



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 06 June 2024 for the *Procurement of a Service Provider for the DOT Communication Response Hotline (DOT BAC-IB No. 2024-019)*. This shall form an integral part of the Bidding Documents.

I. Amendments to Bidding Documents

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

OLD PROVISION			NEW PROVISION		
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 24x7 Bilingual Agents	Must be accomplished within 30 days after receipt of NTP from the commencement of the contract	15%
Submission of Monthly Report	Must be accomplished with Month 2	10%	Submission of Monthly Report	Must be accomplished with for Month 2	10%
Submission of Monthly Report	Must be accomplished with Month 3	10%	Submission of Monthly Report	Must be accomplished with for Month 3	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%	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 from the commencement of the contract	15%

Submission of Monthly Report	Must be accomplished with Month 5	10%	Submission of Monthly Report	Must be accomplished <i>with for</i> Month 5	10%
Submission of Monthly Report	Must be accomplished with Month 6	10%	Submission of Monthly Report	Must be accomplished <i>with for</i> Month 6	10%
Submission of Monthly Report	Must be accomplished with Month 7	5%	Submission of Monthly Report	Must be accomplished <i>with for</i> Month 7	5%
Submission of Monthly Report	Must be accomplished with Month 8	5%	Submission of Monthly Report	Must be accomplished <i>with for</i> Month 8	5%
Submission of Monthly Report	Must be accomplished with Month 9	5%	Submission of Monthly Report	Must be accomplished <i>with for</i> Month 9	5%
Submission of Monthly Report	Must be accomplished with Month 10	5%	Submission of Monthly Report	Must be accomplished <i>with for</i> Month 10	5%
Submission of Monthly Report	Must be accomplished with Month 11	5%	Submission of Monthly Report	Must be accomplished <i>with for</i> 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	5%
TOTAL		100%	TOTAL		100%

B. Under Section VI. Schedule of Requirements

OLD PROVISION	NEW PROVISION
Delivered, Weeks/Months	Delivered, Weeks/Months
One Year to commence on October 25, 2024	<i>The contract shall be for a period of 12 months to commence on September 2, 2024.</i>

C. Under Section VII. Technical Specifications

OLD PROVISION	NEW PROVISION
On III. Scope of Price Proposal and Budget Allocation	On III. Scope of Price Proposal and Budget Allocation
1. The service shall be one year to commence on October 25, 2024	1. <i>The Contract shall be for a period of 12 months to commence on September 2, 2024.</i>

II. The following clarifications are provided for the guidance and reference of the bidder:

Clarifications from the Bidders	Response
1. What languages are required for the Project Team, 24 x 7 Multilingual (Email) Live Agent?	1. Filipino, Korean, Mandarin, English
2. When is the submission of the required documents for the qualifications of the bidder under Section VII Technical Specifications?	2. The submission of the required documents for the qualifications of the bidder is during post-qualification.
3. How many personnel required for the following Call Center Provider: a. Customer Service Representative b. Call Center Manager c. Technical Support for IT and Equipment related support	3. Minimum of 9 pax <ul style="list-style-type: none"> • 7 Agents: 4 agents English – Filipino 1 agent English – Korean 1 agent English – Mandarin 1 agent Multilingual • 1 Project Leader • 1 Quality Assurance
4. Is the project would be a new set-up?	4. The infrastructure setup would be required 1 month prior to the start of the live operations.

All unamended portions of the bidding documents shall remain the same.

Please be informed that due to the belated release of this bid bulletin, the deadline of submission and opening of bids has been moved to **June 25, 2024** at 9:00 a.m. and 10:30 a.m, respectively.

For the guidance and information of all concerned.


USEC. FERDINAND C. JUMAPAO
 DOT-BAC Chairperson

June 18, 2024

