



PASEGURUHAN NG MGA NAGLILINGKOD SA PAMAHALAAN
(GOVERNMENT SERVICE INSURANCE SYSTEM)
Financial Center, Pasay City, Metro Manila 1308

Section I. Invitation to Bid

PROCUREMENT OF SERVICE PROVIDER FOR THE GSIS CONTACT CENTER PROJECT

1. The Government Service Insurance System (GSIS) through the GSIS Corporate Operating Budget for CY 2017 intends to apply the sum of **ONE HUNDRED SIXTY FIVE MILLION PESOS (Php165,000,000.00)** being the Total Approved Budget for the Contract (ABC) to payments for the contract for Procurement of Service Provider for the GSIS Contact Center Project **for Multi-Year, thirty six (36) months (1st to 3rd Year).**

Bids received in excess of the ABC shall be automatically rejected at bid opening.

2. The GSIS now invites bids for the **Procurement of Service Provider for the GSIS Contact Center Project**. Delivery of the Services should be for three (3) years from receipt of the Notice to Proceed). Bidders should have completed, within the past five (5) years prior to the deadline for the submission and receipt of bids, a contract similar to the Project whose amount is at least 50% of the ABC or at least two (2) similar contracts and the aggregate contract amounts should be equivalent to at least 50% of the ABC and the largest of these similar contracts must be equivalent to at least 25% of the ABC. 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 Implementing Rules and Regulations (IRR) of Republic Act (RA) 9184, otherwise known as the “Government Procurement Reform Act”.

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.

4. Interested bidders may obtain further information from the GSIS Bids and Awards Committee (GBAC) Secretariat and inspect the Bidding Documents at the address given below from 8:00AM to 5:00PM, Monday to Friday excluding holidays.

GBAC Secretariat, Level 2 Core G, GSIS Building, Financial Center, Pasay City

A complete set of Bidding Documents may be acquired by interested Bidders starting on **30 January 2017, from 8:00AM to 3:00PM** and upon payment of a fee for the Bidding Documents in the amount of **₱50,000.00**.

It may also be downloaded free of charge from the website of the Philippine Government Electronic Procurement System (PhilGEPS) and the website of the Procuring Entity, provided that Bidders shall pay the fee for the Bidding Documents not later than the submission of their bids.

5. The GSIS Bids and Awards Committee will hold a **Pre-Bid Conference on 07 February 2017 10:30AM** at the GBAC Conference Room, Level 2 Core G, GSIS Building, Financial Center Pasay City. The Pre-Bid Conference shall be open to all interested parties.
6. **Bids must be delivered to the address below on or before 21 February 2017, 9:00AM.** The official time clock shall be the CAMS located at the GBAC Secretariat Office. All Bids must be accompanied by a bid security in any of the acceptable forms and in the amount stated in ITB Clause 18. Late bids shall not be accepted.

Bid opening shall be on 21 February 2017, 9:30AM at the GBAC Conference Room, Level 2 Core G, GSIS Building, Financial Center Pasay City. Bids will be opened in the presence of the Bidders' representatives who choose to attend at the given address.

After the Bid Opening, a detailed evaluation of the financial component of the eligible bid/s shall be conducted to determine the Single or Lowest Calculated Bid (SCB or LCB). Only the bidder with the SCB or LCB shall be notified within seven (7) calendar days to submit post-qualification documents.

7. The GSIS reserves the right to accept or reject any bid, to annul the bidding process, and to reject all bids at any time prior to contract award, without thereby incurring any liability to the affected bidder or bidders.
8. For further information, please refer to:
GBAC Secretariat
GSIS Bids and Awards Committee
Level 2 Core G, GSIS Building, Financial Center Pasay City
Tel No. : (02)976-4961/ 976-4945 / Fax No. : (02)859-0373
GBAC Secretariat@gsis.gov.ph / www.gsis.gov.ph

(Signed)
VP JONATHAN C. PINEDA
*Chairperson, GBAC for Goods &
Services and Consultancy, Cluster II*