



**SUPPLEMENTAL/BID BULLETIN NO. 1**

This Supplemental/Bid Bulletin 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 11 April 2024 for the *Procurement of a Service Provider for the DOT Communication Response Hotline (DOT BAC-IB No. 2024-006)*.

**Amendments to Bidding Documents**

**A. Under Section I. Invitation to Bid**

From	To
7. Bids must be duly received by the BAC Secretariat through manual submission on or before <i>23 April 2024 at 9:00 a.m. only</i> at the office address indicated below. Late bids shall not be accepted.	7. Bids must be duly received by the BAC Secretariat through manual submission <b>on or before <i>May 03, 2024 at 9:00 a.m. only</i></b> at the office address indicated below. Late bids shall not be accepted.
9. Bid opening shall be on <i>23 April 2024 at 10:30 a.m.</i> at the <i>4<sup>th</sup> Floor, Conference Room, DOT Bldg. 351 Sen. Gil Puyat Ave., Makati City.</i>	9. Bid opening shall be on <b><i>May 03, 2024 at 10:00 a.m.</i></b> at the <i>4<sup>th</sup> Floor, Conference Room, DOT Bldg. 351 Sen. Gil Puyat Ave., Makati City.</i>

**B. Under Section V. Special Conditions of Contract, GCC Clause 2.2**

From			To		
Milestones		Payment	Milestones		Payment
Mobilization, training, Set-up of System Infrastructure for 24x7 Bilingual Agents	Must be accomplished within 30 days after receipt of NTP	15%	Mobilization, training, Set-up of System Infrastructure for <del>24x7 Bilingual Agents</del> <b>and Workstations</b>	Must be accomplished within <del>30</del> <b>45</b> days after receipt of NTP	15%
Submission of Monthly Report	Must be accomplished with Month 2	10%	<del>Submission of Monthly Report</del>	<del>Must be accomplished with Month 2</del>	10%
Submission of Monthly Report	Must be accomplished with Month 3	10%	Submission of Monthly Report	Must be accomplished with Month <del>3</del> <b>4</b>	10%
Submission of Monthly Report and Mobilization, training, Set-up of System Infrastructure for 24x7 Multilingual Agents	Must be accomplished within 120 days after receipt of NTP	15%	<del>Submission of Monthly Report and Mobilization, training, Set-up of System Infrastructure for 24x7 Multilingual Agents</del>	<del>Must be accomplished within 120 days after receipt of NTP</del>	15%

Submission of Monthly Report	Must be accomplished with Month 5	10%	Submission of Monthly Report	Must be accomplished with Month 5	10%
Submission of Monthly Report	Must be accomplished with Month 6	10%	Submission of Monthly Report	Must be accomplished with Month 6	10%
Submission of Monthly Report	Must be accomplished with Month 7	5%	Submission of Monthly Report	Must be accomplished with Month 7	<del>5%</del> -10%
Submission of Monthly Report	Must be accomplished with Month 8	5%	Submission of Monthly Report	Must be accomplished with Month 8	<del>5%</del> -10%
Submission of Monthly Report	Must be accomplished with Month 9	5%	Submission of Monthly Report	Must be accomplished with Month 9	<del>5%</del> -10%
Submission of Monthly Report	Must be accomplished with Month 10	5%	Submission of Monthly Report	Must be accomplished with Month 10	<del>5%</del> -10%
Submission of Monthly Report	Must be accomplished with Month 11	5%	Submission of Monthly Report	Must be accomplished with Month 11	5%
Submission and approval of Terminal Report	Must be accomplished right after completion of service	5%	Submission and approval of Terminal Report	Must be accomplished right after completion of service	<del>5%</del> -15%
<b>TOTAL</b>		<b>100%</b>	<b>TOTAL</b>		<b>100%</b>

### C. Under Section VII. Technical Specifications

<b>From</b>	<b>TO</b>
<p>I. Objectives</p> <p>Tourism is a key part of many world economies, significantly aiding their growth. Nevertheless, the industry faces multiple vulnerabilities, such as natural disasters, health emergencies, security concerns, and socio-political fluctuations. To mitigate these risks, governments frequently implement extensive communication response hotlines, aimed at swiftly addressing the requirements of tourists and relevant stakeholders. This document presents a detailed outline of the objectives for government communication in the tourism sector via a robust response hotline system, emphasizing the vital role of proficient communication in ensuring the</p>	<p>I. Objectives</p>

~~resilience and long-term viability of the tourism industry.~~

Thus, this project aims to:

- A. Launch a **Tourist Assistance Contact Center** 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.

## II. SCOPE OF WORK AND DELIVERABLES

1. The vendor shall establish the **DOT Tourist Assistance Contact Center**, which will offer support in both the local language and English, and will also employ agents proficient in Korean and Mandarin. Responsibilities include developing the operational framework, organizational structure, staffing plan, and acquiring the necessary equipment.
2. The Vendor must design an organizational structure conducive to the effective functioning of the **DOT Tourist Assistance Contact Center**, encompassing recruitment, training, and day-to-day management of the team.
3. The Vendor is required to procure and provide all technical equipment, digital subscriptions, and services essential for the operation of the **DOT Tourist Assistance Contact Center**.
4. The Vendor must ensure the **DOT Tourist Assistance Contact Center** is operational, addressing all

This project aims to:

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

## II. 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 and equipment required.*
2. *Create an organizational structure that will allow the effective and efficient operation of the 24/7 DOT Communication Response Hotline. This includes the hiring, continuous training/capacity building, 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 24/7 DOT Communication Response Hotline. The agency will also be responsible for the procurement of this equipment.*
4. *Ensure that there is a 24/7 DOT Communication Response Hotline and that all communication and required assistance by local and international tourists are addressed.*

<p>communications and assistance needs of both local and international tourists.</p> <p>5. The Vendor is required to provide a bi-weekly presentation deck and a monthly accomplishment report to the Information Technology Division (ITD). Additionally, the Vendor must grant dashboard access for the departments to view and extract daily, weekly, and monthly reports as needed</p>	<p>5. <i>Submit categorized and detailed daily, weekly, and monthly reports to the Office of Tourism Development, Planning, Research, and Information Management-Information Technology Division</i></p> <p>6. <i>Provide OTDPRIM-ITD access to view the dashboard to be apprised of the real-time inquiries/trends.</i></p>
<p><b>Scope of Work and Deliverables</b></p>	<p><b>Scope of Work and Deliverables</b></p>
<p><b>Setup and configuration of the Contact Center</b></p> <p>1. A Tourist Assistance Contact Center that will cater inquiries through, but not limited to:</p> <ul style="list-style-type: none"> <li>a. Calls</li> <li>b. Voicemail</li> <li>c. E-mail</li> <li>d. Messenger Chatbots</li> </ul> <p>2. Project Team</p> <ul style="list-style-type: none"> <li>• TACC English-Filipino - 4 Agents (24x7 for Filipino and English-speaking tourists (Voice, Email, Chat)</li> <li>• TACC English-Korean - 1 Agent (8x5 for Korean and English-speaking tourists (Voice and Chat)</li> <li>• TACC English-Mandarin - 1 Agent (8x5 for Mandarin and English-speaking tourists (Voice and Chat)</li> <li>• 24x7 Multilingual (Email) Live Agent</li> </ul> <p>3. Provide Vendor’s contact center facility / Support team; one (1) Project Leader and (1) Quality and Assurance Officer.</p> <p>4. Contact Center is Off-Site.</p>	<p><b>Setup and configuration of the Contact Center</b></p> <p>1. A <del>Tourist Assistance Contact Center</del> <b>24/7 Communication Response Hotline</b> that will cater inquiries through, but not limited to:</p> <ul style="list-style-type: none"> <li>a. Calls</li> <li>b. Voicemail</li> <li>c. E-mail</li> <li>d. Messenger Chatbots</li> </ul> <p>2. <i>At least seven (7) agent seats at the agency’s communication hotline/support team: One (1) Project Leader and One (1) Quality and Assurance Officer</i></p> <p>3. <i>Contact center is off-site.</i></p> <p>4. <i>Set-up and install redundant internet lines at the agency’s communication hotline</i></p>

<ol style="list-style-type: none"> <li>5. Set-up and install redundant internet lines at the Vendor call center facility without integration to existing DOT Network Infrastructure.</li> <li>6. The Vendor must provide internet line for use of agents for internet browsing when necessary.</li> <li>7. 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>8. 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>9. Provide IVR scripts and recommended call flow and routing.</li> <li>10. Report and call must be customizable</li> </ol>	<p><i>without integration to existing DOT Network Infrastructure.</i></p> <ol style="list-style-type: none"> <li>5. <i>The agency must provide internet line for use of agents for internet browsing when necessary.</i></li> <li>6. <i>The Contact Center as a service (DOT hotline center) must be cloud-based, flexible, scalable and able to integrate to the application system.</i></li> <li>7. <i>The call center agents must be provided with headsets with noise cancellation features. The call center agents at the agency's site must be provided with individual workstations throughout the duration of the contract.</i></li> <li>8. <i>Provide a draft of Interactive Voice Response (IVR) scripts and recommend call flow and routing.</i></li> <li>9. <i>Report and call must be customizable</i></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>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 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 working hours on its own Call center facility</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 <del>Vendor</del> <b>agency</b> must be able to provide <b>24/7 Help Desk and Technical Support</b> on its own <del>Call Center Facility</del> <b>communication hotline.</b></li> <li>3. Provide software troubleshooting and support, system diagnostic, and future software release updates.</li> <li>4. The <del>vendor</del> <b>agency</b> must be able to provide emergency service outside normal working hours on its own Call center facility <b>(Holidays/Saturdays/Sundays).</b></li> </ol>
<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 recordings to</li> </ol>	<p><b>Call Recordings</b></p> <ol style="list-style-type: none"> <li>1. The <b>Customer Relations Management (CRM)</b> application is expected to be capable</li> </ol>

<p>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.</p> <ol style="list-style-type: none"> <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 it on 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>of auto-dumping recordings to a public cloud. The <del>vendor</del> <b>agency</b> 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.</p> <ol style="list-style-type: none"> <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 it <del>on</del> <b>from</b> their own, or, they can raise a ticket to the <del>Vendor</del> <b>agency</b> 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. 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> <li>4. The Vendor is required to provide a bi-weekly presentation deck and a monthly accomplishment report to the Information Technology Division (ITD). Additionally, the Vendor must grant dashboard access for the departments to view and extract daily, weekly, and monthly reports as needed.</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. 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>

**III. SCOPE OF PRICE PROPOSAL AND BUDGET ALLOCATION**

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

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4. The budget is inclusive of change orders, modification of applications, and other professional services.

**IV. QUALIFICATIONS**

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

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3. The bidder must have a similar nature and completed contract of service for the past two (2) years for 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 of the Philippines-Law, *as amended*.
5. Proposed storage as a service (STaaS) must be an in-country public cloud provider in Philippines.
6. STaaS must be offered as a managed service *with 24x7x7* support.

**V. TECHNICAL REQUIREMENTS**

**SPECIFICATIONS**

**Infrastructure at Vendor Contact Center Facility**

- Workstations and necessary technical equipment provided including headsets with noise cancellation features

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**SPECIFICATIONS**

**Infrastructure at Vendor Contact Center Facility**

- Workstations and necessary technical equipment provided including headsets with noise cancellation features

- Back-up Power Supply during Call Hours
- Call Center Telephony System – Function is telephony, reports, and calls recording
- Reporting Produce real-time and Historical call reports
- Two locals loops and/or backbone carriers
- Infrastructure and Connectivity supports at least 99% uptime; IPV6

**Project Team**

- TACC – 4 English-Filipino speaking Agents (24x7 Shift)
- TACC - 1 Korean and English-speaking Agents (8x5 Shift)
- TACC - 1 Mandarin and English-speaking Agents (8x5 Shift)
- 24x7 Multilingual (Email) Live Agent
- (1) Project Leader and (1) Quality and Assurance Officer

**Call Center Provider**

1. Customer Service Representative to:
  - Answer non-complex inquiries
  - Resolves non-complex inquiries (90%)
  - Completes all customer call records all call logs to produce call reports
  - Upon employment, provision of certificate of satisfactory services from their past employer/s
2. Call Center Manager
  - Upon employment, provision of certificate of satisfactory services from their past employer/s
  - At least 10 years in the call center industry
  - Must provide CV
3. Technical Support for IT and Equipment related support
  - All technical support and maintenance for IT and equipment used at the call center facility should be supported in-house by the Vendor

**Services**

- Provide, operate the contact center at the specified shifts
- Response to tourism-related inquiries
- Record and store all transaction in database (Customer Relationship Management)

- Back-up Power Supply during Call Hours
- Call Center Telephony System – Function is telephony, reports, and calls recording
- Reporting Produce real-time and Historical call reports
- Two locals loops and/or backbone carriers
- Infrastructure and Connectivity supports at least 99% uptime; IPV6

**Call Center Provider**

1. Customer Service Representative *aims* to:
  - Answer non-complex inquiries
  - Resolves non-complex inquiries (90%)
  - Complete all customer call records and all call logs to produce call reports
  - Upon employment, provision of certificate of satisfactory services from their past employer/s
2. Call Center Manager *aims to:*
  - Upon employment, provision of certificate of satisfactory services from their past employer/s
  - At least 10 years in the call center industry
  - Must provide CV
3. Technical Support for IT and Equipment related support
  - All technical support and maintenance for IT and equipment used at the call center facility should be supported in-house by the ~~Vendor~~ *agency*

**Services**

- *Operation hours: 24/7 by shifting of schedule*
- Provide *and* operate the contact center at the specified shifts
- *Respond* to tourism-related inquiries
- Record and store all transaction in database (Customer Relationship Management)
- *Provide Agent Productivity Report*



<ul style="list-style-type: none"> <li>· Provide Contact Center Performance Report / Deck to be presented in bi-weekly frequency</li> <li>· Provide remote monitoring capability</li> <li>· Quality Assurance monitoring and reporting</li> <li>· Devise, recommend and employ technology process improvements to maintain reliable capabilities</li> <li>· Gathering of information and resolution of stakeholder concerns/questions, top call drivers for a weekly performance review</li> </ul>	<ul style="list-style-type: none"> <li>· Provide remote monitoring capability</li> <li>· Quality Assurance monitoring and reporting</li> <li>· Devise, recommend and employ technology process improvements to maintain reliable capabilities</li> <li>· Gathering of information and <del>resolution</del> <b>resolving</b> of stakeholder concerns/questions, top call drivers for a weekly performance review</li> </ul>
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This shall form an integral part of the Bidding Documents.

For the guidance and information of all concerned.

  
**USEC. FERDINAND C. JUMAPAO**  
 DOT-BAC Chairperson 

April 26, 2024

