



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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