



REPUBLIC OF THE PHILIPPINES
PHILIPPINE STATISTICS AUTHORITY

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 (ABC) in the amount of Php 900,000.00 Nine Hundred Thousand Pesos

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** 31 May 2022 at 11:00 AM through email at bac-secretariat@psa.gov.ph and bacsecretariat.psa@gmail.com

For any clarification, you may contact us at telephone no. (02) 8374-8263 or email address at gsdprocurement.psa@gmail.com

Minerva E. Esquivias

MINERVA ELOISA P. ESQUIVIAS

Chairperson, Bids and Awards Committee

TERMS AND CONDITIONS

- 1 Bidders shall provide correct and accurate information required in this form.
- 2 Price quotation/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 they are signed or initialed by you or your duly authorized representative.
- 7 In case of two or more bidders are determined to have submitted the LCRB, the PSA shall adopt and employ "draw lots" as the tie-breaking method to finally determine the single winning bidder in accordance with GPPB Circular 06-2005.
- 8 The item/s shall be delivered according to the requirements specified in the Purchase Request (PR).
- 9 The PSA shall have the right to inspect and/or test the goods to confirm their conformity to the Technical Specifications.
- 10 Payment shall be made after delivery and upon submission of the required supporting documents, i.e. Order Slip and/or Billing Statement, by the supplier. Our Government Servicing Bank, **Land Bank of the Philippines**, shall credit the amount due to the identified bank of the supplier **not earlier than twenty four (24) hours, but not later than forty eight (48) hours**, upon receipt of our advice. Please note that the corresponding **bank transfer fee**, if any, shall be chargeable to the account of the supplier.
- 11 Liquidated damages equivalent to one tenth (1/10) of one percent (1%) of the value of the goods not delivered within the prescribed period shall be imposed per day of delay. The PSA shall rescind the contract once the cumulative amount of liquidated damages reaches ten percent (10%) of the amount of the contract, without prejudice to other courses of action and remedies open to it.

Documents to be submitted	Deadline	Remarks
Copy of the 2022 Mayor's/Business Permit or valid PhilGEPS Registration	Not later than <u>31 May 2022</u> at <u>11:00 AM</u> together with the quotation	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 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 .



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GSD Procurement

Name: Minerva E. Esquivias
Date: 4 May 2022
Time: 5:10 pm

REQUEST FOR QUOTATION
PR No. 22-05-0808

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

Item(s) and Specification(s), minimum	Unit	Quantity	Unit Price	Total Amount (VAT Inclusive)	Compliance with Technical Specifications (pls. check)	
					Yes	No
Fully Managed Contact Center for Philippine Identification System (PhilSys) for 3 months	lot	1				
Contact Center Components: - Inbound Calls Contact Center - 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 - Automatic Call Distribution - Auto Attendant - Issue Tracking System and Call Mgt. Analytics (Daily, Weekly, Monthly Report and Logs) - Smart Queue Callback Duration: - 3 months after NTP issuance						
Total amount in words:						

Printed name of the authorized representative: _____ Signature: _____
 Name of Company: _____ Position: _____
 Address: _____ Email address: _____
 Fax No.: _____ Tel. No.: _____ Mobile No.: _____
 Date: _____