

61 II. CERTIFICATION OF QUORUM

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63 The BAC II Chairperson certified that the quorum of the BAC was present to
 64 transact business. He acknowledged the presence of the BAC members, BAC
 65 Secretariat, Technical Working Group, End-User representatives and prospective
 66 bidders in attendance.

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68 III. HIGHLIGHTS OF DISCUSSION

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70 The BAC II Chairperson welcomed everyone to the pre-bid conference.

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72 The BAC II Chairperson gave a brief description of the project at hand. He asked
 73 if invitations were sent to observers and if acknowledged. Ms. Jay Valerie A.
 74 Baladiang responded that invitations were sent to the Commission on Audit (COA)
 75 and various civil society organizations (CSOs) thru letters dated September 23,
 76 2019 and receipt of invitations were acknowledged through email.

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78 The BAC II Chairperson announced that the floor was open to queries, information,
 79 proposals or other concerns coming from the prospective bidders or suppliers on
 80 the assumption that the prospective bidders have downloaded bidding documents
 81 from the PhilGEPS, requested from the BAC Secretariat for copies of the same, or
 82 bought copies of the same. The floor was open to all and the BAC Secretariat
 83 moderated the discussion.

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85 The BAC Secretariat proceeded with the presentation of the project information
 86 and focused on the salient features of the Bidding Documents and opened the floor
 87 for queries after the presentation, details as follows:

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<i>Bid Data Sheet</i>			
<i>Provision</i>	<i>Questions/Queries/Clarifications</i>	<i>BAC's Response</i>	<i>For Bid Bulletin (Y/N)</i>
5.4, page 42	Expound on the activity in reference to the definition of similar contracts, "Implementation of 24/7 helpdesk support"	For BAC discussion with end-user.	To be determined
5.4, page 42	Can the submission of Single Largest Completed Contract in aggregate?	Yes, as stated in the provision of the conditions in the requirement for the submission and compliance with SLCC	N

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<i>Schedule of Requirements</i>			
<i>Provision</i>	<i>Questions/Queries/Clarifications</i>	<i>BAC's Response</i>	<i>For Bid Bulletin (Y/N)</i>
Page 83	For the mobile broadband, what is the bandwidth requirement and where will it be located?	For Level 1, it will be located outside DepEd Central Office and for	No

		Level 2, it will be inside DepEd Central Office. Telephony and other facilities are extended to DepEd.	
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<i>Technical Specifications</i>			
<i>Provision</i>	<i>Questions/ Queries/ Clarifications</i>	<i>BAC's Response</i>	<i>For Bid Bulletin (Y/N)</i>
General Requirements, Item 1, Page 87	The supplier appealed if the BAC can consider changing the requirement of ten (10) years existence of business entity into five (5) years.	The suggestion is noted and asked the bidder to send a clarification letter. The BAC will then discuss the request and issue a Bid Bulletin, if it deems necessary.	To be determined
General Requirements, Item 4, page 87	The supplier asked for clarifications regarding the line 'with option of integrating to existing PABX if necessary'.	The suggestion is noted and asked the bidder to send a clarification letter. The BAC will then discuss the request and issue a Bid Bulletin, if it deems necessary.	To be determined
General Requirements, Item 6, Page 87	Does it have to be a certificate for data privacy compliance? Can the counterpart certificate acceptable, e.g. Certification for Data Encryption, PCIDSS which has the same level of encryption when processing data?	The suggestion is noted and asked the bidder to send a clarification letter. The BAC will then discuss the request and issue a Bid Bulletin, if it deems necessary.	To be determined
General Requirements, Item 7, Page 87	Can the bidder submit certification as a member of contact center or call center association other than CCAP,	For BAC Discussion with end-user.	To be determined.

	eg., IBPAP, as stated in the provision?		
Detailed Technical Specifications, Help Desk System Page 89	What is referred to in the Hardware based licensing in this provision? Is this on-premise server?	For BAC Discussion with end-user.	To be determined.
Detailed Technical Specifications, Level 1 Contact Center Services Page 100	What is the required schedule of operations? Is it 7-day a week of 7am to 6pm?	For BAC Discussion with end-user.	To be determined.
Detailed Technical Specifications, Level 1 Contact Center, Manpower Resource Page 102	How important is the ITIL Certification for the Helpdesk link?	It is quite important because it will ensure the service provided to DepEd. ITL Certification can be a valid Version 3 or 4 Certification.	N
Detailed Technical Specifications, Hardware, Network & Infrastructure, Desktop Computers Page 104	Can desktop specifications considered to be downgraded from Core i7 to Core i5, since tools are also compatible with the latter?	For BAC Discussion with end-user.	To be determined.
Detailed Technical Specifications, Hardware, Network & Infrastructure, Technical Support for Level 2 Agents Page 105	Are the details provided in the Project Management included in the ABC?	Yes. Wireless mobile should be under DepEd's account but costs in relation to the application should be shouldered by bidders.	N

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<i>Other Matters</i>			
<i>Provision</i>	<i>Questions/ Queries/ Clarifications</i>	<i>BAC's Response</i>	<i>For Bid Bulletin (Y/N)</i>
	Is there a network diagram? What is the preferred set-up for the contact center?	None. Set-up will be up to bidder. Focused on the service delivery.	N

	What is the ticketing system to be utilized by the winning bidder?	Ticketing system should be provided by the bidder. However, migration of data from DepEd to the bidder's system should be available via web.	N
	Are all software to be turned over to DepEd at the end of the contract?	Yes.	N

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The BAC II Chairperson announced that having exhausted most of the bidders' queries and issues, the prospective bidders may write a clarification which may be sent via the BAC Secretariat e-mail address on or before October 4, 2019, 5:00 P.M. Furthermore, the BAC II Chairperson reminded the prospective bidders that the Bid Opening for this project will be on October 14, 2019, 10:00AM at the BCD Conference Room, 3rd Floor, Bonifacio Building, DepEd Complex, Meralco Avenue, Pasig City.

Having no other matters to discuss, the pre-bid conference was adjourned at 11:48 A.M.

Prepared by:

Reviewed by:

Jay Baladiang
JAY VALERIE A. BALADIANG
Technical Assistant II
BAC Secretariat Division


Jessa B. Buela
JESSA B. BUELA
Administrative Officer II
BAC Secretariat Division

Minutes of Pre-Bid Conference

Project : **Procurement of Contact Center Service**
APP Code : **ICTS4-001**
ABC : **PhP 30,000,000.00**
End-User : **Information and Communications Technology Service - User Support Division (ICTS-USD)**
Date & Time : **September 30, 2019; 10:00 A.M.**
Venue : **Administrative Service Conference Room, Ground Floor, Alonzo Building., DepEd Complex, Meralco Ave., Pasig City**


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Concurred by:
BIDS AND AWARDS COMMITTEE II


Atty. REVSEE A. ESCOBEDO
OIC - Undersecretary and Chairperson


ROBERT M. AGUSTIN
Director IV and Vice-Chairperson

(on travel)
ABRAM Y.C. ABANIL
Director IV and Regular Member


CESAR S. ABALON
Provisional Member


Atty. CORNELIO A. PACALA
Provisional Member



PROCUREMENT MANAGEMENT SERVICE

Room M-511, 5th Floor, Mabini Building, DepEd Complex, Meralco Avenue, Pasig City, Philippines
 Website: <http://www.deped.gov.ph>; email: depedcentral.bacsecretariat@deped.gov.ph
 Telefax: 633.93.43 / 636.65.42

Bids and Awards Committee II

ATTENDANCE SHEET

◆ Pre-Procurement Conference ◆ Pre-Bid Conference ◆ Bid Opening ◆ Other BAC Meeting: _____

Project(s) : **Procurement of Contact Center Service**




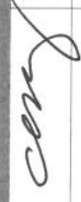
ABC (PhP) : **30,000,000.00**

Date : **September 30, 2019**

Time : **10:00 AM**

Venue : **Administrative Service Conference Room, G/F, Alonzo Building, DepEd Complex, Meralco Avenue, Pasig City**

I. BAC Officials		BAC Secretariat Division	
Name / Position	Signature	Name / Position	Signature
Chairperson		Paula Janine L. Manuel, TA II	
Usec. Revsee A. Escobedo OIC - Undersecretary for Field Operations, Human Resources - Personnel & Employee Welfare and DEACO		Reymark B. Nagallo, TA II	
Vice-Chairperson		Lee Jeffrey Roedell C. Oliva, TA II	
Dir. Robert M. Agustin Administrative Service		Marianes M. Parcon, TA II	
Regular Member		Phoebe Ann R. Wagan, TA II	
Dir. Abram Y.C. Abanil ICTS		Homer A. Silva, AS II	
Provisional Members		Danilo P. Catague, AS I	
Mr. Cesar S. Abalon Chief, School Sports Division		Rally M. Jandoc, AS I	
Atty. Cornelio A. Pacala Chief, Investigation Division		Adrian Paul D. Esplana, Driver II	
II. Office of the Asst. Sec. for Procurement and Administration		Roderin C. Balla, Messenger	
Atty. Salvador C. Malana III , Assistant Secretary		Arben Allan A. Gomez, Messenger	
III. Procurement Management Service			
Joel S. Erestrain , Director IV			

Name / Office	Signature	Name / Office	Signature	Name / Office	Signature
IV. Technical Working Group (TWG)					
MARVIN M. DEZA QM2					
V. End-User Representative(s)					
ENCARNACION ESCOBARIN					
Joseph M.V. Santiago					
VI. Observer(s)					
DEMIS BERNARDEZ		0VA			



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Bids and Awards Committee ◇ I ◆ II ◇ III

ATTENDANCE SHEET FOR BIDDERS

◇ Pre-Procurement ◆ Pre-Bid Conference ◇ Bid Opening ◇ Other BAC Meeting

Project(s) : **Procurement of Contact Center Service**

Date : **September 30, 2019**

Time: **10:00 AM**

Venue : **Administrative Service Conference Room, G/F, Alonzo Building, DepEd Complex, Meralco Avenue, Pasig City**

PLEASE PRINT LEGIBLY.

No.	FULL Name of Company	Name of Representative	Contact No.	Signature	Bidder has purchased BDs	Date & Time of Submission of Bids (for BO only)
1	PLDT PLDT	R. LUCAS	09992205806	[Signature]		
2	MARSI SA MARCSI	MARSI CAOP	09985834497	[Signature]		
3	IXL SOLUTIONS PHILS	MICHELE FUNTEVAL	09178881091	[Signature]		
4	PILIPINAS TELESERV INC.	MIGUEL OLANO	09178516197	[Signature]		
5	IXL SOLUTIONS PHILS	Jemma Villanueva	09995699358	[Signature]		
6	DYNAMIC OUTSOURCE SOLUTIONS INC.	Jonjon Mindajao	234-3409	[Signature]		
7		Feljun Ray Eladia				
8	One Outsource Direct Corp.	Julius Rocafort	0917-242 0930	[Signature]		
9	ONE OUTSOURCE	AARON ELACIO	09175596366	[Signature]		
10	E-TELECONNECT, INC.	VERONICA F.B. ODRA	09955870717	[Signature]		
11	Admex Solutions Inc	Lorenz Gabi	09974919770	[Signature]		
12		Christian Galanaga	90918609	[Signature]		
13		Shaira Galanaga	90918601	[Signature]		
14	Sign ePLDT, Inc	Opnel Po-Cabarro	09205596778	[Signature]		
15	CURO TEKNIKA, INC	JEFF BAGUAL	09178916923	[Signature]		
16	MARCSI	RHOANE TANADA	09985834495	[Signature]		
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Bids and Awards Committee ◇ I ◆ II ◇ III

ATTENDANCE SHEET FOR BIDDERS

◇ Pre-Procurement ◆ Pre-Bid Conference ◇ Bid Opening ◇ Other BAC Meeting

Project(s) : **Procurement of Contact Center Service**

Date : **September 30, 2019**

Time: **10:00 AM**

Venue : **Administrative Service Conference Room, G/F, Alonzo Building, DepEd Complex, Meralco Avenue, Pasig City**

PLEASE PRINT LEGIBLY.						
No.	FULL Name of Company	Name of Representative	Contact No.	Signature	Bidder has purchased BDs	Date & Time of Submission of Bids (for BO only)
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