

Bid Bulletin No. 1

**“Provision of Service for the Operation and Management of the Department of Trade and Industry (DTI) – Customer Contact Center”  
20-037**

December 29, 2020

This Bid Bulletin No. 1 is hereby issued to modify or amend the Bidding Documents.

**A. Schedule of Proceedings**

Activity	Schedule
Submission and Opening of Technical and Financial Bids	<p>January 11, 2021, 9:00 AM for Submission and 9:30 AM for Opening of Technical and Financial Documents through video conference with the following details:</p> <p><b><u>Join Zoom Meeting</u></b></p> <p><a href="https://zoom.us/j/94175868439?pwd=cDVSWG1BcVAzR2k4dCtkeFAvQWZsQT09">https://zoom.us/j/94175868439?pwd=cDVSWG1BcVAzR2k4dCtkeFAvQWZsQT09</a></p> <p>Meeting ID: 941 7586 8439</p> <p>Passcode: 623598</p>

**B. Bid Data Sheet**

ITB Clause 5.3 refers to the required similar project.

**C. Section VII. Technical Specifications**

1. *What is their Average Handling Time (AHT) for calls?*
  - Under the prescribed Service Level Agreement, AHT should be 5 minutes or less for level 1 calls
  
2. *How do you handle Viber/SMS inquiries? Do you have a tool being used?*
  - The following mobile numbers are used to receive messages:
    - a) 09178343330 - DTI's Mobile - SMS and calls (however, 1 at a time only)
    - b) 09266126728 - COVID Line - SMS and Viber messages. No calls
    - c) 09560916570 - COVID CC - SMS and Viber messages. No calls

The tool that will be used under the project will be part of the CRM system (refer to the bidding documents - technical specifications).

3. *How do we access the Knowledge Base? Is this accessible via public internet?*
  - There will be a set of Frequently Asked Questions (FAQs) to be given to the provider. Some of the knowledge base is available on the DTI website

(i.e. <https://www.dti.gov.ph/resources/faqs/> and for COVID <https://www.dti.gov.ph/covid19/faqs/>).

4. *How many trunks do you currently have with the existing vendor?*
  - One
  
5. *Who takes care of the transfer of the SIP to the winning bidder?*
  - The DTI, through the Information Systems Management Service, will assist in the transfer of SIP to the winning bidder.

For the guidance and information of all concerned.

*SGD.*

**MARY JEAN T. PACHECO**

Assistant Secretary

Chairperson, DTI Bids and Awards Committee