



Republic of the Philippines
Department of Agriculture
AGRICULTURAL CREDIT POLICY COUNCIL
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INVITATION FOR NEGOTIATION (Negotiated Procurement -Two-Failed Biddings)

Procurement of One Year Subscription of Online Helpdesk System

1. The **Agricultural Credit Policy Council (ACPC)** intends to procure **One Year Subscription of Online Helpdesk System** with an Approved Budget for the Contract (ABC) of **One Million Five Hundred Thousand Pesos (Php 1,500,000.00)**.
2. The ACPC, through its Bids and Awards Committee (BAC), now invites technically, legally, and financially capable supplier for the said helpdesk system.
3. The procurement procedure for this requirement is Negotiated Procurement pursuant to Section 53.1 of the Revised Implementing Rules and Regulations of R.A. 9184, otherwise known as the "Government Procurement Reform Act", including Annex H thereof.

The BAC will engage negotiations with a sufficient number of suppliers to ensure effective competition. **The selection of the successful offer shall be based on the best and final offer that will be submitted on the specified date shown below, and which would meet the minimum technical specifications required.**

4. Interested Bidders may obtain further information from the BAC Secretariat at the address given below from July 22-29, 2024, Monday to Friday, at 8:00 AM to 4:00 PM.
5. The schedule of bidding activities is herein stated below:

| Activities | Schedule | Details |
|---|--|--|
| a. Issuance and availability of Negotiation Documents | July 22-29, 2024 (8:00 AM to 4:00 PM) | 25 th Floor, Floor, One San Miguel Avenue Building, San Miguel Avenue, Ortigas Center, Pasig City |
| b. Conduct of pre-bid conference | July 30, 2024 (10:00 AM) | Videoconferencing via Zoom |
| c. Submission and Opening of Negotiation Documents (Legal, Technical and Financial) | Deadline of Submission August 5, 2024 (10:00 AM) Opening of Eligibility Documents August 5, 2024 (10:30 AM) | 25 th Floor, Floor, One San Miguel Avenue Building, San Miguel Avenue, Ortigas Center, Pasig City Bidders may join thru videoconferencing via Zoom Late bids shall not be accepted. |
| d. Issuance of Notice of Award | August 08, 2024 | |

6. Interested bidders shall submit one (1) original copy and one (1) password-encrypted electronic copy the following documents in sealed envelopes, labeled as “Negotiation Documents”, with the title of the procurement project, name, address, and contact details of the bidder, addressed to the undersigned:
7. The eligibility and bidding documents are downloadable, free of charge, from the below websites; however, a participating bidder is required to pay the bid documents fee in the amount of Php 5,000.00.

Proof of payment shall be presented prior to submission of bids, by facsimile or through email. Bids, which bid documents fee are not yet paid on or before the date and time of opening of bids, shall be returned to the bidder unopened.

8. The ACPC 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 Section 35.6 and 41 of the 2016 Revised IRR, without incurring liability to the affected bidder or bidders.
9. For further information, please refer to:

MS. MA. CATHRINA R. PELAGIO
Email address: mcrpelagio@acpc.gov.ph or


MS. HANNA CANDY B. GONZALES-ESTADILLA
Email address: hcbgonzales@acpc.gov.ph

Bids and Awards Committee Secretariat
Agricultural Credit Policy Council
28/F One San Miguel Avenue Building
San Miguel Ave., Ortigas Ctr., Pasig City
Tel. no.: 632 86343320 loc. 126

10. You may visit the following websites:

For downloading of Negotiation Documents:

www.acpc.gov.ph
www.philgeps.gov.ph


MSCasuga (Jul 18, 2024 05:16 GMT+2)

DIR. MAGDALENA S. CASUGA
Chair, Bids and Awards Committee

CHECKLIST OF ELIGIBILITY (LEGAL, TECHNICAL AND FINANCIAL) AND FINANCIAL PROPOSAL DOCUMENTS

ELIGIBILITY DOCUMENTS

Class “A” Documents

- a) PhilGEPS Certificate of Registration Platinum Membership including Annex “A” eligibility documents:
- Registration Certificate (SEC, DTI, or CDA)
 - Valid Mayor’s/Business Permit
 - Tax Clearance Certificate (TCC)

Notes:

- i. The PhilGEPS Certificate of Registration and the documents listed under Annex “A” must be valid on bidding date otherwise, the submission shall be rated as FAILED.

For Expired Eligibility Documents in Annex A, Bidders are not allowed to submit an updated TCC, Business/Mayor’s Permit and Registration Certificate. Bidders Should update the Eligibility Documents under Annex “A” of the PhilGEPS Certificate of Registration through the PhilGEPS Website.

- ii. If bidding as a Joint Venture (JV), all partners must submit the document.
- b) Statement of all ongoing government and private contracts, including all contracts awarded but not yet started, if any (Annex I);
- c) Statement of Single Largest Completed Contract (SLCC) similar to the contract to be bid within three (3) years from the date of submission and receipt of bids (Annex II), must be at least equivalent to at least fifty percent (50%) of the ABC. Any of the following documents must be submitted corresponding to listed contracts per submitted Annex II:
- Copy of End-User’s Acceptance
 - Official Receipts; or
 - Sales Invoice
- d) Compliance with Schedule of Requirements (Annex III);
- e) Compliance with Technical Specifications (Annex IV);
- f) Omnibus Sworn Statement (GPPB prescribed form);
- g) Bid Securing Declaration in any of the following forms:
- Cash or cashier’s/manager’s check, bank draft/guarantee or irrevocable letter of credit issued by a Universal or Commercial Bank (2% of the ABC); or
 - Surety Bond (5% of the ABC) with a Certificate from the Insurance Commission;
 - Bid Securing Declaration (GPPB prescribed form)
- h) Duly signed Net Financial Contracting Capacity (NFCC) which must be at least equal to the total ABC or A committed Line of Credit from a Universal or Commercial Bank in lieu of its NFCC computation (Annex V); and

Class “B” Documents

- a) If applicable, a duly signed joint venture agreement (JVA) or duly Notarized Statement in accordance with Section 23.1 (b) of the 2016 Revised IRR, if applicable.

FINANCIAL DOCUMENTS

- a) Compliance with Bid Form (GPPB prescribed form)

STATEMENT OF ALL ONGOING CONTRACTS
(Including contracts awarded but not yet started, if any)

| Name of Client | Contract Name | Date and Status of Contract | Kinds of Goods | Amount of Contract | Value of Outstanding Contracts | Date of Delivery |
|-----------------------|----------------------|------------------------------------|-----------------------|---------------------------|---------------------------------------|-------------------------|
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I hereby certify that the above details are correct.

Name & Signature of Authorized Representative

Position and Designation

Date

Instructions:

1. State of all ongoing contracts including those awarded but not yet started which may be similar to the project called for bidding as of the day before the deadline of submission of bids.
2. If there is NO ongoing contract awarded but not yet started as of the abovementioned period, state NONE or NOT APPLICABLE.
3. The total amount of the ongoing but not yet started contracts should be consistent with those used in the Net Financial Contracting Capacity (NFCC).

STATEMENT OF SINGLE LARGEST COMPLETED CONTRACT (SLCC)
(within three (3) years from the date of submission and receipt of bids)

| Name of Client | Contract Name | Contract Date | Kinds of Goods | Contract Amount | Date of Completion |
|-----------------------|----------------------|----------------------|-----------------------|------------------------|---------------------------|
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I hereby certify that the above details are correct.

Name & Signature of Authorized
Representative

Position and Designation

Date

SCHEDULE OF REQUIREMENTS

The delivery schedule expressed as weeks/months stipulates hereafter a delivery date which is the date of delivery to the project site.

| Item Number | Description | Quantity | Total | Delivered, Weeks/Months |
|--------------------|--|-----------------|--------------|--------------------------------|
| 1 | One Year Subscription of Online Helpdesk System - 25 accounts | 1 | 1 | One (1) year contract |

I hereby certify to comply and deliver all the above requirements.

Name & Signature of Authorized Representative

Position and Designation

Date

TECHNICAL SPECIFICATIONS

The delivery must include the following features and functionalities for the use of 25 accounts:

| FEATURE | | FUNCTIONALITY | STATEMENT OF COMPLIANCE |
|---------------------------------------|--|--|-------------------------|
| Customer Experience Management | | | |
| 1 | Custom support request forms | Customize support request forms and present the most relevant request form depending on type of customer | |
| 2 | Support on the customer's terms | Give customer the ability to submit tickets from various channels (e.g. customer portal, online, website, email, phone, chat, social media, in-product, sms, facebook messenger) | |
| 3 | Custom-branded customer support portal | Ability for customers to log into a custom-branded customer support portal to access knowledge base, forums, ticket history, and ticket activity | |
| 4 | Mobile customer support portal through browser | Offer customers an optimized mobile experience on any of their preferred devices | |
| 5 | Access to self-service options | Enable customers to find self-service through FAQs, knowledge base, or forums | |
| 6 | FAQ classification | Organize FAQs and knowledge base articles into categories and easily turn public visibility on and off | |
| 7 | Intelligent self-service features | Suggest relevant knowledge base articles while customer is submitting a support request to deflect repetitive tickets; optimize search to showcase the most relevant results | |
| 8 | Custom notifications | Alert customers with the proper automated notifications to support a more efficient, transparent workflow | |
| 9 | Multilingual customer service | Present FAQs and knowledge base content in the customer's preferred language | |
| 10 | SMS Based Support | Ability receive customer support via SMS natively | |
| 11 | Automatic Answers (chatbot) | Utilize chatbot and other machine learning to serve relevant knowledge base articles to drive ticket deflection and self-service. | |
| Easy-To-Use Agent Interface | | | |
| 12 | Intuitive ticket management | Easy to get started and navigate to various areas of the support tool; complete view of ticket dialogue, activity, and history | |
| 13 | Supports agent productivity | Easy to multi-task to enhance agent productivity | |

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|--|--|--|--|
| | | (e.g. engage with customer, view multiple tickets, view customer profile) | |
| 14 | Agent performance indicators | View key metrics on individual and team support performance | |
| 15 | Agent-specific interface | Customize the agent interface with only the relevant navigation sets and views based on agent type | |
| 16 | Mobile app capabilities | Ticket management interface optimized for the agent's preferred device | |
| 17 | Built in Predictive Scoring of Tickets | Rate tickets according to how likely they are to be satisfied with the Customer Satisfaction | |
| Useful Support Features Built In | | | |
| 18 | Centralized ticket database | Centralized database where all tickets are stored with their response and related details; tickets from different channels (e.g. phone, email, chat, web, Facebook page, Facebook messenger, twitter DM) are funneled into one place | |
| 19 | Bulk ticket management | Manage multiple tickets at once for greater efficiency | |
| 20 | Access to important support data | Access important data, like customer and organization info, 3rd party apps, and the agent knowledge base | |
| 21 | Pre-defined ticket responses | Quickly respond to customers with pre-defined responses, but also easily customize and personalize these responses | |
| 22 | Ticket-to-article integration | Easily turn a useful ticket into a knowledge base article | |
| 23 | Ticket classification | Classify tickets on multiple levels and sub-levels based on various classification criteria (e.g. product ID, customer type, key word) | |
| Seamless Collaboration | | | |
| 24 | Ticket sharing within team/company | Easily assign tickets to a different agent or team for collaboration and/or escalation purposes | |
| 25 | Ticket sharing outside the company | Share a ticket to the support team at another company | |
| 26 | Private notes/ comments | Ability to comment on a ticket in private internally, not visible to the customer, for team collaboration | |
| Admin Customizations and Management | | | |
| 27 | Workflow configuration process | Add and customize business rules based on various ticket criteria (e.g. ticket status – new/open/on hold/ in progress/resolved, change to a specific ticket field, tags, time ticket has been opened) | |
| 28 | Custom workflows | Customize ticket routing rules and actions based on user info, ticket data, channel, and other criteria | |
| 29 | Custom queues | Customize and organize ticket views/queues; set | |

| | | | |
|--------------------------------|---|---|--|
| | | up workflows based on specific queues | |
| 30 | Built-in and advanced brand customization | Customize support portal and emails with brand look-and-feel with built-in customization features and the ability to completely edit the CSS | |
| 31 | Multi-instance management | Have multiple customer support instances and branded customer portals, where tickets flow from multiple instances to a centralized hub | |
| 32 | Channel management | Easily add, remove, or configure channels (e.g. chat, Facebook Page) to adapt to changing support needs | |
| 33 | User/organization management | Easily add, remove, or edit users and organizations, and generate workflows and business rules based on user and/or organization | |
| Reporting and Analytics | | | |
| 34 | Built-in reports on key metrics | Pre-built reports in the support tool that analyze and visualize data on key customer service metrics | |
| 35 | Customer self-service analytics | Built-in analytics of your customers' activity in the knowledge base and forums (e.g. search key words, popular articles) | |
| 36 | Custom report generation | Ability to generate custom reports or edit existing reports to incorporate custom filters or other data points | |
| 37 | Customer satisfaction ratings | Built-in survey that tracks customer satisfaction and feedback easily (include customer feedbacks/comments on the report) | |
| 38 | Export and share reports | Export data and/or reports in various formats (e.g. XLS, CSV, PDF) | |
| 39 | Industry benchmarks | Compare your support performance (metrics including response times, satisfaction ratings, and ticket volume) with those of your peers based on industry, company size, use case, etc. | |
| Integrations and APIs | | | |
| 40 | APIs methods for accessing support data | Access support data through simple API calls, in order to retrieve and/or update data | |
| 41 | Well-documented APIs | Availability of APIs documentation with code examples and API libraries | |
| 42 | Integrations with relevant 3rd party tools | Integrations with other tools (e.g. CRM, JIRA, chat apps) to allow for data sharing and team collaboration across platforms | |
| Product Performance | | | |
| 43 | Availability of the system for at least 99.9% | Customer support tool should be highly available, with 99.9% uptime | |
| 44 | Active communication during downtime | In the case of downtime, active communication to customers regarding reasoning, status, updates, and post-mortem | |
| Support and Partnership | | | |
| 45 | Availability of documentation | Access to user guides, manuals, and online | |

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|----|--|--|--|
| | and training materials | training materials for customer support tool | |
| 46 | High level of customer service | Availability of 24/7 local customer support and dedicated account manager to support team and organization | |
| 47 | Product feature ideas and contribution | Opportunity to contribute to the customer support tool's product road map with features requests and ideas | |
| 48 | Training on configuration | Provision of free training on configuration for agents and administrators | |

CONTRACTOR QUALIFICATIONS

- The contractor must be a technology company with a proven track record of innovation in the Customer Experience (CX) space and has successfully implemented a CX platform in the public sector.
- The contractor must have a broad knowledge of current web development technologies and design tools in the field and new software and other web programming languages and programs including use of HTML, JavaScript Frameworks, Java, and Python necessary for possible integration with the support system.
- The contractor must have an in-house/local team with expertise on the helpdesk platform being proposed.
- The contractor must have an in-house/local team of UI/UX Experts with a reputable portfolio and implemented projects.
- The contractor must be a licensed partner/distributor of the product being proposed.
- The contractor must have conducted a similar Operational Readiness Training conducted for a government agency or GOCC.

I hereby certify to comply with all the above Technical Specifications.

Name & Signature of Authorized
Representative

Position and Designation

Date

Net Financial Contracting Capacity (NFCC)

The bidder must submit a computation of its Net Financial Contracting Capacity (NFCC), which must be at least equal to the ABC to be bid, calculated as follows:

NFCC = [(Current asset minus current liabilities) (10)] minus the value of all outstanding or uncompleted portions of the projects under ongoing contracts, including awarded contracts yet to be started coinciding with the contract to be bid.

The values of the domestic bidder's current assets and current liabilities shall be based on the latest Audited Financial Statements submitted to the BIR.

| | Amount |
|---------------------------------------|---------------|
| Current Assets | |
| Minus: Current Liabilities | |
| Sub-Total | |
| Multiplied by 10 | |
| Sub-Total | |
| Minus: Value of Outstanding Contracts | |
| NFCC | |

I hereby certify that the above details are correct.

Name & Signature of Authorized
Representative

Position and Designation

Date