

PHILIPPINE STATISTICS AUTHORITY

INVITATION TO BID FOR SUPPLY AND DELIVERY OF FULL MANAGED CONTACT CENTER FOR THE IMPLEMENTATION OF PHILIPPINE IDENTIFICATION SYSTEM (PHILSYS)

1. The Philippine Statistics Authority (PSA), through the 2019 General Appropriations Act, intends to apply the sum of **Five Million Four Hundred Thousand Pesos (₱5,400,000.00)**, being the Approved Budget for the Contract (ABC) to payments under the Procurement of the Supply and Delivery of Full Managed Contact Center for the Implementation of Philippine Identification System (PhilSys). Bids received in excess of the ABC shall be automatically rejected at bid opening.

Lot No.	Qty	Item Description	Approved Budget for the Contract (ABC) (in Php)	Price of Bidding Documents (in Php)
1	Lot	<p>Contact Center Components:</p> <ul style="list-style-type: none"> • Facilities, workstations, and equipment will be provided by the supplier • Six (6) dedicated agents (Salary and Benefits are shouldered by the supplier) • One (1) dedicated team leader (Salary and Benefits are shouldered by the supplier) • Agents should communicate both in English and Filipino Language • Twelve (12) months of subscription (7.5 hours per working day requirement) and subject for renewal • With call recording of at least two (2) months <p>Technology</p> <ul style="list-style-type: none"> • Computer Telephony Integration • Automatic Call Distribution • Auto Attendant and Email Response • Issue Tracking System and Call Management Analytics (Daily, Weekly, Monthly and Yearly Reports and Logs) • Smart Queue Callback 	5,400,000.00	10,000.00

2. The PSA now invites bids for the **Supply and Delivery of Full Managed Contact Center for the Implementation of Philippine Identification System (PhilSys)**.³ Delivery of the Goods is required within thirty (30) calendar days from the receipt of Notice to Proceed. Bidders should have completed, within the last five (5) years from the date of submission and receipt of bids, a contract similar to the Project. The description of an eligible bidder is contained in the Bidding Documents, particularly, in Section II. Instructions to Bidders.
3. Bidding will be conducted through open competitive bidding procedures using a non-discretionary “pass/fail” criterion as specified in the 2016 Revised Implementing Rules and Regulations (IRR) of Republic Act (RA) 9184, otherwise known as the “Government Procurement Reform Act”. In addition, bidding is restricted to Filipino citizens/sole proprietorships, partnerships, or organizations with at least sixty percent (60%) interest or outstanding capital stock belonging to citizens of the Philippines, and to citizens or organizations of a country the laws or regulations of which grant similar rights or privileges to Filipino citizens, pursuant to RA 5183.
4. Interested bidders may obtain further information from the **PSA-BAC Secretariat c/o Atty. Revelyn C. Abduhalim** and inspect the Bidding Documents at the address given below during 10:00 a.m. to 5:00 p.m.
5. A complete set of Bidding Documents may be acquired by interested Bidders on 16 September 2019 from the address below and upon payment of the applicable fee for the Bidding Documents, pursuant to the latest Guidelines issued by the GPPB, in the amount of **Five Million Four Hundred Thousand Pesos (₱5,400,000.00)**.

It may also be downloaded free of charge from the website of the Philippine Government Electronic Procurement System (PhilGEPS) and the website of the Procuring Entity, provided that Bidders shall pay the applicable fee for the Bidding Documents not later than the submission of their bids.

6. The PSA-BAC will hold a Pre-Bid Conference⁴ on 24 September 2019, 1:30 P.M. at 17th Floor, Cyber Pod Three, ETON Centris, EDSA, Diliman, Quezon City, which shall be open to prospective bidders.
7. Bids must be duly received by the BAC Secretariat at the BAC, 11th Floor, Cyber Pod One, ETON Centris, EDSA, Diliman, Quezon City, on or before 07 October 2019, 1:30 P.M. All Bids must be accompanied by a bid security in any of the acceptable forms and in the amount stated in ITB Clause 18.


Bid opening shall be on 07 October 2019, 2:00 P.M at *the PSA Conference Room, 17th Floor, Cyberpod Centris Three, Eton Centris, EDSA, Diliman, Quezon City*. Bids will be opened in the presence of the bidders’ representatives who choose to attend at the address below. Late bids shall not be accepted.

³ A brief description of the type(s) of Goods should be provided, including quantities, location of project, and other information necessary to enable potential bidders to decide whether or not to respond to the invitation.

⁴ *May be deleted in case the ABC is less than One Million Pesos (PhP1,000,000) where the Procuring Entity may not hold a Pre-Bid Conference.*

8. The PSA reserves the right to reject any and all bids, declare a failure of bidding, or not award the contract at any time prior to contract award in accordance with Section 41 of RA 9184 and its IRR, without thereby incurring any liability to the affected bidder or bidders
9. For further information, please refer to:

Atty. Revelyn C. Cayetano-Abduhalim
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PSA Bids and Awards Committee
11th Floor, CyberpodCentris One, Eton Centris
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