



**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 (Rebidding)

ABC : Php122,762,640.00

**Bid Bulletin No. 1
23 May 2017**

This bid bulletin is issued for the project, Procurement of Service Provider for the GSIS Contact Center (Rebidding). This shall form an integral part of the Bidding Documents.

I. REPLY TO BIDDER'S QUERY

QUERY	GBAC's REPLY
1. On the issue of Sub Contracting. Does this provision apply to this contract? Will the GSIS allow this upon request or appeal by the bidders?	ITB Clause 8.1 of the Bidding Documents categorically state, that sub-contracting is not allowed.
2. On the subject of Advance Payment, does this also apply to this contract? Will the GSIS be willing to provide this particularly for a New Service Provider? Are there certain qualifications necessary to receive this?	No. The advance payment provision in the General Conditions of the BDS does not apply to this procurement.
3. The Terms of Reference requires a back up site capable of providing the 50-seat requirement of the main contact center. While it does not specify where the back up site is located, does the back up site requirement imply that we should be maintaining two contact centers or establish simultaneous operations? Usually, a Service Provider is given one to two hours to respond to a breakdown of telco or IT service failures. Can this be clarified? How soon does a back up site need to be up after a fortuitous event is experience at the main contact center site which renders the latter non-operational? Further, when tests are made on the contact center, will this mean both contact centers (including the back-up site) will be tested?	The back up site must be able to house the 50-seat requirement of the GSIS Contact Center. In case the primary site fails to operate, the back up site can then be made operational to house the GSIS Contact Center. It does not necessarily mean that two sites are operational at the same time. It just means that the back up site must have the facilities and connections needed to operate the GSIS Contact Center such that the agents from the primary site can be relocated or agents not on board at the time of the failure can go to the back up site in order to ensure that the operations of the GSIS Contact Center is not disrupted. Allowing for the transport of the agents, the back up site must be operational within three (3) hours. During the site inspection, the back up site will also be visited and tested.

<p>4. Under item 21.1, does the provision imply that the GSIS may allow joint venture agreements for this particular service contract?</p>	<p>Joint Venture is allowed subject to the submission of all required documents as stated in the BDS.</p>
<p>Is the rate of penalties from 1% to 3% negotiable? If so, is this decided upon on a month to month basis or is provided before the start of the multi-year service?</p>	<p>The percentage of penalty shall depend on the count of instances where the Service Level Requirement and Per Seat Productivity Level Requirement are not met and the circumstances surrounding each instance.</p>
<p>While the TOR provides for a 60-day preparatory period before operations, it also provides for the GSIS evaluating the Service Providers agents. Does this evaluation take place within the 60 days or after? Also does this mean that ALL agents should pass the evaluation before the Service Provider can start actual operations? Is the 60-day preparatory period part of the 30-month timetable provided for in the TOR? When does payment for services actually start – 60 days after the Notice to Proceed is released or after the approval of the evaluation of the GSIS?</p>	<p>The TOR specifies that the <i>"The new Service Provider shall be given sixty (60) days from the issuance of the Notice of Award as Project Preparation Stage to gather requirements from GSIS, to develop the training manual, to ensure that site is operational and to hire and train the agents for the account of the service provider."</i></p> <p>Depending on how fast the agents can be trained, the evaluation can done within the 60-day preparation stage.</p> <p>ALL agents must pass the evaluation before the Notice to Proceed (NTP) can be given to the Service Provider. Once the NTP is given, then the Service Provider can start with the operations of the GSIS Contact Center for which the Service Provider shall already be paid.</p> <p>The 60-day Project Preparation Stage is included in the 30-month multi-year contract.</p>
<p>General Requirement</p> <p>These include reference to the provision of E1 lines, 12 SMS gateway and SIM cards with unlimited calls for three (3) years. However, this contract is only good for 30 months. Which timetable is to be complied with?</p>	<p>The 30-month multi-year contract shall be followed.</p>
<p>On the Requirements for Agents and Supervisors</p> <p>Do these provisions apply to a new service provider? These seem to be too stringent and could be construed to exclude bidders who may not have the immediate number of required agents and supervisors from participating in the competitive bidding called by the GSIS. Should this provision not be more lenient to allow bidders who may not have the full number but have the experience AS A CONTACT CENTER of having serviced Government agencies for over a period of one year and have done so satisfactorily for the said agencies?</p>	<p>Yes. ALL the requirements for the agents and supervisors must be met whether a new service provider gets the contract or the existing provider is maintained. These are the same requirements we used when we first procured for the GSIS Contact Center in 2009.</p>

<p>The provision of having to have 50 agents with at least one year experience handling a government account and supervisors with two years experience handling a government account present a scenario where only the current service provider of the GSIS will qualify in the contract. Furthermore, whichever Agency of government or private entity, agent capabilities are actually based on proper training, monitoring and continuous search for replacements.</p> <p>"Must be college graduates" – Are you referring both Agents and Supervisors? If so, we would like to emphasize that in the industry, the minimum educational attainment for the Agent is either at least graduate of a 2-year course or must have reached at least second year level in college.</p> <p>Also since there are termination options and/or penalties being imposed upon performance by the GSIS, shouldn't these suffice to ensure quality services for the GSIS?</p> <p>May we therefore request that this be provision be removed relaxed from the qualification standards of these Terms of Reference?</p>	<p>BOTH the Agents and Supervisors must be college graduates.</p> <p>The requirements set forth for the Agents and Supervisors must be strictly followed.</p>
<p>The TOR also provides for the GSIS to change personnel assigned to this project. Is there a process whereby this is carried out? Are there actual written bases for this to be enforced? Is there a timetable for this – from the notice released and to the actual removal of the employee? Recruitment of replacements takes a little while and the DOLE has certain rules pertaining to the termination of employees.</p>	<p>The TOR prescribes the following <i>"GSIS reserves the right to interview, approve and change personnel assignment of the winning Service Provider to the Project Team."</i></p> <p>Should the GSIS deem it necessary to remove/change an Agent/Supervisor/Technical Expert/Program Manager, we will submit a written request to the Service Provider indicating such. The Service Provider need not necessarily terminate his/her contract with the Service Provider but rather the Service Provider may move him/her to another project/team being handled by the Service Provider.</p>
<p>On page 66, a paragraph states that the Service Provider should submit documents to show its capabilities in handling this contract. Are those documents expected to be submitted during the opening of the bids with the Technical or Financial folders, or are those to be presented only when the technical visit by the GSIS is conducted?</p>	<p>The TOR reads as follows: <i>"GSIS shall require the Service Provider to submit documentation on how it is able to address the capability requirements on the above areas. The documents shall form part of the bid documents and shall be validated during the site visit."</i></p> <p>Hence, it is clear that the documentation shall form part of the bid documents which shall then be validated during the site visit/inspection.</p>

<p>Re: In-house GSIS Contact Center Study, if ever this may be pushed through in the future, we would like to request to GBAC to lengthen the pre-termination notice to 45 days instead of a 30-day notice as we have to notify the workforce assigned to this project including the different government agencies such as DOLE, SSS, BIR, and PAG-IBIG.</p>	<p>The 30-day notice prior to termination shall stay.</p>
<p>Under the Section V – Special Conditions of Contract, we had raised for clarification the GCC Clause 6.2 – Project Site which requires the Service Provider should have also a backup site available for use by the GSIS where the outsourced service is provided with at least fifty (50) seats per day per site. Does it mean that the backup site should have at least fifty (50) warm bodies/agents simultaneous to the fifty (50) warm bodies/agents assigned to the site located in Metro Manila? Or you're referring to the workstation in the backup site that should be ready and available anytime as a redundancy?</p>	<p>As stated above <u>"It does not necessarily mean that two sites are operational at the same time. It just means that the back up site must have the facilities and connections needed to operate the GSIS Contact Center such that the agents from the primary site can be relocated or agents not on board at the time of the failure can go to the back up site in order to ensure that the operations of the GSIS Contact Center is not disrupted."</u></p>
<p>Under the Section VI – Schedule of Requirements Item No. 6, what does the GBAC mean of Business Requirement Specification? This is to determine if the Bidder and GBAC are on the same page when it comes to its definition.</p>	<p>Please refer to Section VII. Technical Specifications, Professional Services, Item No. 5.</p>
<p>Do you have a prescribed form for the Itemized Bid Form?</p>	<p>Please refer to page 71 of the BDS.</p>

For the guidance and information of all concerned.

VP JONATHAN C. PINEDA

Chairperson

GBAC for Goods & Services and Consultancy, Cluster II