

Republic of the Philippines
Department of Education - Central Office
DepEd Complex, Meralco Ave., Pasig City, Metro Manila
(02) 636 1663 | 633 1942 | (+63) 919 456 0027

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

INVITATION TO BID FOR PROCUREMENT OF CONTACT CENTER SERVICE

1. The *Department of Education (DepEd)*, through the *Government of the Philippines (GOP)*, *DepEd Computerization Program (DCP) FY 2018 Fund*, intends to apply the sum of **Philippine Pesos Thirty Million and 00/100 (Php 30,000,000.00)** being the Approved Budget for the Contract to payments under the contract for **Procurement of Contact Center Service**, corresponding to one lot, detailed as follows:

<i>Lot No.</i>	<i>Project Description</i>	<i>Approved Budget for the Contract (ABC) in PhP</i>
1	Contact Center Service	30,000,000.00

End-user/Implementing Unit: **Information and Communications Technology Service – User Support Division**

Project Site: **DepEd Central Office**

Location: **Supplier's facility / location**

Bidder must bid for all the items in a lot. Bids received in excess of the ABC, and late bids shall be automatically rejected at bid opening. Bidder/s shall bid for one lot. Evaluation and award shall be as one lot.

2. The **DepEd**, through its Bids and Awards Committee II, now invites bids for the goods and services contemplated in this project and as detailed in the Schedule of Requirements and the table of Technical Specifications indicated in the bidding documents. Delivery of the Goods is required within **Sixty (60) calendar days** from the receipt of the Notice to Proceed. The **one (1) year contract duration** shall start upon the issuance of Certificate of Start of Operations.

Prospective bidders should have completed, within five (5) years immediately preceding the deadline for the submission of bids, Single Largest Completed Contract (SLCC) similar to the contract to be bid and the value of which, adjusted, if necessary, by the Bidder to current prices using the Philippine Statistics Authority (PSA) consumer price index, must be at least fifty percent (50%) of the ABC of the lot bid for; OR, at least two (2) similar contracts and the total of the aggregated contract amount should be equivalent to at least fifty percent (50%) of the ABC of the lot bid for; and the largest of these similar contracts must be equivalent to at least twenty-five percent (25%) of the ABC of the lot/s to be bid. 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”.

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 *DepEd Procurement Management Service at Telephone Nos. 636-6542 or 633-9343* and inspect the Bidding Documents at the address given below from Monday to Friday from 8:00am to 5:00pm.
5. A complete set of Bidding Documents may be acquired by interested Bidders from the DepEd Procurement Management Service, Room 511, 5th Floor, Mabini Bldg., DepEd Complex, Meralco Avenue, Pasig City, upon accomplishing a bidder’s information sheet and payment of a non-refundable fee for the Bidding Documents to the DepEd Cashier in the amount of Philippine Pesos Twenty-Five Thousand (PhP 25,000.00). Payment in checks should be made payable to **DECS – OSEC Trust**.

It may 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 *DepEd* will hold a Pre-Bid Conference on *September 30, 2019, 10:00 A.M.* at *Administrative Service Conference Room, G/F, Alonzo Bldg., DepEd Complex*, which shall be open to prospective bidders.
7. Bids must be duly received by the BAC Secretariat at the address below on or before *10:00 A.M. of October 14, 2019* at *BCD Conference Room, 3/F, Bonifacio Bldg.* 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 *October 14, 2019, 10:00 A.M.* at *BCD Conference Room, 3/F, Bonifacio Bldg.* 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.

8. DepEd 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:

Jessa B. Buela

Administrative Officer II

BAC Secretariat Division


Rm. M-511, 5th Floor, Mabini Bldg.

DepEd Central Office Complex

Meralco Avenue, Pasig City

Telephone Nos. 636-6542 or 633-9343

Email address: depedcentral.bacsecretariat@deped.gov.ph


Atty. REVSEE A. ESCOBEDO
OIC - Undersecretary and Chairperson 