CREDIT INFORMATION CORPORATION

6F Exchange Corner Building
107 V. A. Rufino Street corner Esteban
St., Legaspi Village, Makati City 1229
8236-5900 | www.creditinfo.gov.ph

October 7, 2022

REQUEST FOR QUOTATION
No.: 2022-CIMS(010&011)-NPSVP-0039a

Subscription of Helpdesk Solution - Blossom Plan and Estate Plan
(Negotiated Procurement – Small Value Procurement)

Sir/Madam:

The Credit Information Corporation through **Credit Information Management Services** invites you to submit your quotation / offer for the item/s described below using the **Price Proposal Form (see Annex "A")** subject to the terms and conditions stated in the RFQ and Terms of Reference **(see Annex "B")**.

LOT	Particulars	QTY	UOM	Unit Cost (in PhP)	Approved Budget for the Contract (ABC in PhP)
	Subscription of Helpdesk Solution - Blossom Plan				
1	- Annual subscription - Blossom Plan - Ticket Management Features - Customer Management Features - Helpdesk Automa0tion - Security - SLA Management - Ticket Forms - Knowledge Base - Reporting and Analysis - Multichannel Support - Integrated Game Mechanics - Customizations - Apps - Mobile Customer Support - 24x5 phone support - 24x7 email support	50	agents	11,072.18	553,609.00
	Subscription of Helpdesk Solution - Estate Plan				
2	- Annual subscription - Estate Plan - Ticket Management Features - Agent Productivity - Freddy (AI Engine) - Global Support - Customer Management Features - Reporting - Helpdesk Automation - SLA Management - Social Support - Collaboration - Ticket Forms - Self Service	5	agents	32,248.70	161,243.50

- Customizations - Change Management - Security - Apps - Mobile Customer Support - 24x5 phone support - 24x7 email support				
TOTAL ABC in PhP (Inclusive of VAT)				**714,852.50**

Bidders may bid on either or both lots. Bids received in excess of the ABC for each lot shall be automatically rejected at the opening of quotations.

Contract Duration: **Lot 1 (50 agents):** November 29, 2022 to November 28, 2023
Lot 2 (5 agents): October 25, 2022 to October 24, 2023
Delivery Schedule: Within thirty (30) calendar days upon receipt of Notice to Proceed.
Delivery Site: 6F, Exchange Corner Bldg., 107 VA Rufino St. cor. Esteban St., Legaspi Village, Makati City

Submit your proposal, together with the following documents, duly signed by you or your duly authorized representative, not later than **October 13, 2022, 5:00 p.m.**

1. **PhilGEPS Certificate/Number;**
2. **Mayor's/Business Permit for the current year;**
3. **Latest Income Tax Returns;**
4. **Notarized Omnibus Sworn Statement (Annex C);** and
5. For Authorized Representatives: **SPA (Sole Proprietorship/Partnership), Secretary's Certificate or Board Resolution (Corporation)**

Only one (1) set of documents certified to be true copies of the original shall be required.

Proposals and other documents required shall be sent electronically to procurementunit@creditinfo.gov.ph. Electronically submitted proposals and documents must be submitted on or before the deadline of submission as stated in this RFQ.

Upon determination of your technical, legal and financial eligibility, the Administration Unit of the CIC shall undertake negotiation with your company based on the Technical Specifications for this project.

PHOEBE ANN R. WAGAN
Administrative Services Officer V

N.B.: The duly accomplished Proposal (Annex A), together with the other required documents, shall be submitted on or before the deadline for submission of proposal or any extension thereof. The following supporting documents may be submitted anytime during submission of offers, evaluation of offers, after issuance of Notice of Award but before payment:

1. PhilGEPS Registration Number; and
2. Mayor's/Business Permit for the Year 2022;

PhilGEPS Platinum Registration Certificate may be submitted **in lieu** of the foregoing documents.

If unable to have the Omnibus Sworn Statement notarized, an unnotarized Omnibus Sworn Statement may be submitted, subject to compliance therewith after award of contract but before payment.

PRICE PROPOSAL FORM

Date: _____

Administrative Office
Credit Information Corporation
6F, Exchange Corner Bldg., 107 VA Rufino St.
cor. Esteban St., Legaspi Village, Makati City

Sir/Madam:

Having examined the Request for Quotation No. 2022-CIMS(010&011)-NPSVP-0039a, which includes the technical specifications, the receipt of which is hereby duly acknowledged, the undersigned, offer to, in conformity with the said Request for Quotation for the sums stated hereunder:

LOT	Particulars	QTY	UOM	Unit Cost (in PhP)	Bid Price in PhP (Inclusive of VAT)
	Subscription of Helpdesk Solution - Blossom Plan				
1	- Annual subscription - Blossom Plan - Ticket Management Features - Customer Management Features - Helpdesk Automation - Security - SLA Management - Ticket Forms - Knowledge Base - Reporting and Analysis - Multichannel Support - Integrated Game Mechanics - Customizations - Apps - Mobile Customer Support - 24x5 phone support - 24x7 email support	50	agents		
	Subscription of Helpdesk Solution – Estate Plan				
2	- Annual subscription - Estate Plan - Ticket Management Features - Agent Productivity - Freddy (AI Engine) - Global Support - Customer Management Features - Reporting - Helpdesk Automation - SLA Management - Social Support - Collaboration	5	agents		

- Ticket Forms - Self Service - Customizations - Change Management - Security - Apps - Mobile Customer Support - 24x5 phone support - 24x7 email support				
TOTAL BID PRICE in PhP (Inclusive of VAT)				

Contract Duration: **Lot 1 (50 agents):** November 29, 2022 to November 28, 2023
                                       Lot 2 (5 agents):   October 25, 2022 to October 24, 2022

TOTAL BID PRICE IN WORDS:

_____

We undertake, if our Proposal is accepted, to deliver the goods/services as identified in the Technical Specifications/Terms of Reference and in accordance with the delivery schedule.

Our quotation includes all taxes, duties and/or levies payable and is valid for a period of THIRTY (30) calendar days upon issuance of this document.

We understand that the CIC Technical Working Group may require from us the submission of documents that will prove our legal, financial and technical capability to undertake this project.

Until a formal Contract is prepared and executed, this Proposal, together with your written acceptance thereof and the Notice of Award, shall be binding upon us.

We understand that you are not bound to accept the lowest or any Proposal you may receive.

Dated this _____.

_____

Signature of Authorized Representative

_____

Printed Name of Authorized Representative

_____

Capacity

Duly authorized to sign Proposal for and on behalf of: _____

COMPLIANCE FORM
Terms of Reference

1. Overview

The Credit Information Corporation (CIC) is mandated to collect and aggregate borrower's credit data to establish the credit worthiness of borrowers. CIC Helpdesk and ticketing systems, productivity tools, and online collaboration applications play an important role in the communication, messaging, maintaining customers, and managing customer support. CIC needs a helpdesk system with the following features:

    a.) Track and manage incoming tickets from multiple channels into one single view

    b.) Support customers across various platforms like email, phone, call, chat, social media, and other messaging apps

    c.) Collaborate with multiple teams within CIC to split, assign and resolve queries faster as a team

    d.) Automate redundant tasks like agent assignment based on the skill, workload, and availability

    e.) Analyze and gather critical insights on agent performances and customer experience with advanced analytics

    f.) Customize helpdesk to suit CIC business requirements

    g.) Leverage AI and ML capabilities to take some work off your agents and provide faster resolutions to customers, without compromising on the quality

2. Purpose

The CIC aims to renew the existing license for helpdesk solution to continually provide an easy-to-manage technology that integrate with other IT tools and software solution of the CIC to improve its overall customer support, communication, productivity and collaboration while overcoming its limited budget and man-power resources.

3. Scope

The paid license covers to receive online helpdesk services, product updates and versions, and access to Technical Support for one year.

4. Definitions of Terms

Term	Definition
Cloud Computing	Is the on-demand availability of computer system resources, especially data storage (cloud storage) and computing power, without direct active management by the user. The term is generally used to describe data centers available to many users over the Internet.
Collaboration Tool or Collaborative Software	Is application software designed to help people working on a common task to

	attain their goals; may be divided into: real-time collaborative editing platforms that allow multiple users to engage in live, simultaneous and reversible editing of a single file (usually a document), and version control (also known as revision control and source control) platforms, which allow separate users to make parallel edits to a file, while preserving every saved edit by every user as multiple files (that are variants of the original file)
Helpdesk System	Is a tool that organizes customer communication to help businesses respond to customer more quickly and effectively. Helpdesks offer features to provide context and insight into customer experiences. Helpdesk tools are one of the most integral tools when it comes to supporting a customer base successfully.
Service Level Agreement (SLA)	A commitment between a service provider and a client. Particular aspect of the service – quality, availability, responsibilities – are agreed between the service provider and the service user
System Uptime	Uptime is a measure of system reliability, expressed as the percentage of time a machine typically a computer, has been working and available. Uptime is the opposite of downtime.
--Definitions are retrieved from Wikipedia.com, Techopedia.com	

5. Duties and Responsibilities

5.1. Service Provider (SP)

The SP's responsibilities with respect to this project are as follows:

1. The renewal and installation of license must be completed within thirty (30) calendar days from the receipt of the Notice to Proceed (NTP). Otherwise, the SP shall pay a penalty in the amount of one tenth of one percent (1/10 or 1%) of the total contact price for every calendar day of delay.
2. Provide account support via phone or email, including requests for additional licenses, storage, billing management, and information about the use of the system, along with other product details.
3. Provide 24x7 online technical support facility and capability, consisting of online helpdesk facility and competent technical support personnel.

5.2. Credit Information Corporation

CIC's responsibilities with respect to this project are as follows:

1. Monitor the provided services and verify if the parameters under the Service Level Agreement are met and performed by the SP.

2. Issuance of a Certificate of Inspection and Acceptance to the SP upon successful completion of the testing certifying that the SP conforms to all requirements stipulated in this document.

3. Pursuant to General Procurement Policy Board (GPPB) Resolution No. 019-2006 dated 06 December 2006, at the end of each year, the CIC will conduct an assessment of the quality of service provided particularly the cost charged by the SP and the range of services it offers against other service providers in the area.

6.1 Requirements – LOT 1

General

Items	Requirements	Statement of Compliance "Comply" or "Not Comply"	Proof/Evidence of Compliance
1. Service Provider	**a.)** Duly notarized statement that the SP is an authorized partner, reseller, or distributor of the helpdesk system, and has been in business of providing the existing helpdesk for at least five (5) years prior to the deadline for the submission of bids. b.) The SP must establish a single point of contact call center operations/helpdesk with hotline numbers to provide timely and responsive trouble reporting, incident handling, problem escalation and field support for all problem related issues. c.) The SP should provide unlimited phone, email, chat and any form of electronic communications and messaging support for one year.		

Technical Requirements

Items	Requirements	Statement of Compliance "Comply" or "Not Comply"	Proof/Evidence of Compliance
1. System Overview	I. Freshdesk Blossom Plan a.) 50 agents seats b.) Contract Duration: 29 November 2022 – 28 November 2023		
2. Helpdesk Solution Features	Blossom Plan Features: **a.) Ticket Management** (Email ticketing, Reusable replies with canned responses, Dynamic placeholders, Automatic email notifications, Custom ticket views, Tags for tickets, solutions and contacts, Merge tickets, split tickets, Public and private notes in tickets, add watchers to a ticket, Traffic cop, Customer satisfaction surveys, Assume identity of other agents, Outbound email, Ticket export) b.) **Helpdesk Automation** (Automatic ticket assignment using Dispatch'r, Time-triggered automations using Supervisor, Event-triggered workflow automations with the Observer, Multi-task workflows with one-touch Scenario automations) c.) **SLA Management** (Business rules management through SLAs, SLA reminders, Escalation email for SLA violation) d.) **Customer Management** (Custom contact and company fields, Merging contacts) e.) **Multi-channel Support** (Multiple incoming and outgoing mailboxes, Standard Phone Channel, Basic Twitter channel, Advanced Twitter channel, Standard Facebook channel,		

	Advanced Facebook channel, Embeddable help widget)		
	f.) **Reporting** (Agent and group performance, Helpdesk in-depth report, Export reports, Save reports)		
	g.) **Customizations** (Custom domain mapping, Public customer portal customization)		
	h.) **Security** (Single Sign On, Single Sign On with SAML, Advanced password policy for agents and customers)		
	i.) **Apps** (Access to app gallery, Email marketing and CRM apps, Survey & feedback apps, Time tracking and invoicing tools, Cloud telephony integration app)		
	j.) **Knowledge-base** (Private Knowledge Base, Email to Knowledge Base, Auto suggest solutions)		
	k.) **Ticket forms** (Customizable ticket forms, Dependent fields in ticket forms)		
	l.) **Mobile Customer Support** (Freshdesk for iOS, Freshdesk for Android, Mobile optimized HTML5 app)		
	m.) **Occasional agents**		
	n.) **Support** (24x7 Email support, 24x5 Phone support)		
3. Maintenance & Support	a) 24x5 international phone Support; 8x5 local phone support b) 24x7 email and helpdesk support c) Response time within two (2) hours from receipt of notice d) Assistance in fine-tuning and enhancing the configuration, features, rules, SLA, or automation in the existing helpdesk solution		

Items	Requirements	Statement of Compliance "Comply" or "Not Comply"	Proof/Evidence of Compliance
	e.) Correct/fix any system problems identified within the agreed service level		
4. Knowledge Transfer	a) At least one (1) technical training from a certified helpdesk solution engineer or expert – basic agent training, and/or advanced helpdesk solution administration b) At least five (5) participants c) At least one (1) day of training		

6. 2 Requirements – LOT 2

General

Items	Requirements	Statement of Compliance "Comply" or "Not Comply"	Proof/Evidence of Compliance
1. Service Provider	a.) Duly notarized statement that the SP is an authorized partner, reseller, or distributor of the helpdesk system, and has been in business of providing the existing helpdesk for at least five (5) years prior to the deadline for the submission of bids. b.) The SP must establish a single point of contact call center operations/helpdesk with hotline numbers to provide timely and responsive trouble reporting, incident handling, problem escalation and field support for all problem related issues. c.) The SP should provide unlimited phone, email, chat and any form of electronic communications and messaging support for one year.		

Technical Requirements

Items	Requirements	Statement of Compliance "Comply" or "Not Comply"	Proof/Evidence of Compliance
1. System Overview	II. Freshdesk Estate Plan a.) 5 agents seats b.) Contract duration: 25 October 2022 – 24 October 2023		
2. Helpdesk Solution Features	Estate Plan Features: a) **Ticket Management** (Email ticketing, Multiples shared inboxes, Automatic email notifications, Merge tickets, Split tickets, Watch tickets, Time tracking, Ticket templates, Satisfaction surveys - Standards, Satisfaction surveys – Customizable, Assume identity, Outbound email, Ticket exports, Annotated image attachments, Undo send, Ticket activities) b) **Agent Productivity** (Shared canned responses, Personal canned responses, Agent collision detection, Traffic cop, Public and private notes in tickets, Filtered search, Integrated game mechanics, Occasional agents, Dynamic placeholders, Custom ticket views, Tags, Quick actions, Summary app, ToDos, Add Reminders on To-Dos, Session Replay, Canned Forms) c) **Helpdesk Automation** (Automations that run on ticket creation, Time-triggered automations, Event-triggered workflow automations, Multi-task workflows with one-touch Scenario automations, Round robin ticket assignment, Load balanced ticket assignment) d) **SLA Management** (Business rules management through SLAs, SLA reminders, Escalation emails for SLA violation, Multiple SLA		

	policies, Product, group and company level SLAs)		
	e) **Social Support** (Basic Twitter channel, Advanced twitter channel, Basic facebook channel, Advanced facebook channel, Facebook in-sync app		
	f) **Collaboration** (Linked tickets, Shared ownership of tickets, Parent-child ticketing, Contextual collaboration with freshconnect)		
	g) **Ticket Forms** (Embeddable feedback widget, Custom status, Custom tickets fields, Dependent fields in ticket forms, Dynamic ticket forms)		
	h) **Self Service** (Knowledge base, Private Knowledge Base, Email to Knowledge Base, Auto suggest solutions, Automatic Sitemap Generation, Community forums)		
	i) **Freddy (IA Engine)** (Omnibot, Social Signals)		
	j) **Global Support** (Multilingual knowledge base, Dynamic email notifications, Multiple time zones, Multiple business hours, Multiproduct helpdesk)		
	k) **Customer Management** (Custom contact and company fields, Merge contacts, Link multiple companies to a single contact, Identify contacts using external ID, Customer Journey, Customer 360, Customer Segments)		
	l) **Reporting** (Agent and group performance, Helpdesk in-depth report, Ticket drill down in reports, Performance distribution, Ticket volume trends, Top customer analysis, Ticket lifecycle report, Time sheet summary report, Export reports, Save reports, Schedule reports, Satisfaction		

	survey report, Default dashboard, Team Dashboards, Beacon)		
	m) **Customizations** (Custom domain mapping, Public customer portal customization, CSS customization, Complete portal customization, Customizable agent roles, FreshThemes gallery, API access)		
	n) **Change Management** (Audit Log)		
	o) **Security** (Single sign on, Single sign on with SAML, Advanced password policy for agents and customers, DKIM/DMARC - Unlimited Domains, Custom SSL certificates (default free), Helpdesk restriction, Custom email servers)		
	p) **Apps** (Access to app gallery, Email marketing and CRM apps, Cloud telephony integration app, Survey & feedback apps, Time tracking and invoicing tools, Custom apps)		
	q) **Freshdesk Mobile App** (Freshdesk for iOS, Freshdesk for Android)		
	r) **Customer Support** (Knowledge base, Community forums, 24x7 Email support, 24x5 Chat support, 24x5 Phone support)		
3. Maintenance & Support	a) 24x5 international phone Support; 8x5 local phone support b) 24x7 email and helpdesk support c) Response time within two (2) hours from receipt of notice d) Assistance in fine-tuning and enhancing the configuration, features, rules, SLA, or automation in the existing helpdesk solution e.) Correct/fix any system problems identified within the agreed service level		

4. Knowledge Transfer	a) At least one (1) technical training from a certified helpdesk solution engineer or expert – basic agent training, and/or advanced helpdesk solution administration b) At least five (5) participants c) At least one (1) day of training		

7. Schedule of Delivery

The Service Provider shall commence delivery and implementation of the services within 30 calendar days (lead time for delivery for non-stock items) upon receipt of the Notice to Proceed.

8. Terms of Payment

Payment shall be made on the following:

1. Payment shall be made on a one-time basis subject to submission of billing statement and other supporting documents by the SP, subject to the issuance of Certificate of Satisfactory Service by CIC.

2. The start of billing shall be based on the date of issuance of "Certificate of Acceptance".

3. Payments shall be subject to the "Warranty" provisions ns in the form of retention money in an amount equivalent to at least one percent (1%) of the Contract Price required in Section 62 of R.A. 9184 and its IRR.

9. Contract Termination

Both parties have the option or terminate the contract acceptable to both parties based on the Philippine Government Procurement Reform Act and its Implementing Rules and Regulations, GPPB Guidelines or its issuances, and other Philippine laws as applicable.

Pursuant to Annex I of the 2016 Revised Implementing Rules and Regulations, as of 15 July 2022, of the Republic Act No. 9184, the CIC reserves the right to terminate the Subscription of Helpdesk Solution - Blossom Plan and Estate Plan on the following grounds:

a. Termination by Default:

1. Pursuant to Section 68 of the 2016 Revised IRR, when outside of force majeure, the SP fails to deliver or perform any or all of the contract deliverables within the period specified in the contract, or within any extension thereof granted by the CIC pursuant to a request made by the SP prior to the delay, and such failure amounts to at least ten percent (10%) of the contract price;

2. Pursuant to Section 68 of the 2016 Revised IRR, the SP, as a result of the force majeure, is unable to deliver or perform any or all of the contract deliverables, amounting to at least ten percent (10%) of the contract price, for a period of not less than sixty (60)

calendar days after receipt of notice from the CIC stating that the circumstances of force majeure is deemed to have ceases; or

3. The SP fails to perform any other obligation under the contract.

b. Termination for Convenience, in whole or in part. If the CIC has determined the existence of conditions that make the contract implementation economically, financially or technically impractical and/or unnecessary, such as, but not limited to, fortuitous event/s or changes in law and national government policies.

c. Termination for Insolvency. If the SP is declared bankrupt or insolvent as determined with finality by a court of competent jurisdiction.

d. Termination for Unlawful Acts. In case it is determined prima facie that the SP engaged, before or during the implementation of the contract, in unlawful deeds and behaviors relative to contract acquisition and implementation.

STATEMENT OF COMPLIANCE

Dated this _____.

_____
Signature of Authorized Representative

_____
Printed Name of Authorized Representative

_____
Capacity

Duly authorized to sign Compliance for and on behalf of: _____

Omnibus Sworn Statement

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

AFFIDAVIT

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 or authorized representative of [Name of Bidder] with office address at [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, or authorized representative of [Name of Bidder], I have full power and authority to do, execute and perform any and all acts necessary to participate, submit the bid, and to sign and execute the ensuing contract for [Name of the Project] of the [Name of the Procuring Entity], as shown in the attached duly notarized Special Power of Attorney;

   [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 to participate, submit the bid, and to sign and execute the ensuing contract for [Name of the Project] of the [Name of the Procuring Entity], as shown in the attached [state title of attached document showing proof of authorization (e.g., duly notarized Secretary's Certificate, Board/Partnership Resolution, or Special Power of Attorney, whichever is applicable;)];

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, by itself or by relation, membership, association, affiliation, or controlling interest with another blacklisted person or entity as defined and provided for in the Uniform Guidelines on Blacklisting;

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:] The owner or sole proprietor is 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 and members 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;

8. *[Name of Bidder]* is aware of and has undertaken the responsibilities as a Bidder in compliance with the Philippine Bidding Documents, which includes:

   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. *[Name of Bidder]* 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; and

10. In case advance payment was made or given, failure to perform or deliver any of the obligations and undertakings in the contract shall be sufficient grounds to constitute criminal liability for Swindling (Estafa) or the commission of fraud with unfaithfulness or abuse of confidence through misappropriating or converting any payment received by a person or entity under an obligation involving the duty to deliver certain goods or services, to the prejudice of the public and the government of the Philippines pursuant to Article 315 of Act No. 3815 s. 1930, as amended, or the Revised Penal Code.

11. *[Name of Bidder]* hereby assigns the following contact number/s and e-mail address/es as the official telephone/fax number and contact reference of the company where the CIC BAC and CIC notices may be transmitted.

Telephone No/s.: _____

Fax No/s.: _____

E-mail Add/s.: _____

It is understood that notices/s transmitted in the above-stated telephone/fax numbers and/or e-mail address/es are deemed received as of its transmittal and the reckoning period for the reglementary periods stated in the bidding documents and the revised Implementing Rules and Regulations of Republic Act No. 9184 shall commence from receipt thereof.

IN WITNESS WHEREOF, I have hereunto set my hand this __ day of _____, 2017 at _____, Philippines.

_____
Bidder's Representative/Authorized Signatory

SUBSCRIBED AND SWORN to before me this __ day of *[month] [year]* at *[place of execution]*, Philippines. Affiant/s is/are personally known to me and was/were identified by me through competent evidence of identity as defined in the 2004 Rules on Notarial Practice (A.M. No. 02-8-13-SC). Affiant/s exhibited to me his/her *[insert type of government identification card used]*, with his/her photograph and signature appearing thereon, with no. _____ .

Witness my hand and seal this ____ day of *[month] [year]*.

NAME OF NOTARY PUBLIC

Doc. No. ____
Page No. ____
Book No. ____
Series of ____ .

Note:

"Sec. 12. Competent Evidence of Identity – The phrase "competent evidence of identity" refers to the identification of an individual based on:

At least one current identification document issued by an official agency bearing the photograph and signature of the individual, such as but not limited to, passport, driver's license, Professional Regulations Commission ID, National Bureau of Investigation clearance, police clearance, postal ID, voter's ID, Barangay certification, Government Service and Insurance System (GSIS) e-card, Social Security System (SSS) card, Philhealth card, senior citizen card, Overseas Workers Welfare Administration (OWWA) ID, OFW ID, seaman's book, alien certificate of registration/immigrant certificate of registration, government office ID, certification from the National Council for the Welfare of Disabled Persons (NCWDP), Department of Social Welfare and Development (DSWD) certification;

The Board Resolution or Secretary's Certificate referring to the said Board Resolution designating the bidder's authorized representative and signatory need not specifically indicate the particular project where such authority is given provided that the said authority covers activities by CIC.