



**Republic of the Philippines**  
**GOVERNMENT SERVICE INSURANCE SYSTEM**  
**GSIS Headquarters, Financial Center, Pasay City**

**MINUTES OF PRE-BID CONFERENCE**  
GBAC Conference Room, Level 2, GSIS Headquarters Building  
28 October 2019, 10:00 AM

**Project Name : Contact Center Project (Multi-Year Contract)**

**ABC : Php165,000,000.00**

Present were:

**GSIS BIDS AND AWARDS COMMITTEE (GOODS & SERVICES AND CONSULTANCY – CLUSTER 1)**

SVP Severina L. Resurreccion	Chairperson
Atty. Corazon DLP. Tanglao-Dacanay	Vice-Chairperson
Mgr. Armenia N. Salvanera	Member

**END USER/TWG**

VP Joseph Philip T. Andres	EUU- VisMin
Ms. Ma. Clarisa D. Geronimo	EUU-VisMin
Atty. Cristina V. Astudillo	TWG-Head
Ms. Josephine P. Destrito	TWG-Member

**OBSERVER**

Ms. Lena Lucia D. Vergara	IASO
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(Note: Notice of Meeting was also sent to the Department of Trade and Industry, Commission on Audit, Philippine Chamber of Commerce and Industry, and the Philippine International Trading Corporation. However, no representative from the said entities attended the meeting.)

**GBAC SECRETARIAT**

Ms. Virginia J. Nicolas	Senior Project Coordinator
Mr. Michael S. Mercado	Members

**PROSPECTIVE BIDDERS**

Mr. Jeremiah F. B. Odrah	E-Teleconnect, Inc.
Mr. Briann Alix	} Admerex Solutions, Inc.
Ms. Lovemyr Gabi	
Mr. Jeffrey Montiano	
Mr. Mickey Ocampo	} Pilipinas Teleserv, Inc.
Mr. Jonjon Mindajao	
Mr. Feljun Ray Eladia	

The Pre-Bid Conference for the project, *Contact Center Project (Multi-Year Contract)* with an Approved budget of *One Hundred Sixty Five Million Pesos (Php165,000,000.00)* was held on 28 October 2019 and was presided by SVP Severina L. Resurreccion, Chairperson, GBAC for Goods & Services and Consultancy, Cluster 1 (GBAC).

## **I. Business Matters:**

- 1) Discussion on the Eligibility, Technical and Financial components of the Bid as well as Post-Qualification documents;
- 2) Discussion on the Schedule of Requirements, Technical Specifications and Schedule of Submission and Opening of Bids for the Project; and
- 3) Power Point Presentation on proper marking, labeling and sealing of bids in accordance with the *Instructions to Bidders* of the Bidding Documents (BDS) and GSIS “No Gift Policy”.

## **II. Discussions**

- The GBAC Secretariat (Secretariat) noted that there is a quorum to proceed with the business and acknowledged the members of GBAC, Technical Working Group (TWG), Observer and End-User Unit (EUU) representatives.

### ***Prospective Bidders***

- There were four (4) interested bidders present, namely: 1) E-Teleconnect, Inc. (ETI); 2) Admerex Solutions, Inc. (ASI); 3) Pilipinas Teleserv, Inc. (PTI); and 4) Dynamic Outsource Solutions, Inc. (DOSI). None of the interested bidders had purchased the bidding documents (BDS) for the project.
- Pursuant to the Section 22.3 of the 2016 Revised IRR of RA 9184, “The Pre-Bid Conference shall discuss, clarify and explain, among other things, the eligibility requirements and the technical and financial components of the contract to be bid including questions and clarifications raised by the prospective bidders and is open to all prospective bidders”. Hence, the GBAC allowed all bidders to raise clarifications regarding the project. However, after the Pre-Bid Conference, the GBAC will only entertain questions from prospective bidders that already purchased the bidding documents.

### ***Presentation of the Eligibility/Technical and Financial components of the Bid as well as Post-Qualification documents***

- The Secretariat presented the checklist of requirements and discussed every requirement comprising the eligibility/technical and financial components of the bid.
- Thereafter, the Secretariat presented the checklist of the required post-qualification documents for the project that must be submitted within five (5) calendar days from receipt of notice from the GBAC that the bidder has the Lowest Calculated Bid (LCB) or the Single Calculated Bid (SCB).

### ***Presentation of the Schedule of Requirements and Technical Specifications of the Project, Schedule of Submission and Opening of Bids***

- The EUU presented the Schedule of Requirements, Technical Specifications and Terms of Payment.

- The following are the clarifications sought by interested bidders:
  - a) Data relocation archiving
  - b) Omni channel platform for an integrated and consolidated view of all transactions made by the GSIS members; would it be a single face or multi-face?
  - c) How far the backup site should be and its ownership of the site that is required or co-location is acceptable subject to assessment and approval of the GSIS?
  - d) Statistical data on call volume (inbound and outbound)
  - e) Agents to initiate the ticketing and not the members
  - f) To further clarify item 6 and 7 of the Technical Specifications
  - g) Protocol for data retention
  
- The following are the amendments/revisions to the BDS initiated by the End-User-Unit:

a) Data ownership

All the data shall be owned by GSIS. At the end of the contract, all the data will be turned over to GSIS via optical media including but not limited to backup data, archived data, data in the incident management, etc.

***All data collected, processed, or stored by the winning bidder shall be destroyed by the bidder, using agreed technical means approved and witnessed by GSIS.***

**Compliance to the Data Privacy Act (DPA) of 2012**

***The winning bidder shall provide proof of compliance to the DPA, with at least the Data Protection Officer appointment and NPC registration.***

***Data shall be processed by the winning bidder within the agreed Outsourcing Agreement, signed as part of the contract.***

b) **TELEPHONE NUMBERS TO CALL:**

The GSIS Contact Center shall serve the needs of its 2.25 million active members and pensioners nationwide and abroad through the number (02) 8847-4747 for calls within Metro Manila and abroad, and domestic toll free numbers 1-800-10-8474747 for PLDT/SMART and 1-800-8-8474747 for GLOBE for calls outside of Metro Manila but within the Philippines. The Service Provider shall provide at least 2 combined Integrated Services Digital Network (ISDN) E1 lines for this. The Service Provider will provide the necessary interface cards to connect the E1 lines to their PABX/IVRS, 12 SMS gateway and 12 SIM cards with unlimited calls for three (3) years. ISDN lines ***at least 2 x 4Mbps redundant leased lines, IDD and NDD calls shall be charged to the Service Provider.***

c) Headsets to be used by the Agents must be dedicated per user and of high quality and with noise cancellation feature. ***The GSIS reserves the right to demand that these headsets be replaced if it is observed that there are background noise that can be heard by the caller.***

d) Quality Assurance Tool should have the following features:

- For proficient Quality measurement and monitoring, the QA tool must be integrated with the Ticketing System and CRM.

Be able to *retrieve*, access and listen to past voice logs

e)

Chat	
Service Level	85% of chats answered within 30 seconds
Abandonment Rate	Not more than 10% of <i>chats</i>
Average Chat Handling Time	Not more than 3 minutes after two months of project implementation

f) Below provision will be deleted under Per Seat Productivity Level Requirement (based on an 8 hour shift) and transferred under Service Level Requirement

<i>Outbound calls</i>	
<i>Service Level</i>	<i>85% of endorsed call outs shall be made within five (5) days from receipt of the request with the results of call out to be given/emailed to the concerned unit within seven (7) days from the time the call out was completed</i>

- A Bid Bulletin will be issued in reply to queries that were not settled/agreed during the pre bid conference.
- Interested bidders were reminded of the following:
  - a) Submission of additional written queries shall be until Thursday, 31 October 2019.
  - b) Submission of bid proposals shall be on/or before 11 November 2019 not later than 9:30 AM. Opening of bids shall follow at 10:00AM. Late bids shall be rejected.
  - c) After the opening of bids, GBAC through the TWG will conduct a detailed evaluation of the financial bids to determine the Lowest Calculated Bid (LCB) or Single Calculated Bid (SCB). Bidder with the LCB/SCB will be notified to submit post-qualification documents specified in the BDS.

***Power Point Presentation on proper marking, labeling and sealing of bids in accordance with the Instructions to Bidders of the Bidding Documents and GSIS No Gift & Solicitation Policy***

- A visual presentation on the proper sealing and marking of bid envelope was presented to the interested bidder.

While Section 25.9 of the 2016 Revised RIRR allowed that bid envelopes that are not properly sealed and marked, as required in the Bidding Documents, shall be accepted, the GBAC encouraged bidders to follow the proper sealing and marking of bids to facilitate identification of documents during the opening of proposals.

- The GBAC stressed that it is the bidders responsibility to have taken all necessary steps to carefully examine the BDS. GSIS shall not assume any responsibility regarding erroneous interpretations or conclusions by the prospective or eligible bidder out of the data furnished by the GSIS. It is also the responsibility of the bidders to inquire or secure supplemental of bid bulletins.
- Lastly, the GBAC Secretariat emphasized the full compliance of GSIS with the “NO SOLICITATION AND GIFT POLICY”. The public/bidders were warned not to give to unscrupulous individuals and groups posing as officers of the GSIS soliciting money for alleged aid for whatever purpose. The cooperation of the public was enjoined to report these individuals to the GSIS through the Office of the President and General Manager and the GBAC Secretariat.

Having no other matters to discuss, the pre-bid conference was adjourned.

**Prepared by:**

*(Original Signed)*  
**MICHAEL S. MERCADO**  
*Member, GBAC Secretariat*

**Reviewed by:**

*(Original Signed)*  
**VIRGINIA J. NICOLAS**  
*Senior Project Coordinator*

**Certified Correct:**

*(Original Signed)*  
**SVP SEVERINA L. RESURRECCION**  
*Chairperson, GBAC for Goods,  
Services & Consultancy (Cluster 1)*

*Date Signed:* \_\_\_\_\_