



Republic of the Philippines  
Department of Transportation and Communications  
**LAND TRANSPORTATION FRANCHISING & REGULATORY BOARD**  
East Avenue, Quezon City

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**INVITATION TO BID FOR THE PROVISION OF 24/7 CONTACT  
CENTER SERVICES TO THE LAND TRANSPORTATION FRANCHISING  
AND REGULATORY BOARD (LTFRB)**

1. The Land Transportation Franchising and Regulatory Board, through the General Appropriations Act (GAA) of CY 2018 intends to apply the sum of Philippine Pesos Three Million Eight Hundred Thousand Pesos only ( Php 3,800,000.00) being the Approved Budget for the Contract (ABC) to payments under the contract for the provision of Contact Center Services for a period of twelve months (12) months- January 1, 2018 to December 31, 2018. Bids received in excess of the ABC shall be automatically rejected at bid opening.
2. The LTFRB now invites bids for the Provision of Contact Center Services. Delivery of the services is required for a period of twelve (12) months. Bidders should have completed, within the past three (3) years from the date of submission and receipt of bids, a contract similar to the Project. The description of an eligible bidder is contained in the Bidding Documents, particularly, in Section II. Instructions to Bidders.
3. Bidding will be conducted through open competitive bidding procedures using a non-discretionary "pass/fail" criterion as specified in the 2016 Revised Implementing Rules and Regulations (IRR) of Republic Act (RA) 9184, otherwise known as the "Government Procurement Reform Act".
4. Bidding is restricted to Filipino citizens/sole proprietorships, partnerships, or organizations with at least sixty percent (60%) interest or outstanding capital stock belonging to citizens of the Philippines, and to citizens or organizations of a country the laws or regulations of which grant similar rights or privileges to Filipino citizens, pursuant to RA 5183 and subject to Commonwealth Act 138.
5. Interested bidders may obtain further information from BAC Secretariat / Procurement Section, 3<sup>rd</sup> Floor- Central Office, Land Transportation Franchising and Regulatory Board (LTFRB), East Avenue, Quezon City and inspect the Bidding Documents at the address given below during 8:00 am to 5:00 pm from Monday to Friday.
6. A complete set of Bidding Documents may be acquired by interested Bidders on December 8, 2017 to December 27, 2017 from the address below and upon payment of a non-refundable fee for the Bidding Documents in the amount of Philippine Pesos Five Thousand only (Php 5,000.00)
7. It may also be downloaded free of charge from the website of the Philippine Government Electronic Procurement System (PhilGEPS) and the website of the

Procuring Entity, provided that Bidders shall pay the applicable fee for the Bidding Documents not later than the submission of their bids.

8. The LTFRB will hold a Pre-Bid Conference on December 15, 2017 at 3:00 pm at the LTFRB Mini Conference Room, 3<sup>rd</sup> Floor, East Avenue, Quezon City which shall be open to prospective bidders.
9. Bids must be duly received by the BAC Secretariat at the address below on or before 3:00 pm of December 27, 2017. All Bids must be accompanied by a bid security in any of the acceptable forms and in the amount stated in **ITB** Clause 18.

Bid opening shall be on 3:30 pm of December 27, 2017 at LTFRB Mini-Conference Room, 3<sup>rd</sup> Floor, East Avenue, Quezon City. Bids will be opened in the presence of the bidders' representatives who choose to attend at the address below. Late bids shall not be accepted.

10. The LTFRB reserves the right to accept or reject any bid, to annul the bidding process, and to reject all bids at any time prior to contract award, without thereby incurring any liability to the affected bidder or bidders.
11. For further information, please refer to:

ISIDRA C. PENALES  
Head, BAC Secretariat  
Procurement Unit, 3<sup>rd</sup> Floor, LTFRB Building,  
East Avenue, Quezon City  
9258410

  
ATTY. CARL SHA JEMIMAH F. MARBELLA  
BAC Chairperson