

Bid Bulletin No. 2

**“Provision of Service for the Operation and Management of the Department of Trade and Industry (DTI) – Customer Contact Center”
Bidding No. 22-003**

March 11, 2022

This Bid Bulletin No. 2 is hereby issued to modify or amend the Bidding Documents.

Section VII. Technical Specifications

1. Reliable in-house and up-to-date telephony and Customer Relationship Management (CRM) system for integrating and consolidating queries received through various communication channels, where the CRM should either be in-house or owned/authorized use by the provider.
2. The DTI Data Catalogue is an internal document, hence, it shall be shared to the winning bidder.
3. Please refer to Annex A for the Volume of Data, and Annex B for the Technical Requirements for DTI Direct and PABX Features.
4. Please refer to Annex C for the Actual Handling Time of DTI Direct Contact Center Operations for the 2nd Semester of 2021.

For the guidance and information of all concerned.

SGD.

MARY JEAN T. PACHECO

Assistant Secretary

Chairperson, DTI Bids and Awards Committee

BIDS AND AWARDS COMMITTEE

11 March 2022

ANNEX A**Volume of data**

Channel	2017	2018	2019	2020	2021
Call center (landline)	30,678	34,369	23,638	17,050	11,334
Cellphone calls	7,468	8,255	6,713	8,359	9,204
Cellphone SMS	4,524	1,370	1, 859	8,247	6,654
Social media*	11,262	14,675	15,425	28,938	22,334
Malasakit Help Desk	2,651	1,462	335	507	393
Email	8,281	8,567	8,577	11,879	16,945
COVID Hotlines***	NA	NA	NA	1,991	1,753
TOTAL	64,864	68,698	56,589	76,971	68,617

*With Twitter beginning 2017, with DTI Secretary's FB beginning in 2018

**Started November 2016

*** Started June 2020

ANNEX B

Technical Requirements for DTI Direct

- Able to facilitate vanity Number DTI 1-384 from Globe and PLDT
- Transfer call to DTI Head-office 7751-0384

PABX Features:

- Automatic Call Distribution (ACD)
- Auto-Attendant
- Voice mail and recoding

ANNEX C

DTI DIRECT CONTACT CENTER OPERATIONS							
FY 2021 (2nd Semester)							
Months	JUL	AUG	SEP	OCT	NOV	DEC	Total
Total Volume Received	9,124	10,344	9,306	9,587	11,068	9,103	58,532
Total Volume Handled/Valid	7,077	7,156	5,411	6,326	6,869	4,559	37,398
Ave. Handling Time (AHT in seconds)	325	336	341	296	306	304	