

## REQUEST FOR QUOTATION

The Bureau of Customs (BOC), through its Administration Office (AO), will undertake a Small Value Procurement for "**Lease of Service for 3<sup>rd</sup> Party Call Center Service provider for the BOC Cares Office**" in accordance with the Revised Implementing Rules and Regulations of Republic Act No. 9184. The details of the project are as follows:

Name of Project:       **Lease of Service for 3<sup>rd</sup> Party Call Center Service provider for the BOC Cares Office**  
 Location:               **Bureau of Customs Port Area Manila**  
 Approved Budget for the Contract: **Nine Hundred Ninety Thousand Pesos (Php990,000.00) inclusive of tax**

### Specifications

QTY.	DESCRIPTION
<b>1 LOT</b>	<p><b>Infrastructure</b></p> <ol style="list-style-type: none"> <li>1. Call center provider will be linked to 8075-6000 Telephone hotline and be provided with 15 trunklines by BOC</li> <li>2. Call Center Equipment will provide by call center provider such as desktop, call maintenance software, etc.</li> <li>3. Back up of all recordings for 90 days – tracking call volume and call arrival patterns by call center provider                             <ul style="list-style-type: none"> <li>• BOC Cares shall send a documented request for the call volume and arrival patterns report</li> <li>• Reports may vary depending on the request (Daily, weekly, or Monthly)</li> </ul> </li> <li>4. Internet bandwidth with security to perform services- two local loops and backbone carriers by the call center provider.</li> <li>5. Available applications provided by PIAD is as follow (Accessed in customs.gov.ph)                             <ul style="list-style-type: none"> <li>• Document Tracking System</li> <li>• Parcel Tracking System</li> <li>• BOC Portal</li> <li>• ADUANA e-Library</li> <li>• Ticketing System</li> </ul> </li> <li>6. 6-months contract MARCH 2021 to AUGUST 31, 2021</li> </ol>

	<p><b>7.</b> BOC Cares will draft a manual for the protocols on the escalation process when call center provider representatives are faced with non-complex calls or highly technical calls</p>
	<p><b>Call Center Provider</b></p> <ol style="list-style-type: none"> <li><b>1.</b> 3<sup>rd</sup> Party requesting for BOC to provide a 1–2-months training curriculum for Call Center provider Supervisor to be later escalated to the call center provider call center representative.</li> <li><b>2. Call center supervisor of Client Service Officer (to be approved by BOC)-</b> Full responsibility to manage and supervise the proper performance, duties, and services of all Call Center Department staff.</li> <li><b>3. Team Lead</b> - Lead staff member for call takers. Answers inquiries and questions, handles complaints, provides other relevant information etc.</li> <li><b>4. Customer Service Representative</b> <ul style="list-style-type: none"> <li>• Answers and resolves non-complex inquires (90%)</li> <li>• Tickets and follows up for resolution highly technical inquires (10%) that have been referred to BOC Cares</li> <li>• Completes all customer calls and records all call logs to produce call reports</li> <li>• To be trained by Call Center Provider Supervisor after BOC Training</li> </ul> </li> </ol> <p><b>Service (Backroom)</b></p> <ol style="list-style-type: none"> <li><b>1.</b> 5 seats per shift at 12 hours a day and 7-day coverage with one (1) supervisor per shift <ul style="list-style-type: none"> <li>• Operation Hours: Shift 1, 7AM - 4PM.</li> <li>• Shift 2, 10AM – 7PM.</li> <li>• Workdays: Monday to Sunday</li> <li>• Supervisor can act as Customer Service Representative if necessary</li> </ul> </li> <li><b>2.</b> Value Added by Customer Service Provider is as follows: <ul style="list-style-type: none"> <li>• Call Center Manager- Handle day to day operations</li> <li>• Shared Quality Analyst- Call recordings and Quality Monitoring and other service metrics (to be shared to BOC Cares)</li> <li>• Trainers- Updating Curriculum and Training Customer Service Representatives</li> </ul> </li> <li><b>3.</b> The cost per hour per person is PHP 1,375.00</li> </ol>

4. Respond to non-complex inquiries.
5. Refer to BOC Cares highly technical inquiries. Then follow-up with BOC Cares the resolution of highly technical inquiries
6. Record and store all transaction in data warehouse
7. Provide performance Standards Summary Report upon request from BOC (weekly, monthly, etc.)
8. With better technology and 7-day coverage, call center provider will be able to attract and retain highly qualified employees and stakeholders
9. Devise, recommend and employ technology and process improvements to maintain reliable capabilities
10. Maintain and account for all information, equipment and property for Contractor's use provided by BOC during period of performance.
11. Escalation – Transfer calls to PIAD staff (BOC Customer Care) at caller request, only when necessary
12. Gathering of re information and resolution of stakeholder concerns/questions for a weekly performance review/meeting
13. Call center provider will send recordings and reports prior to the scheduled meeting with BOC's Public Information Assistance Division and the provider.

Interested suppliers are required to submit their valid and current Mayor's Permit, DTI/SEC Registration (for partnerships/corporations, General Information Sheet & Articles of Incorporation shall also submit), PHILGEPS Registration Certificate, Omnibus Sworn Statement, Latest Income/Business Tax Return, and duly signed price quotation form (Annex "A").

Submission of quotation and eligibility documents is on or before **March 01, 2021** 10:00 a.m., at General Services Division (GSD), Ground Floor, OCOM Building, Port Area, Manila.

Award of contract shall be made to the lowest quotation, which complies with the minimum description as stated above and other terms and conditions stated in the price quotation form.

Any interlineations, erasures or overwriting shall be valid only if they are signed or initialed by the bidder or his/her duly authorized representative/s.

The BOC reserves the right to accept or reject any or all quotations and to impose additional terms and conditions as it may deem proper.

For inquiry, you may contact us at Telefax no. 527-9757 or email us at [bacsecretariat@customs.gov.ph](mailto:bacsecretariat@customs.gov.ph).

Very truly yours,



**RAQUEL G. DE JESUS**  
Acting Chief, General Services Division

**PRICE QUOTATION FORM**

Date

The Bids and Awards Committee  
Bureau of Customs  
Port Area, Manila

Name of Project: **Lease of Service for 3<sup>rd</sup> Party Call Center Service provider for the BOC Cares Office**

Sir/Madam:

After having carefully read and accepted the terms and conditions in the Request for Quotation, hereunder is our quotation/s for the items as follows:

QTY.	DESCRIPTION	UNIT PRICE	TOTAL PRICE
1 LOT	<p><b>Infrastructure</b></p> <ol style="list-style-type: none"> <li>1. Call center provider will be linked to 8075-6000 Telephone hotline and be provided with 15 trunklines by BOC</li> <li>2. Call Center Equipment will provide by call center provider such as desktop, call maintenance software, etc.</li> <li>3. Back up of all recordings for 90 days – tracking call volume and call arrival patterns by call center provider <ul style="list-style-type: none"> <li>• BOC Cares shall send a documented request for the call volume and arrival patterns report</li> <li>• Reports may vary depending on the request (Daily, weekly, or Monthly)</li> </ul> </li> <li>4. Internet bandwidth with security to perform services- two local loops and backbone carriers by the call center provider.</li> </ol>		

	<p><b>5.</b> Available applications provided by PIAD is as follow (Accessed in customs.gov.ph)</p> <ul style="list-style-type: none"> <li>• Document Tracking System</li> <li>• Parcel Tracking System</li> <li>• BOC Portal</li> <li>• ADUANA e-Library</li> <li>• Ticketing System</li> </ul> <p><b>6.</b> 6-months contract MARCH 2021 to AUGUST 31, 2021</p> <p><b>7.</b> BOC Cares will draft a manual for the protocols on the escalation process when call center provider representatives are faced with non-complex calls or highly technical calls</p>		
	<p><b>Call Center Provider</b></p> <p><b>1.</b> 3<sup>rd</sup> Party requesting for BOC to provide a 1–2-months training curriculum for Call Center provider Supervisor to be later escalated to the call center provider call center representative.</p> <p><b>2. Call center supervisor of Client Service Officer (to be approved by BOC)</b>- Full responsibility to manage and supervise the proper performance, duties, and services of all Call Center Department staff.</p> <p><b>3. Team Lead</b> - Lead staff member for call takers. Answers inquiries and questions, handles complaints, provides other relevant information etc.</p> <p><b>4. Customer Service Representative</b></p> <ul style="list-style-type: none"> <li>• Answers and resolves non-complex inquires (90%)</li> <li>• Tickets and follows up for resolution highly technical inquires (10%) that have been referred to BOC Cares</li> </ul>		

	<ul style="list-style-type: none"> <li>• Completes all customer calls and records all call logs to produce call reports</li> </ul> <p><b>5. To be trained by Call Center Provider Supervisor after BOC Training</b></p>		
	<p><b>Service (Backroom)</b></p> <ol style="list-style-type: none"> <li><b>1.</b> 5 seats per shift at 12 hours a day and 7-day coverage with one (1) supervisor per shift <ul style="list-style-type: none"> <li>• Operation Hours: Shift 1, 7AM - 4PM.</li> <li>• Shift 2, 10AM – 7PM.</li> <li>• Workdays: Monday to Sunday</li> <li>• Supervisor can act as Customer Service Representative if necessary</li> </ul> </li> <li><b>2.</b> Value Added by Customer Service Provider is as follows: <ul style="list-style-type: none"> <li>• Call Center Manager- Handle day to day operations</li> <li>• Shared Quality Analyst- Call recordings and Quality Monitoring and other service metrics (to be shared to BOC Cares)</li> <li>• Trainers- Updating Curriculum and Training Customer Service Representatives</li> </ul> </li> <li><b>3.</b> The cost per hour per person is PHP 1,375.00</li> <li><b>4.</b> Respond to non-complex inquires.</li> <li><b>5.</b> Refer to BOC Cares highly technical inquiries. Then follow-up with BOC Cares the resolution of highly technical inquiries</li> <li><b>6.</b> Record and store all transaction in data warehouse</li> </ol>		

	<p><b>7.</b> Provide performance Standards Summary Report upon request from BOC (weekly, monthly, etc.)</p> <p><b>8.</b> With better technology and 7-day coverage, call center provider will be able to attract and retain highly qualified employees and stakeholders</p> <p><b>9.</b> Devise, recommend and employ technology and process improvements to maintain reliable capabilities</p> <p><b>10.</b> Maintain and account for all information, equipment and property for Contractor's use provided by BOC during period of performance.</p> <p><b>11.</b> Escalation – Transfer calls to PIAD staff (BOC Customer Care) at caller request, only when necessary</p> <p><b>12.</b> Gathering of re information and resolution of stakeholder concerns/questions for a weekly performance review/meeting</p> <p><b>13.</b> Call center provider will send recordings and reports prior to the scheduled meeting with BOC's Public Information Assistance Division and the provider.</p>		
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Total amount in words:

The above-quoted prices are inclusive of all costs and applicable taxes.