

PHILIPPINE BIDDING DOCUMENTS

(As Harmonized with Development Partners)

Procurement of GOODS

Government of the Republic of the Philippines

Procurement of a Service Provider for the DOT Communication Response Hotline

Project Identification Number: DOT-BAC IB 2024-019

**Sixth Edition
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Glossary of Acronyms, Terms, and Abbreviations

ABC – Approved Budget for the Contract.

BAC – Bids and Awards Committee.

Bid – A signed offer or proposal to undertake a contract submitted by a bidder in response to and in consonance with the requirements of the bidding documents. Also referred to as *Proposal* and *Tender*. (2016 revised IRR, Section 5[c])

Bidder – Refers to a contractor, manufacturer, supplier, distributor and/or consultant who submits a bid in response to the requirements of the Bidding Documents. (2016 revised IRR, Section 5[d])

Bidding Documents – The documents issued by the Procuring Entity as the bases for bids, furnishing all information necessary for a prospective bidder to prepare a bid for the Goods, Infrastructure Projects, and/or Consulting Services required by the Procuring Entity. (2016 revised IRR, Section 5[e])

BIR – Bureau of Internal Revenue.

BSP – Bangko Sentral ng Pilipinas.

Consulting Services – Refer to services for Infrastructure Projects and other types of projects or activities of the GOP requiring adequate external technical and professional expertise that are beyond the capability and/or capacity of the GOP to undertake such as, but not limited to: (i) advisory and review services; (ii) pre-investment or feasibility studies; (iii) design; (iv) construction supervision; (v) management and related services; and (vi) other technical services or special studies. (2016 revised IRR, Section 5[i])

CDA - Cooperative Development Authority.

Contract – Refers to the agreement entered into between the Procuring Entity and the Supplier or Manufacturer or Distributor or Service Provider for procurement of Goods and Services; Contractor for Procurement of Infrastructure Projects; or Consultant or Consulting Firm for Procurement of Consulting Services; as the case may be, as recorded in the Contract Form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.

CIF – Cost Insurance and Freight.

CIP – Carriage and Insurance Paid.

CPI – Consumer Price Index.

DDP – Refers to the quoted price of the Goods, which means “delivered duty paid.”

DTI – Department of Trade and Industry.

EXW – Ex works.

FCA – “Free Carrier” shipping point.

FOB – “Free on Board” shipping point.

Foreign-funded Procurement or Foreign-Assisted Project– Refers to procurement whose funding source is from a foreign government, foreign or international financing institution as specified in the Treaty or International or Executive Agreement. (2016 revised IRR, Section 5[b]).

Framework Agreement – Refers to a written agreement between a procuring entity and a supplier or service provider that identifies the terms and conditions, under which specific purchases, otherwise known as “Call-Offs,” are made for the duration of the agreement. It is in the nature of an option contract between the procuring entity and the bidder(s) granting the procuring entity the option to either place an order for any of the goods or services identified in the Framework Agreement List or not buy at all, within a minimum period of one (1) year to a maximum period of three (3) years. (GPPB Resolution No. 27-2019)

GFI – Government Financial Institution.

GOCC – Government-owned and/or –controlled corporation.

Goods – Refer to all items, supplies, materials and general support services, except Consulting Services and Infrastructure Projects, which may be needed in the transaction of public businesses or in the pursuit of any government undertaking, project or activity, whether in the nature of equipment, furniture, stationery, materials for construction, or personal property of any kind, including non-personal or contractual services such as the repair and maintenance of equipment and furniture, as well as trucking, hauling, janitorial, security, and related or analogous services, as well as procurement of materials and supplies provided by the Procuring Entity for such services. The term “related” or “analogous services” shall include, but is not limited to, lease or purchase of office space, media advertisements, health maintenance services, and other services essential to the operation of the Procuring Entity. (2016 revised IRR, Section 5[r])

GOP – Government of the Philippines.

GPPB – Government Procurement Policy Board.

INCOTERMS – International Commercial Terms.

Infrastructure Projects – Include the construction, improvement, rehabilitation, demolition, repair, restoration or maintenance of roads and bridges, railways, airports, seaports, communication facilities, civil works components of information technology projects, irrigation, flood control and drainage, water supply, sanitation, sewerage and solid waste management systems, shore protection, energy/power and electrification facilities, national

buildings, school buildings, hospital buildings, and other related construction projects of the government. Also referred to as *civil works or works*. (2016 revised IRR, Section 5[u])

LGUs – Local Government Units.

NFCC – Net Financial Contracting Capacity.

NGA – National Government Agency.

PhilGEPS - Philippine Government Electronic Procurement System.

Procurement Project – refers to a specific or identified procurement covering goods, infrastructure project or consulting services. A Procurement Project shall be described, detailed, and scheduled in the Project Procurement Management Plan prepared by the agency which shall be consolidated in the procuring entity's Annual Procurement Plan. (GPPB Circular No. 06-2019 dated 17 July 2019)

PSA – Philippine Statistics Authority.

SEC – Securities and Exchange Commission.

SLCC – Single Largest Completed Contract.

Supplier – refers to a citizen, or any corporate body or commercial company duly organized and registered under the laws where it is established, habitually established in business and engaged in the manufacture or sale of the merchandise or performance of the general services covered by his bid. (Item 3.8 of GPPB Resolution No. 13-2019, dated 23 May 2019). Supplier as used in these Bidding Documents may likewise refer to a distributor, manufacturer, contractor, or consultant.

UN – United Nations.

Section I. Invitation to Bid



INVITATION TO BID FOR THE *Procurement of a Service Provider for the DOT Communication Response Hotline*

1. The *Department of Tourism (DOT)*, through the *General Appropriation Act 2024* intends to apply the sum of *Fourteen Million Five Hundred Thousand Pesos (PhP14,500,000.00) inclusive of applicable taxes*, being the ABC to payments under the contract for *“Procurement of a Service Provider for the DOT Communication Response Hotline” (Project Identification No. DOT-BAC IB 2024-019)*. Bids received in excess of the ABC shall be automatically rejected at bid opening.
2. The *DOT* now invites bids for the above Procurement Project. Delivery of the Goods is required within the dates provided in the Schedule of Requirements and Technical Specifications. Bidders should have completed, within *two (2) years* from the date of submission and receipt of bids, a contract similar to the Project. 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) No. 9184.

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 No. 5183.

4. Prospective Bidders may obtain further information from the Bids and Awards Committee (BAC) Secretariat through the contact details given below and inspect the Bidding Documents as posted on the websites of the DOT and the Philippine Government Electronic Procurement System (PhilGEPS).
5. A complete set of Bidding Documents may be acquired by interested Bidders from *May 30 to June 18, 2024 (8:00 a.m. to 5:00 p.m.)* and *June 19, 2024 (until 9:00 a.m.)* from the given address and website(s) below *and upon payment of the applicable fee for the Bidding Documents, pursuant to the latest Guidelines issued by the GPPB, in the amount of Twenty-Five Thousand Philippine Pesos (PhP25,000.00) OR deposited to:*

Account Name	Department of Tourism-Regular Trust
Account Number	00-0-05002-407-4
Beneficiary's Bank	Development Bank of the Philippines (DBP)
Bank Branch	F. Zobel Branch
Address	809 J.P Rizal corner F. Zobel St., Makati City, Philippines

(Note: Pls. send copy of the Transaction report or any proof of payment at the email address moalmazan@tourism.gov.ph)

It may also be downloaded free of charge from the website of the Philippine Government Electronic Procurement System (PhilGEPS) and the website of DOT, **provided that bidders shall pay the non-refundable fee for the Bidding Documents not later than the submission of their bids.**

6. The **DOT** will hold a Pre-Bid Conference on **June 06, 2024 at 10:00 a.m.** at the **4th Floor, Conference Room, DOT Bldg., No. 351 Sen. Gil Puyat Avenue, Makati City**, which shall be open to prospective bidders.
7. Bids must be duly received by the BAC Secretariat through manual submission **on or before June 19, 2024 at 9:00 a.m. only** at the office address indicated below. Late bids shall not be accepted.
8. All Bids must be accompanied by a bid security in any of the acceptable forms and in the amount stated in **ITB** Clause 14.
9. Bid opening shall be on **June 19, 2024 at 10:00 a.m.** at the **4th Floor, Conference Room, DOT Bldg. 351 Sen. Gil Puyat Ave., Makati City.**
10. All documents shall be current and updated and any missing document in the checklist is a ground for outright rejection of the bid. Bidder shall submit **one (1) original and five (5) photocopies** of the first and second components of its bid in sealed envelope.

To facilitate the evaluation of the bids, bidders are advised to follow the arrangement in the checklist when placed in an Envelope, with documents bounded, tabbed and labeled accordingly.
11. The **DOT** 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 Sections 35.6 and 41 of 2016 revised IRR of RA No. 9184, without thereby incurring any liability to the affected bidder or bidders.
12. For further information, please refer to:

Mr. GODOFREDO R. MALDONADO, JR.
Head, DOT-BAC Secretariat
Procurement Management Division, 4th Floor, DOT Bldg.
351 Sen. Gil Puyat Ave., Makati City
Telephone Nos. 8459-5200 to 30 Loc. 425
Email Address: dot.bac@tourism.gov.ph
Website Address: www.tourism.gov.ph

13. You may visit the following websites:

For downloading of Bidding Documents: www.tourism.gov.ph / www.philgeps.gov.ph


USEC. FERDINAND C. JUMAPAO
DOT-BAC Chairperson 



The DOT Building, 351 Sen. Gil Puyat Ave., 1200 Makati City, Philippines
Tel. Nos. (632) 8459-5200 to 8459-5230 • www.tourism.gov.ph

Section II. Instructions to Bidders

1. Scope of Bid

1. The Procuring Entity, **Department of Tourism**, wishes to receive Bids for the **Procurement of a Service Provider for the DOT Communication Response Hotline** with Project Identification Number **DOT-BAC IB 2024-019**.

The Procurement Project (referred to herein as “Project”) is composed of **one (1) lot**, the details of which are described in Section VII (Technical Specifications).

2. Funding Information

- 2.1. The GOP through the source of funding as indicated below for **FY 2024** in the amount of **Fourteen Million Five Hundred Thousand Pesos (PhP14,500,000.00)**. The period for the performance of the obligations under the Contract shall not go beyond the validity of the appropriation for the Project.
- 2.2. The source of funding is the **FY 2024 General Appropriations Act**.

3. Bidding Requirements

The Bidding for the Project shall be governed by all the provisions of RA No. 9184 and its 2016 revised IRR, including its Generic Procurement Manuals and associated policies, rules and regulations as the primary source thereof, while the herein clauses shall serve as the secondary source thereof.

Any amendments made to the IRR and other GPPB issuances shall be applicable only to the ongoing posting, advertisement, or **IB** by the BAC through the issuance of a supplemental or bid bulletin.

The Bidder, by the act of submitting its Bid, shall be deemed to have verified and accepted the general requirements of this Project, including other factors that may affect the cost, duration and execution or implementation of the contract, project, or work and examine all instructions, forms, terms, and project requirements in the Bidding Documents.

4. Corrupt, Fraudulent, Collusive, and Coercive Practices

The Procuring Entity, as well as the Bidders and Suppliers, shall observe the highest standard of ethics during the procurement and execution of the contract. They or through an agent shall not engage in corrupt, fraudulent, collusive, coercive, and obstructive practices defined under Annex “I” of the 2016 revised IRR of RA No. 9184 or other integrity violations in competing for the Project.

5. Eligible Bidders

- 5.1. Only Bids of Bidders found to be legally, technically, and financially capable will be evaluated.

- 5.2. Foreign ownership limited to those allowed under the rules may participate in this Project.
- 5.3. Pursuant to Section 23.4.1.3 of the 2016 revised IRR of RA No.9184, the Bidder shall have an SLCC that is at least one (1) contract similar to the Project the value of which, adjusted to current prices using the PSA's CPI, must be at least equivalent to at least fifty percent (50%) of the ABC.
- 5.4. The Bidders shall comply with the eligibility criteria under Section 23.4.1 of the 2016 IRR of RA No. 9184.

6. Origin of Goods

There is no restriction on the origin of goods other than those prohibited by a decision of the UN Security Council taken under Chapter VII of the Charter of the UN, subject to Domestic Preference requirements under **ITB** Clause 18.

7. Subcontracts

- 7.1. The Bidder may subcontract portions of the Project to the extent allowed by the Procuring Entity as stated herein, but in no case more than twenty percent (20%) of the Project.

The Procuring Entity has prescribed that subcontracting is not allowed.

8. Pre-Bid Conference

The Procuring Entity will hold a pre-bid conference for this Project on **June 06, 2024 at 10:00 a.m.** at the **4th Floor, Conference Room, DOT Bldg., No. 351 Sen. Gil Puyat Avenue, Makati City**, as indicated in paragraph 6 of the **IB**.

9. Clarification and Amendment of Bidding Documents

Prospective bidders may request for clarification on and/or interpretation of any part of the Bidding Documents. Such requests must be in writing and received by the Procuring Entity, either at its given address or through electronic mail indicated in the **IB**, at least ten (10) calendar days before the deadline set for the submission and receipt of Bids.

10. Documents comprising the Bid: Eligibility and Technical Components

- 10.1. The first envelope shall contain the eligibility and technical documents of the Bid as specified in **Section VIII (Checklist of Technical and Financial Documents)**.
- 10.2. The Bidder's SLCC as indicated in **ITB** Clause 5.3 should have been completed within **two (2) years** prior to the deadline for the submission and receipt of bids.
- 10.3. If the eligibility requirements or statements, the bids, and all other documents for submission to the BAC are in foreign language other than English, it must

be accompanied by a translation in English, which shall be authenticated by the appropriate Philippine foreign service establishment, post, or the equivalent office having jurisdiction over the foreign bidder's affairs in the Philippines. Similar to the required authentication above, for Contracting Parties to the Apostille Convention, only the translated documents shall be authenticated through an apostille pursuant to GPPB Resolution No. 13-2019 dated 23 May 2019. The English translation shall govern, for purposes of interpretation of the bid.

11. Documents comprising the Bid: Financial Component

- 11.1. The second bid envelope shall contain the financial documents for the Bid as specified in **Section VIII (Checklist of Technical and Financial Documents)**.
- 11.2. If the Bidder claims preference as a Domestic Bidder or Domestic Entity, a certification issued by DTI shall be provided by the Bidder in accordance with Section 43.1.3 of the 2016 revised IRR of RA No. 9184.
- 11.3. Any bid exceeding the ABC indicated in paragraph 1 of the **IB** shall not be accepted.
- 11.4. For Foreign-funded Procurement, a ceiling may be applied to bid prices provided the conditions are met under Section 31.2 of the 2016 revised IRR of RA No. 9184.

12. Bid Prices

- 12.1. Prices indicated on the Price Schedule shall be entered separately in the following manner:
 - a. For Goods offered from within the Procuring Entity's country:
 - i. The price of the Goods quoted EXW (ex-works, ex-factory, ex-warehouse, ex-showroom, or off-the-shelf, as applicable);
 - ii. The cost of all customs duties and sales and other taxes already paid or payable;
 - iii. The cost of transportation, insurance, and other costs incidental to delivery of the Goods to their final destination; and
 - iv. The price of other (incidental) services, if any, listed in e.
 - b. For Goods offered from abroad:
 - i. Unless otherwise stated in the **BDS**, the price of the Goods shall be quoted delivered duty paid (DDP) with the place of destination in the Philippines as specified in the **BDS**. In quoting the price, the Bidder shall be free to use transportation through carriers registered in any eligible country. Similarly, the Bidder may obtain insurance services from any eligible source country.

- ii. The price of other (incidental) services, if any, as listed in **Section VII (Technical Specifications)**.

13. Bid and Payment Currencies

- 13.1. For Goods that the Bidder will supply from outside the Philippines, the bid prices may be quoted in the local currency or tradeable currency accepted by the BSP at the discretion of the Bidder. However, for purposes of bid evaluation, Bids denominated in foreign currencies, shall be converted to Philippine currency based on the exchange rate as published in the BSP reference rate bulletin on the day of the bid opening.
- 13.2. Payment of the contract price shall be made in Philippine Pesos.

14. Bid Security

- 14.1. The Bidder shall submit a Bid Securing Declaration or any form of Bid Security in the amount indicated in the **BDS**, which shall be not less than the percentage of the ABC in accordance with the schedule in the **BDS**.
- 14.2. The Bid and bid security shall be valid *one hundred twenty (120) calendar days from the date of opening of bids*. Any Bid not accompanied by an acceptable bid security shall be rejected by the Procuring Entity as non-responsive.

15. Sealing and Marking of Bids

Each Bidder shall submit one copy of the first and second components of its Bid.

The Procuring Entity may request additional hard copies and/or electronic copies of the Bid as indicated in *paragraph 10 of the IB*. However, failure of the Bidders to comply with the said request shall not be a ground for disqualification.

If the Procuring Entity allows the submission of bids through online submission or any other electronic means, the Bidder shall submit an electronic copy of its Bid, which must be digitally signed. An electronic copy that cannot be opened or is corrupted shall be considered non-responsive and, thus, automatically disqualified.

16. Deadline for Submission of Bids

The Bidders shall submit on the specified date and time and either at its physical address or through online submission as indicated in paragraph 7 of the **IB**.

17. Opening and Preliminary Examination of Bids

- 17.1. The BAC shall open the Bids in public at the time, on the date, and at the place specified in paragraph 9 of the **IB**. The Bidders' representatives who are present shall sign a register evidencing their attendance. In case videoconferencing, webcasting or other similar technologies will be used, attendance of participants shall likewise be recorded by the BAC Secretariat.

In case the Bids cannot be opened as scheduled due to justifiable reasons, the rescheduling requirements under Section 29 of the 2016 revised IRR of RA No. 9184 shall prevail.

- 17.2. The preliminary examination of bids shall be governed by Section 30 of the 2016 revised IRR of RA No. 9184.

18. Domestic Preference

The Procuring Entity will grant a margin of preference for the purpose of comparison of Bids in accordance with Section 43.1.2 of the 2016 revised IRR of RA No. 9184.

19. Detailed Evaluation and Comparison of Bids

- 19.1. The Procuring BAC shall immediately conduct a detailed evaluation of all Bids rated “*passed*,” using non-discretionary pass/fail criteria. The BAC shall consider the conditions in the evaluation of Bids under Section 32.2 of the 2016 revised IRR of RA No. 9184.
- 19.2. If the Project allows partial bids, bidders may submit a proposal on any of the lots or items, and evaluation will be undertaken on a per lot or item basis, as the case maybe. In this case, the Bid Security as required by **ITB** Clause 15 shall be submitted for each lot or item separately.
- 19.3. The descriptions of the lots or items shall be indicated in **Section VII (Technical Specifications)**, although the ABCs of these lots or items are indicated in the **BDS** for purposes of the NFCC computation pursuant to Section 23.4.2.6 of the 2016 revised IRR of RA No. 9184. The NFCC must be sufficient for the total of the ABCs for all the lots or items participated in by the prospective Bidder.
- 19.4. The Project shall be awarded as one project having several items that shall be awarded as one contract.
- 19.5. Except for bidders submitting a committed Line of Credit from a Universal or Commercial Bank in lieu of its NFCC computation, all Bids must include the NFCC computation pursuant to Section 23.4.1.4 of the 2016 revised IRR of RA No. 9184, which must be sufficient for the total of the ABCs for all the lots or items participated in by the prospective Bidder. For bidders submitting the committed Line of Credit, it must be at least equal to ten percent (10%) of the ABCs for all the lots or items participated in by the prospective Bidder.

20. Post-Qualification

Within a non-extendible period of five (5) calendar days from receipt by the Bidder of the notice from the BAC that it submitted the Lowest Calculated Bid, the Bidder shall submit its latest income and business tax returns filed and paid through the BIR Electronic Filing and Payment System (eFPS) and other appropriate licenses and permits required by law and stated in the BDS.

21. Signing of the Contract

The documents required in Section 37.2 of the 2016 revised IRR of RA No. 9184 shall form part of the Contract. Additional Contract documents are indicated in the **BDS**.

Section III. Bid Data Sheet

Bid Data Sheet

ITB Clause	
5.3	For this purpose, contracts similar to the Project to be bid, completed within <i>two</i> (2) years prior to the deadline for the submission and receipt of bids.
7.1	<i>Subcontracting is not allowed.</i>
12	<i>Not applicable</i>
14.1	<p>The bid security shall be in the form of a Bid Securing Declaration, or any of the following forms and amounts:</p> <ul style="list-style-type: none"> a. The amount of not less than PhP290,000.00 (2% of ABC), if bid security is in cash, cashier's/manager's check, bank draft/guarantee or irrevocable letter of credit; or b. The amount of not less than PhP725,000.00 (5% of ABC), if bid security is in Surety Bond.
15	<p>Each Bidder shall submit one (1) original and five (5) copies of the first and second components of its Bid.</p> <p>Bidders shall enclose their original eligibility and technical documents in one sealed envelope marked "ORIGINAL - TECHNICAL COMPONENT", and the original of their financial component in another sealed envelope marked "ORIGINAL - FINANCIAL COMPONENT", sealing them all in an outer envelope marked "ORIGINAL BID".</p> <p>Each copy of the first and second envelopes shall be similarly sealed duly marking the inner envelopes as "COPY NO. ___ - TECHNICAL COMPONENT" and "COPY NO. ___ - FINANCIAL COMPONENT" and the outer envelope as "COPY NO. ___", respectively. These envelopes containing the original and the copies shall then be enclosed in one single envelope.</p> <p>The original and the number of copies of the Bid shall be typed or written in ink and shall be signed by the Bidder or its duly authorized representative/s.</p> <p>All envelopes shall:</p> <ul style="list-style-type: none"> (a) contain the name of the contract to be bid in capital letters; (b) bear the name and address of the Bidder in capital letters; (c) be addressed to the Procuring Entity's BAC; (d) bear the specific identification of this bidding process; and (e) bear a warning "DO NOT OPEN BEFORE..." the date and time for the opening of bids.

	Bid envelopes that are not properly sealed and marked, as required in the bidding documents, shall not be rejected, but the Bidder or its duly authorized representative shall acknowledge such condition of the bid as submitted. The BAC or the Procuring Entity shall assume no responsibility for the misplacement of the contents of the improperly sealed or marked bid, or for its premature opening.
19.3	<i>No further instructions</i>
20.1	<i>No further instructions</i>
21	<i>No further instructions</i>

Section IV. General Conditions of Contract

1. **Scope of Contract**

This Contract shall include all such items, although not specifically mentioned, that can be reasonably inferred as being required for its completion as if such items were expressly mentioned herein. All the provisions of RA No. 9184 and its 2016 revised IRR, including the Generic Procurement Manual, and associated issuances, constitute the primary source for the terms and conditions of the Contract, and thus, applicable in contract implementation. Herein clauses shall serve as the secondary source for the terms and conditions of the Contract.

This is without prejudice to Sections 74.1 and 74.2 of the 2016 revised IRR of RA No. 9184 allowing the GPPB to amend the IRR, which shall be applied to all procurement activities, the advertisement, posting, or invitation of which were issued after the effectivity of the said amendment.

Additional requirements for the completion of this Contract shall be provided in the **Special Conditions of Contract (SCC)**.

2. **Advance Payment and Terms of Payment**

2.1. Advance payment of the contract amount is provided under Annex “D” of the revised 2016 IRR of RA No. 9184.

2.2. The Procuring Entity is allowed to determine the terms of payment on the partial or staggered delivery of the Goods procured, provided such partial payment shall correspond to the value of the goods delivered and accepted in accordance with prevailing accounting and auditing rules and regulations. The terms of payment are indicated in the **SCC**.

3. **Performance Security**

Within ten (10) calendar days from receipt of the Notice of Award by the Bidder from the Procuring Entity but in no case later than prior to the signing of the Contract by both parties, the successful Bidder shall furnish the performance security in any of the forms prescribed in Section 39 of the 2016 revised IRR of RA No. 9184.

4. **Inspection and Tests**

The Procuring Entity or its representative shall have the right to inspect and/or to test the Goods to confirm their conformity to the Project specifications at no extra cost to the Procuring Entity in accordance with the Generic Procurement Manual. In addition to tests in the **SCC**, **Section IV (Technical Specifications)** shall specify what inspections and/or tests the Procuring Entity requires, and where they are to be conducted. The Procuring Entity shall notify the Supplier in writing, in a timely manner, of the identity of any representatives retained for these purposes.

All reasonable facilities and assistance for the inspection and testing of Goods, including access to drawings and production data, shall be provided by the Supplier to the authorized inspectors at no charge to the Procuring Entity.

5. Warranty

- 6.1. In order to assure that manufacturing defects shall be corrected by the Supplier, a warranty shall be required from the Supplier as provided under Section 62.1 of the 2016 revised IRR of RA No. 9184.
- 6.2. The Procuring Entity shall promptly notify the Supplier in writing of any claims arising under this warranty. Upon receipt of such notice, the Supplier shall, repair or replace the defective Goods or parts thereof without cost to the Procuring Entity, pursuant to the Generic Procurement Manual.

6. Liability of the Supplier

The Supplier's liability under this Contract shall be as provided by the laws of the Republic of the Philippines.

If the Supplier is a joint venture, all partners to the joint venture shall be jointly and severally liable to the Procuring Entity.

Section V. Special Conditions of Contract

Special Conditions of Contract

GCC Clause	
1	<p>Delivery and Documents –</p> <p>For purposes of the Contract, “EXW,” “FOB,” “FCA,” “CIF,” “CIP,” “DDP” and other trade terms used to describe the obligations of the parties shall have the meanings assigned to them by the current edition of INCOTERMS published by the International Chamber of Commerce, Paris. The Delivery terms of this Contract shall be as follows:</p> <p>Delivery of the Goods shall be made by the Supplier in accordance with the terms specified in Section VI (Schedule of Requirements).</p> <p>For purposes of this Clause the Procuring Entity’s Representative at the Project Site is: Mr. Paul Brian D. Lao OIC-Information Technology Division Email Addresses: pdlao@tourism.gov.ph</p> <p>Incidental Services –</p> <p>The Supplier is required to provide all of the following services, including additional services, if any, specified in Section VI. Schedule of Requirements:</p> <ol style="list-style-type: none"> a. performance or supervision of on-site assembly and/or start-up of the supplied Goods; b. furnishing of a detailed operations and maintenance manual for each appropriate unit of the supplied Goods; c. performance or supervision or maintenance and/or repair of the supplied Goods, for a period of time agreed by the parties, provided that this service shall not relieve the Supplier of any warranty obligations under this Contract; and
	<p>The Contract price for the Goods shall include the prices charged by the Supplier for incidental services and shall not exceed the prevailing rates charged to other parties by the Supplier for similar services.</p>
	<p>Packaging –</p> <p>The Supplier shall provide such packaging of the Goods as is required to prevent their damage or deterioration during transit to their final destination, as indicated in this Contract. The packaging shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperatures, salt and precipitation during transit, and open storage. Packaging case size and weights shall take into consideration, where appropriate, the remoteness of the Goods’ final destination and the absence of heavy handling facilities at all points in transit.</p>

	<p>The packaging, marking, and documentation within and outside the packages shall comply strictly with such special requirements as shall be expressly provided for in the Contract, including additional requirements, if any, specified below, and in any subsequent instructions ordered by the Procuring Entity.</p> <p>The outer packaging must be clearly marked on at least four (4) sides as follows:</p> <p>Name of the Procuring Entity Name of the Supplier Contract Description Final Destination Gross weight Any special lifting instructions Any special handling instructions Any relevant HAZCHEM classifications</p>
	<p>A packaging list identifying the contents and quantities of the package is to be placed on an accessible point of the outer packaging if practical. If not practical the packaging list is to be placed inside the outer packaging but outside the secondary packaging.</p> <p>Transportation –</p> <p>Where the Supplier is required under Contract to deliver the Goods CIF, CIP, or DDP, transport of the Goods to the port of destination or such other named place of destination in the Philippines, as shall be specified in this Contract, shall be arranged and paid for by the Supplier, and the cost thereof shall be included in the Contract Price.</p> <p>Where the Supplier is required under this Contract to transport the Goods to a specified place of destination within the Philippines, defined as the Project Site, transport to such place of destination in the Philippines, including insurance and storage, as shall be specified in this Contract, shall be arranged by the Supplier, and related costs shall be included in the contract price.</p>
	<p>Where the Supplier is required under Contract to deliver the Goods CIF, CIP or DDP, Goods are to be transported on carriers of Philippine registry. In the event that no carrier of Philippine registry is available, Goods may be shipped by a carrier which is not of Philippine registry provided that the Supplier obtains and presents to the Procuring Entity certification to this effect from the nearest Philippine consulate to the port of dispatch. In the event that carriers of Philippine registry are available but their schedule delays the Supplier in its performance of this Contract the period from when the Goods were first ready for shipment and the actual date of shipment the period of delay will be considered force majeure.</p> <p>The Procuring Entity accepts no liability for the damage of Goods during transit other than those prescribed by INCOTERMS for DDP deliveries. In the case of Goods supplied from within the Philippines or supplied by domestic Suppliers risk and title will not be deemed to have passed to the Procuring Entity until their receipt and final acceptance at the final destination</p>

	Intellectual Property Rights –		
	The Supplier shall indemnify the Procuring Entity against all third-party claims of infringement of patent, trademark, or industrial design rights arising from use of the Goods or any part thereof.		
2.2	Payment to the winning bidder shall be made upon completion of identified milestones:		
	Milestones		Payment
	Mobilization, training, Set-up of System Infrastructure for 24x7 Bilingual Agents	Must be accomplished within 30 days after receipt of NTP	15%
	Submission of Monthly Report	Must be accomplished with Month 2	10%
	Submission of Monthly Report	Must be accomplished with 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	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 7	5%
	Submission of Monthly Report	Must be accomplished with Month 8	5%
	Submission of Monthly Report	Must be accomplished with Month 9	5%
	Submission of Monthly Report	Must be accomplished with Month 10	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%
	TOTAL		100%
4	<i>The deliverables shall be subject to the inspection and acceptance of the Project Officer.</i>		

Section VI. Schedule of Requirements

Schedule of Requirements

Item Number	Description	Quantity	Total	Delivered, Weeks/Months
	Procurement of a Service Provider for the DOT Communication Response Hotline 1. Set-Up and Configuration of the Contract Center 2. Trainings of Agents, Supervisors, and IT Administrators 3. Testing, Maintenance, and Technical Support 4. Call Recordings 5. Reports	1 lot	1 lot	One year to commence on October 25, 2024

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

Conforme:

Name of Bidder's/Representative

Signature

Date

Section VII. Technical Specifications

Technical Specifications

Item	Specification	Statement of Compliance
		<p><i>[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.]</i></p>
	<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</p>	

	<p>ensuring the resilience and long-term viability of the tourism industry.</p> <p>Thus, this project aims to:</p> <ul style="list-style-type: none"> 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. <p>II. SCOPE OF WORK AND DELIVERABLES</p> <ol style="list-style-type: none"> 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. 	
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	<p>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.</p> <p>4. The Vendor must ensure the DOT Tourist Assistance Contact Center is operational, addressing all 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>	
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Scope of Work	Deliverables
Setup and configuration of the Contact Center	<ol style="list-style-type: none"> 1. A Tourist Assistance Contact Center that will cater inquiries through, but not limited to: <ol style="list-style-type: none"> a. Calls b. Voicemail c. E-mail d. Messenger Chatbots 2. Project Team <ul style="list-style-type: none"> • TACC English-Filipino - 4 Agents (24x7 for Filipino and English-speaking tourists (Voice, Email, Chat) • TACC English-Korean - 1 Agent (8x5 for Korean and English-speaking tourists (Voice and Chat) • TACC English-Mandarin - 1 Agent (8x5 for Mandarin and

	<p>English-speaking tourists (Voice and Chat)</p> <ul style="list-style-type: none"> • 24x7 Multilingual (Email) Live Agent <ol style="list-style-type: none"> 3. Provide Vendor's contact center facility / Support team; one (1) Project Leader and (1) Quality and Assurance Officer. 4. Contact Center is Off-Site. 5. Set-up and install redundant internet lines at the Vendor call center facility without integration to existing DOT Network Infrastructure. 6. The Vendor must provide internet line for use of agents for internet browsing when necessary. 7. The Contact Center as a Service (DOT hotline center) must be cloud-based, flexible, scalable, and able to integrate to the application system. 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. 9. Provide IVR scripts and recommended call flow and routing. 10. Report and call must be customizable.
Training of Agents, Supervisors, and IT administrators	<ol style="list-style-type: none"> 1. Provide Administration, Agent, and Supervisor training.
Testing, Maintenance, and Technical Support	<ol style="list-style-type: none"> 1. Provide User Acceptance Testing and documentation. 2. The Vendor must be able to provide Help Desk and Technical Support on its own Call Center Facility. 3. Provide software troubleshooting and support, system diagnostic, and future software release updates. 4. The vendor must be able to provide emergency service outside normal working hours on its own Call center facility

<p>Call Recordings</p>	<ol style="list-style-type: none"> 1. The CRM application is expected to be capable of auto-dumping recordings 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. 2. Archive of selected recordings for at least 1 year - Tracking call volume and call arrival patterns. 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.
<p>Reports</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"> 1. Provide performance Standards Summary Report to DOT which includes daily, weekly, and monthly reports. 2. Provide Historical Reports retrieval and retention (1 year) – Based on the subscribed contract. 3. Submit Incident Reports. 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.
	<p>III. SCOPE OF PRICE PROPOSAL AND BUDGET ALLOCATION</p>
	<ol style="list-style-type: none"> 1. The service shall be one year to commence on October 25, 2024. 2. The Approved Budget of Contract (ABC) for the project is Fourteen Million Five Hundred Thousand pesos (Php 14,500,000.00)

	<p>inclusive of all applicable taxes, commissions, bank charges, and other fees as may be incurred in the process.</p> <ol style="list-style-type: none"> 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. <p>IV. QUALIFICATIONS</p> <ol style="list-style-type: none"> 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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V. TECHNICAL REQUIREMENTS

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)
· Provide Contact Center Performance Report / Deck to be presented in bi-weekly frequency
· Provide remote monitoring capability
· Quality Assurance monitoring and reporting
· Devise, recommend and employ technology process improvements to maintain reliable capabilities
· Gathering of information and resolution of stakeholder concerns/questions, top call drivers for a weekly performance review

Conforme:

Name of Bidder's/Representative

Signature

Date

***Section VIII. Checklist of Technical and
Financial Documents***

Checklist of Technical and Financial Documents

I. TECHNICAL COMPONENT ENVELOPE

Class “A” Documents

Legal Documents

- (a) Valid PhilGEPS Registration Certificate (Platinum Membership) (all pages); in accordance with Section 8.5.2 of the IRR.

Technical Documents

- (b) Statement of the prospective bidder of all its ongoing government and private contracts, including contracts awarded but not yet started, if any, whether similar or not similar in nature and complexity to the contract to be bid (**Annex “A”**); and
- (c) Statement of the bidder’s Single Largest Completed Contract (SLCC) similar to the contract to be bid, except under conditions provided for in Sections 23.4.1.3 and 23.4.2.4 of the 2016 revised IRR of RA No. 9184, within the relevant period as provided in the Bidding Documents (**Annex “B”**); and
- (d) Original copy of Bid Security. If in the form of a Surety Bond, submit also a certification issued by the Insurance Commission;
or
Original copy of Notarized Bid Securing Declaration (**Annex “C”**); and
- (e) Conformity with the Technical Specifications (**Section VII**), which may include production/delivery schedule, manpower requirements, and/or after-sales/parts, if applicable; (**Section VI**) and
- (f) Original duly signed Omnibus Sworn Statement (OSS) (**Annex “D”**); **and** if applicable, Original Notarized Secretary’s Certificate in case of a corporation, partnership, or cooperative; or Original Special Power of Attorney of all members of the joint venture giving full power and authority to its officer to sign the OSS and do acts to represent the Bidder.

Financial Documents

- (g) The prospective bidder’s computation of Net Financial Contracting Capacity (NFCC) (**Annex E**);
or
A committed Line of Credit from a Universal or Commercial Bank in lieu of its NFCC computation.

Class “B” Documents

- (h) If applicable, a duly signed joint venture agreement (**JVA**) in case the joint venture is already in existence;
or
duly notarized statements from all the potential joint venture partners stating that they will enter into and abide by the provisions of the JVA in the instance that the bid is successful.

II. FINANCIAL COMPONENT ENVELOPE

- (i) Original of duly signed and accomplished Financial Bid Form (**Annex “F”**);
and
- (j) Original of duly signed and accomplished Price Schedule(s) (**Annex “G”**).

Other documentary requirements under RA No. 9184 (as applicable)

- (k) *[For foreign bidders claiming by reason of their country’s extension of reciprocal rights to Filipinos]* Certification from the relevant government office of their country stating that Filipinos are allowed to participate in government procurement activities for the same item or product.
- (l) Certification from the DTI if the Bidder claims preference as a Domestic Bidder or Domestic Entity.