



**PASEGURUHAN 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 1**

**Project Title :** *Contact Center Project Multi-Year Contract 2020-2022*

**ABC : Php 165,000,000.00**

**BID BULLETIN NO. 1**  
31 October 2019

This bid bulletin is issued as a result of the Pre-Bid Conference for the project, **Contact Center Project Multi-Year Contract 2020 - 2022**. This shall form an integral part of the Bidding Documents.

**I. SECTION III – BID DATA SHEET**  
**Item No. 29.2 on Post-Qualification Documents**

**FROM**

6. Certificate of Good Standing, Completion, and Acceptance from GSIS with respect to the latest completed project. (This is applicable only to prospective bidders with previous contracts and completed projects with the GSIS which were entered into within the past twenty four (24) months from the submission and receipt of bids)

**TO**

**6. In case the back-up site is not owned by the Service Provider, the Service Provider must submit evidence such as Memorandum of Agreement (MOA) or Lease Agreement or other similar documents showing that the Service Provider has the authority to use the back-up site.**

**II. SECTION V – SPECIAL CONDITIONS OF CONTRACT**  
**Item 6.2 on Project Site**

**FROM**

2. The Service Provider should also have a back-up site outside Metro Manila that is already operational at the time of the bidding.

3. The said back-up site should be available for use by the GSIS and the outsourced service should have a capacity of least fifty (50) seats per day. The Service Provider should include the name of the company, its contact person and position, location and number of agents. GSIS, at its option, may call or conduct site visit to the Reference sites.

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**3. The said back-up site should be available for use by the GSIS account where the outsourced service is provided with at least fifty (50) workstations. Service Provider should include the name of the company, its contact person and position, location and number of agents. GSIS, at its option, may call or conduct site visit to the back-up site.**

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**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.**

**IV. SECTION VI – SCHEDULE OF REQUIREMENTS**

**FROM**

<b>Item No.</b>	<b>Description</b>	<b>Qty.</b>	<b>Delivery (Weeks/Months)</b>	<b>Statement of Compliance</b>
1	Project Management Plan detailing the activities for the project (soft & hard copies)	1	Within 15 days upon issuance of the Notice of Award (NOA)	
2	Implementation Plan (soft & hard copies)	1	Within 15 days upon issuance of the Notice of Award (NOA)	
3	Training Plan and Training Manual (soft & hard copies)	1	Within 15 days upon issuance of the Notice of Award (NOA)	
14	Agents	41	Effectivity of the contract	

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**V. SECTION VII – TECHNICAL SPECIFICATIONS**

**FROM**

**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 and NDD calls shall be charged to the Service Provider.

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**VI. SECTION VII – TECHNICAL SPECIFICATIONS**  
**Functional Requirements**

**FROM**

1. The Service Provider should provide an OMNI-CHANNEL platform for an integrated and consolidated view of all transactions made by the GSIS members – either coming from and sending through using different communication channels (e.g. phone-voice, email, FB, Twitter, Messenger, etc.)

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**The OMNI-CHANNEL platform consolidates the various point of contact (e.g. call, email, FB, chat, etc.) that a GSIS member, pensioner or representative may use in getting in touch with the GSIS. Such that by entering the member's or pensioner's details, the agent will be able to see how the member or pensioner got in touch with the GSIS and at the same time be able pull-out the details of the member's or pensioner's filed transaction with the GSIS.**

**VII. SECTION VII – TECHNICAL SPECIFICATIONS**  
**Functional Requirements**

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2. The Service Provider shall create an integrated Customer Relationship Management (CRM) System that will integrate calls, e-mails and chat facilities and ticketing/reporting/escalation in one platform. The use of the CRM shall be extended for use and access by the GSIS personnel located in the GSIS frontline offices nationwide. During the duration of the contract, additional access may be requested by GSIS at no cost.

The CRM should be able to seamlessly apply changes that may be required by the end-users of GSIS. The CRM should have the capability to integrate with existing GSIS transactional tool such as TMS.

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**VIII. SECTION VII – TECHNICAL SPECIFICATIONS**  
**Functional Requirements**

**FROM**

3. Agent Interface Features:

- Knowledge Base can be accessed on the agent portal where information are readily available for agent while on a call.
- Call Back notification: should be flexible to set by self (manually) or system level level

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Functional Requirements**

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4. 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 have these headsets replaced if it is observed that there is still noise that can be heard by the caller.

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**X. SECTION VII – TECHNICAL SPECIFICATIONS  
Functional Requirements**

**FROM**

6. Quality Assurance Tool Features 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 access and listen to past voice logs

7. The GSIS shall have an online access to the Quality Assurance Tool and WFM Monitoring Systems.

**TO**

**6. Quality Assurance Tool and the Workforce Monitoring System should be integrated with the OMNI-CHANNEL platform, such that those who will be assigned to do quality assurance and workforce monitoring will access only the OMNI-CHANNEL platform to perform their tasks of listening/analyzing live calls or call recordings/voice logs, reading emails and responses sent, monitoring queue time and volume of calls. The GSIS will be given online access to the Quality Assurance Tool and Workforce Monitoring portion of the OMNI-CHANNEL platform for further evaluation of the GSIS Contact Center's performance.**

**XI. SECTION VII – TECHNICAL SPECIFICATIONS**

**Functional Requirements**

**FROM**

14. Data Retention & Archiving – to retain the recorded voice of agents for a period of 1 year, 6 months via disk and 6 months via cheaper media such as optical media. All the data shall be owned by GSIS including but not limited to backup, archived and transactions in the incident management system/helpdesk system.

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**14. Data Retention & Archiving – to retain the recorded voice of agents for the duration of the multiyear contract. The Service Provider will be required to submit the recordings on a monthly basis and of all recordings at the end of the contract. All the data shall be owned by GSIS including but not limited to backup, archived and transactions in the incident management system/helpdesk system.**

**XII. SECTION VII – TECHNICAL SPECIFICATIONS**

**Functional Requirements**

**FROM**

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

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### **XIII. SECTION VII – TECHNICAL SPECIFICATIONS**

#### **Functional Requirements**

Outbound calls	
Service Level	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.

This item was previously located after the Per Seat Productivity Level Requirement (based on an 8 hour shift). This was transferred after the Chat table.

### **XIV. SECTION VII – TECHNICAL SPECIFICATIONS**

#### **Project Site**

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## XVII. ADDITIONAL DATA REQUESTED DURING THE PRE-BID CONFERENCE

Below is the data on call volume including emails received:

PARAMETERS	2012	2013	2014	2015	2016	2017	2018	2019	TOTAL
No. of Inbound Calls	133,116	401,592	368,157	350,688	318,806	363,169	520,127	392,718	<b>2,848,373</b>
No. of Regular Outbound Calls	46,628	177,822	94,759	124,662	66,829	77,159	45,809	30,375	<b>664,043</b>
No. of Special Outbound Calls	-	-	53,324	120,559	173,570	193,223	156,356	23,082	<b>720,114</b>
No. of Emails Received	11,026	22,620	19,181	61,387	78,926	95,612	106,651	82,978	<b>478,381</b>
<b>TOTAL</b>	<b>190,770</b>	<b>602,034</b>	<b>535,421</b>	<b>657,296</b>	<b>638,131</b>	<b>729,163</b>	<b>828,943</b>	<b>529,153</b>	<b>4,710,911</b>

Note: 2019 data is only from January to September 2019

Average call handling time from March 2018 to September 2019 is 5 minutes and 52 seconds.

Below is the data on call volume for the 1800 numbers from March 2018 to September 2019.

Call Location	Mobile	Landline	TOTAL
NCR	154,691	7,078	<b>161,769</b>
Luzon	166,076	31,808	<b>197,884</b>
Visayas	32,165	10,696	<b>42,861</b>
Mindanao	39,855	6,381	<b>46,236</b>
International	279	3	<b>282</b>
Undisclosed Location	36,365		<b>36,365</b>
<b>TOTAL</b>			<b>485,397</b>

For the guidance and information of all concerned.

*(Original Signed)*

**SVP SEVERINA L. RESURRECCION**

*Chairperson*

GBAC for Goods & Services  
and Consultancy Cluster 1