

Republic of the Philippines **Department of Education PROCUREMENT MANAGEMENT SERVICE**



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Bids and Awards Committee II

SUBJECT: BID BULLETIN NO. 1

PROJECT: Procurement of Contact Center Service

PROJECT No. : 2019-09-ICTS4(001)-BII-CB-016

DATE : October 7, 2019

This Bid Bulletin is hereby issued for the information and guidance of all prospective bidders. It shall form an integral part of the bidding documents issued earlier relative to above project.

I. Section III. Bid Data Sheet

Details	Original Provision	Provision, as amended
ITB Clause	Lot 1 ABC (in PhP):	Lot 1 ABC (in PhP):
18.1, page 50	30,000	30,000,000.00

II. Section VII. Technical Specifications

Details	Original Provision	Provision, as amended
General	The service provider must be a	The service provider must be a
Requirements/	valid registered business entity	valid registered business entity
Specifications,	in existence for a minimum of	in existence for a minimum of
Item No. 1,	ten (10) years	<i>eight (8)</i> years
page 87		
General	The service provider must have	The service provider must have at
Requirements/	at least ten (10) years'	least eight (8) years' experience
Specifications,	experience in operating Call	in operating Call Centers
Item No. 2,	Centers	
page 87		
General	Service provider must be a	Service provider must be a
Requirements/	member of a Contact or Call	member of a Contact or Call
Specifications,	Center Association in the	Center Association in the
Item No. 7,	Philippines	Philippines <u>and/or IT and</u>
page 87		Business Process Association
		of the Philippines (IBPAP).
Detailed	The chat bot solution proposed	The chat bot solution proposed
Technical	should support the following	should support the following

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Specifications, Case Management, page 93 Detailed Technical Specifications, Hardware, Network & Infrastructure for Level 1 Agents, Item: Desktop computers, page 104	chat platforms including Skype. The Service Provider must have a dedicated desktop computer for each agents with the following minimum specification: Must be a globally recognized known brand and at the top 5 vendor list in the Latest IDC report for Philippine PC shipment Must have the following minimum requirements o Operating System: Windows 10 Professional 64bit o Processor: Intel Corei7 o Memory: 8GB o Hard Disk Drive: 1TB o USB Keyboard and USB	chat platforms (Skype, Facebook Messenger, Workplace Chat by Facebook, and Google Hangouts. The Service Provider must have a dedicated desktop computer for each agents with the following minimum specification: • Must be a globally recognized known brand and at the top 5 vendor list in the Latest IDC report for Philippine PC shipment • Must have the following minimum requirements o Operating System: Windows 10 Professional 64bit o Processor: Intel Coreis o Memory: 8GB o Hard Disk Drive: 1TB o USB Keyboard and USB
Detailed Technical Specifications, Hardware, Network & Infrastructure for Level 2 Agents, Item: Project Management, page 105	Secure five (5) data plan of fixed wireless broadband service that shall be under DepEd's account	optical Mouse secure five (5) data plan of fixed wireless broadband service (20GB LTE per device per month) that shall be under DepEd's account
Details	Original Provision	Provision, as deleted
Detailed Technical Specifications, Email Facility, page 90	The facility should provide for storage of all emails received and acted upon or replied to by ACD.	The facility should provide for storage of all emails received and acted upon or replied to by ACD.
Details	Original Provision	Provision, as clarified
Detailed Technical Specifications, Level 1 Contact Center Services, Item: Application Support, page 101-102	The service provider must provide full support to all existing applications catering to DepED central office initially with provisions to support regional office, divisions office, and school office level.	Existing applications catering to DepED central office initially with provisions to support regional office, divisions office, and school office level are all web-based. No legacy systems are required in the specific middleware.

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	This includes but not limited to guiding users to specific functionalities, user access rights, logging and reporting application bugs and or fixes.	
Detailed	The Service Provider must	In reference to server stated in
Technical	have a dedicated server for	the said provision, the following
Specifications,	DepEd with the following	are clarified in terms of:
Hardware,	minimum specification	
Network &	(comparable in performance or	1. Location: With the
Infrastructure	higher)	service provider
for Level 1	• 1 x 10 core, 2.2 Ghz	_
Agents, Item:	clock speed Intel Xeon	2. Ownership at the end of
Server, page	Processor	contract: For physical
104	• at least 32 GB of	server - stays with the
	memory	Service Provider
	support Linux operating	For virtual machine – will
	system	be turned over to DepEd.

All other provisions not herein modified shall remain in full force and effect. For your information and guidance.

Atty. REVSEE A. ESCOBEDOOIC-Undersecretary and Chairperson