

Bid Bulletin No. 1

**“Provision of Service for the Operation and Management of the Department of Trade and Industry (DTI) – Customer Contact Center”
Bidding No. 22-028**

November 11, 2022

This Bid Bulletin No. 1 is hereby issued to modify or amend the Bidding Documents.

Section VI. Schedule of Requirements

Item Number	Description	Quantity	Delivered, Weeks/Months
1	Provision of Service for the Operation and Management of the Department of Trade and Industry (DTI) – Customer Contact Center	1 lot	11 months

Section VII. Technical Specifications

1. Upon receipt of Notice of Award, a transition period is given for turn-over not to exceed 30 days. Notice to Proceed shall commence upon completion of the turn-over.
2. Voice mail is not a requirement.
3. Ticketing system should be in place to record and queue inquiries.

For the guidance and information of all concerned.

SGD.

ATTY. ANN CLAIRE C. CABOCHAN, CESO II
Assistant Secretary
Chairperson, DTI Bids and Awards Committee

Conforme:

Name and Signature of
Authorized Representative

Date: _____

BIDS AND AWARDS COMMITTEE