



INVITATION FOR NEGOTIATED PROCUREMENT (TWO-FAILED BIDDINGS)

PROCUREMENT OF CALL CENTER SYSTEM AND RELATED COMPONENTS

(AMP No. 2024-041)

1. The Securities and Exchange Commission (SEC), through the **FY 2024 Annual Operating Budget of SEC** intends to apply the sum of **One Million Four Hundred Thousand Pesos (Php1,400,000.00)** being the ABC to payments under the contract for Project under **AMP No. 2024-041**. Bids received in excess of the ABC shall be automatically rejected at bid opening.
2. With the approval of BAC Resolution No. 2024-061, declaring a second failure of bidding and recommending the change of mode of procurement to Negotiated Procurement – Two Failed Biddings, SEC now invites bids for the above procurement project.
3. SEC will conduct a negotiation meeting via videoconferencing (Zoom Application) on 05 April 2024 at 10:00 A.M. using the following credentials:

Meeting ID: 913 4927 9142
Passcode: 183631

4. Prospective Bidders must submit two (2) copies of their offers (1 original copy and 1 duplicate copy) not later than 5:00 P.M. on 19 April 2024 (Friday) at the 7th Flr. Procurement Unit, The SEC Headquarters, 7907 Makati Avenue, Salcedo Village, Bel-Air, Makati City.
5. The Invitation to Negotiated Procurement, Technical Specifications, Forms and Templates are now available at SEC website until the deadline of the submission of offers.
6. The Procurement procedure for this requirement is Negotiated Procurement for Two Failed Bidding pursuant to Section 53.1 of 2016 revised Implementing Rules and Regulations (IRR) of Republic Act (RA) No. 9184.

The selection of the successful offer shall be based on the best and final offer that will be submitted on the set deadline by the BAC and which would meet the requirements.

7. The SEC 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 Sections 35.6 and 41 of the 2016 revised IRR of RA No. 9184, without thereby incurring any liability to the affected bidder or bidders.
8. For further information, please refer to:

*Procurement Unit, 7th Floor The SEC Headquarters
7907 Makati Ave., Salcedo Village Bel-Air, Makati City
Telephone No.: 8818-5330
Electronic mail: mvabuyog@sec.gov.ph*

9. You may visit the following websites:

<https://www.sec.gov.ph>
<https://www.philgeps.gov.ph>

03 April 2024


Armando A. Pan Jr.
BAC Chairman

Checklist of Technical and Financial Documents

Legal Documents

- Valid PhilGEPS Registration Certificate (**Platinum Membership**) (all pages) **in accordance with Section 8.5.2 of the IRR**

Technical Documents

- Conformity with the Technical Specifications, which may include production/delivery schedule, manpower requirements, and/or after-sales/parts, if applicable (Annex A)
- Original duly signed Omnibus Sworn Statement (OSS) **and** if applicable, Original Notarized Secretary's Certificate in case of a corporation, partnership, or cooperative; or Original Special Power of Attorney of all members of the joint venture giving full power and authority to its officer to sign the OSS and do acts to represent the Bidder (please check the SEC website for the form: <https://www.sec.gov.ph/procurement/prescribed-templates/#gsc.tab=0>)

Financial Documents

- Original duly signed and accomplished Bid Form (Annex B)

Technical Specifications

(AMP No. 2024-041)

Product's/Service's General Description	Call Center System and Related Component (Voice over Internet Solution)	Statement of Compliance
<p>Technical Requirements</p>	<p>Must have the following features:</p> <ul style="list-style-type: none"> - Must be a cloud hosted solution - Call channels for at least 35 simultaneous live calls, whether through single or multiple phone numbers - Interactive Voice Response System (IVRS) for call routing with pre- recorded and updatable voice messages and multiple and hierarchical dialing options - Maintain the current DID/Channel number +63253227696 - Unlimited incoming locals calls for different agents/teams and 35 agents/devices across different geographical locations in the Philippines (for agents) at no additional cost to S.E.C. - Call Waiting for 10 calls on queued - Call forwarding, in- call and unlimited from agent to agent, agent to team, or agent to local - Call Recording for all channels, locals, and agents with 1 year storage retention period - IP or Soft Phone, whether via web interface or windows application - Dashboard - Monitor missed and answered calls - For all agents and teams - Real or near Real Time - Call Intervention by supervising agent - Mobile App or Interface for IP/Soft phone - Training for admin and end users. <ul style="list-style-type: none"> o 35 units of USB Headset with Noise Cancelling Microphone <ul style="list-style-type: none"> ▪ Connection type: USB2.0 ▪ Microphone Type: ECM ▪ Microphone Directivity: Cardioid ▪ Wearing Style: Adjustable headband ▪ Microphone Boom: 300° adjustable ▪ Joint of speaker and headband(Mono/DUO): 90° rotatable ▪ Storage Temperature: -40°C~70°C ▪ Frequency: 300~3.4 kHz ▪ Speaker Impedance(Mono/DUO): 150Ω±15%/300Ω±15% ▪ Speaker Sensitivity@ 1kHz (Mono/DUO): 103±3dB/98±3dB ▪ Microphone Sensitivity @ 1kHz: -41±3 dB ▪ Warranty: Two years o 20 units of Ergonomic chairs <ul style="list-style-type: none"> ▪ Breathable mesh backrest for airflow ▪ Padded seat for comfort ▪ Adjustable armrests for comfort ▪ Horizontal struts for back support 	

	<ul style="list-style-type: none"> ▪ Five hooded dual-caster wheels for easy mobility ▪ Up to 250-pound weight capacity ▪ BIFMA certified for durability ▪ Standard Warranty <p>o20 Units of Monitor</p> <ul style="list-style-type: none"> ▪ FHD Monitor ▪ 23.8", 1920 x 1080 @ 75 Hz, ▪ VGA, HDMI ▪ Standard Warranty 	
Green Specifications	Outer box/Carton box, including paper ream wrappers, must be 100% recycled fiber, or must be recyclable in the Philippine	
Delivery Schedule	Thirty (30) calendar days upon issuance of the Notice to Proceed or as indicated therein	

I hereby certify that the statement of compliance to the foregoing technical specifications are true and correct otherwise, if found to be false either during bid evaluation, post-qualification or the execution of the contract, the same shall give rise to the imposition of administrative sanctions and the forfeiture of bid security or the performance security posted consistent with section 69.1 and 69.2 of the revised Implementing Rules and Regulations of the Republic Act No. 9184.

AUTHORIZED REPRESENTATIVE:

Signature : _____

Company Name : _____

Printed Name : _____

Position : _____

Date : _____

BID FORM
Reference No. AMP No. 2024-041

Date: _____

The Chairman
BIDS AND AWARDS COMMITTEE
Procurement Unit, 7th Floor
The SEC Headquarters, 7907 Makati Ave.
Salcedo Village, Brgy., Bel-Air, Makati City

Sir/Madam:

After having carefully read and accepted the terms and conditions in the Invitation to Negotiated Procurement, hereunder is our bid for the identified items below:

Item No.	QTY	Technical Specifications/ Terms of Reference / Description	Unit Price	Total Price (inclusive of all taxes)
1	1 unit	Call Center System (1 year)	Php _____	Php _____
	35 units	USB Headset with Noise Cancelling Microphone	Php _____	Php _____
	20 units	Ergonomic chairs	Php _____	Php _____
	20 units	Monitor	Php _____	Php _____
<i>Annex A for Technical Specifications, which forms part of the quotation</i>			Total	P _____

AMOUNT IN WORDS:

Brand and/or Model of the items being Offered

- Call Center System - _____
- USB Headset with Noise Cancelling Microphone - _____
- Ergonomic Chairs - _____
- Monitor - _____

(If the Offer has no brand and/or Model, attach in the Quotation proof of offer, in the form of brochure, unamended sales literature, or any equivalent document.)

The above-quoted price is inclusive of all costs and applicable taxes. **In case of discrepancy between the amount in figures and the amount in words, the latter shall prevail.**

Very truly yours,

Authorized Representative

Signature : _____

Printed Name : _____

Company Name : _____

Contact Number : _____

e-Mail Address : _____