



## 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 from October to December 2021"** 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 from October to December 2021**

Location: **General Services Division, OCOM Building, Gate 3, South Harbor, Port Area, Manila**

Approved Budget for the Contract: **Five Hundred Ninety-Thousand Pesos (PHP590,000.00) - inclusive of tax**

Specifications:

| QTY.  | DESCRIPTION   |
|-------|---|
| 1 LOT | <p><b>Infrastructure</b></p> <ol style="list-style-type: none"> <li>1. 3<sup>rd</sup> Party will be linked to 8705-6000 Telephone hotline</li> <li>2. Call Center Equipment provided by 3<sup>rd</sup> Party (desktop, call maintenance software, etc.)</li> <li>3. Backup power supply during Call Hours</li> <li>4. Call Center Telephony System of the Bureau of Customs</li> <li>5. Backup of all recordings for 120 days – tracking call volume and arrival patterns by 3<sup>rd</sup> Party               <ul style="list-style-type: none"> <li>- BOC Cares shall send a documented request for the call volume and arrival patterns by 3<sup>rd</sup> Party</li> <li>- Reports may vary depending on the request (Daily, Weekly, or Monthly)</li> </ul> </li> <li>6. Internet Bandwidth with security to perform services – two local loops and/or two backbone carriers by the call 3<sup>rd</sup> Party.</li> <li>7. Stable internet latency not more than 300 milliseconds (ms)</li> </ol> |



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|  | <p><b>8.</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 Ticketing Portals</li> </ul> <p><b>9.</b> Contract for October 16, 2021, to December 31, 2021</p> <p><b>10.</b> BOC Cares will share a manual of protocols on the escalation process when call center provider representatives are faced with non-complex calls and highly technical calls</p>  |
|  | <p><b>Call Center Provider</b></p> <p><b>1.</b> BOC reserves the right to conduct Pre-Training and Assessment for candidates as new customer service representative to handle BOC account</p> <p><b>2.</b> Call center supervisor of Client Service Officer (to be approved by BOC)</p> <ul style="list-style-type: none"> <li>- Full responsibility to manage and supervise the proper performance, duties, and services of all Call Center Department staff.</li> </ul> <p><b>3.</b> Customer Service Representative</p> <ul style="list-style-type: none"> <li>- Answers and resolves non-complex inquiries (90%)</li> <li>- Tickets and follow up for resolution highly technical inquiries (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 3rd Party Supervisor after BOC Training</li> </ul> |
|  | <p><b>Service (Backroom)</b></p> <p><b>1.</b> Operation Hours:</p> <ul style="list-style-type: none"> <li>- Shift 1 (2 Agents) 7:00AM - 4:00PM</li> <li>- Shift 2 (4 Agents with 1 Supervisor) 8:00AM - 5:00PM</li> <li>- Shift 3 (2 Agents) 10:00AM - 7:00PM</li> <li>-Total of 8 seats (Agents)</li> <li>- Total of 1 Supervisor</li> </ul> <p><b>2.</b> Respond to non-complex inquiries</p> <p><b>3.</b> Refer to BOC Cares highly technical inquiries. Then follow-up with BOC Cares the resolution of highly technical inquiries</p> <p><b>4.</b> Record and store all transaction in data warehouse</p>  |



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|  | <ol style="list-style-type: none"><li>5. Provide performance Standards Summary Report upon request from BOC (weekly, monthly, etc.)</li><li>6. With better technology and 5-day coverage, 3rd Party will be able to attract and retain highly qualified employees and stakeholders</li><li>7. Devise, recommend and employ technology 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. Escalation – transfer calls to PIAD staff (BOC Cares) at caller request, only when necessary</li><li>10. Gathering of re information and resolution of stakeholder concerns/questions for a weekly performance review/meeting</li><li>11. 3rd Party will send recordings and reports prior to the scheduled meeting with BOC's Public Information and Assistance Division and the provider.</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 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 **October 12, 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.



# BUREAU OF CUSTOMS

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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,

  
**ISAGANI D. GALSIM**  
Chief Administrative Officer  
General Services Division



Annex "A"

## 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 from October to December 2021**

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><br><br><b>1.</b> 3 <sup>rd</sup> Party will be linked to 8705-6000 Telephone hotline<br><br><b>2.</b> Call Center Equipment provided by 3 <sup>rd</sup> Party (desktop, call maintenance software, etc.)<br><br><b>3.</b> Backup power supply during Call Hours<br><br><b>4.</b> Call Center Telephony System of the Bureau of Customs<br><br><b>5.</b> Backup of all recordings for 120 days – tracking call volume and arrival patterns by 3 <sup>rd</sup> Party<br>- BOC Cares shall send a documented request for the call volume and arrival patterns by 3 <sup>rd</sup> Party<br>- Reports may vary depending on the request (Daily, Weekly, or Monthly) |            |             |



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|  | <ol style="list-style-type: none"> <li>6. Internet Bandwidth with security to perform services – two local loops and/or two backbone carriers by the call 3<sup>rd</sup> Party.</li> <li>7. Stable internet latency not more than 300 milliseconds (ms)</li> <li>8. 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 Ticketing Portals</li> </ul> </li> <li>9. Contract for October 16, 2021, to December 31, 2021</li> <li>10. BOC Cares will share a manual of protocols on the escalation process when call center provider representatives are faced with non-complex calls and highly technical calls</li> </ol>   |  |  |
|  | <p><b>Call Center Provider</b></p> <ol style="list-style-type: none"> <li>1. BOC reserves the right to conduct Pre-Training and Assessment for candidates as new customer service representative to handle BOC account</li> <li>2. Call center supervisor of Client Service Officer (to be approved by BOC) <ul style="list-style-type: none"> <li>- Full responsibility to manage and supervise the proper performance, duties, and services of all Call Center Department staff.</li> </ul> </li> <li>3. Customer Service Representative <ul style="list-style-type: none"> <li>- Answers and resolves non-complex inquiries (90%)</li> <li>- Tickets and follow up for resolution highly technical inquiries (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 3rd Party Supervisor after BOC Training</li> </ul> </li> </ol> |  |  |



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|  | <p><b>Service (Backroom)</b></p> <ol style="list-style-type: none"><li>1. Operation Hours:<ul style="list-style-type: none"><li>- Shift 1 (2 Agents) 7:00AM - 4:00PM</li><li>- Shift 2 (4 Agents with 1 Supervisor) 8:00AM - 5:00PM</li><li>- Shift 3 (2 Agents) 10:00AM - 7:00PM</li><li>-Total of 8 seats (Agents)</li><li>- Total of 1 Supervisor</li></ul></li><li>2. Respond to non-complex inquiries</li><li>3. Refer to BOC Cares highly technical inquiries. Then follow-up with BOC Cares the resolution of highly technical inquiries</li><li>4. Record and store all transaction in data warehouse</li><li>5. Provide performance Standards Summary Report upon request from BOC (weekly, monthly, etc.)</li><li>6. With better technology and 5-day coverage, 3rd Party will be able to attract and retain highly qualified employees and stakeholders</li><li>7. Devise, recommend and employ technology 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. Escalation – transfer calls to PIAD staff (BOC Cares) at caller request, only when necessary</li><li>10. Gathering of re information and resolution of stakeholder concerns/questions for a weekly performance review/meeting</li></ol> |  |  |
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|  | <b>11.</b> 3rd Party will send recordings and reports prior to the scheduled meeting with BOC's Public Information and Assistance Division and the provider. |  |  |
|  | <b>Total:</b>  |  |  |

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)