation/s, to be denominated in Philippine peso, shall include all taxes, duties and/or levies payable.								
4	Quotations exceeding the ABC shall be rejected.								
5	Award of contract shall be made to the lowest calculated and responsive bid (LCRB).								
6	Any interlineations, erasures or overwriting shall be valid only if the	y are signed or initialed by you or your duly a	authorized representative.						
7	In case of two or more bidders are determined to have submitted th	e LCRB, the PSA shall adopt and employ "d	raw lots" as the tie-breaking method to						
	finally detrmine the single winning bidder in accordance with GPPB								
8	The item/s shall be delivered according to the requirements specific	, , , ,							
9	The PSA shall have the right to inspect and/or test the goods to cor								
10	Payment shall be made after delivery and upon submission of the re-								
	supplier. Our Government Servicing Bank, Land Bank of the Philip								
	than twenty four (24) hours, but not later than forty eight (48) h		e that the corresponding bank						
44	transfer fee, if any, shall be chargeable to the account of the suppli Liquidated damages equivalent to one tenth (1/10) of one percent (within the prescribed period shall be						
11	imposed per day of delay. The PSA shall rescind the contract once								
	amount of the contract, without prejudice to other courses of action		is reaches ten percent (10 %) of the						

Documents to be submitted	Deadline		Remarks			
Copy of the 2022 Mayor's/Business Permit or valid PhilGEPS Registration		3\ May 2022 11:00 AM	In case not yet available, you may submit your expired Mayor's/Permit with Official Receipt of renewal application. However, a copy of your 2022 Mayor's/Business Permit shall be required			
1 mour 3 Negistration	together with the quotation		to be submitted after award of contract but before payment.			
Omnibus Sworn Statement (OSS)	together with the quotation		Unnotarized OSS may be submitted. However, a copy of your notarized OSS shall be required to be submitted after award of contract but before payment.			
2020 Income Tax Return (ITR)	together with the quotation		In case not yet available, you may submit your 2019 ITR. However, a copy of your 2020 ITR shall be required to be submitted after award of contract but before payment.			



PSA Complex, East Avenue, Diliman, Quezon City, Philippines 1101 Telephone: (632) 8938-5267 www.psa.gov.ph

RECEIVED **GSD** Procurement



After having carefully read and accepted the Terms and Conditions, I/We submit our quotation/s for the item/s as follows:

The Having darefully read and addepted the Terms and Condition	,	admin our o	actations for t	ne item/s as io	IOVVO.	
Item(s) and Specification(s), minimum	Unit	Quantity	Unit Price	Total Amount (VAT Inclusive)	Tec Specifica	ance with hnical ations (pls. eck)
				/	Yes	No
Fully Managed Contact Center for Philippine	1-4					
Identification System (PhilSys) for 3 months	lot	1		1		
Contact Center Components:						
- Inbound Calls Contact Center	1					
- Facilities, workstations, and						
equipment will be provided by the supplier						
- 6 dedicated agents (salary and benefits						
are shouldered by the supplier)						
- 1 dedicated team leader (salary and benefits						
are shouldered by the supplier)						
- Agents should communicate both in						
English and Filipino Language)						
- 3 months of subscription						
- Should operate from Monday - Sunday,						
6:30 am - 8:30 pm						
- With call recording stored in a hard drive						
to be submitted upon end of contract						
Technology:						
- Computer Telephony Integration		i				
- Automatic Call Distribution						
- Auto Attendant						
- Issue Tracking System and Call Mgt.						
Analytics (Daily, Weekly, Monthly Report						
and Logs)						
- Smart Queue Callback		l				
Duration:						
- 3 months after NTP issuance						
Total amount in words:					2 - 5	
Printed name of the authorized representative:				Signature:		
Name of Company:			Position:			
Address:		{	Email address:			
Fax No.: Tel. No.:		Mobile No.:	- N			
Date:						diff.