Securities and Exchange Commission
PHILIPPINES

Bids and Awards Committee

REQUEST FOR QUOTATION (RFQ) No. 2019-SVP-14

The Securities and Exchange Commission (SEC), through its Bids and Awards Committee (BAC), will undertake an **Alternative Method of Procurement through Negotiated Procurement** for the item stated below, in accordance with **Section 53.9 Small Value Procurement** of the Revised Implementing Rules and Regulations of Republic Act. No. 9184.

The SEC hereinafter referred to as "the Purchaser", now requests submission of a price quotation for the subject below:

2019 APP	PR No.	Description	Approved Budget for the Contract (ABC) inclusive of VAT
Item no. II.G.11	201906067	Supply, Delivery, Installation, Configuration, Testing and Implementation of SEC Queuing System (See attachment 2 for Technical Specifications)	Php800,000.00

Interested suppliers are required to submit the following documents:
1. Mayor's/Business Permit
2. PhilGEPS Registration Number
3. Latest Income/Business Tax Return
4. Omnibus Sworn Statement (Attachment 3)

SEC Condition of Sales:
1. Delivery Schedule: Fifteen (15) Calendar days from receipt of approved WO/NTP
2. Validity: Sixty (60) calendar days from submission of bid
3. Delivery Site: Information and Communications Technology Department (ICTD), G/F Secretariat Building, PICC Complex, Pasay City

Award of contract shall be made to the bidder with the lowest quotation for the subject goods which complies with the minimum technical specifications and other terms and conditions stated herein.

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

Submission of duly signed Price Quotation Form (Attachment 1) and eligibility documents is not later than **10:00 A.M. of June 17, 2019** at the Procurement Division, 3rd Floor, Secretariat Building, PICC Complex, Pasay City. Open submission may be done, manually or through Facsimile No. 818-5330.

The penalty for late deliveries is one tenth (1/10) of one (1) percent of the cost of the unperformed portion for every day of delay. The maximum deduction shall be ten percent (10%) of the contract price. Once the cumulative amount of liquidated damage reaches ten percent (10%) of the contract price, the procuring entity shall rescind the contract without prejudice to other courses of action and remedies open to it.

The SEC reserves the right to reject any and all bids, declare a failure of bidding, or not award the contract in accordance with Section 41 of RA 9184 and its IRR, without thereby incurring any liability to the affected bidder or bidders.

EMMANUEL Y. ARTIZA
Chairman, BAC

PRICE QUOTATION FORM

Date: _____

The Bids and Awards Committee
c/o Procurement Division
3rd Floor, Secretariat Building,
PICC Complex, Pasay City

Sir/Madam:

After having carefully read and accepted the terms and conditions in the Request for Quotation, hereunder is our price proposal for the items identified below:

Item no.	Article and Descriptions	Qty.	Unit price	Total Price (VAT Inclusive)
1	Supply, Delivery, Installation, Configuration, Testing and Implementation of SEC Queuing System See Attachment 2 for the Technical Specifications	1 Lot	Php _____	Php _____

AMOUNT IN WORDS: _____ (VAT inclusive)

The above-quoted price is inclusive of all costs and applicable taxes

AUTHORIZED REPRESENTATIVE:

Signature   : _____
Printed Name   : _____
Date   : _____
Company Name : _____
Contact no.   : _____

Technical Specifications

I. PROJECT DESCRIPTION

Supply, Delivery, Installation, Configuration, Testing and Implementation of SEC Queuing System (SECQS)

II. PROJECT OBJECTIVE

The objective of the project is to achieve better quality service to clients. It aims to provide comfort as well as fairness by allowing them to maintain their position in the queue while comfortably seated or engaged in constructive activity. It also aims to streamline the flow of clients transacting with the Commission by eventually speeding up client throughput while improving productivity and operational efficiencies within.

III. BRIEF PROJECT DESCRIPTION

The Company Registration and Monitoring Department (CRMD) caters to different corporate activities starting with registration and amendments of domestic and foreign corporations and partnerships, certification of records and company status up to walk-in public inquiries. Numerous clients come to this Department everyday performing one or more of the above mentioned activities for their company. Hence, there are certain hours in a day that its public area becomes so crowded amounting to long hours of waiting, confusion as to which division he should transact, to fall in line again from one division to another and other similar situations. These amounts to increase dissatisfied and anxious, if not angry, clients.

To the address these concerns, the Commission launched its online Company Registration System (CRS) on November 21, 2017. The main objective, aside from compliance with the Ease on Doing Business, is to lessen, if not, totally eliminate face-to-face transaction. Despite said online registration, at least 75% of the different corporate activities require the clients to come to this Department on a daily basis.

Similar to CRMD is the Electronic Records Management Division of the Information Communications and Technology Department, where numerous clients filed their annual reportorial requirements over the counter or through mails. Clients who personally filed their reports are being accommodated at the Receiving Counter on a first come first served basis. During the peak period of filing of reports in April and May of each year, filers are provided with queue numbers and called according to their given number. Those who are no longer in line when the number is called are given another number upon return and proceed to the last in line.

For reports and other documents received through mail, one counter is provided to all couriers. One SEC Personnel received all mail documents on a first come first served basis directly from the courier.

Also, the Cashier Division of the Financial Management Department encounters the same scenario since numerous clients opt to pay at SEC, rather than use Landbank facilities.

To manage and streamline queues for improved customer waiting periods, the SEC embarks on putting up a Queuing System that issue a ticket number to the client according to his desired transaction. The client must take a seat in the waiting area and watch the TV monitor or the multimedia display which will display the queue of ticket numbers for each of the available counter. Whenever it is the client's turn to be attended to, the TV monitor or the multimedia display will show the ticket number and the counter number as well as announce the ticket number to be serviced by a particular counter.

Likewise, while waiting to be served, the TV monitor or the multimedia display will play infomercial videos to make the wait for the client more pleasant

IV. APPROVED BUDGET CONTRACT

Annual Budget: Php800,000.00 including VAT, and all other applicable taxes. The payment is subject to the applicable taxes under Philippine internal revenue laws and regulations.

V. PROJECT REQUIREMENTS

A. GENERAL REQUIREMENTS

The Supply, Delivery, Installation, Configuration, Testing and Implementation of SEC Queuing System for the transactions of CRMD, ICTD and FMD must cover the following:

1. Supply, delivery and configuration of queuing system with hardware and software components.

2. Customization/configuration of the queuing system based on the following transaction types:

Office	Transaction Types
CRMD	• Amendment • Monitoring • Licensing • Registration • Receiving • Releasing • Certification
ICTD - ERMD	• Receiving • Mailing
FMD Cashier	• Cashiering

3. Setup of queuing system
4. Provision for product usage and troubleshooting/end-user's training.
5. One-year technical support and maintenance of the system after installation
6. One-year year warranty of the hardware components after delivery, configuration and installation.

HARDWARE, SOFTWARE AND SUPPLIES REQUIREMENTS

FOR CRMD

QTY	Type of Measurement	ITEMS
1	Unit	Queuing System Main Module/Control • With Operating System and Licenses Software • Display Module • Wireless Router and Adapter • 8gb USB Flash Drive • Can serve up to 20 independent types of service transactions • Splitter/HDMI cable or other device to connect the 5 units of monitor display • Actual No. of Transactions Types: seven (7) 1. Amendment

		2. Monitoring 3. Licensing 4. Registration 5. Receiving 6. Releasing 7. Certification • No. of Counters: 7
2	Unit	Touch Screen Ticket Kiosk with printer
5	Unit	40 inches TV (Monitor Display), HDMI ready
1	Unit	Personal Computer Server • Intel Core i5-7400 3.0GHz 8th Gen Processor • 8GB DDR4 Memory • Gigabyte H110M Motherboard • 500GB Hard Disk Drive • Casing with Power Supply • Keyboard and Mouse • DVD Writer • Integrated High Definition Audio • 21.5 LED Monitor • Operating System: Windows 10
100	rolls	Thermal Paper 80 mm x 70 mm

FOR ICTD - ERMD and FMD - Cashier

QTY	Type of Measurement	ITEMS

1	Unit	Queuing System Main Module/Control
		• With Operating System and Licenses Software
		• Display Module with 4 USB port
		• Wireless Router and Adapter
		• 8gb USB Flash Drive
		• Splitter/HDMI cable or other device to connect the 2 units of monitor display
		• Can serve up to 20 independent types of service transactions
		• Actual No. of Transactions Types: four (4)
		  1. Receiving
		  2. Mailing
		  3. Cashiering
		• No. of Counters: Nine (9)
		  (ERMD-6 and Cashier-3)

1	Unit	Touch Screen Ticket Kiosk with printer
2	Unit	40 inches TV (Monitor Display), HDMI ready

1	Unit	Personal Computer Server • Intel Core i5-7400 3.0GHz 8th Gen Processor • 8GB DDR4 Memory • Gigabyte H110M Motherboard • 500GB Hard Disk Drive • Casing with Power Supply • Keyboard and Mouse • DVD Writer • Integrated High Definition Audio • 21.5 LED Monitor • Operating System: Windows 10
100	rolls	Thermal Paper 80 mm x 70 mm

B. TECHNICAL AND FUNCTIONAL REQUIREMENTS

Below are the minimum technical and functional requirement of the Queuing System:

C.1 Ticket Issuing

a. The ticket dispensing kiosk should have the capability to display multiple transaction types defined by SEC for the client to select from.
b. The ticket dispensing kiosk should have the capability to issue a ticket based on the transaction type selected by the client.
c. The ticket dispensing kiosk should issue a uniquely numbered ticket per transaction type (i.e. No number duplication).
d. The ticket dispensing kiosk must have the ability to print the content within the ticket with certain information highlighted e.g. ticket number in a bigger font, bold and date and time stamp in smaller font, etc. and must be able to print prefix per type of transaction.
e. The ticket dispensing kiosk should render easy and accessible service for the elderly, disabled and technologically-inept clients, by pre-identifying their service query upfront.
f. Ticket reprinting capability is an advantage. This will be used in case of printer jam.
g. Early warning when thermal paper reach low level marks.
h. Alerting if there is a technical problem with the kiosk.

C.2 Queuing System

a. The system either uses wireless technology to eliminate long cable connections or can run on an existing LAN network or on a stand-alone network.
b. The system should be customer friendly that calls the attention of the customer using clear speech audio and blinking effect on the information display.
c. The system should be able to handle both linear and virtual queuing principles. Linear queuing is when the client actually queues in a queue in front of the servicing agent. Virtual queuing is when the Queuing System do the queuing for the client and the client is called to be serviced by the correct counter.
d. The system should reload back up data during reboot when power interruption occurs.

e. The system should have the capability to play looped HD video clips/infomercial, scrolling messages, advertisement, commercials for public information or other relevant informative content on the client facing monitor/screen display (multiple display) while waiting either from the QMS system itself or from an external source (e.g. TV signal, set-top box, usb flash drive).

f. The system is capable of transferring the client from one transaction to another transaction within the Department if needed.

C.3 Servicing the Client

a. The system must be able to match the clients to client service agents that will provide the best service to the client.

b. The system must provide the ability to adjust service levels should acceptable waiting times are exceeded or should client counters become idle.

C.4 Counter's Activity

The counter's servicing the client should have the ability to do the following, via a PC based application:

a. Start the service time, as they welcome the client.

b. Stop the service time, as the client's query is resolved or escalated (and the client has left the cubicle and the counter completed the wrap-up activities.

c. Calls for the next person in Queue.

d. Pend the ticket, if there is a no show from client. The client position in the queue will then be moved down the queue a pre-configured number of places or to the bottom of the queue and will be given another chance to be serviced.

e. Close the desk, so that the counter desk is not active to service clients.

f. Activate/ Reactivate the desk to start receiving the clients.

C.5 Queuing System Reporting

The Queuing System must have real time reports but not limited to the following:

a. Average and longest waiting time per transaction type.

b. Average transaction time (per client): Per Transaction type, Per Transaction Desk, Per User (Client Only)

c. Average ticket issuing load.

d. Report delivery scheduler.

e. Number of cases per query type, to identify a root cause for seasonal influx in order to react proactively in the future.

f. Client Survey/Feedback facility and summary of feedback report

g. Reports can be exported to Microsoft Excel format

C. NON-FUNCTIONAL REQUIREMENTS

1. The Queuing System must be based on the existing business process flow of the service to be provided by the CRMD.

2. Provide comprehensive and configurable reporting.

3. Consumables to be provided by the successful bidder.

4. The service provider must provide SEC with System Documentation including design as well as as-built documentation.

5. Maintenance & support for the duration of the contract.

6. SEC can request for modification in the system within one year that must be completed not more than one (1) week without cost to SEC i.e. tailor fitting of the process flow.

VI. COMPANY REQUIREMENTS

1. Spare parts availability such as replacement of hardware parts and software version upgrade for the next three (3) years from the date of final acceptance.
2. That the supplier has at least three (3) years of technical experience in the installation, commissioning and maintenance of Queuing Management System (QMS).
3. That the supplier has a history of at least five (5) successful operational Queuing System installed based on satisfied customers either private or government projects.

VII. WARRANTY/GUARANTY

1. All supplied ICT equipment and electronic appliances must have a one (1) year service warranty after delivery, configuration and installation.
2. One-year technical support and maintenance of the system after installation

I hereby certify to comply with the above Technical Specifications.

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

Omnibus Sworn Statement

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

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 of *[Name of Bidder] [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, 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;

   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. I 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 hereunto set my hands this _____ day of _____, 20_____ at _____, Philippines._____

SUBSCRIBED AND SWORN TO before me this _____ day of _____, 20_____, affiant exhibiting to me his/her _____ *(Government issued ID name, number and validity date)* _____

	(Notary Public)
	Until _____
	PTR No. _____
	Date _____
	Place _____
	TIN _____

Doc. No. _____

Page No. _____

Book No. _____

Series of _____

_____
Bidder's Representative/Authorized Signatory

[JURAT]