



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

REQUEST FOR QUOTATION

The Department of Budget and Management (DBM), through its Administrative Service (AS), will undertake a Small Value Procurement for the "**Subscription of Helpdesk Ticketing Tool**" for FY 2019, in accordance with Section 53.9 of the Implementing Rules and Regulations of Republic Act No. 9184.

Name of Project : Subscription of Helpdesk Ticketing Tool

Approved Budget for the Contract (ABC) : Seven Hundred Thousand Pesos (Php700, 000.00)

Specifications : See attached Annex "B" for the Technical Specifications

Location : G/F DBM Building III, Gen. Solano St., San Miguel, Manila

Delivery Term : Upon receipt of Notice to Proceed to December 31, 2019.

Interested suppliers are required to submit their valid and current Mayor's Permit, Income/Business Tax Return (for ABCs above Php500k), PhilGEPS Registration Number, Omnibus Sworn Statement, upon submission of quotation. PhilGEPS Platinum Membership may be submitted in lieu of the Mayor's/ Business Permit and the PhilGEPS Registration Number.

Award of contract shall be made to the lowest quotation, which complies with the minimum description as stated above and other terms and conditions stated in the price quotation form.

Any interlineations, erasures or overwriting shall be valid only if they are signed or initialed by the bidder or his/her duly authorized representative/s.

Submission of quotation and eligibility documents is on or before 3:00 p.m. of **June 20, 2019** at the Administrative Service, Ground Floor, DBM Bldg. III, Gen. Solano St., San Miguel, Manila. Open submission may be submitted, manually or through facsimile at fax no. 735-1957.

For inquiries, you may contact us at tel. nos. 735-4902 or 657-3300 local 3115.

Very truly yours,


THEA MARIE CORINNE F. PALARCA
Director IV, Administrative Service

PRICE QUOTATION FORM

Date: _____

The Administrative Service
Department of Budget and Management
Ground Floor, DBM Bldg. III, Gen. Solano St.,
San Miguel, Manila

Sir/Madam:

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

Description	Technical Specifications	Quantity	Unit Price	Total Price
Subscription of Helpdesk Ticketing Tool	See Annex "B" for the Technical Specifications.	1 lot		

(Amount in Words) _____

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

Very truly yours,

Name/Signature of Representative_____
Name of Company_____
Contact No.

TECHNICAL SPECIFICATIONS

I. PROJECT TITLE

Subscription of Helpdesk Ticketing Tool

II. OBJECTIVE

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

III. DURATION OF THE CONTRACT

The contract for the Subscription of Helpdesk Ticketing Tool shall be from receipt of Notice to Proceed to December 31, 2019.

IV. SPECIFICATIONS

4.1 Self-Service Request Portal

- 4.1.1 End user portal for DBM and non-DBM customers
- 4.1.2 Interactive, intuitive web portal for submitting and tracking of service requests in the form of tickets
- 4.1.3 Automatic ticket reference identification number
- 4.1.4 Automatic email notifications of ticket status to customers
- 4.1.5 Custom ticket template based on the template provided by DBM IT Operations Group
- 4.1.6 Customer satisfaction surveys
- 4.1.7 Availability of file attachment feature with size limit conforming to market standard
- 4.1.8 Can detect threats (e.g. viruses, malware, backdoors, hosts communicating with botnet-infected systems, known and unknown processes, web services linking to malicious content).
- 4.1.9 No limit to the number of issued tickets to end users

4.2 Ticket Management

- 4.2.1 Agent portal for authorized users with issued licenses
- 4.2.2 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 DBM IT Operations group
- 4.2.3 Automatic generation of DBM official ticket reference number in accordance to guidelines defined by the DBM IT Operations Group
- 4.2.4 Dynamic ticket handling and monitoring based on the defined workflow for each authorized user
- 4.2.5 Customizable agent roles and groupings
- 4.2.6 Collaboration features such as capability to share ownership of tickets, linking of tickets, and parent-child ticketing

4.3 Customer Management

- 4.3.1 Customer Contact Information Database with custom contact and organization fields based on the template provided by DBM IT Operations Group
- 4.3.2 Automatic loading of contact information generated from Self-Service Request Portal to Customer Contact Information Database

4.4 SLA Management



4.5 Reporting

- 4.5.1 Agent and group performance
- 4.5.2 Satisfaction survey report
- 4.5.3 Role based dashboard
- 4.5.4 Custom reports with information provided by DBM IT Operations group
- 4.5.5 Export reports to Excel or CSV format
- 4.5.6 Schedule reports

4.6 Security

- 4.6.1 Password policy for agents and customers
- 4.6.2 Secured services (e.g. https, sftp, ssh)
- 4.6.3 Helpdesk restriction

4.7 Deployment and Management:

- 4.7.1 Easily transferable license between authorized users
- 4.7.2 Web hosting configuration and policies to be managed and facilitated outside DBM by the service provider
- 4.7.3 Minimum server requirements to accommodate 50 to 100 concurrent users in full capacity to be reviewed and approved by DBM system administrator

V. SCOPE OF WORK

- 5.1 The CONTRACTOR shall deliver, configure, and activate the software licenses for thirty five (35) agents and setup the environment hosted in Cloud that will make the ticketing tool operational for end users and thirty five (35) agents within seven (7) calendar days from receipt of Notice to Proceed (NTP):

A Certificate of Acceptance shall be issued by the Director of Information and Communication Technology Systems Service (ICTSS).

- 5.2 The CONTRACTOR shall deliver Inception Report within two (2) weeks from receipt of Notice to Proceed (NTP):

A Certificate of Acceptance shall be issued by the Director of Information and Communication Technology Systems Service (ICTSS).

- 5.3 The CONTRACTOR shall deliver a ticketing tool that will successfully pass UAT to be conducted by IT Operations Group within two(2) weeks from receipt of Notice to Proceed (NTP):

A Certificate of Acceptance shall be issued by the Director of Information and Communication Technology Systems Service (ICTSS).

- 5.4 The CONTRACTOR shall submit system documentations in two(2) forms (hard and soft copies), one (1) week before the start of UAT.

A Certificate of Acceptance shall be issued by the Director of Information and Communication Technology Systems Service (ICTSS).



5.5 The CONTRACTOR shall provide Technology Transfer

Training	Schedule	No. of Participants	Duration
Helpdesk Ticketing Tool Training for Admin	Within thirty (30) calendar days from the receipt of NTP.	At least two (2) DBM personnel.	One (1) day
Helpdesk Ticketing Tool Training for Agents	Within thirty (30) calendar days from the receipt of NTP.	At least thirty-three(33) DBM personnel	One (1) day
Helpdesk Ticketing Tool Training for End User	Within thirty (30) calendar days from the receipt of NTP.	At least forty (40) DBM personnel	One (1) day

The CONTRACTOR shall issue individual training certificates and training materials for each of the participants.

A Certificate of Acceptance shall be issued by the Director of Information and Communication Technology Systems Service (ICTSS).

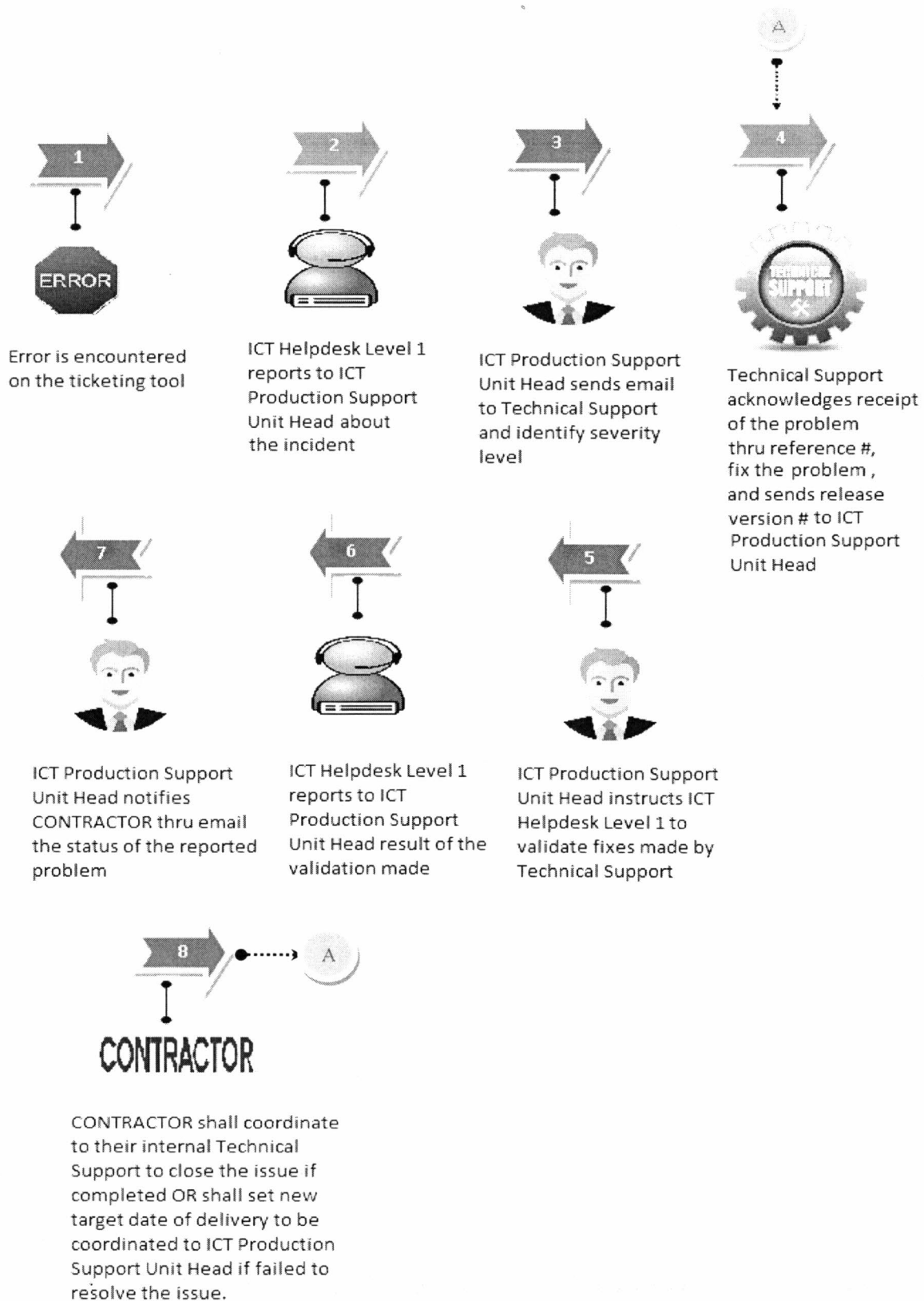
5.6 The CONTRACTOR shall provide monthly backup of the database of the ticketing system in subscription within seven (7) calendar days of the succeeding month covering a period of six (6) months including but not limited to knowledge base, attachments and all resources considered to be DBM property.

5.7 The CONTRACTOR 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.

5.8 The CONTRACTOR shall provide technical support from 7:00AM to 8:00PM, from Monday to Saturday as referred 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 fall under this classification can be addressed through on-site visit or remote assistance in conformity with DBM security protocols	4 hrs.
HIGH	Errors which are not an execution blocker but a blocker for operations and has now workaround (e.g., missing function, impairs data integrity, etc.) Issues fall under this classification can be addressed through on-site visit or remote assistance in conformity with DBM security protocols	8 hrs.
MEDIUM	Errors which are not an execution blocker and not a blocker for operations and has workaround (e.g., trash screen displayed, etc.) Issues 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 fall under this classification can be addressed through phone or email support	32 hrs.

ESCALATION MATRIX



[Handwritten signature]

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

VI. SERVICE LEVEL AGREEMENT

- 6.1 DBM shall maintain a Service Level Agreement (SLA) with the CONTRACTOR, with provisions for liquidated damages for their non-compliance.

Component	Description	Liquidated Damages
Delivery, Configuration/ Activation, and Setup Environment to Be Operational	The CONTRACTOR shall deliver, configure, and activate the software licenses for thirty five (35) agents and setup the environment that will make the ticketing tool operational for end users and thirty five (35) agents within thirty (30) calendar days from receipt of Notice to Proceed (NTP) as stated in Section 5.1	One-tenth (1/10 th) of one percent (1%) of the total contract price shall be deducted for everyday of delay.
Inception Report	The CONTRACTOR shall deliver Inception Report within two (2) weeks from receipt of Notice to Proceed (NTP) as stated in Section 5.2	One-tenth (1/10 th) of one percent (1%) of the total contract price shall be deducted for everyday of delay.
User-Acceptance Testing	The CONTRACTOR shall deliver a ticketing tool that will successfully pass UAT to be conducted by IT Operations Group within two(2) weeks from receipt of Notice to Proceed (NTP) as stated in Section 5.3	One-tenth (1/10 th) of one percent (1%) of the total contract price shall be deducted for everyday of delay.
System Documentation	The CONTRACTOR shall submit system documentations in both hard and soft copies one (1) week before the start of UAT as stated in Section 5.4	One-tenth (1/10 th) of one percent (1%) of the total contract price shall be deducted for everyday of delay.
Technology Transfer	The CONTRACTOR shall conduct Technology Transfer within thirty(30) calendar days from receipt of Notice to Proceed (NTP) as stated in Section 5.5	1/10 th of 1% of the total contract price shall deducted for everyday of delay.
Database Backup	The CONTRACTOR shall provide 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 six (6) months including but not limited to knowledge base, attachments and all	1/10 th of 1% of the total contract price shall be deducted for everyday of delay.

	resources considered to be DBM property as stated in Section 5.6	
System Availability	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 5.7	1/10th of one percent (1%) of monthly service fee shall be deducted for everyday of delay.
Technical Support	Resolution time to act on the system issues should be observed as stated in Section 5.8	1/10th of one percent (1%) of monthly service fee shall be deducted for everyday of delay.

VII. The DBM shall have the right to blacklist the CONTRACTOR after twelve (12) instances of non-compliance to all sections stated in "V. SCOPE OF WORK" at any given time during the contract period.

VIII. WARRANTIES OF THE CONTRACTOR

- 8.1 The CONTRACTOR warrants that it shall conform strictly to the terms and conditions of this TOR.
- 8.2 The CONTRACTOR warrants, represents and undertakes reliability of the services and that their manpower complements are hardworking, qualified/reliable and dedicated to do the service required to the satisfaction of the DBM. It shall employ well-behaved and honest employees with ID displayed conspicuously while working within the compound. It shall not employ DBM employees to work in any category whatsoever.
- 8.3 The CONTRACTOR in the performance of its services 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. The CONTRACTOR undertakes to pay all fees or charges payable to any instrumentality of government or to any other duly constituted authority relating to the use or operation of the installation.
- 8.4 The CONTRACTOR's personnel 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.
- 8.5 The CONTRACTOR shall coordinate with the authorized and/or designated DBM personnel in the performance of their jobs.
- 8.6 The CONTRACTOR shall be liable for loss, damage or injury due directly or indirectly through the fault or negligence of its personnel. It shall assume full responsibility thereof and the DBM shall be specifically released from any and all liabilities arising therefrom.
- 8.7 The CONTRACTOR shall neither assign, transfer, pledge, nor sub-contract any part or interest therein.

IX. CONFIDENTIALITY OF DATA

- 9.1 All project personnel of CONTRACTOR shall be required to sign a Non-Disclosure Agreement (NDA).
- 9.2 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 (all of which, individually and collectively, referred to as "Proprietary Information") are confidential and proprietary to DBM.

- 9.3 The CONTRACTOR agrees to hold the Proprietary Information in strict confidence. The CONTRACTOR furthermore agrees not to reproduce, translate or disclose the Proprietary Information to 3rd parties without prior written approval of the DBM.

X. TERMS OF PAYMENT

- 10.1 The CONTRACTOR shall be paid in accordance to the payment terms below upon completion of project implementation as specified in sections 5.1, 5.2, 5.3, 5.4, 5.5, 5.6, 5.7 and 5.8 of the TOR and from the submission of the documentary requirements such as, but not limited to the following:

10.1.1 Statement of Account/ Billing Invoice/ Sales Invoice.

10.1.2 Certificate of Acceptance issued by the Director of Information and Communication Technology Systems Service (ICTSS) for the following:

Component	Description	Payment Schedule and Percentage
Delivery, Configuration/ Activation, and Setup Environment to Be Operational	The CONTRACTOR shall deliver, configure, and activate the software licenses for thirty five (35) agents and setup the environment that will make the ticketing tool operational for end users and thirty five (35) agents within five (30) calendar days from issuance of Notice to Proceed (NTP) as stated in Section 5.1	1 st month - 20% of the total contract price
Inception Report	The CONTRACTOR shall deliver Inception Report within two (2) weeks from receipt of Notice to Proceed (NTP) as stated in Section 5.2	2 nd month 5% of the total contract price
User-Acceptance Testing and System Documentation	The CONTRACTOR shall deliver a ticketing tool that will successfully pass UAT to be conducted by IT Operations Group within two(2) weeks from receipt of Notice to Proceed (NTP) as stated in Section 5.3 The CONTRACTOR shall submit system documentations in both hard and soft copies one (1) week before the start of UAT as stated in Section 5.4	2 nd month 10% of the total contract price
Technology Transfer	The CONTRACTOR shall conduct Technology Transfer within two (2) months from receipt of Notice to Proceed (NTP) as stated in Section 5.5	2 nd month 5% of the total contract price
Database Backup, System Availability, and Technical Support	The CONTRACTOR shall provide monthly backup of the database, knowledge base, attachments and all resources considered to be DBM	3 rd to 6 th month 15% of the total contract price for each month with a total of 60% for a duration of 4

Database Backup, System Availability, and Technical Support	<p>The CONTRACTOR shall provide monthly backup of the database, knowledge base, attachments and all resources considered to be DBM property as stated in Section 5.6</p> <p>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 5.7</p> <p>Resolution time to act on the system issues should be observed as stated in Section 5.8</p>	<p>3rd to 6th month</p> <p>15% of the total contract price for each month with a total of 60% for a duration of 4 months</p>
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10.1.3 Non-Disclosure Agreement

10.2 No advance payment shall be made as provided for in Section 88 of PD 1445.

XI. PRE-TERMINATION OF CONTRACT

- 11.1 The contract for the Subscription of Helpdesk Ticketing Tool may be pre-terminated by the DBM for any violation of the terms of the contract. In case of pre-termination, the CONTRACTOR shall be informed by the DBM thirty (30) days prior to such pre-termination.
- 11.2 In case of pre-termination, the CONTRACTOR shall be liable to an additional liquidated damages equivalent to one percent (1%) of the contract price as provided by the Government Accounting Manual (GAM) and forfeiture of the Performance Security.
- 11.3 The DBM shall have the right to blacklist the CONTRACTOR in case of pre-termination.

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

Name of Company/Bidder Signature over Printed Name of Representative Date



Omnibus Sworn Statement

REPUBLIC OF THE PHILIPPINES)
CITY/MUNICIPALITY OF _____) S.S.

AFFIDAVIT

I, [Name of Affiant], of legal age, [Civil Status], [Nationality], and residing at [Address of Affiant], after having been duly sworn in accordance with law, do hereby depose and state that:

1. **Select one, delete the other:**

If a sole proprietorship: I am the sole proprietor of [Name of Bidder] with office address at [address of Bidder];

If a partnership, corporation, cooperative, or joint venture: I am the duly authorized and designated representative of [Name of Bidder] with office address at [address of Bidder];

2. **Select one, delete the other:**

If a sole proprietorship: As the owner and sole proprietor of [Name of Bidder], I have full power and authority to do, execute and perform any and all acts necessary to represent it in the bidding for [Name of the Project] of the [Name of the Procuring Entity];

If a partnership, corporation, cooperative, or joint venture: I am granted full power and authority to do, execute and perform any and all acts necessary and/or to represent the [Name of Bidder] in the bidding as shown in the attached [state title of attached document showing proof of authorization (e.g., duly notarized Secretary's Certificate issued by the corporation or the members of the joint venture)];

- 3. [Name of Bidder] is not "blacklisted" or barred from bidding by the Government of the Philippines or any of its agencies, offices, corporations, or Local Government Units, foreign government/foreign or international financing institution whose blacklisting rules have been recognized by the Government Procurement Policy Board;
- 4. Each of the documents submitted in satisfaction of the bidding requirements is an authentic copy of the original, complete, and all statements and information provided therein are true and correct;
- 5. [Name of Bidder] is authorizing the Head of the Procuring Entity or its duly authorized representative(s) to verify all the documents submitted;

6. **Select one, delete the rest:**

If a sole proprietorship: I am not related to the Head of the Procuring Entity, members of the Bids and Awards Committee (BAC), the Technical Working Group, and the BAC Secretariat, the head of the Project Management Office or the end-user unit, and the project consultants by consanguinity or affinity up to the third civil degree;

If a partnership or cooperative: None of the officers and members of [Name of Bidder] is related to the Head of the Procuring Entity, members of the Bids and Awards Committee (BAC), the Technical Working Group, and the BAC Secretariat, the head of the Project

Management Office or the end-user unit, and the project consultants by consanguinity or affinity up to the third civil degree;

If a corporation or joint venture: None of the officers, directors, and controlling stockholders of *[Name of Bidder]* is related to the Head of the Procuring Entity, members of the Bids and Awards Committee (BAC), the Technical Working Group, and the BAC Secretariat, the head of the Project Management Office or the end-user unit, and the project consultants by consanguinity or affinity up to the third civil degree;

7. *[Name of Bidder]* complies with existing labor laws and standards; and
8. *[Name of Bidder]* is aware of and has undertaken the following responsibilities as a Bidder:
 - a) Carefully examine all of the Bidding Documents;
 - b) Acknowledge all conditions, local or otherwise, affecting the implementation of the Contract;
 - c) Made an estimate of the facilities available and needed for the contract to be bid, if any; and
 - d) Inquire or secure Supplemental/Bid Bulletin(s) issued for the *[Name of the Project]*.
9. *[Name of Bidder]* did not give or pay directly or indirectly, any commission, amount, fee, or any form of consideration, pecuniary or otherwise, to any person or official, personnel or representative of the government in relation to any procurement project or activity.

IN WITNESS WHEREOF, I have hereunto set my hand this ____ day of ____, 20__ at _____, Philippines.

Bidder's Representative/Authorized Signatory

SUBSCRIBED AND SWORN to before me this ____ day of *[month]* *[year]* at *[place of execution]*, Philippines. Affiant/s is/are personally known to me and was/were identified by me through competent evidence of identity as defined in the 2004 Rules on Notarial Practice (A.M. No.02-8-13-SC). Affiant/s exhibited to me his/her *[insert type of government identification card used]*, with his/her photograph and signature appearing thereon, with no. _____ and his/her _____ No. _____ issued on _____ at _____.

Witness my hand and seal this ____ day of *[month]* *[year]*.

NAME OF NOTARY PUBLIC

Serial No. of Commission _____
Notary Public for _____ until _____
Roll of Attorneys No. _____
PTR No. __, *[date issued]*, *[place issued]*
IBP No. __, *[date issued]*, *[place issued]*

Doc. No. ____
Page No. ____
Book No. ____
Series of ____