



Bid Notice Abstract

Request for Quotation (RFQ)

Reference Number 7256948
Procuring Entity DEPARTMENT OF TOURISM
Title INFORMATION COMMUNICATIONS TECHNOLOGY (ICT) AGENCY FOR THE DOT COMMUNICATION RESPONSE HOTLINE

Area of Delivery

Solicitation Number: 2020-10-0089	Status	Active
Trade Agreement: Implementing Rules and Regulations	Associated Components	2
Procurement Mode: Negotiated Procurement - Small Value Procurement (Sec. 53.9)	Bid Supplements	0
Classification: Goods	Document Request List	1
Category: Services	Date Published	15/10/2020
Approved Budget for the Contract: PHP 474,129.60	Last Updated / Time	15/10/2020 00:00 AM
Delivery Period:	Closing Date / Time	19/10/2020 16:00 PM
Client Agency:		
Contact Person: John Paulo Samonte Francisco Administrative Officer I 351 Sen. Gil Puyat Avenue Makati City Metro Manila Philippines 1200 63-02-4595200 Ext.425 63-02-4595200 psfrancisco.logistics@yahoo.com		

Description

REQUEST FOR QUOTATION

TERMS OF REFERENCE

INFORMATION COMMUNICATIONS TECHNOLOGY (ICT) AGENCY FOR THE DOT COMMUNICATION RESPONSE HOTLINE

I. Overview and Background

The coronavirus COVID-19 pandemic presents the tourism sector with a major and evolving challenge. For an industry that intrinsically relies on social interaction to function, and against a backdrop of travel restrictions with no clear end in sight, there is no way to gauge when things will return to business-as-usual or if it will ever be able to operate as it did before the pandemic.

One of the major challenges the tourism sector had to address was when the Philippine government imposed enhance community quarantines across the region in March 2020. The lockdown resulted in restricted movement, cancelation of flights and closed local borders. Local and international tourists were stranded and were desperate to be assisted.

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.

Led by the Office of Public Affairs and Advocacy, DOT launched the 24-7 DOT COMMUNICATION RESPONSE HOTLINE. 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.

The DOT COMMUNICATION RESPONSE HOTLINE was manned by officers from the various divisions of DOT, where the staff had to multi-task— conduct official roles within DOT while also responding and assisting tourists who reached out to via the command center.

As the strict lockdowns have ended, the country's tourism sector has yet to recover. DOT is now adapting to the COVID-19 pandemic's new normal. As the DOT officers return to their tasks, they could no longer serve the command center. As such, there is an urgent need to establish a team that will be in charge to continuously assisting foreign and local tourists.

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. 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. Present 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 DOT Officer-in-charge.

The Agency is expected to provide a full technical set-up of the command center ;

Setup Contact Center as a Service for DOT hotline center in DOT premises capable of incoming and outgoing call.

Setup agent desktop and laptop outside DOT premises thru onsite visit or remotely.

Setup and install separate internet line within DOT premises without integration to existing DOT Network Infrastructure.

The internet line must be dedicated line use for DOT Hotline capable of providing internet browsing to the agents when necessary.

The Contact Center as a Service (DOT hotline center) must be cloud-based, flexible, scalable and able to integrate to application system at no additional cost.

Report and call must be customizable free of charge.

Provide Administration and Agent training.

Provide documentation.

1. At least 5 Agent Seats
 - a. Agent Telephony License with IP softphones
 - i. Inbound Calls
 - ii. DID
 - iii. Outbound Calls (free of charge)
 - iv. Call-back
 - v. Voicemail
 - b. Interactive Voice Response License
 - c. Supervisor License
 - d. Call Recording License
 - e. Agent, Supervisor and Web Admin use training
 - f. Historical Reports

- g. Real-time Dashboard
- h. 24x7 phone, e-mail support
- i. 8 x 5 Remote Desktop Support
- j. Next Business Day Unlimited On-site Support
- 2. Connectivity
 - a. 1 x IPVPN – 5 Mbps w/ cross connect
 - b. 1 x enterprise or business grade router
 - c. Vanity Number
 - d. 10 x Session Initiation Protocol (SIP) Trunks
- 3. Customer Relationship Management
 - a. Log complete details of the caller and concerns.
- 4. The Contact Center as a Service must be compatible to the following hardware and software requirements
 - a. Intel i5 Processor
 - b. 8GB RAM
 - c. 1TB HDD
 - d. 3.5mm and USB type Headset
 - e. Windows 7, 8.1 and 10.
 - f. Any version of web browser (IE, Edge, Chrome, Firefox, etc.)
- 5. 5 unit of Secure Public Access
- 6. Support and Management
 - a. Report Customization and Call Flow Modification (8 hrs/month)
 - b. Application Integration (8 hrs/month)

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

- 1. The Approved Budget of Contract (ABC) for the project is Four Hundred Seventy-Four Thousand One Hundred Twenty-Nine and 60/100 Pesos Only (PhP 474,129.60) inclusive of all applicable taxes, commissions, bank charges, and other fees as may be incurred in the process;
- 2. The budget is inclusive of technical equipment, training fees, and software ;
- 3. The breakdown of the production budget, including the number of the materials, may be modified upon recommendation of the winning agency.

V. Project Duration

3 months

VII. Delivery

10 working days upon receipt of notice to proceed

VIII. Project Officer

Mr. Howard Lance A. Uyking
 Assistant Secretary
 Branding and Marketing Communications
 Department of Tourism
 351 Sen. Gil Puyat Ave
 Makati City
 (02) 459 – 5200 Loc 302
 Mr. Paul Brian Lao
 OIC
 IT Division
 OTDPRIM
 Department of Tourism
 351 Sen. Gil Puyat Ave
 Makati City
 (02) 459 – 5200 Loc 518

Eligibility Requirements

Mayor's/Business Permit issued by the city or municipality where the principal place of business of the prospective bidder is located, or the equivalent document for Exclusive Economic Zone Area,

In cases of recently expired Mayor's/Business permits, it shall be accepted together with the official receipt as proof that the bidder has applied for renewal within period prescribed by the local government unit.

PhilGEPS Registration Number

Latest Income/Business Tax Return (For ABC above PhP500, 000.00)

Original or Certified True Copy of Duly Notarized Omnibus Sworn Statement

Note: Deadline for the submission of proposal is on or before 19 October 2020 at 4:00 pm
 Kindly submit your quotation thru email jsfrancisco@tourism.gov.ph, femaximo@tourism.gov.ph, msdante@tourism.gov.ph and taromanes@tourism.gov.ph

Created by John Paulo Samonte Francisco

Date Created 14/10/2020

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