



# BUREAU OF CUSTOMS

Professionalism Integrity Accountability



## REQUEST FOR QUOTATION

The Bureau of Customs (BOC), through its Administration Office (AO), will undertake Small Value Procurement 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: **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
1 LOT	<b>Infrastructure:</b> <ol style="list-style-type: none"><li>1. Telephone equipment (copy from work from home)</li><li>2. Call center Equipment</li><li>3. PBX for SIP calls – Back up of all recordings for 90 days – Tracking call volume and call arrival patterns</li><li>4. Internet bandwidth with security to perform services – Two local loops and backbone carriers</li><li>5. Call center manager approved by BOC – Full responsibility to manage and supervise the proper performance, duties, and services of all Call Center Department staff</li><li>6. Team Lead – Lead staff member for call takers answers inquires and questions, handles complaints, provides other information etc.</li><li>7. Customer Service Representative – Answers incoming calls and web chats, follows up on customer calls and completes call logs to produced call reports</li></ol>
	<b>Service</b> <ol style="list-style-type: none"><li>1. 10 persons per shift at 24 hours a day and 7 days a week with one Supervisor per shift</li><li>2. Respond to telephone request for assistance and information</li><li>3. Follow-up with concerned Group and/or Collection District the resolutions of assistance and information</li><li>4. Record and store all transaction in data warehouse</li><li>5. Performance Standards Summary Report</li></ol>

South Harbor, Gate 3, Port Area, Manila 1099

Tel. Nos 8527-4537, 8527-1935

Website: [www.customs.gov.ph](http://www.customs.gov.ph) Email: [Boc.cares@customs.gov.ph](mailto:Boc.cares@customs.gov.ph)

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	<ol style="list-style-type: none"><li>6. Develop, implement, maintain, and improve strategies to attract and retain highly qualified employees</li><li>7. Devise, recommend and employ technology and process improvements to maintain reliable capabilities</li><li>8. Maintain and account for all information, equipment and property for Contractor's use provided by BOC during period of performance</li><li>9. Provide all services by a municipal government – non-emergency call center</li><li>10. Call Center Staff will answer frequently asked questions</li><li>11. Provide services during inclement weather and other emergency situations including Quarantine Lockdowns</li><li>12. Transfer calls to BOX staff at caller request (If deemed necessary)</li><li>13. Gathering of information and stakeholder concerns and questions</li></ol>
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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 submitted), 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 October 05, 2020 10:00 a.m., at General Services Division (GSD), Ground Floor, OCOM Building, Port Area, Manila and see posting in PhilGeps website.

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

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Annex "A"

## PRICE QUOTATION FORM

Date

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

Name of Project: **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	<b>Infrastructure:</b> <ol style="list-style-type: none"> <li>1. Telephone equipment (copy from work from home)</li> <li>2. Call center Equipment</li> <li>3. PBX for SIP calls – Back up of all recordings for 90 days – Tracking call volume and call arrival patterns</li> <li>4. Internet bandwidth with security to perform services – Two local loops and backbone carriers</li> <li>5. Call center manager approved by BOC – Full responsibility to manage and supervise the proper performance, duties, and services of all Call Center Department staff</li> </ol>		

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	<ol style="list-style-type: none"> <li>6. Team Lead – Lead staff member for call takers answers inquires and questions, handles complaints, provides other information etc.</li> <li>7. Customer Service Representative – Answers incoming calls and web chats, follows up on customer calls and completes call logs to produced call reports</li> </ol>		
	<p><b>Service</b></p> <ol style="list-style-type: none"> <li>1. 10 persons per shift at 24 hours a day and 7 days a week with one Supervisor per shift</li> <li>2. Respond to telephone request for assistance and information</li> <li>3. Follow-up with concerned Group and/or Collection District the resolutions of assistance and information</li> <li>4. Record and store all transaction in data warehouse</li> <li>5. Performance Standards Summary Report</li> <li>6. Develop, implement, maintain, and improve strategies to attract and retain highly qualified employees</li> <li>7. Devise, recommend and employ technology and process improvements to maintain reliable capabilities</li> <li>8. Maintain and account for all information, equipment and property for Contractor’s use provided by BOC during period of performance</li> <li>9. Provide all services by a municipal government – non- emergency call center</li> <li>10. Call Center Staff will answer frequently asked questions</li> <li>11. Provide services during inclement weather and other emergency situations including Quarantine Lockdowns</li> <li>12. Transfer calls to BOX staff at caller request (If deemed necessary)</li> </ol>		

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	<b>13.</b> Gathering of information and stakeholder concerns and questions		
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Total amount in words:

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

Very truly yours,

\_\_\_\_\_  
Name/ Signature of Representative

\_\_\_\_\_  
Name of Company

Mayor's Permit No. \_\_\_\_\_

PhilGEPS Registration No. \_\_\_\_\_

(Please submit the photocopies of the above documents upon submission of quotation)

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