

INVITATION TO BID
FOR THE BIDDING OF

**UPGRADING OF DOLE CALL CENTER/HOTLINE 1349
 CONTACT CENTER as a SERVICE (CCAAS)**

Reference No.: DOLE – IB No. 2020-18

Funding Source: FY 2020 General Appropriations Act

PR No.: BAC-IPS-2020-10-058

1. The Department of Labor and Employment (DOLE), through the FY 2020 General Appropriations Act (GAA) intends to apply the sum of ₱4,500,000.00 being the ABC to payments under the contract for *Upgrading of DOLE Call Center/Hotline 1349 Contact Center as a Service (CCaaS)*. Bids received in excess of the ABC shall be automatically rejected at bid opening.

The DOLE invites PhilGEPS registered supplier to apply for eligibility and to bid for the hereunder project:


Lot No.	Qty.	Item/Description	Approved Budget for the Contract (ABC)	Price of Bid Documents	Delivery Period
1	1 lot	Upgrading of DOLE Call Center/Hotline 1349 Contact Center as a Service (CCaaS)	Php 4,500,000.00	Php 5,000.00	Forty-five (45) calendar days upon receipt of Notice to Proceed

2. Bidders should have completed, within **five (5) years** from the date of submission and receipt of bids, a contract similar to the Project. The description of an eligible bidder is contained in the Bidding Documents, particularly, in Section II (Instructions to Bidders).
3. The schedule of bidding activities is as follows:

ACTIVITIES	SCHEDULE
Issuance of Bidding Documents	November 03, 2020 to November 24, 2020
Pre-Bid Conference	10 November 2020; 9:30 a.m.
Deadline of Submission and Opening of Bids	24 November 2020; 9:30 a.m.

4. Bidding will be conducted through open competitive bidding procedures using a non-discretionary “*pass/fail*” criterion as specified in the 2016 revised Implementing Rules and Regulations (IRR) of Republic Act (RA) No. 9184.
 - a. Bidding is restricted to Filipino citizens/sole proprietorships, partnerships, or organizations with at least sixty percent (60%) interest or outstanding capital stock belonging to citizens of the Philippines, and to citizens or organizations of a country the laws or regulations of which grant similar rights or privileges to Filipino citizens, pursuant to RA No. 5183.
5. Prospective Bidders may obtain further information from DOLE and inspect the Bidding Documents at the address given below during office hours.
6. The complete set of Bidding Documents may be purchased at the DOLE BAC Secretariat (see address below) upon payment of price of bid documents indicated above. The Bidding Documents may also be downloaded free of charge from the website of the Philippine Government Electronic Procurement System (PhilGEPS) (www.philgeps.gov.ph) and DOLE (www.dole.gov.ph) provided that Bidders shall pay the price not later than the submission of their bids.
7. All interested bidders shall be allowed to attend and participate in the discussion during the Pre-bid Conference at the Labor Governance Learning Center (LGLC), 2nd Floor, Blas F. Ople Hall, San Jose corner Cabildo Streets, Intramuros, Manila.
8. Bids must be duly received by the BAC Secretariat through manual submission at the DOLE – BAC Secretariat office (see address below) on or before the deadline.
9. The Submission and Opening of Bids shall be held at the LGLC, 2nd Floor, Blas F. Ople Hall (formerly DOLE Executive Bldg.), San Jose corner Cabildo Streets, Intramuros, Manila. Bids will be opened in the presence of the bidders’ representatives who choose to attend the activity. Late bids shall not be accepted.
10. All Bids must be accompanied by a bid security in any of the acceptable forms and in the amount stated in **ITB** Clause 14.
11. The DOLE reserves the right to reject any and all bids, declare a failure of bidding, or not award the contract at any time prior to contract award in accordance with Sections 35.6 and 41 of the 2016 revised IRR of RA No. 9184, without thereby incurring any liability to the affected bidder or bidders.
12. For further information, please refer to:

*BAC Secretariat
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