



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

**GSIS BIDS AND AWARDS COMMITTEE**  
**FOR GOODS & SERVICES AND CONSULTANCY, CLUSTER II**

**Project Title: PROCUREMENT OF SERVICE PROVIDER FOR THE GSIS CONTACT CENTER PROJECT**

**ABC : Php165,000,000.00**

**Bid Bulletin No. 1**  
07 February 2017

This bid bulletin is issued as a result of the Pre-Bid Conference for the project, GSIS Contact Center, in reply to the queries of bidders who attended on February 7, 2017. This shall form an integral part of the Bidding Documents.

<b>QUERY</b>	<b>GBAC's REPLY</b>					
1. Current of calls/email per day (24 hour operations)		<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>
	<b>Inbound Calls</b>	133,116	401,592	368,157	350,688	318,806
	<b>Regular Outbound Calls</b>	46,628	177,822	94,759	124,662	66,829
	<b>Special Outbound Calls</b>	-	-	53,324	120,559	173,570
	<b>Emails Received</b>	11,026	22,620	19,181	61,387	78,926
2. How many agents are currently serving these numbers?	The existing service provider has 56 agents, excluding 5 supervisors and 1 Manager.					

For the guidance and information of all concerned.

**VP JONATHAN C. PINEDA**

*Chairperson*

GBAC for Goods & Services and Consultancy  
Cluster II