



CSC-CO BIDS AND AWARDS COMMITTEE

CSC-CO ITB No. 2014-004 (Re-bidding)

March 4, 2014

INVITATION TO BID (Re-bidding)

(Mode of Procurement: Public Bidding)

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

Title of Project: “Re-bidding on the 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 12.9 Million

Duration of Contract: One (1) Year Contract -- July 1, 2014 to June 30, 2015

Specifications/ Requirements:

Item No.	Quantity / Unit	Item Description	Total Approved Budget
1	1 Lot	<p>“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”</p> <p>A. <u>Internet Connection</u></p> <ol style="list-style-type: none"> 1. E1-ISDN 2. Internet Subscription for 11 agencies (local VPN loop) with SIP trunk svc 3. PABX with ACD with IP phones 4. SMS Gateway 5. Internet Call Software <p>B. <u>Networking Equipment</u></p> <ol style="list-style-type: none"> 1. One (1) Router 2. Two (2) Switches <p>C. Virtualized Servers in the private cloud using latest virtualization SW</p> <p>D. CRM with cloud-based data analytics software</p> <p>E. Integrated Document Management Software</p> <ol style="list-style-type: none"> 1. Adding 2. Management 3. Search Sorting and Viewing 4. Collaboration 5. Workflow 6. Security <p>F. 20 Desktop PCs with headsets</p> <p>G. Unified Threat Management</p> <p>H. Text Blasting Facility</p> <p>I. Network Management Software</p> <p>J. CRM Training for CCB Agents</p> <p>K. Project Management</p>	<p>P 12,900,000.00 (Inclusive of VAT/ Govt. Taxes)</p>

		<p>NOTE: The complete technical specifications, requirements and details of the project are included in the Terms of Reference (TOR)/<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>.</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 **March 13, 2014 (Thursday) at 2:00 P.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 March 31, 2014 (Monday) at 2:00 P.M. 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. <i>Invitation / Advertisement</i> (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)	March 6 to 31, 2014 (up to the date of Bid Opening)	Newspaper; PhilGEPS Website; CSC Website and CSC Procurement Bulletin Board

b. Registration of Bidders and Issuance of Bidding Documents <i>to interested bidders</i>	<i>On or before March 31, 2014</i>	CSC-BAC and BAC-Secretariat Unit
c. Pre-Bid Conference	March 13, 2014 <i>@ 2:00 P.M.</i>	CSC-BAC Unit / OFAM Conference Room
d. <i>Deadline for Submission of Eligibility Requirements and Bid Proposal</i>	<i>March 13, 2014 Strictly @ 2:00 P.M.</i>	
e. Eligibility Checking <i>(Opening of envelopes containing eligibility requirements)</i>	March 31, 2014 * <i>@ 2:00 P.M.</i>	CSC-BAC Unit / OFAM Conference Room
f. Bid Opening <i>(Opening of envelopes containing bid proposal/ requirements)</i>	March 31, 2014 * <i>@ 2:30 P.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
Tel. No. 931-7984; Telefax: 931-8029