



REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF BUDGET AND MANAGEMENT
GENERAL SOLANO STREET, SAN MIGUEL, MANILA

**INVITATION TO FOREIGN
MANUFACTURERS/CONTRACTORS TO SUBMIT A
MANIFESTATION OF
INTENTION TO PARTICIPATE
FOR THE PROJECT,
“Renewal of Freshdesk Ticketing Tool Subscription”**

1. The Department of Budget and Management (DBM), through the FY 2023 General Appropriations Act, intends to apply the sum of **One Million Five Hundred Forty Three Thousand Pesos (P1,543,000.00)** being the Approved Budget for the Contract (ABC) for the Project, “**Renewal of Freshdesk Ticketing Tool Subscription**” for CY 2023, through Direct Contracting under Section 50(c) of the 2016 Revised Implementing Rules and Regulations (IRR) of Republic Act (RA) No. 9184.¹
2. Delivery of the Services is required for one (1) year duration (July 1, 2023-June 30, 2024) in accordance with the Technical Specifications specified in the attached Annex A.
3. In accordance with item 6.1² of Appendix 19 (Guidelines in the Determination of Eligibility of Foreign Suppliers, Contractors, and Consultants to Participate in Government Procurement Projects) of the 2016 Revised IRR of RA No. 9184, **the DBM now invites foreign manufacturers/contractors to submit manifestation of intention to participate on or before March 1, 2023, 2:00 p.m.** The manifestations must be duly received by the DBM-BAC Secretariat or the DBM-Central Records Division through manual submission at the office address indicated below, or via email at **procurement@dbm.gov.ph**.

¹ The Government Procurement Reform Act

²In cases where the procuring entity intends to procure goods from an exclusive local manufacturer, supplier, distributor, or dealer through direct contracting under Section 50 (c) of the IRR, when said method is recommended by the BAC and approved by the Head of the Procuring Entity, and reflected in the approved Annual Procurement Plan, it shall, before commencing any negotiations with a local supplier, post through the website of the procuring entity, if any, and in the Philippine Government Electronic Procurement System (PhilGEPS), an invitation to foreign manufacturers to submit a manifestation of its intention to participate. Should any foreign manufacturer submit such manifestation within the period prescribed in the invitation, the procuring entity shall commence the conduct of public bidding. If no foreign manufacturer submits such manifestation within the said period, the procuring entity may proceed with the intended procurement through direct contracting with the said exclusive local manufacturer, supplier, distributor, or dealer.

4. If no foreign manufacturer/contractor submits such manifestation within the period stated above, the DBM shall directly negotiate with the exclusive local distributor, in accordance with Section 50 of the 2016 Revised IRR of RA No. 9184 and Annex H (Consolidated Guidelines for the Alternative Methods of Procurement) of the same IRR.

5. For further information, please refer to:

DBM-BAC Secretariat
Administrative Service-Procurement Management Division
Department of Budget and Management
Ground Floor, DBM Building III, General Solano St., San Miguel, Manila
Telefax No. 8657-3300 local 3115
Email address: procurement@dbm.gov.ph

February 22, 2023

CLARITO ALEJANDRO D. MAGSINO
Chairperson, DBM-BAC

DETAILED TECHNICAL SPECIFICATION

1.0 PROJECT TITLE

Renewal of Freshdesk Ticketing Tool Subscription

2.0 OBJECTIVE

To streamline IT operations from ticket creation to ticket management and resolution to achieve better customer satisfaction.

3.0 DURATION OF THE CONTRACT

The Renewal of the Subscription of Freshdesk Ticketing Tool shall cover the period of July 1, 2023 - June 30, 2024.

4.0 SPECIFICATIONS AND SCOPE OF WORK

4.1 The CONTRACTOR shall provide software licenses and support fifty-two (52) estate plans and set up the environment hosted in Cloud, and make the ticketing tool operational for end-users including but not limited to the following functionalities:

4.1.1 Self-Service Request Portal

- 4.1.1.1 End-user portal for DBM and non-DBM customers;
- 4.1.1.2 Interactive, intuitive web portal for submitting and tracking of service requests in the form of tickets;
- 4.1.1.3 Automatic ticket reference identification number;
- 4.1.1.4 Automatic email notifications of ticket status to customers;
- 4.1.1.5 Custom ticket template based on the template provided by the Information and Communication Technology Systems Service (ICTSS) - Application Development, Maintenance and Support Division;
- 4.1.1.6 Customer satisfaction surveys;
- 4.1.1.7 Availability of file attachment feature with size limit conforming to market standard;
- 4.1.1.8 Can detect threats (e.g. viruses, malware, backdoors, hosts communicating with botnet-infected systems, known and unknown processes, web services linking to malicious content); and
- 4.1.1.9 No limit to the number of issued tickets to end-users.

4.1.2 Ticket Management

- 4.1.2.1 Agent portal for authorized users with issued licenses;
- 4.1.2.2 Authorized users are composed of Helpdesk, IT technical group, and other stakeholders part of the current process on which each group has its own level of access and permission that will be defined by the ICTSS - Application Development, Maintenance and Support Division;

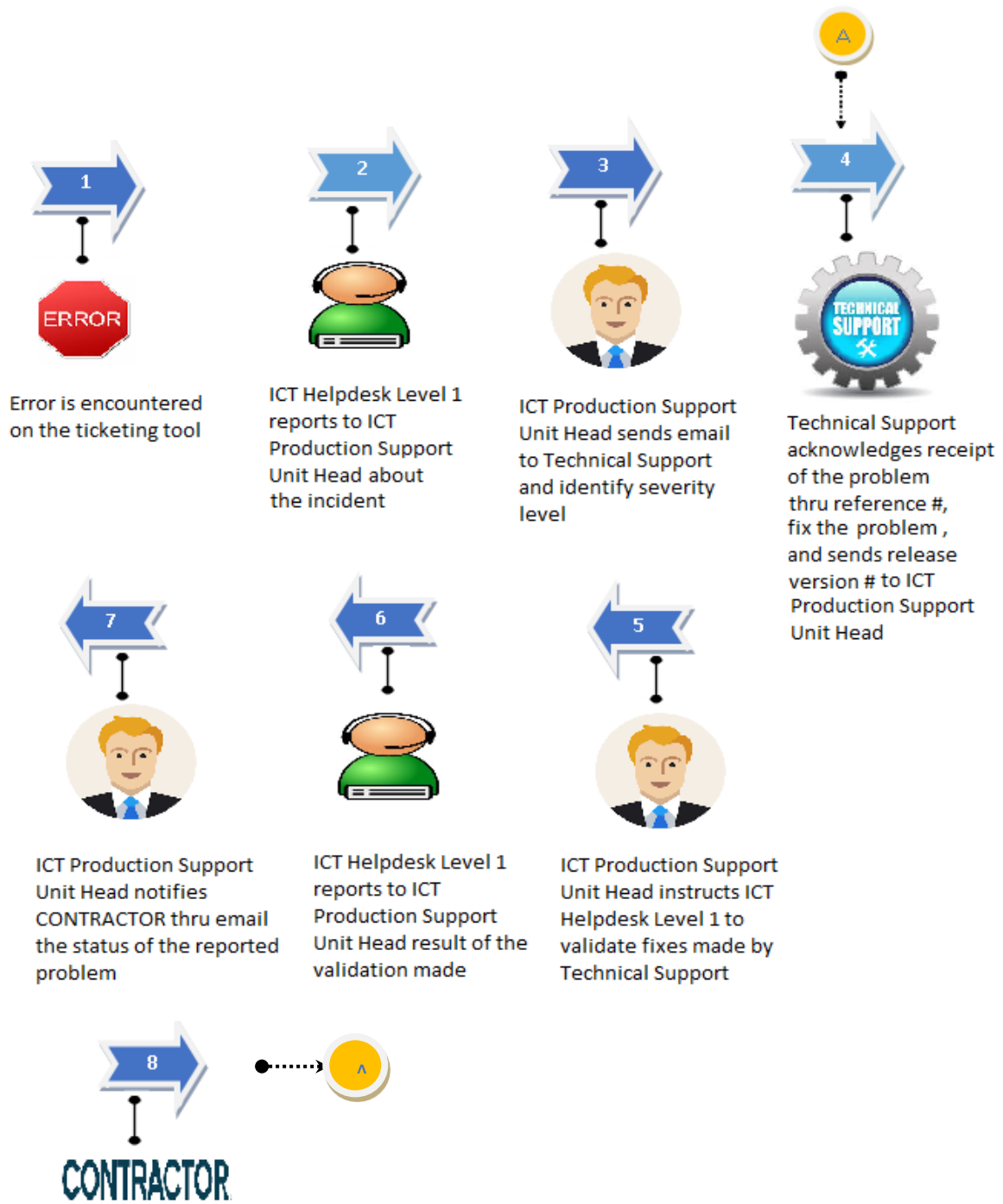
- 4.1.2.3 Automatic generation of DBM official ticket reference number in accordance with guidelines defined by the ICTSS - Application Development, Maintenance and Support Division;
 - 4.1.2.4 Dynamic ticket handling and monitoring based on the defined workflow for each authorized user;
 - 4.1.2.5 Customizable agent roles and groupings; and
 - 4.1.2.6 Collaboration features, such as the capability to share ownership of tickets, linking of tickets, and parent-child ticketing.
- 4.1.3 Customer Management
- 4.1.3.1 Customer Contact Information Database with custom contact and organization fields based on the template provided by the ICTSS - Application Development, Maintenance and Support Division; and
 - 4.1.3.2 Automatic loading of contact information generated from Self-Service Request Portal to Customer Contact Information Database.
- 4.1.4 Service Level Agreement (SLA) Management
- 4.1.4.1 Business rules management through multiple SLA policies; and
 - 4.1.4.2 Email notification to escalation matrix for SLA violations.
- 4.1.5 Reporting
- 4.1.5.1 Agent and group performance;
 - 4.1.5.2 Satisfaction survey report;
 - 4.1.5.3 Role-based dashboard;
 - 4.1.5.4 Custom reports with information provided by the ICTSS-Application Development, Maintenance and Support Division;
 - 4.1.5.5 Export reports to Excel or CSV format; and
 - 4.1.5.6 Schedule reports
- 4.1.6 Security
- 4.1.6.1 Password policy for agents and customers;
 - 4.1.6.2 Secured services (e.g. https, sftp, ssh); and
 - 4.1.6.3 Helpdesk restriction.
- 4.1.7 Deployment and Management:
- 4.1.7.1 Easily transferable license between authorized users;
 - 4.1.7.2 Web hosting configuration and policies to be managed and facilitated outside DBM by the service provider; and
 - 4.1.7.3 Minimum server requirements to accommodate 50 to 100 concurrent users in full capacity to be reviewed and approved by DBM system administrator.
- 4.2 The CONTRACTOR, during the subscription period, shall provide monthly backup of the database of the ticketing system in subscription, within seven (7) calendar days of the succeeding month covering a period of one (1) year, including but not limited to knowledge base, attachments and all resources considered to be DBM property.

- 4.3 The CONTRACTOR, during the subscription period, shall ensure that system is up and running with an availability of 99.75% or its equivalent downtime of one (1) hour and forty-eight (48) minutes.
- 4.4 The CONTRACTOR, during the subscription period, shall provide technical support and shall be available from 7:00 AM to 8:00 PM, from Monday to Saturday as referred to in the DBM Help Desk Issues Management Log. See issue classification below:

Severity Level	Description	Resolution Time
BLOCKER	Errors which the user cannot proceed in using all or some of the modules of the ticketing tool Issues that fall under this classification can be addressed through on-site visit or remote assistance in conformity with DBM security protocols	4 hrs.
HIGH	Errors that are not an execution blocker but a blocker for operations and has now workaround (e.g., missing function, impairs data integrity, etc.) Issues that fall under this classification can be addressed through on-site visit or remote assistance in conformity with DBM security protocols	8 hrs.
MEDIUM	Errors that are not an execution blocker and not a blocker for operations and have workaround (e.g., trash screen displayed, etc.) Issues that fall under this classification can be addressed through phone or email support	16 hrs.
LOW	Standard infractions or cosmetics only (e.g. misaligned columns, etc.) Issues that fall under this classification can be addressed through phone or email support	32 hrs.

Technical support will not be limited to resolution of issues and concerns but will also cover technology updates and trainings of the new features of the current version of the ticketing tool.

ESCALATION MATRIX



TECHNICAL SUPPORT REQUIREMENTS

Position	Technical Support Engineer (Middle to Senior Level)
Degree Level	Bachelor's Degree
Degree Field	Computer Science, Engineering or related field
Experience	At least 3 years of relevant experience
Key Skills	With technical background on the ticketing tool in subscription, knowledgeable of backup and database software, and with helpdesk support experience
Training	Minimum of 40 hours of technical training of the ticketing tool in subscription

5.0 SERVICE LEVEL AGREEMENT

The DBM shall maintain a Service Level Agreement with the contractor, with provisions for liquidated damages as indicated below for their non-compliance. Liquidated damages shall be charged against any money due or which may become due to the contractor, or collected from any securities or warranties posted by the contractor.

Component	Description	Liquidated Damages
Renewal of Licenses and Support	The CONTRACTOR shall deliver, configure, and activate the software licenses for fifty-two (52) estate plans agents and set up the environment that will make the ticketing tool operational for end-users covering the period of July 1, 2023, to June 30, 2024	1/10th of 1% of the contract price for the undelivered portion shall be imposed per day of delay.
Database Backup	The CONTRACTOR, during the subscription period, shall provide monthly backup of the database of the ticketing system in subscription within seven (7) calendar days of the succeeding month covering a period of one (1) year, including but not limited to knowledge base, attachments and all resources considered to be DBM property as stated in Section 4.2	1/10 th of 1% of the total warranty shall be imposed per day of delay.
System Availability	The CONTRACTOR, during the subscription period, shall ensure that system is up and running with an availability of 99.75% or its equivalent downtime of one (1) hour and forty-eight (48) minutes as stated in Section 4.3.	1/10th of 1% of warranty shall be imposed per day of delay.
Technical Support	Resolution time to act on the system issues should be observed as stated in Section 4.4	1/10th of 1% of warranty shall be imposed per day of delay.

6.0 WARRANTIES OF THE CONTRACTOR

In order to assure that the related works mentioned in this Detailed Technical Specification are addressed properly after the acceptance of the software license

subscription, a warranty shall be required from the Contractor until June 30, 2024. The obligation for the warranty shall be covered by, at the Supplier's option, either retention money in an amount equivalent to at least five percent (5%) of every progress payment, or a special bank guarantee equivalent to at least five percent (5%) of the total Contract Price. The said amounts shall only be released after June 30, 2024; provided, however, that the all the conditions imposed under this Contract have been fully met.

- 6.1 For the subscription of the licenses and support services, the warranties shall include the following:
 - 6.1.1 The CONTRACTOR warrants that it shall strictly conform to the terms and conditions of this Detailed Technical Specifications.
 - 6.1.2 The CONTRACTOR warrants that the technical staff assigned are qualified to provide the deliverables required to the satisfaction of the DBM.
 - 6.1.3 The CONTRACTOR shall secure, maintain at its own expense all registration, licenses, or permits required by national or local laws and shall comply with the rules, regulations, and directives of regulatory authorities and Commissions.
 - 6.1.4 The CONTRACTOR's technical staff assigned to support DBM shall take all necessary precautions for the safety of all persons and properties at or near their area of work and shall comply with all the standard and established safety regulations, rules and practices.
 - 6.1.5 The CONTRACTOR shall be liable for loss, damage, or injury caused directly or indirectly through the fault or negligence of its technical staff assigned. It shall assume full responsibility therefore and the DBM shall be fully released from any liability arising therefrom.
 - 6.1.6 The CONTRACTOR shall neither assign, transfer, pledge, nor subcontract any part or interest to the contract being bid out.

7.0 CONFIDENTIALITY OF DATA

- 7.1 All technical staff assigned by the CONTRACTOR shall be required to sign a Non-Disclosure Agreement (NDA).
- 7.2 The DBM Enterprise Network System, its component, parts and all products, products samples and specifications, data, ideas, technology, and technical/non-technical materials, all or any which may be derived from any of the foregoing are strictly confidential.
- 7.3 The CONTRACTOR agrees to hold all the foregoing information in strict confidence. The contractor further agrees not to reproduce or disclose any confidential information to third parties without the prior written approval of the DBM.

8.0 TERMS OF PAYMENT

8.1 One-time payment shall be made, subject to the submission of the following documentary requirements, and in accordance with budgeting, accounting, and auditing laws, rules, and regulations:

8.1.1 Proof of Renewal of the Freshdesk Ticketing Tool Subscription;

8.1.2 Statement of Account/ Billing Invoice/ Sales Invoice;

8.1.3 Certificate of Acceptance issued by ICTSS Director; and

8.1.4 NDA.