

Section I. Invitation to Bid



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

GSIS

INVITATION TO BID

CONTACT CENTER PROJECT MULTI-YEAR CONTRACT 2020-2022

1. The Government Service Insurance System (GSIS), through the GSIS Corporate Operating Budget for CY 2019, intends to apply the sum of **One Hundred Sixty Five Million Pesos (Php165,000,000.00)** being the Approved Budget for the Contract (ABC) to payments under a multi-year contract for the *Contact Center Project*. Bids received in excess of the ABC shall be automatically rejected at bid opening.
2. The GSIS now invites bids for the *Contact Center Project Multi-Year Contract 2020-2022*. Delivery of Services shall commence from 01 January 2020 until 31 December 2022 (multi-year contract). Delivery of the Services is required from the date indicated in the Notice to Proceed until December 31, 2022. Bidders should have completed, within the past five (5) years from the date of submission and receipt of bids, any of the following:
 - a. A single contract that is similar to the Project whose amount is equivalent to at least fifty percent (50%) of the ABC; or
 - b. At least two (2) similar contracts and the aggregate contract amounts are equivalent to at least fifty percent (50%) of the ABC. The largest of these similar contracts must be equivalent to at least half of the 50% 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 2016 Revised Implementing Rules and Regulations (IRR) of Republic Act (RA) 9184, otherwise known as the "Government Procurement Reform Act".

Bidding is restricted only 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 Headquarters
Building, Financial Center, Pasay City

5. A complete set of Bidding Documents may be acquired by interested Bidders starting on **21 October 2019, from 8:00AM to 3:00PM** from the abovementioned address and upon payment of the fee for the Bidding Documents in the amount of **Php50,000.00**.

It may also be downloaded free of charge from the website of the Philippine Government Electronic Procurement System (PhilGEPS) and the GSIS website (www.gsis.gov.ph/opportunities/gbac), provided that bidders shall pay the applicable fee for the Bidding Documents not later than the submission of their bids.

6. The GSIS Bids and Awards Committee will hold a Pre-Bid Conference on **28 October 2019, 10:00AM** at the following address:

GBAC Conference Room, Level 2 Core G, GSIS Headquarters
Building, Financial Center, Pasay City

The Pre-Bid Conference shall be open to prospective bidders.

7. Bids must be submitted to the address below and must be duly received by the GBAC Secretariat or other authorized GSIS personnel on or before **11 November 2019, 9:30AM**. All bids must be accompanied by a bid security in any of the acceptable forms and in the amount stated in **ITB Clause 18**.

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

Bid opening shall be on **11 November 2019, 10:00AM** at the address stated in Item No. 6. Bids will be opened in the presence of the bidders' representatives who choose to attend the said activity. Late bids shall not be accepted.

8. In accordance with GPPB Circular 06-2005, the GSIS adopts the use of "draw lots" as a tie-breaking method in the event two or more of the bidders have been declared as having the Lowest Calculated Responsive Bid (LCRB).
9. The GSIS warns the public/bidders of unscrupulous individuals and groups posing as officers/employees of the GSIS soliciting money, gifts, favors or benefits for alleged aid for whatever purpose. **DO NOT GIVE** anything to these unscrupulous individuals and groups. The GSIS thus enjoins the cooperation of the public/bidders to report these individuals/groups to the GSIS Bids and Awards Committee and GBAC Secretariat.
10. The GSIS reserves the right to reject any and all bids, declare a failure of bidding, or not award the contract at any time prior to contract award in accordance with Section 41 of RA 9184 and its IRR, without thereby incurring any liability to the affected bidder or bidders.

11. For further information, please refer to:

GBAC Secretariat
GSIS Bids and Awards Committee
Level 2 Core G, GSIS Headquarters, Financial Center, Pasay City
Tel Nos. : (02)976-4961/ 976-4945 / Fax No. : (02)859-0373
GBAC_Secretariat@gsis.gov.ph / www.gsis.gov.ph

(Original Signed)
SVP SÈVERINA L. RESURRECCION
Chairperson, GBAC-Cluster I

