

**Office of the President
of the Philippines
Malacañang**

BID BULLETIN

Pursuant to the Invitation to Bid published last 29 November 2018 in Business Mirror, in PhilGEPS, OP-website and three conspicuous places regarding the project – **Procurement of Two (2) lots Multi Telco Solution (Annual Subscription) with Purchase Request (PR) No. 18-11-1499**, please be informed of the following changes approved by the Bids and Awards Committee (BAC) during the Pre-bid Conference held on 05 December 2018 (Wednesday), 10:30AM, at the OP-BAC Bidding Room, Mezzanine Flr., Mabini Hall Building, Malacañang, Manila; in accordance with the amendments/changes in the Bidding Documents recommended by the End-user as follows:

1. Technical Specifications:

| FROM | TO |
|---|---|
| 30 seats Hosted Contact Center - seats are configurable as required for complaint and inquiry | 31 seats Hosted Contact Center, wherein - 28 seats shall be dynamically configurable for complaints and inquiries; - 2 seats shall be dedicated for the supervisors; - 1 seat for the Dashboard |

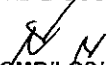
2. Rebate computation shall be as follows:

Rebate for the month (SLA) = $\frac{\text{Monthly Rental} \times \text{Total Downtime for the Month (in hours)}}{\text{No. of Days in a Month} \times 24 \text{ Hours}}$
*(SLA - Service Level Agreement)

Please be guided accordingly.


Atty. RYAN ALVIN R. ACOSTA
Chairman, OP – Bids and Awards Committee

12 December 2018


OMB/LOS/
OP-BAC