



## CSC-CO BIDS AND AWARDS COMMITTEE

**CSC-CO ITB No. 2014-001**

January 23, 2014

### INVITATION TO BID (ITB)

(Mode of Procurement: *Public Bidding*)

The Civil Service Commission (CSC), through its Bids and Awards Committee (BAC), invites ***interested bidders/suppliers/service providers of telecommunication services*** and duly registered with the *Philippine Government Electronic Procurement System (PhilGEPS)* (<http://www.philgeps.net>) of the Department of Budget and Management (DBM), to bid through **public bidding** for the following project:

**Title of Project:** “Supply, Delivery, Installation, Provisioning and Testing of an On-Premise Managed Contact Center and Private Cloud-Based Software-as-a-Service for the Contact Center ng Bayan (CCB) Project”

**Approved Budget for the Contract:** Php 18,300,000.00

**Duration of Contract:** One (1) Year Contract -- April 1, 2014 to March 31, 2015

**Specifications/ Requirements:**

Item No.	Quantity / Unit	Item Description	Total Approved Budget
<b>1</b>	<b>1 Lot</b>	<p><b>“Supply, Delivery, Installation, Provisioning and Testing of an On-Premise Managed Contact Center and Private Cloud-Based Software-as-a-Service for the Contact Center ng Bayan (CCB) Project”</b></p> <p><b><u>Components of Managed Services</u></b></p> <ul style="list-style-type: none"> <li>a. Website Hosting/Content Management Service</li> <li>b. PKI-enable E-mail Service for the Complaints Portal</li> <li>c. The private-cloud based unified communication system</li> <li>d. Internet service connection and networking, SIP trunking, VO/IPlinks</li> <li>e. Contact center agents’ continuous training and workforce management and help desk service for CCB network</li> </ul> <p><b><u>Hardware/Software Requirements</u></b></p> <ul style="list-style-type: none"> <li>a. Internet Connection (30 channels of SIP Trunking)</li> <li>b. Network Equipment</li> <li>c. Virtualized servers in the private cloud using latest VMWare SW</li> <li>d. Data Management Software</li> <li>e. Integrated Document Management Software</li> <li>f. Desktop PCs (30 units)</li> <li>g. Network Management Software</li> <li>h. Unified Threat Management</li> <li>i. Outsourced CCB Workforce Management Services (Project Management and Workforce Management – 12 agents and 3 supervisors)</li> </ul> <p><b>NOTE: Complete technical specifications, requirements and details of the project are included in the <u>Manual of Bidding Documents</u> which may be secured from the CSC-BAC Secretariat with a <u>non-refundable fee of Php10,000.00.</u></b></p>	<p><b>P18,300,000.00</b></p> <p>(Inclusive of VAT/ Govt. Taxes )</p>

Eligibility of bidders shall be evaluated using "PASS/FAIL" criteria. Only those bidders rated "Passed" for all the eligibility requirements shall be declared eligible bidders and allowed to participate in the next stage of bidding which is the Bid Proposal Checking. Bids equal to or lower than the ABC shall be evaluated based on their responsiveness with the CSC's requirements subject to Post-Qualification Evaluation before an award is made. Bids higher than the ABC shall be rejected and returned outright. Applications/proposals/bids submitted after the deadline and/or incomplete applications shall not be accepted.

All particulars relative to the Eligibility Checking, Bid Proposal Checking, Bid Evaluation, Post-Qualification and Award of Contract shall be governed by the pertinent provisions of R.A. 9184 and its Revised Implementing Rules and Regulation (RIRR).

Interested bidders shall register/apply first by submitting a Letter of Intent (LOI) to the CSC-BAC Secretariat with address and contact numbers indicated below.

Bidder/s may secure the Manual of Bidding Documents which contains the complete specifications/requirements and other components/details of the project from the CSC-BAC Secretariat during office hours upon payment of a non-refundable amount of Ten Thousand Pesos (Php10,000.00) to be paid to the CSC Collecting Officer/Cashier with office located at the Pamathalaan Park, CSC Compound, Diliman, Quezon City.

**As an internal CSC-BAC policy, only those who purchased the Manual of Bidding Documents shall be allowed to join in the Pre-Bid Conference.**

The **Pre-Bid Conference** shall be conducted on **February 6, 2014 at 10:00 A.M.** at the OFAM Conference Room, Basement, CSC Main Building, Civil Service Commission, IBP Road, Constitution Hills, Quezon City.

The eligibility requirements and bid proposals shall be dropped at the designated **Bid Box on or before February 19, 2014 and shall be closed strictly at 9:00 A.M. (timepiece/clock of OFAM-CSC)** located at the OFAM Room, Basement, Civil Service Commission, IBP Road, Constitution Hills, Quezon City. The **Eligibility Checking** and **Bid Opening** shall be opened on the same date.

The eligibility requirements and bid proposal/requirements must be sequentially compiled in accordance with the checklist with index tabs and a table of contents for easy document browsing.

The following are the schedules of bidding activities for said project:

ACTIVITY	DATE / TIME	PLACE / VENUE
a. <b>Invitation / Advertisement</b> (Advertisement in the Newspaper for one day and posting in the PhilGEPS and CSC websites, CSC Bulletin Board and conspicuous places for at least 14 calendar days)	January 27 to February 19, 2014 (Date of Bid Opening)	PhilGEPS Website; CSC Website and CSC Procurement Bulletin Board
b. <b>Registration of Bidders and Issuance of Bidding Documents</b> to interested bidders	On or before February 19, 2014	CSC-BAC and BAC-Secretariat Unit
c. <b>Pre-Bid Conference</b>	<b>February 6, 2014</b> @ 10:00 A.M.	CSC-BAC Unit / OFAM Conference Room

d. <i>Deadline for Submission of Eligibility and Bid Requirements</i>	<i>February 19, 2014 Strictly @ 9:00 A.M.</i>	<i>CSC-BAC Unit / OFAM Conference Room</i>
e. <b>Eligibility Checking</b> <i>(Opening of envelopes containing eligibility requirements)</i>	<b>February 19, 2014 *</b> <i>@ 9:00 A.M.</i>	
f. <b>Bid Opening</b> <i>(Opening of envelopes containing bid proposal/ requirements)</i>	<b>February 19, 2014 *</b> <i>@ 9:30 A.M.</i>  <i>* At least 12 days after Pre-Bid Conference</i>	

The CSC reserves the right to reject any application for eligibility, or all bids for any reasonable and justifiable ground, waive any required formality therein, and to make an award to the bidder whose proposal is deemed most advantageous to the government.

Additional information shall be furnished upon request. All communications should be addressed to the undersigned through the CSC-BAC Secretariat.

(SIGNED)

**DAVID E CABANAG, JR**  
CSC Assistant Commissioner  
BAC Chairman

**CSC-BAC SECRETARIAT**

OFAM , CSC Central Office  
Basement, CSC Main Building  
IBP Road, Constitution Hills, Diliman, Quezon City  
Trunkline: 931-7935 or 39 local 506, 545  
Telefax: 931-8029