



REQUEST FOR QUOTATION

The Bureau of Customs (BOC), through its Administration Office (AO), will undertake a Small Value Procurement for "**Lease of Service for 3rd 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 3rd Party Call Center Service provider for the BOC Cares Office**
Location: **Bureau of Customs Port Area Manila**
Approved Budget for the 6 Months Contract: **Nine Hundred Ninety Thousand Pesos (Php990,000.00) inclusive of tax**

Specifications

QTY.	DESCRIPTION
1 LOT	<p>Infrastructure</p> <ol style="list-style-type: none"> 1. 3rd Party will be linked to 8705-6000 Telephone hotline and be provided with 15 trunklines by BOC 2. Call Center Equipment provided by 3rd Party (desktop, call maintenance software, etc.) 3. Back up of all recordings for 90 days – tracking call volume and call arrival patterns by 3rd party <ul style="list-style-type: none"> • BOC Cares shall send a documented request for the call volume and arrival patterns report • Reports may vary depending on the request (Daily, weekly, or Monthly) 4. Internet bandwidth with security to perform services- two local loops and backbone carriers by the call 3rd Party. 5. Available applications provided by PIAD is as follow (Accessed in customs.gov.ph) <ul style="list-style-type: none"> • Document Tracking System • Parcel Tracking System • BOC Portal • ADUANA e-Library • Ticketing System



	<p>6. 6-months contract for the year 2021</p> <ul style="list-style-type: none"> • <i>APRIL 2021 to SEPTEMBER 2021</i> <p>7. 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>Call Center Provider</p> <p>1. 3rd Party requesting for BOC to provide a 1–2-months training curriculum for 3rd Party Supervisor to be later escalated to the 3rd Party Customer Service Representative.</p> <p>2. Call center supervisor of Client Service Officer (to be approved by BOC)- Full responsibility to manage and supervise the proper performance, duties, and services of all Call Center Department staff.</p> <p>3. Customer Service Representative</p> <ul style="list-style-type: none"> • Answers and resolves non-complex inquires (90%) • Tickets and follows up for resolution highly technical inquires (10%) that have been referred to BOC Cares • Completes all customer calls and records all call logs to produce call reports • To be trained by 3rd Party Supervisor after BOC Training
	<p>Service (Backroom)</p> <p>1. Operation Hours:</p> <ul style="list-style-type: none"> • Shift 1 (3 Agents with 1 Supervisor) 7AM – 4PM • Shift 2 (2 Agents with 1 Supervisor) 10AM – 7PM • Workdays: Monday to Friday • Total of 5 seats (Agents) • Total of 2 Supervisors <p>2. Respond to non-complex inquires.</p> <p>3. Refer to BOC Cares highly technical inquiries. Then follow-up with BOC Cares the resolution of highly technical inquiries</p> <p>4. Record and store all transaction in data warehouse</p> <p>5. Provide performance Standards Summary Report upon request from BOC (weekly, monthly, etc.)</p>



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	<ol style="list-style-type: none">6. With better technology and 7-day coverage, 3rd Party will be able to attract and retain highly qualified employees and stakeholders7. Devise, recommend and employ technology and process improvements to maintain reliable capabilities8. Maintain and account for all information, equipment and property for Contractor's use provided by BOC during period of performance.9. Escalation – Transfer calls to PIAD staff (BOC Customer Care) at caller request, only when necessary10. Gathering of re information and resolution of stakeholder concerns/questions for a weekly performance review/meeting11. 3rd Party will send recordings and reports prior to the scheduled meeting with BOC's Public Information Assistance Division and the provider.
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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 **April 05, 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.



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For inquiry, you may contact us at Telefax no. 527-9757 or email us at bacsecretariat@customs.gov.ph.

Very truly yours,

RAQUEL G. DE JESUS

Acting Chief, 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 3rd 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	Infrastructure 1. 3 rd Party will be linked to 8705-6000 Telephone hotline and be provided with 15 trunklines by BOC 2. Call Center Equipment provided by 3 rd Party (desktop, call maintenance software, etc.) 3. Back up of all recordings for 90 days – tracking call volume and call arrival patterns by 3 rd party <ul style="list-style-type: none">• BOC Cares shall send a documented request for the call volume and arrival patterns report• Reports may vary depending on the request (Daily, weekly, or Monthly) 4. Internet bandwidth with security to perform services- two local loops and backbone carriers by the call 3 rd Party.		



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	<p>5. Available applications provided by PIAD is as follow (Accessed in customs.gov.ph)</p> <ul style="list-style-type: none"> • Document Tracking System • Parcel Tracking System • BOC Portal • ADUANA e-Library • Ticketing System <p>6. 6-months contract for the year 2021</p> <ul style="list-style-type: none"> • <i>APRIL 2021 to SEPTEMBER 2021</i> <p>7. 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>Call Center Provider</p> <p>1. 3rd Party requesting for BOC to provide a 1–2-months training curriculum for 3rd Party Supervisor to be later escalated to the 3rd Party Customer Service Representative.</p> <p>2. Call center supervisor of Client Service Officer (to be approved by BOC)- Full responsibility to manage and supervise the proper performance, duties, and services of all Call Center Department staff.</p> <p>3. Customer Service Representative</p> <ul style="list-style-type: none"> • Answers and resolves non-complex inquires (90%) • Tickets and follows up for resolution highly technical inquires (10%) that have been referred to BOC Cares • Completes all customer calls and records all call logs to produce call reports • To be trained by 3rd Party Supervisor after BOC Training 		



Service (Backroom)

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4. Record and store all transaction in data warehouse
5. Provide performance Standards Summary Report upon request from BOC (weekly, monthly, etc.)
6. With better technology and 7-day coverage, 3rd Party will be able to attract and retain highly qualified employees and stakeholders
7. Devise, recommend and employ technology and process improvements to maintain reliable capabilities
8. Maintain and account for all information, equipment and property for Contractor's use provided by BOC during period of performance.



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	<p>9. Escalation – Transfer calls to PIAD staff (BOC Customer Care) at caller request, only when necessary</p> <p>10. Gathering of re information and resolution of stakeholder concerns/questions for a weekly performance review/meeting</p> <p>11. 3rd Party 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.

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)