

BIDS AND AWARDS COMMITTEE

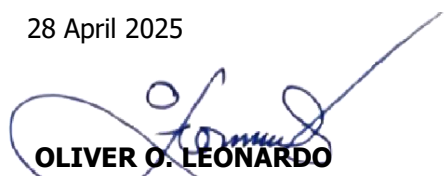
BID BULLETIN NO. 1

This Bid Bulletin is issued to amend/clarify items in the Bidding Documents for the **CALL CENTER SYSTEM AND RELATED COMPONENT (VOICE OVER INTERNET SOLUTION), PUBLIC BIDDING NO. 2025-015.**

CLARIFICATION	AMENDMENT
<i>Section VII. 2. Technical Requirements</i> <i>Page 28</i> 2.1 Hosting and Accessibility - The solution must be deployable on-premises and cloud-based for flexibility and reliability. <i>Q: What VoIP solution must be deployed the <u>on-premises</u> or <u>cloud-based</u>?</i> - It must be accessible via a web-based interface for agents and administrators. 2.2 Call Routing and Handling - Must provide a new vanity number for the trunk line or retain the existing DID (+63253227696) 2.5 Workforce and Call Management Workforce Management System (WFM) for forecasting, scheduling, and optimizing agent allocation based on historical and real-time data. Must allow blended media switching, enabling agents to seamlessly handle voice, email, and chat interactions. 2.6 Connectivity and Infrastructure - Dedicated internet connection with at least 200 Mbps committed bandwidth to ensure uninterrupted service. <i>Q: Possible <u>deletion of 200 Mbps committed bandwidth to ensure uninterrupted service</u> as part of the requirements.</i>	<i>Section VII. 2. Technical Requirements</i> <i>Page 28</i> 2.1 Hosting and Accessibility - The solution must be a cloud-based solution and must be within Asia Pacific region for flexibility and reliability. <i>A: <u>Cloud-Base.</u></i> - It must be accessible via a web-based interface for agents and administrators 2.2 Call Routing and Handling <u>Must Retain the existing DID (+63253227696).</u> 2.5 Deleted 2.6 Connectivity and Infrastructure - Dedicated internet connection with at least 200 Mbps committed bandwidth to ensure uninterrupted service. <i>A: Not possible.</i>

Provisions in the bidding documents that are in conflict with this Bulletin are deemed revised/amended. For guidance and information of all concerned.

28 April 2025



OLIVER O. LEONARDO
Chairman, Bids and Awards Committee
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