



**SUPPLEMENTAL BID BULLETIN NO. 1**

**PROCUREMENT OF A SERVICE PROVIDER FOR THE  
DOT COMMUNICATION RESPONSE HOTLINE  
(DOT-BAC-IB NO. 2023-008)**

This **Supplemental/Bid Bulletin No. 1** is issued to all prospective bidders to clarify, modify and/or amend items in the Bidding Documents as discussed and agreed during the Pre-bid Conference held on 05 APRIL 2023 for the aforementioned project. This shall form part of the Bidding Documents.

**I. AMENDMENTS TO BIDDING DOCUMENTS:**

- **Section VI. SCHEDULE OF REQUIREMENTS**

Item No.	Description	Quantity	Total	Delivered, Weeks/Months
	Procurement of a Service Provider for the DOT Communication Response Hotline	One (1) lot	One (1) lot	The <b>service contract</b> shall be for a period of 12 months, to commence upon receipt of the Notice to Proceed
	Set up and Configuration of the Contact Center			
	Training of Agents, Supervisors and IT Administrators			
	Testing, Maintenance and Technical Support			
	Call Recordings Reports			

**Note: Please refer to Annex "A" for the revised Schedule of Requirements**

- **Section VII. TECHNICAL SPECIFICATIONS**

Description									
From	To								
<b>III. Scope of Work and Deliverables</b> 1. xxx 2. xxx 3. xxx 4. xxx 5. Submit daily, monthly and weekly reports to the Branding and Marketing Communications Office and Information Technology Division.	<b>III. Scope of Work and Deliverables</b> 1. xxx 2. xxx 3. xxx 4. xxx 5. Submit daily, monthly and weekly reports to the Branding and Marketing Communications Office. <del>and Information Technology Division.</del> 6. <u>The agency must conform with the standard Labor Code of the Philippines-Law.</u>								
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**IV. Scope of Price Proposal, Schedule of Payment, and Budget Allocation**

- The service shall be for a period of 12 months, to commence upon the receipt of the Notice to Proceed.
- xxx
- xxx
- xxx
- xxx

Milestones		Payment
Mobilization, Training, and Set-up of System Infrastructure and Workstations	Must be accomplished within 45 days after receipt of NTP	15%
Submission of Monthly Report	Must be accomplished within Month 4	10%
Submission of Monthly Report	Must be accomplished within Month 5	10%
Submission of Monthly Report	Must be accomplished within Month 6	10%

**IV. Scope of Price Proposal, Schedule of Payment, and Budget Allocation**

- The **service contract** shall be for a period of 12 months, to commence upon the receipt of the Notice to Proceed.
- xxx
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Submission and approval of Terminal Report	Must be accomplished right after completion of service	15%	Submission and approval of Terminal Report	Must be accomplished right after completion of service	15%
<b>TOTAL</b>		<b>100%</b>	<b>TOTAL</b>		<b>100%</b>

**Note: Please refer to Annex "B" for the revised Technical Specifications.**

## II. CLARIFICATIONS AND REMINDERS TO BIDDERS

- Under Annex A – Statement of all its Ongoing Government and Private Contracts, no need for supporting documents. Just fill out the matrix on the prescribed form with the required information/details.
- Under Annex B – Statement of the Bidder's Single Largest Completed Contract (SLCC), kindly attached any proof/evidence of completion of contract on the declared SLCC (Certification of Satisfactory Performance or End-User's Acceptance or Official Receipt(s) or Sales Invoice).
- The project's Approved Budget for the Contract (ABC) of PhP14,500,000.00 includes all applicable taxes.
- Bids must be submitted on or before **April 21, 2023 (until 9:00 a.m.) at the Procurement Management Division (PMD) located at the 4<sup>th</sup> Floor, DOT Bldg., 351 Sen. Gil Puyat Avenue, Makati City.**

All unamended portions of the Bidding Documents shall remain the same.

For the guidance and information of all concerned.

14 April 2022



**ASEC. REYNALDO L. CHING** *rl*  
BAC Chairperson

## *Schedule of Requirements*

The delivery schedule expressed as weeks/months stipulates hereafter a delivery date which is the date of delivery to the project site.

Item Number	Description	Quantity	Total	Delivered, Weeks/Months
<b>Procurement of a Service Provider for the DOT Communication Response Hotline</b>		<b>One (1) lot</b>	<b>One (1) lot</b>	The contract shall be for a period of 12 months, to commence upon receipt of the Notice to Proceed
	Set up and Configuration of the Contact Center			
	Training of Agents, Supervisors and IT administrators			
	Testing, Maintenance and Technical Support			
	Call Recordings			
	Reports			

\*More detailed service requirements and technical specifications are found under **Section VII. Technical Specifications.** \*

Conforme:

\_\_\_\_\_  
Name of Bidder's/Representative

\_\_\_\_\_  
Signature/Date

# Technical Specifications

DESCRIPTION	Statement of Compliance <sup>1</sup>
<p><b>I. Overview and Background</b></p> <p>As the coronavirus COVID-19 pandemic presented the tourism sector with a major and evolving challenge against a backdrop of travel restrictions, it was seen as crucial to frame efficient ways for the organization not to lose social and business interaction amidst the trying times.</p> <p>One of the major challenges the tourism sector had to address was when the Philippine government imposed enhanced community quarantines across the region in March 2020. The lockdown resulted in restricted movement, cancellation of flights and closed local borders. Local and international tourists were stranded and were desperate to be assisted.</p> <p>In response, the Department of Tourism activated all its divisions and regional offices to ensure that tourists are assisted and/or are able to return home safely, whether it be internationally or locally. Social media, specifically Facebook, became a platform where tourists could report their situation and communicate with DOT.</p> <p>Led by the Office of Public Affairs and Advocacy, DOT launched the <b>24-7 DOT COMMUNICATION RESPONSE HOTLINE</b>. This command center facilitated and assisted all queries and concerns from all the stranded foreign and local tourists all over the Philippines including manning DOT’s social media platform.</p> <p>The <b>24-7 DOT COMMUNICATION RESPONSE HOTLINE</b> was manned by officers from the various divisions of DOT, where the staff had to multitask—conduct official roles within DOT while also responding and assisting tourists who reached out via the command center.</p> <p>As the country has reopened its borders and gradually lifted its travel restrictions, the country’s tourism sector has yet to recover. In anticipation of the continued growth of tourist arrivals in the new normal and to restore the confidence of travelers to visit the beautiful destinations in the country, there is an urgent need to establish a team that will be in charge to continuously assist the concerns and queries of foreign and local tourists.</p>	

<sup>1</sup> Bidders must state here either “Comply” or “Not Comply” against each of the individual parameters of each Specification stating the corresponding performance parameter of the equipment offered. Statements of “Comply” or “Not Comply” must be supported by evidence in a Bidders Bid and cross-referenced to that evidence. Evidence shall be in the form of manufacturer’s un-amended sales literature, unconditional statements of specification and compliance issued by the manufacturer, samples, independent test data etc., as appropriate. A statement that is not supported by evidence or is subsequently found to be contradicted by the evidence presented will render the Bid under evaluation liable for rejection. A statement either in the Bidder’s statement of compliance or the supporting evidence that is found to be false either during Bid evaluation, post-qualification or the execution of the Contract may be regarded as fraudulent and render the Bidder or supplier liable for prosecution subject to the applicable laws and issuances.

In line with this, and to further strengthen the DOT COMMUNICATION RESPONSE HOTLINE, the Branding and Marketing Communications Office will be procuring an Information Communications Technology Agency (ICT) that will manage a team that will be in charge of the DOT COMMUNICATION RESPONSE HOTLINE.

## **II. Objectives**

Entry and exit travel protocols during the pandemic had brought a lot of confusion to travelers. As the country is slowly putting the travel restrictions at ease, travel procedures are modifying as well.

Thus, this project aims to:

- A. Launch a 24/7 communications response hotline which caters all travel and department-related concerns and inquiries of both local and international tourists
- B. Restoring local and international travelers confidence to travel safely again
- C. Enhancement of overall tourist experience through catering their inquiries and concerns
- D. Strengthens the public relations of the department and travelers by providing them right information about safe traveling

## **III. Scope of Work and Deliverables**

1. The Agency will create a 24-7 DOT COMMUNICATION RESPONSE HOTLINE and be able to establish the operations, structure, manpower, equipment required.
2. Create an organizational structure that will allow the effective operation of the DOT COMMUNICATION RESPONSE HOTLINE. This includes the hiring, training and management of the team's day to day operations.
3. Provide the required technical equipment, digital subscriptions and services that will ensure the operation of the DOT COMMUNICATION RESPONSE HOTLINE. The Agency will also be responsible for the procurement of the technical equipment, digital subscriptions and services.
4. Ensure that there is 24-7 DOT COMMUNICATION RESPONSE HOTLINE and that all communication and required assistance by local and international tourists are addressed.
5. Submit daily, monthly and weekly reports to the Branding and Marketing Communications Office and Information Technology Division.
6. The agency must conform with the standard Labor Code of the Philippines-Law.

Scope of Work	Deliverables
<p><b>Setup and configuration of the Contact Center</b></p>	<ol style="list-style-type: none"> <li>1. A 24/7 Communication Response Hotline center that will cater inquiries through, but not limited to:               <ol style="list-style-type: none"> <li>a. Calls</li> <li>b. Voicemail</li> <li>c. E-mail</li> <li>d. Messenger Chatbots</li> </ol> </li> <li>2. Contact center is <b>Off-site</b>.</li> <li>3. At least 7 agent seats at the vendor's contact center facility/ support team, one (1) Project Leader, and one (1) Quality Assurance Officer</li> <li>4. Setup and install redundant internet lines at the Vendor call center facility without integration to existing DOT Network Infrastructure.</li> <li>5. The vendor must provide internet line for use of agents for internet browsing when necessary.</li> <li>6. The Contact Center as a Service (DOT hotline center) must be cloud-based, flexible, scalable and able to integrate to the application system.</li> <li>7. The call center agents must be provided with Headsets with noise cancellation features/ The call center agents at the vendor site must be provided with individual workstations throughout the duration of the contract.</li> <li>8. Provide a draft IVR scripts and recommended call flow and routing</li> <li>9. Report and call must be customizable</li> </ol>
<p><b>Training of Agents, Supervisors and IT administrators</b></p>	<ol style="list-style-type: none"> <li>1. Provide Administration, Agent and Supervisor training.</li> </ol>
<p><b>Testing, Maintenance and Technical Support</b></p>	<ol style="list-style-type: none"> <li>1. Provide User Acceptance Testing and documentation.</li> <li>2. The vendor must be able to provide 24/7 Help Desk and Technical support on its own Call Center Facility.</li> <li>3. Provide software troubleshooting and support, system diagnostic and future software release updates</li> <li>4. The vendor must be able to provide emergency service outside normal</li> </ol>

	<p>working hours on its own Call center facility</p> <p>(Holidays/Saturdays/Sundays)</p>	
<p><b>Call Recordings</b></p>	<ol style="list-style-type: none"> <li>1. The CRM application is expected to be capable of auto-dumping recording to a public cloud. The vendor will provide an Enterprise Storage as a Service (STaaS) that is capable to archive the selected call recording for one (1) year-STaaS will only receive the files from the CRM application.</li> <li>2. Archive of selected recordings for at least 1 year - Tracking call volume and call arrival patterns</li> <li>3. After the subscription of contract, all recordings should be downloaded from the Cloud Storage - The client can download if from their own, or, they can raise a ticket to the vendor for assistance to download it on their behalf. The client needs to provide a physical hard drive to store the archive recordings</li> </ol>	
<p><b>Reports</b></p> <p>The agency must submit a digital and printed copy of the terminal report, covering all aspects of the project from planning to execution.</p> <p>It must include insights, analysis, recommendations, and evaluations of the hotline center.</p>	<ol style="list-style-type: none"> <li>1. Provide performance Standards Summary Report to DOT which includes daily, weekly, and monthly reports</li> <li>2. Provide Historical Reports retrieval and retention (1 year) – Based on the subscribed contract</li> <li>3. Submit Incident Reports</li> </ol>	
<p><b>IV. Scope of Price Proposal, Schedule of Payment, and Budget Allocation</b></p>		
<ol style="list-style-type: none"> <li>1. The contract shall be for a period of 12 months, to commence upon the receipt of the Notice to Proceed.</li> </ol>		



2. The Approved Budget of Contract (ABC) for the project is Fourteen Million Five Hundred Thousand pesos (**Php 14,500,000.00**) inclusive of all applicable taxes, commissions, bank charges, and other fees as may be incurred in the process;
3. The budget is inclusive of technical equipment, training fees, software, telecommunication charges, and remote site network connectivity.
4. The budget is inclusive of change orders, modification of applications, and other professional services.
5. The proposed payment scheme for the project will be billed progressively upon completion of the following milestones:

<b>Milestones</b>		<b>Payment</b>
Training, and Set-up of System Infrastructure and Workstations	Must be accomplished within 45 days after receipt of NTP	15%
Submission of Monthly Report	Must be accomplished within Month 4	10%
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Submission of Monthly Report	Must be accomplished within Month 10	10%
Submission and approval of Terminal Report	Must be accomplished right after completion of service	15%
<b>TOTAL</b>		<b>100%</b>

## V. Qualifications

1. Subcontracting is not allowed.
2. The bidder must be majority Filipino-owned and in the Philippines.
3. The bidder must have similar nature and completed contract of service for the past two (2) years from the time of submission and opening of the bids with an aggregate amount of at least fifty percent (50%) of the Approved Budget of the Contract.
4. The bidder must conform with the Standard Labor Code in the Philippines-Law.
5. Proposed storage as a service (STaas) must be an in-country public cloud provider in the Philippines.
6. STaas must be offered as a managed service with 24x7 support

## VI. Technical Requirements

<b>SPECIFICATIONS</b>
<b>Infrastructure at Vendor Contact Center Facility</b>
<ul style="list-style-type: none"><li>• Workstations and necessary technical equipment provided including headsets with noise cancellation features</li></ul>
<ul style="list-style-type: none"><li>• Back-up Power Supply during Call Hours</li></ul>
<ul style="list-style-type: none"><li>• Call Center Telephony System for DOT - Function is telephony, reports and calls recording</li></ul>
<ul style="list-style-type: none"><li>• Reporting - Produce real-time and Historical call reports</li></ul>
<ul style="list-style-type: none"><li>• Two local loops and/or two backbone carriers</li></ul>
<ul style="list-style-type: none"><li>• Infrastructure and Connectivity supports at least 99% uptime; IPV6</li></ul>
<b>Call Center Provider</b>
<ul style="list-style-type: none"><li>• Customer Service Representative to:<ul style="list-style-type: none"><li>• Answer non-complex inquiries</li><li>• Resolves non-complex inquiries (90%)</li><li>• Completes all customer call records all call logs to produce call reports</li><li>• Upon employment, provision of certificate of satisfactory services from their past employer/s</li></ul></li></ul>
<ul style="list-style-type: none"><li>• Call Center Manager<ul style="list-style-type: none"><li>• Upon employment, provision of certificate of satisfactory services from their past employer/s</li><li>• At least 10 years in the call center industry</li><li>• Must provide CV</li></ul></li></ul>
<ul style="list-style-type: none"><li>• Technical Support for IT and Equipment related support</li></ul>
<ul style="list-style-type: none"><li>• All technical support and maintenance for IT and equipment used at the call center facility should be supported in-house by the Vendor</li></ul>
<b>Services</b>
<ul style="list-style-type: none"><li>• Operation Hours: 24/7 by shifting of schedule Provide, operate the DOT contact center at the specified shifts</li></ul>
<ul style="list-style-type: none"><li>• Response to tourism-related inquiries</li></ul>
<ul style="list-style-type: none"><li>• Record and store all transaction in database (Customer Relationship Management)</li></ul>

<ul style="list-style-type: none"> <li>• Provide Agents Productivity Reports</li> </ul>	
<ul style="list-style-type: none"> <li>• Provide remote monitoring capability</li> </ul>	
<ul style="list-style-type: none"> <li>• Quality Assurance monitoring and reporting</li> </ul>	
<ul style="list-style-type: none"> <li>• Devise, recommend and employ technology process improvements to maintain reliable capabilities</li> </ul>	
<ul style="list-style-type: none"> <li>• Gathering of information and resolution of stakeholder concerns/questions, top call drivers for a weekly performance review</li> </ul>	
<p><b>VII. Implementation</b></p> <p>The implementation of the Communication Hotline response center shall be sixty (60) calendar days after receipt of notice to proceed.</p>	

Conforme:

\_\_\_\_\_  
Name of Bidder's/Representative

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date