



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

REQUEST FOR QUOTATION
No. 23-070

The **Department of Budget and Management (DBM)** through its **Administrative Service**, intends to procure "**Helpdesk Ticketing Tool Subscription**" for FY 2023 in accordance with **Section 53.9** (Negotiated Procurement – Small Value Procurement) of the 2016 Revised Implementing Rules and Regulations of Republic Act No. 9184.

Please quote your **best offer** for the item/s described herein, **subject to the attached Annexes A and B (Terms and Conditions)**, provided as part of this Request for Quotation (RFQ). Submit your quotation duly signed by your authorized representative **no later than October 20, 2023, 2:00 p.m.** at the Administrative Service – Procurement Management Division, Ground Floor, DBM Bldg. III, General Solano St., San Miguel, Manila. Quotations may also be submitted through the email address indicated below.

A copy of your 2023 **Business/Mayor's Permit** and **PhilGEPS Registration Number** is also required to be submitted along with your signed quotation/proposal. A **valid and updated** PhilGEPS Registration Certificate (Platinum Membership) (**all pages**) may be submitted in lieu of the Mayor's/Business Permit.

The Supplier/Service Provider with the Single/Lowest Calculated Quotation shall submit its **Omnibus Sworn Statement (GPPB-prescribed forms), Income/Business Tax Return¹ (for ABC's above Php 500k)** within a non-extendible period of five (5) calendar days from receipt of the notice from the Administrative Service that it submitted the Single/Lowest Calculated Quotation.²

For any clarification, you may contact us at telephone no. **(02) 8657-3300 local 3115** or email address at **kcantoria@dbm.gov.ph**.

A handwritten signature in blue ink, appearing to read "A. Escalona".

AARON ALBERTO A. ESCALONA
Chief Administrative Officer

¹Manually filed tax returns or filed through the EFPS

²Failure to submit the required documents on time, or a finding against the veracity thereof, shall disqualify the supplier/service provider for award. In case the notice for the submission of post-qualification documents is sent via the bidder's email, it shall be considered as received by the bidder on the date and time the email was sent, whether or not the bidder acknowledged the said email. It shall be the bidder's responsibility to check its/his/her email for the purpose.

Date: _____

Name of Company: _____

Address: _____

Name of Store/Shop: _____

Address: _____

TIN: _____

PhilGEPS Registration Number: _____

INSTRUCTIONS:

- (1) Accomplish this Request for Quotation (RFQ) correctly and accurately.
- (2) The use of this RFQ is highly encouraged to minimize errors or omissions of the mandatory provisions.

If a different form is used other than the RFQ, the quotation shall contain all the mandatory provisions, including manifestation on the agreement with the Terms and Conditions below.

In case a prospective supplier or service provider submits a filled-out RFQ with a supporting document (i.e., price quotation in a different format), both documents shall be considered unless there is any discrepancy. In this case, provisions in the RFQ shall prevail.

- (3) All technical specifications are mandatory. Failure to comply with any of the mandatory requirements will disqualify your quotation.
- (4) Failure to follow these instructions will disqualify your entire quotation.

Sir/Madam:

After having carefully read and accepted the Terms and Conditions in the Request for Quotation, hereunder is our quotation for the item/s as follows:

TECHNICAL SPECIFICATION

1. Please quote your **best offer** for the item/s below. Please do not leave any blank items. Indicate "0" if the item being offered is for free.
2. Bidders must state "**Comply**" or any equivalent term in the column "Bidder's Statement of Compliance" against each of the individual parameters of each Specification.

Item	Description	Total Quantity	Bidder's Statement of Compliance	Unit Cost (Vat Inclusive)	Total Cost (Vat Inclusive)
A.	Helpdesk Ticketing Tool Subscription - See attached detailed technical specifications	1 lot			

*The above-quoted prices are inclusive of all costs and applicable taxes.

<u>SCHEDULE OF REQUIREMENTS</u>		<u>Bidder's Statement of Compliance</u>
A.	Helpdesk Ticketing Tool Subscription - See attached detailed technical specifications	

<u>FINANCIAL OFFER</u>	
Approved Budget for the Contract	Total Offered Quotation
Eight Hundred Thousand Pesos Only (Php 800,000.00)	In words: _____ _____ _____ In figures: _____ _____ _____

<u>Payment Details:</u>	
<u>Payment Terms:</u>	Payment shall be made promptly, but in no case later than sixty (60) days, through Land Bank's LDDAP-ADA/Bank Transfer facility after submission of billing statement/invoice an upon fulfillment of other obligations as stipulated in the contract as well as upon inspection and acceptance of the goods by the end user, subject to other payment terms as prescribed in this RFQ.
Banking Institution	
Account Number	
Account Name	
Branch	

Signature over Printed Name

Position/Designation

Office Telephone No.

Fax/Mobile No.

Email address/es

TERMS AND CONDITIONS

1. Bidders shall provide the correct and accurate information required in this form.
2. Price quotation/s must be valid for a period of *sixty (60) calendar days* from the date of submission of quotation.
3. Price quotation/s, to be denominated in Philippine peso shall include all taxes, duties, and/or levies payable.
4. Quotations exceeding the Approved Budget for the Contract shall be rejected.
5. Award of the contract shall be made to the lowest calculated and responsive quotation (for goods and infrastructure) or, the highest rated offer (for consulting services) which complies with the minimum technical specifications and other terms and conditions stated herein.
6. Any interlineations, erasures or overwriting shall be valid only if they are signed or initialed by you or any of your duly authorized representative/s.
7. The item/s shall be delivered according to the requirements specified in the Technical Specifications.
8. The DBM shall have the right to inspect and/or to test the goods to confirm their conformity to the technical specifications.
9. In case two or more bidders are determined to have submitted the Lowest Calculated Quotation/Lowest Calculated and Responsive Quotation, the DBM shall adopt and employ "draw lots" as the tie-breaking method to finally determine the single winning provider in accordance with GPPB Circular 06-2005.
10. **Payment shall be processed after delivery and upon the submission of the required supporting documents, in accordance with existing government accounting rules and regulations. Please note that the corresponding bank transfer fee, if any, shall be chargeable to the contractor's account.**
11. Payment shall be made promptly, but in no case later than sixty (60) days, through Land Bank's LDDAP-ADA/Bank Transfer facility after submission of billing statement/invoice and upon fulfillment of other obligations as stipulated in the contract as well as upon inspection and acceptance of the goods by the end user, subject to other payment terms as prescribed in this RFQ.
12. Liquidated damages equivalent to one-tenth of one percent (0.1%) of the value of the goods not delivered within the prescribed delivery period shall be imposed per day of delay. The DBM **may** rescind the contract once the cumulative amount of liquidated damages reaches ten percent (10%) of the amount of the contract, without prejudice to other courses of action and remedies open to it.

13. In compliance with Section 4.3 of Appendix 33 of the 2016 Revised IRR of RA No. 9184 and consistent with Administrative Order No. 34, s. of 2020, the DBM shall publish in its official website and social media platform the following post-award information:

- a) Project name;
- b) Approved budget for the contract;
- c) Contract period;
- d) Name of the winning bidder and its official business address;
- e) Amount of contract awarded;
- f) Date of Award and Acceptance;
- g) Implementing office/unit/division/bureau of the concerned agency or instrumentality.

CONFORME:

Signature over Printed Name

Position/Designation

Office Telephone No.

Fax/Mobile No.

Email address/es

DETAILED TECHNICAL SPECIFICATIONS

1.0 PROJECT TITLE

Helpdesk 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 Helpdesk Ticketing Tool Subscription shall cover twelve (12) months from the Certificate of Acceptance of the Information and Communication Technology Systems Service (ICTSS) Director

4.0 SPECIFICATIONS AND SCOPE OF WORK

4.1. The contractor shall supply, deliver, configure, activate and support the software licenses for fifty-five (55) agents in the providers cloud set up and hosted environment thirty (30) days upon receipt of the Notice to Proceed (NTP). The ticketing tool shall be 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. Allow customers to submit and track their support tickets through a user-friendly portal
- 4.1.1.2 Interactive, intuitive web portal for submitting and tracking 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 ICTSS
- 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, and web services linking to malicious content)
- 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 the Helpdesk, IT technical group, and other stakeholders' part of the current process on which each group has its own level of access and permissions that will be defined by the ICTSS
- 4.1.2.3 Automatic generation of DBM official ticket reference number in accordance with guidelines defined by the ICTSS
- 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
- 4.1.2.6 Collaboration features such as the capability to share ownership of tickets, linking of tickets, parent-child ticketing and internal notes
- 4.1.2.7 Time-Tracking: Log time spent on each ticket for accurate reporting and billing
- 4.1.2.8 Setting of priority levels of tickets to ensure that critical issues are addressed first
- 4.1.2.9 Monitoring and updating ticket status throughout its lifecycle
- 4.1.2.10 Repository of common issues and solutions for faster problem resolution

- 4.1.2.11 Merging of duplicates or ticket merging to streamline communication and efforts
 - 4.1.2.12 Report generation on ticket metrics, agent performance and customer satisfaction
 - 4.1.2.13 Customizable forms and report forms
 - 4.1.2.14 Evaluation of agent productivity, response times and resolution rates
 - 4.1.2.15 Assignment of tickets to teams, facilitation of team discussions, and monitoring of team performance
 - 4.1.2.16 Visual dashboards displaying key performance indicators and trends
- 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 ITCSS
 - 4.1.3.2 Automatic loading of contact information generated from the Self-Service Request Portal to Customer Contact Information Database
 - 4.1.3.3 Self-service portal that allows customers to submit and track their support tickets through a user-friendly portal
 - 4.1.3.4 Self-help knowledge base for quick issue resolution
 - 4.1.3.5 Customizable forms to help customers provide relevant ticket details
 - 4.1.3.6 Submission of tickets by customers via email for convenience
 - 4.1.3.7 Customer notification on ticket status update and resolution
- 4.1.4 SLA Management**
- 4.1.4.1 Business rules management through multiple SLA policies
 - 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 the information provided by the ICTSS
 - 4.1.5.5 Export reports to Excel or CSV format
 - 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)
 - 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
 - 4.1.7.3 Minimum server requirements to accommodate 50 to 100 concurrent users in full capacity to be reviewed and approved by the DBM system administrator
- 4.1.1. Customization and Integration**
- 4.1.1.1. **Custom API Integration with Helpdesk**
 - 4.1.1.1.1. Develop a custom API that will link internal apps directly to the Helpdesk module
 - 4.1.1.1.2. Ensure secure data transfer between the systems
 - 4.1.1.1.3. Handle error reporting and logging for smooth operation
 - 4.1.1.2. **Features Integration**
 - 4.1.1.2.1. DBM Apps portal
 - 4.1.1.2.2. DBM Application Systems (e.g URS, OSBP, PSIPOP)

4.1.1.3. **Web Form Integration using Spring Boot**

4.1.1.3.1. Design and implement web forms in the DBM application for customer interaction using the Spring Boot framework

4.1.1.3.2. Ensure these forms are connected directly to the Helpdesk

4.1.1.3.3. Optimize UI/UX for ease of use and clarity for the customers

4.1.1.4. Any issue or request that requires development or integration beyond the initial requirements, must be agreed and approved by the DBM-ICTSS and the Solution Provider.

4.2. The contractor must have Certified Professionals of the proposed solution with Functional, Developer and Technical Certification.

4.3. The contractor shall provide Technical Training that can be a classroom type or online training based on the following schedule:

Technical Training	Schedule	No. of Participants	Duration
Admin/User's Training	To be determined by DBM-ICTSS within the contract period.	Maximum of Fifty-five (55) participants	One (1) day

Training certificates and materials shall be provided for each of the participants.

4.4. During the subscription period, the contractor shall provide monthly backup of the database of the ticketing system within seven (7) calendar days of the succeeding month from the start of subscription and every month thereafter, including but not limited to the knowledge base, attachments, and all resources to be treated as DBM property.

4.5. During the subscription period, ensure that the system is up and running with an availability of 99.75% or its equivalent downtime of one (1) hour and forty-eight (48) minutes.

4.6. During the subscription period, technical support shall be available twenty-four hours a day, and seven days a week. Technical support may be delivered in the form of a telephone call, electronic mail, and/or on-site support as requested by the DBM-ICTSS authorized personnel.

4.7. During the contract period, problems reported shall be resolved to the satisfaction of the DBM within four (4) hours from receipt of the report.

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

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
Licenses and Support	The contractor shall supply, deliver, configure, activate and support the software licenses for fifty-five (55) agents in the providers cloud set up and hosted environment that will make the ticketing tool operational for end-users within thirty (30) calendar days from the NTP covering the period of twelve (12) months from the Certificate of Acceptance of the ICTSS Director.	1/10th of 1% of the contract price shall be imposed per day of delay
Technical Support	The contractor shall provide 24/7 technical support, as defined in item 4.6, 4.7 and 4.8 of this Detailed Technical Specifications (DTS).	1/10th of 1% of the total contract price shall be imposed per hour of delay.

6.0 WARRANTIES OF THE CONTRACTOR

- 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, and 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's technical staff assigned to support DBM shall coordinate with the ICTSS in the implementation of this project.
 - 6.1.6 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.
 - 6.1.7 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, product 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 Helpdesk Ticketing Tool Subscription
- 8.1.2 Statement of Account/ Billing Invoice/ Sales Invoice.
- 8.1.3 Certificate of Acceptance issued by ICTSS Director
- 8.1.4 NDA