

TERMS OF REFERENCE

PROJECT	DOLE CONTACT CENTER SERVICE/ 1349 HOTLINE
ESTIMATED COST (Fund Source: DOLE-ISSP FY2019)	₱ 4,500,000.00 (vat inclusive)
PROPONENT	Department of Labor and Employment

I. OBJECTIVE

The DOLE Hotline call center responds to all calls from clients requesting assistance on various DOLE programs, rights and benefits, employment queries, and various labor-related concerns

The project requires a subscription on a managed **Cloud-based Contact Center** System for one (1) year for the DOLE Hotline using the NTC approved "1349" telephone number.

The Contact Center solution is envisioned to provide faster and more efficient information delivery through the incorporation of additional features that will address existing concerns such as waiting time and unexpected termination of ongoing calls, among others.

II. PROJECT DESCRIPTION

This project calls for the subscription to a Managed Cloud-based Contact Center System as a Service (SaaS) for (one) 1 year at P 4,500,000.00 per annum or P375,000.00 (VAT-inclusive) fixed monthly rate with licenses for ten (10) Call Center Seats with Agent Telephony License.

The Cloud-based Contact Center System hardware and software platform must be scalable with redundant media servers and secured telephony applications hosted at the provider/ contractor's Data Center premises preferably within Metro Manila. The platform should be ip-based, and capable of supporting multi-channel requirements such as voice, email, sms, chats, web forms, and social media.

The Contact Center Data Center hosting facility telephone and communications platform must be Telecommunications grade.

III. GENERAL PROVISION

The intent of this specification is to prescribe the complete purchase and delivery of services for the project which the prospective supplier will undertake in full compliance with DOLE requirements. If there is any apparent contradiction or ambiguity between the sections of this specification, the supplier shall bring the matter to the attention of the DOLE during the pre-bid conference and shall obtain their decision as to the true meaning or intention before proceeding with the affected supply.

In cases where the service falls below the guaranteed standards or in instances of service interruptions, the DOLE shall be entitled to rebates/credits indicated in a Service Level Agreement.

Further, in the event of the IS Provider's default or breach such as, but not limited to the failure to render the technical support and warranties within the stipulated period, the DOLE shall have the right to unilaterally terminate the contract and shall not be held liable for payment of any fees.

IV. MINIMUM REQUIREMENTS

ITEM	QUANTITY	TECHNICAL SPECIFICATION
1	10	<ul style="list-style-type: none"> • Basic Telephony License (Inbound / Manual Outbound) Agent Telephony License with softphone 1 x Supervisor License with softphone IVR License with advance routing protocol Reports 36 Historical reports Customizable Real Time Reports / Dashboard Scheduled Call Back feature Agent training Onsite technical support (24 x 7) 24x7 Helpdesk support Multichannel integration (voice, email, sms, chats, web forms, and social media.)
2	10	<ul style="list-style-type: none"> • Automatic Call Distributor System (ACD)
3	10	<ul style="list-style-type: none"> • Audio Recording 100% with on-line access, query, and retrieval for one (1) month recordings per agent.
4	10	<ul style="list-style-type: none"> • CSAT IVR Basic interactive voice response for callers' rating of agents (Customer Satisfaction IVR)
5	10	<ul style="list-style-type: none"> • IVR for Automatic Voice Response with menus for delivery of client self-service
6	10	<ul style="list-style-type: none"> • CRM Software and licenses
7	15	<ul style="list-style-type: none"> • SIP Trunks
8	2	<ul style="list-style-type: none"> • 2 Mbps IPVPN LINE
9	1	<ul style="list-style-type: none"> • Router
10	1	<ul style="list-style-type: none"> • Onsite Technical Support --24 x 7 (24 hrs. x 7 days a week)
11	2	<ul style="list-style-type: none"> • Ticketing tool for Monitoring