



REPUBLIC OF THE PHILIPPINES  
DEPARTMENT OF BUDGET AND MANAGEMENT  
General Solano Street, San Miguel, Manila

**REQUEST FOR QUOTATION**  
**No. 23-056**

The **Department of Budget and Management (DBM)** through its **Administrative Service**, intends to procure "**Renewal of Freshdesk Ticketing Tool Subscription**" for FY 2023 in accordance with **Section 53.9** (Negotiated Procurement – Small Value Procurement) of 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 **not later than August 14, 2023, 2:00 PM** at the Administrative Service – Procurement Management Division, Ground Floor, DBM Bldg. III, General Solano St., San Miguel, Manila. Quotations may also be submitted through facsimile or email at the address and contact numbers 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<sup>1</sup> (GPPB-prescribed forms), Income/ Business Tax Return (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.<sup>2</sup>

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

**AARON ALBERTO A. ESCALONA**  
Chief Administrative Officer

<sup>1</sup>In case of Unnotarized Omnibus Sworn Statement, it shall be accepted, provided that the notarized Omnibus Sworn Statement shall be submitted after award of contract but before payment in accordance with item 6.3 of GPPB Resolution No. 09-2020.

<sup>2</sup>Failure 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 (STATE "Comply")	Unit Cost (VAT Inclusive)	Total Cost (VAT Inclusive)
A	<b>Renewal of Freshdesk Ticketing Tool Subscription</b> <ul style="list-style-type: none"> <li>- Objective</li> <li>- Duration of the Contract</li> <li>- Specification and Scope of Work</li> <li>- Escalation Matrix</li> <li>- Technical Support Requirements</li> <li>- Service Level Agreement</li> <li>- Warranties of the Contractor</li> <li>- Confidentiality of Data</li> <li>- Terms of Payment</li> </ul> <i>(in accordance with the Detailed Technical Specifications "Annex C")</i>	<b>1 lot</b>			

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

<b>SCHEDULE OF REQUIREMENTS</b>		<b>Bidder's Statement of Compliance (STATE "Comply")</b>
A	<b>Renewal of Freshdesk Ticketing Tool Subscription</b> <ul style="list-style-type: none"> <li>• The Renewal of the Subscription of Freshdesk Ticketing Tool shall cover the period of September 1, 2023 to January 31, 2024.</li> </ul>	

<b>FINANCIAL OFFER</b>	
<b>Approved Budget for the Contract</b>	<b>Total Offered Quotation</b>
<b>Nine Hundred Fifty Thousand Pesos (Php 950,000.00)</b>	In words: _____ _____ _____ _____ In figures: _____ _____ _____ _____

**Payment Details:**

<b><u>Payment Terms:</u></b>	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.
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) The 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:**

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Signature over Printed Name

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Position/Designation

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Office Telephone No.

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Fax/Mobile No.

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Email address/es

**DETAILED TECHNICAL SPECIFICATIONS**

**1.0 PROJECT TITLE**

Renewal of the 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 September 1, 2023 - January 31, 2024.

**4.0 SPECIFICATIONS AND SCOPE OF WORK**

4.1 The contractor shall provide software licenses and support thirty-eight (38) 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 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, 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 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
- 4.1.2.6 Collaboration features such as the capability to share ownership of tickets, linking of tickets, and parent-child ticketing

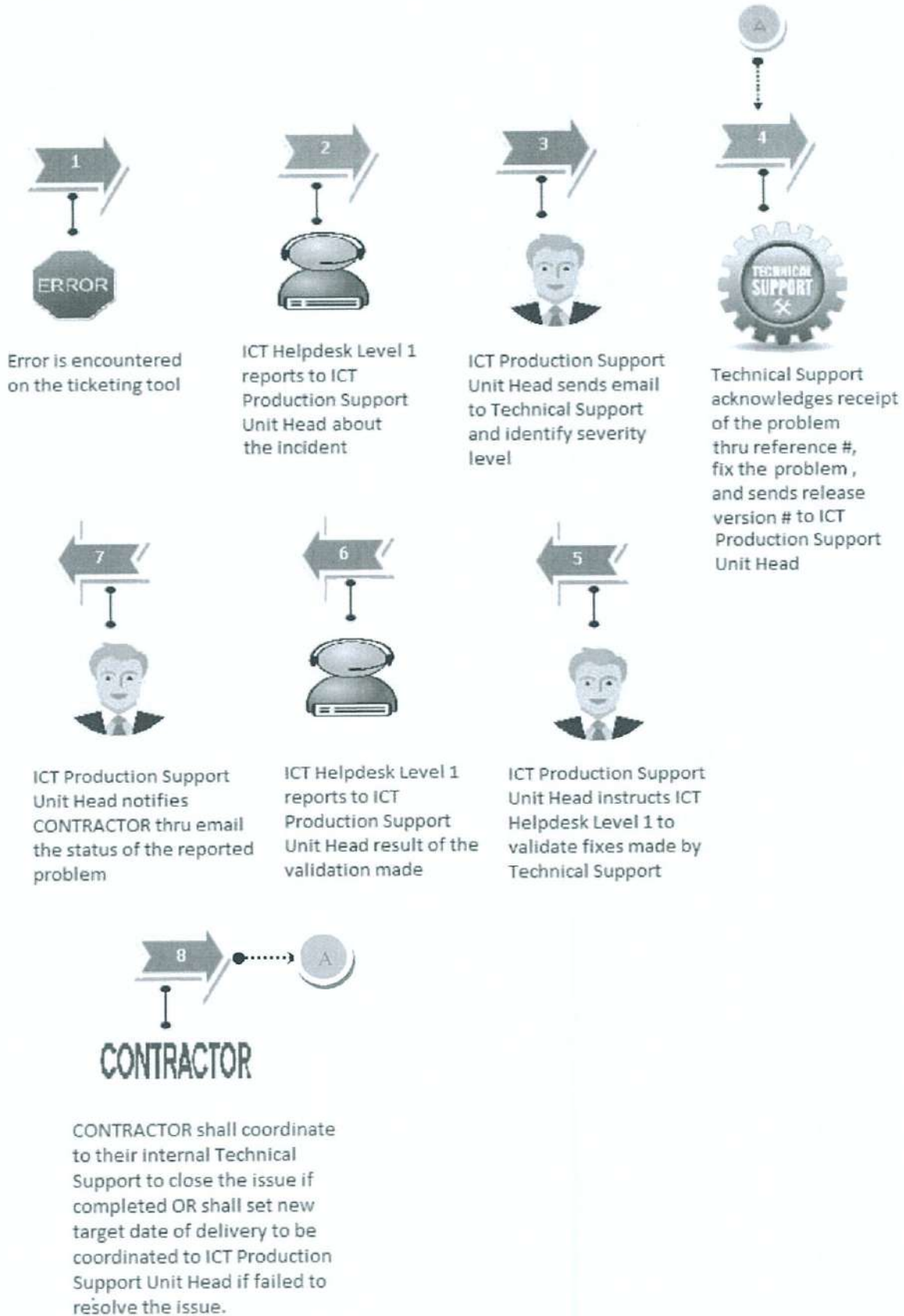
- 4.1.3 Customer Management
  - 4.1.3.1 Customer Contact Information Database with custom contact and organization fields based on the template provided by the ICTSS - Application Development, Maintenance, and Support Division
  - 4.1.3.2 Automatic loading of contact information generated from the Self-Service Request Portal to Customer Contact Information Database
- 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 - Application Development, Maintenance, and Support Division
  - 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
- 4.2 The contractor has a dedicated Channel Manager, Solution Engineer, Customer Success Manager (CSM), and Support Single Point of Contact (SPOC).
  - 4.2.1 Dedicated Channel Manager - Monitors any ongoing deals of his Account Managers and also approves or escalates any commercial concerns that need his attention, assists and communicates directly to partners if needed help to resolve any client issues.
  - 4.2.2 Dedicated Solution Engineer - responsible for resolving any raised Technical Issues/Concerns encountered by the customer assigned to him from the beginning of purchase and moving forward to renewals.
  - 4.2.3 Dedicated Customer Success Manager (CSM) -Make sure the customer is maximizing all features of the subscribed product and other products if needed, requesting Business Reviews to the client, make sure the customer is happy with Freshworks products and support, expedite Tickets, Issue & Concern from Client, Freshworks Advocacy (testimonial, logo, case study, customer reference)
  - 4.2.4 Support Single Point of Contact (SPOC) - Assists any Account related concerns, issues and roadblocks. This will fall under CSM tasks too.
- 4.3 During the subscription period, provide monthly backup of the database of the ticketing system in subscription within seven (7) calendar days of the succeeding month covering one (1) year including but not limited to the knowledge base, attachments, and all resources considered to be DBM property.
- 4.4 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.
- 4.5 During the subscription period, technical support 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	<p>Errors in which the user cannot proceed in using all or some of the modules of the ticketing tool</p> <p>Issues that fall under this classification can be addressed through on-site visits or remote assistance in conformity with DBM security protocols</p>	4 hrs.
HIGH	<p>Errors that are not an execution blocker but a blocker for operations and have no workaround (e.g., missing function, impairs data integrity, etc.)</p> <p>Issues that fall under this classification can be addressed through on-site visits or remote assistance in conformity with DBM security protocols</p>	8 hrs.
MEDIUM	<p>Errors that are not an execution blocker and not a blocker for operations and have a workaround (e.g., trash screen displayed, etc.)</p> <p>Issues that fall under this classification can be addressed through phone or email support</p>	16 hrs.
LOW	<p>Standard infractions or cosmetics only (e.g. misaligned columns, etc.)</p> <p>Issues that fall under this classification can be addressed through phone or email support</p>	32 hrs.

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.

**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 a technical background in the ticketing tool in subscription, knowledge of backup and database software, and helpdesk support experience
Training	Minimum of 40 hours of technical training in the ticketing tool in the 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 thirty-eight (38) estate plans agents and set up the environment that will make the ticketing tool operational for end-users covering the period of September 1, 2023 - January 31, 2024.	1/10th of 1% of the contract price shall be imposed per day 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 bidded 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 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
  - 8.1.4 NDA