



INVITATION TO BID FOR PROCUREMENT OF OWWA CUSTOMER INTERACTION MANAGEMENT SOLUTION

1. The **OVERSEAS WORKERS WELFARE ADMINISTRATION (OWWA)**, through the **General Appropriations Act FY 2024** intends to apply the sum of **Fifteen Million One Hundred Fourteen Thousand Four Hundred Fifty-Nine Pesos and 36/100 (Php 15,114,459.36)** being the ABC to payments under the contract for **Bidding of Procurement of OWWA Customer Interaction Management Solution, PB-03-2024**. Bids received in excess of the ABC shall be automatically rejected at bid opening.
2. The **OWWA** now invites bids for the above Procurement Project. Delivery of the Services must be made on or before **May 2024**. Bidders should have completed, within **the last 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 **OWWA BAC Secretariat and/or End-User**. The Bidding Documents can be viewed at the OWWA website at www.owwa.gov.ph and click the “Bids and Awards” icon.
5. A complete set of Bidding Documents may be acquired by interested Bidders on **23 March 2024** 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 **Fifteen Thousand Pesos (Php 15,000.00)**. The Procuring Entity shall allow the bidder to present its proof of payment for the fees in person, or by facsimile, or through electronic means. (See attached Guidelines on the Payment of Fees)
6. The **OWWA** will hold a Pre-Bid Conference on **04 April 2024, 10:00 a.m.** through video conferencing or webcasting *via ZOOM*, which shall be open to prospective bidders. (See attached Guidelines on the Conduct of Pre-Bid Conference).

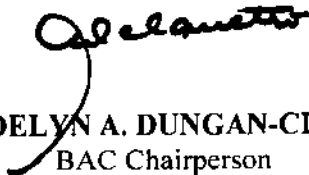
7. Bids must be duly received by the BAC Secretariat through online or electronic submission on or before **16 April 2024, 11:00 a.m.** Late bids shall not be accepted. (See attached Guidelines on Bid Submission).
8. All Bids must be accompanied by a bid security in any of the acceptable forms and in the amount stated in **ITB Clause 14.**
9. Bid opening shall be on **16 April 2024, 1:30 p.m.** via ZOOM. Bids will be opened in the presence of the bidders' representatives who choose to attend the activity.
10. The **OWWA** 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 the 2016 revised IRR of RA No. 9184, without thereby incurring any liability to the affected bidder or bidders.
11. For further information, please refer to:

<i>Name of officer</i>	:	<i>Dir. Ronald A. Mina</i>
<i>Name of office</i>	:	<i>Overseas Workers Welfare Administration</i>
<i>Address</i>	:	<i>OWWA Center Building F.B. Harrison cor. 7th St. Pasay City</i>
<i>Telephone number</i>	:	<i>(02) 8834-0170</i>
<i>Facsimile number</i>	:	<i>(02) 8834-0770</i>
<i>Email address</i>	:	<i><u>bac@owwa.gov.ph</u></i>
<i>Website address</i>	:	<i><u>www.owwa.gov.ph</u></i>
<i>Name of End-user</i>	:	<i>Atty. Sherilyn G. Malonzo</i>
<i>Name of office</i>	:	<i>Director II, Operations Center 24/7</i>
<i>Contact number</i>	:	<i>8891-7601 to 24 Local 5418</i>
<i>Email address</i>	:	<i><u>owwacares@owwa.gov.ph</u></i>

12. You may visit the following websites:

For downloading of Bidding Documents: www.bidding.owwa.gov.ph

For online bid submission: *Please check attached Guidelines on the bid submission*


Atty. EDELYN A. DUNGAN-CLAUSTRO
 BAC Chairperson