



BIDS AND AWARDS COMMITTEE

SUPPLEMENTAL BID BULLETIN NO. 02

14 November 2024

***BIDDING OF PROCUREMENT FOR OWWA CUSTOMER INTERACTION
MANAGEMENT SOLUTION
(PB-19-2024)***

This Supplemental Bid Bulletin No. 02 to form an integral part of the Bid Document which will amend Section VII. Technical Specifications to be reworded as follows.

Section VII. Technical Specifications. (page no. 32)

*Project Management, Service Setup, and System **On-Premise** installation, Quality Assurance and Testing, Agents Training, Supervisor, Training, Documentation. Secure Public Access. OTC Call Recording License with online Access, query and retrieval.*

For guidance and information of all concerned.

Atty. EDELYN A. DUNGAN-CLAUSTRO
Director IV, AFMO/BAC, Chairperson

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>

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TERMS OF REFERENCE	
ACTIVITY	PROCUREMENT OF OWWA CUSTOMER INTERACTION MANAGEMENT SOLUTION
END-USERS	OWWA 24/7 Operations Center at the Central Office, OWWA-OPC 24/7 Satellite Offices at the Seventeen (17) OWWA-Regional Welfare Offices and DMW-OWWA – ORCC
NATURE AND PURPOSE	In line with the Agency’s thrust of providing welfare services and benefits to our OFWs, the Overseas Workers Welfare Administration, need to digitalize and integrate all requests for assistance and emergency requests. The same is intended to improve the delivery of programs and services to our Overseas Filipino Workers and their families. This upgrade with ticketing system will cover different means or source of requests for assistance, such as through Hotline 1348, WhatsApp, Viber, SMS, E-Mails, Walk-in, Facebook Messenger, and Facebook Page.
SPECIFICATIONS	<p>System Components</p> <ul style="list-style-type: none"> ➤ Voice Logger ➤ Supervisor Monitoring ➤ IT Admin ➤ Ticketing System (All Platforms) – Contractor must have ticketing system to document and record its customer service support, with specifications defined by the OWWA. The OWWA requires that this system be accessible through a monitoring capability <ul style="list-style-type: none"> ▪ Hotline 1348 – Inbuilt Soft Phone and CRM ▪ Email – History Productivity Tracker / Ticket Ownership ▪ Facebook – Auto reply on Messenger and Comments ▪ Viber – Call and Message ticketing features ▪ WhatsApp – Call and Message ticketing features ▪ Walk-in – Ticketing encoding features ▪ SMS – Text Message ticketing features ➤ Automatic Call Distribution and skill-based routing ➤ Manual Dialing (Outgoing) ➤ Queue Management ➤ Data generation including filtering of data automatic notification, more specifically new and/or pending tickets ➤ Auto Dialer (Auto Predictive Dialing, Preview Dialing, Power Dialing)

	<ul style="list-style-type: none"> ➤ Call routing and Re-routing (to all end-users) ➤ Call Back Management ➤ Multiple Campaign Dialing ➤ Contact number used by the caller shall also be displayed ➤ Wallboard/Real-time Dashboard (Customizable) ➤ Inbuilt Customer Relationship Management (CRM) with CRM designer – Editable, Fields, Category and Source / Inbuilt Soft Phones and CRM and Manual CRM ➤ ACD & Skill Based Dialing / Routing (skill based distribution) ➤ Customer Satisfaction Score (CSAT) - Scripts and Prompts based on pre-defined requirements ➤ Interactive Voice Response (IVR) – IVR Design / Answering Machine Detection (AMD) and CSAT Score ➤ Supervisor Agent – Remote Monitoring / Real Time Monitoring / Mobile Monitoring and Statistical Reports ➤ Quality Management <ul style="list-style-type: none"> ▪ Barging, Snooping and Whispering ▪ 100% Voice Recording/Voice logger with CSAT link voice recording ▪ Detailed filename of voice recording ➤ Reports <ul style="list-style-type: none"> ▪ Historical Reports (<i>Activity Timeline</i>) ▪ Comprehensive and real-time report with Graphs ▪ Productivity/Accomplishment Reports (<i>Agents/RWOs productivity Report</i>) ▪ Centralize report of the Offices ▪ Raw data report - for adjusting data. ▪ Downtime report for technical problems ➤ <i>Project Management, Service Setup, and System On-Premise installation, Quality Assurance and Testing, Agents Training, Supervisor, Training, Documentation. Secure Public Access. OTC Call Recording License with online Access, query and retrieval.</i> 	
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- Must be compliant with the matrix below, enumerating the components, licenses and accounts per end-user.

Components	License	Remarks
Voice Logger	170	OPC - 50 ORCC - 8 NCR - 8 RWO I - 6 RWO II - 6 RWO III - 9 RWO IV-A - 12 RWO IV-B - 4 RWO V - 6 RWO VI - 8 RWO VII - 8 RWO VIII - 4 RWO IX - 6 RWO X - 8 RWO XI - 8 RWO XII - 4 CAR - 6 BARM - 5 CARAGA - 4
Supervisor	25	OP/ORCC/ RWOs
IT Admin	2	MISD
Facebook	150	All End-User
Viber	150	All End-User
SMS	150	All End-User
WhatsApp	150	All End-User
Email	150	All End-User

➤ Qualification of Service Provider

1. Must have successfully undertaken a similar project for the last two (2) years.
2. Provision for 24/7 technical support.
3. Proposal must be valid for a period of thirty (30) days from date of quotation.
4. Provide 100% voice call recording.
5. A project manager or focal person from the contractor shall be assigned to facilitate any change requests necessary outside of the initial delivery scope.
6. The Service Provider should have at least Five (5) years of experience in implementing and managing a cloud-based or any hosted call center facility.

	<p>7. The Service Provider should have at least three (3) successful system deployments with a proof of satisfactory performance from its existing client for the last five (5) years.</p> <p>8. The Service Provider should have at least one (1) Certified Project Manager and one (1) Certified Product Specialist on the managed contact center platform to perform the professional implementation requirements on-site.</p> <p>9. The Service Provider should have at least two (2) Certified Customer Support Professionals for the maintenance of the customer interaction management solution.</p> <p>➤ System Availability, Security and Other Features</p> <ul style="list-style-type: none"> ▪ Provide and operate a contact center facility twenty-four (24) hours per day, 7days per week, including Sundays and Holidays service operations. ▪ The Contractor shall integrate the Customer Interaction Management Solution with E-CARES with API key in place. ▪ Provide real time access to the key performance indicators for effective functioning and monitoring of the customer interaction management solution. The CONTRACTOR shall provide the OWWA access to its Enterprise Reporting System which provides real-time and historical Telecommunications and Agent Productivity Reports. ▪ Provide OWWA the remote monitoring capability and compatible Management Information System Report on a daily and month-to-date basis via electronic transmission with call qualifications as defined in the system applications. ▪ Provide 100% voice call recording and online Storage. 	
<p>TECHNICAL SUPPORT</p>	<ul style="list-style-type: none"> ➤ Secure Public Access ➤ Centralize Gateway System infrastructure supports 99.95% uptime. ➤ Technical support 99.0% uptime 	

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	<ul style="list-style-type: none"> ➤ Onsite Support – if needed, covering the functionality and technical issues ➤ Escalation Matrix <ul style="list-style-type: none"> ▪ 24x7 ▪ Phone/Chat/E-mail ▪ First Response within 30 minutes 	
CONTRACT TERMS, WARRANTY AND PENAL CLAUSE	<p>Beta Testing for thirty (30) days before the full implementation of the project to test the functionality of the system and to uncover any bugs or issues and to modify needed functionalities before the general implementation.</p> <p>Perpetual use of Customer Interaction Management Solution System by OWWA.</p> <p>Twelve (12) months support service with warranty, unless OWWA gives a written notice to the provider thirty (30) days prior to the expiration of the contract or upon receipt of notice by the provider of the breach of the Terms and Conditions and/or warranty as specified in the Service Level Agreement. In case of breach, offsetting shall be applied at a percentage of one-tenth of one percent (0.1%) of the cost of the unperformed portion for every day of delay, as liquidated damages.</p>	
DELIVERY	The delivery of the expected output shall be within fifteen (15) calendar days after receipt of the Notice to Proceed from OWWA.	
APPROVED BUDGET FOR THE CONTRACT (INCLUSIVE OF VAT)	<p>Php15,114,459.36, Inclusive of VAT, payable in twelve (12) equal monthly payment.</p> <p>Monthly payment shall commence from the issuance of the Certificate of Acceptance from the end-users (Operation Center and MISD).</p>	
FUND SOURCE	Emergency Repatriation Fund (ERF)	