

Bid Bulletin No. 2

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

January 4, 2020

This Bid Bulletin No. 2 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 12, 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><u>Join Zoom Meeting</u> https://zoom.us/j/94175868439?pwd=cDVSWG1BcVAzR2k4dCtkeFAvQWZsQT09</p> <p>Meeting ID: 941 7586 8439 Passcode: 623598</p>

B. Section VII. Technical Specifications

Annex: Service Level Targets

Table 1. Contact Center Performance Measures

Key Metrics	Minimum Requirement
B. Average handling time (voice calls)	<ul style="list-style-type: none"> Not more than five (5) minutes after three (3) months from project implementation; should not, however, apply to incumbent provider
C. Abandonment Rate <ul style="list-style-type: none"> Percentage of all transactions in all channels that have not been responded to/assisted within the prescribed time 	<ul style="list-style-type: none"> Five percent (5%) in all channels to be achieved after three (3) months from project implementation; should not, however, apply to incumbent provider Zero percent (0%) for MHD.
II. Service Benchmarks	
A. Client Satisfaction <ul style="list-style-type: none"> Should be collected after every transaction, per communication channel 	<ul style="list-style-type: none"> At least 90% Satisfactory client satisfaction rating (average monthly) for all channels.

<ul style="list-style-type: none"> • Satisfaction rating shall be Satisfied or Dissatisfied 	
<p>B. First Call Resolution Rate (FCR)</p> <ul style="list-style-type: none"> • Percentage of all transactions that are resolved on first attempt without referring the client to a colleague, superior or calling back the client, to be achieved within but not later than three (3) months from project implementation. 	<ul style="list-style-type: none"> • 90% FCR • 0% escalated Levels 1 and 2 concerns • 0% complaints received from clients on accuracy of information
<p>C. Productivity level</p> <ul style="list-style-type: none"> • Number of hours of productive work based on an 8-hour duty 	<ul style="list-style-type: none"> • 7.5 hours of productive work based on the login hours by agents
<p>D. Complaints</p> <ul style="list-style-type: none"> • Number of complaints reported to Government hotline 8888 and/or DTI about the promptness of response or accuracy of information given by the Provider 	<ul style="list-style-type: none"> • Zero customer complaints
<p>E. Escalation Rate</p> <ul style="list-style-type: none"> • Number of customer queries elevated to DTI 	<ul style="list-style-type: none"> • No more than five percent (5%) across all channels, except for information on new projects/ events/issues arising from evolving DTI functions
<p>F. System Benchmark</p> <ul style="list-style-type: none"> • Telephony and Customer Relationship Management systems uptime 	<ul style="list-style-type: none"> • 99.99% uptime rate

Note: Penalty range is 1%-3% of the monthly billing.

C. Others

1. Pursuant to Section 23.1 a)
 - i. In cases of recently expired Mayor's/Business permits, it shall be accepted together with the official receipt as proof that the bidder has applied for renewal within the period prescribed by the concerned local government unit, provided that the renewed permit shall be submitted as a post qualification requirement in accordance with Section 34.2 of this IRR.;

- ii. Tax clearance per E.O. 398, s. 2005, as finally reviewed and approved by the Bureau of Internal Revenue (BIR).
2. Response for other concerns are indicated in Bid Bulletin No. 1 and Section VII (Technical Specifications).

For the guidance and information of all concerned.

SGD.

MARY JEAN T. PACHECO

Assistant Secretary

Chairperson, DTI Bids and Awards Committee