

TERMS OF REFERENCE (TOR)

QC122 Hotline and Contact Center Enhancement Project

1. RATIONALE AND BRIEF BACKGROUND

122 is the hotline number of Quezon City that can be easily accessed by constituents who are in need of emergency assistance. QC122 has an existing Contact Center which consist of 6 Agents per shift with 30 Incoming and Outgoing Lines provided by service provider. Most of the time, all of the Agents are always engaged to a call due to the big volume of callers calling the 122 Hotline Number. There are times that the QC122 cannot handle some of the calls, since the number of agents is not sufficient or enough compare to the number of lines from the service provider, which leads to a negative comments from QC constituents. This enhancement will improved the work efficiency of the Agents, the whole department and the callers that will be calling the 122 Hotline Number.

2. PROJECT DESCRIPTION

This project is for the enhancement of the service QC122 Hotline by upgrading to full contact center system. The project will take advantage of the new and updated technology for Contact Center Solution to be more efficient to its employees as well as the whole department handling the QC122. Objective of this project is not to limit the service of QC122 to emergency concerns, but to cater as well the COVID-19 and other city hall concerns with the same Hotline Number. The project will also make the QC122 Hotline ready for Remote Teleworkers using Softphones.

3. PROJECT SCOPE OF WORK

- To supply, configure and install the Contact Center Hardware
- To connect the two (2) existing ISDN PRI to the Contact Center Hardware
- To supply, configure and install the Contact Center Software
- To supply, configure and install 22 units of IP Phones
- To supply, configure and install 30 units of Agent and Supervisor Licenses
- To supply, configure and install 30 units of Microsoft Dynamics 365 integration licenses
- To supply, configure and install 30 units of Teleworkers Licenses
- To supply, configure and install Call Recorder Software
- To supply, configure and install 2 units of 24 Ports PoE Network Switch
- To supply, configure and install 3 units of 55" Signage Monitor
- To supply, configure and install 22 units of IP Phone or PC Headsets
- To supply, configure and install 5 units of 2Megapixel Dome IP Camera
- To supply, configure and install 32 channel Network Video Recorder
- To supply, configure and install 3 units of 1 KVA UPS
- To provide all the necessary peripherals and components to meet the requirements stated in the Technical Specifications
- To provide 1 Year Warranty and Maintenance Agreement to all of the equipment



4. AREA OF COVERAGE

The CONTRACTOR shall supply, deliver, testing and commissioning the QC122 Contact Center Enhancement to be connected to the existing 122 Hotline Number and to be used by the QC122 Agents. The CONTRACTOR shall include a 1 Year Warranty and Maintenance Agreement for all of the equipment provided. The CONTRACTOR shall also include all the necessary peripherals and components to meet the requirements stated in the Technical Specifications.

5. PROJECT STANDARDS & REQUIREMENTS

Track Record

1. The CONTRACTOR should incorporate with the existing QC 122 Contact Center Enhancement the value of which has at least 50% of the ABC cost of the Project.
2. The winning CONTRACTOR must also have a good track record, and submit organizational structure, manpower scheduling, functions, duties with certifications to be submitted together with the Project Implementation Plan.

Organization

1. The CONTRACTOR provider required to have back up/ storage service for the data.
2. The CONTRACTOR required to be a certified distributor/ of the service or brand being offered.
3. The CONTRACTOR required to present statement of non-disclosure of the agency 's data.
4. The CONTRACTOR required to provide onsite service to confirm that technical support needs will be addressed in a proper manner and technical support services through phone or email within 12 months from project completion.

Manpower

1. The CONTRACTOR must provide minimum Manpower of:

1- Project Manager
1- System Engineer
2- Technical Engineer

Trainings

1. The CONTRACTOR shall further arrange for training, area coaching and orientation on technical programs for Agents in case of disruption in any situations within 24 Hours.
2. Basic End -User training and Knowledge transfer for the 30 Agents

6. PROJECT DURATION

The supply, delivery, testing and commissioning of shall be completed within Sixty (60) calendar days reckoned from the date stipulated in the Notice to Proceed (NTP). No installation shall commence until the NTP is issued by QC122 and received by the CONTRACTOR.



7. APPROVED BUDGET FOR THE CONTRACT

Source of Fund: General Fund
Budget for the Contract is: PHP9,445,700.00

8. BASIS OF PAYMENTS

1. 15% Down payment upon PO
2. 75% Upon delivery
3. 10% Upon acceptance

9. PENALTIES FOR BREACH OF CONTRACT

Failure to deliver the services according to the standards and requirements set by the City shall constitute an offense and shall subject the Contractor to penalties and/ or liquidated damages pursuant to RA 9184 AN ACT PROVIDING FOR THE MODERNIZATION STANDARDIZATION AND REGULATION OF THE PROCUREMENT ACTIVITIES OF THE GOVERNMENT AND FOR OTHER PURPOSES and its revised Implementing Rules and Regulations.

10. CANCELLATION OR TERMINATION OF CONTRACT

Should there be any dispute, controversy or difference between the parties arising out of this TOR, the parties herein shall exert effort to amicably settle such dispute or difference. However, if any dispute, controversy or difference cannot be resolved by them amicably to the mutual satisfaction of the parties, then the matter may be submitted for arbitration in accordance with existing laws, without prejudice for the aggrieved party to seek redress before a court of competent jurisdiction.

The guidelines contained in RA 9184 and its revised IRR shall be followed in the termination of any service contract. In the event, the City terminated the Contract due to default insolvency, or for cause, it may enter into negotiated procurement pursuant to section 53(d) of RA 9184 and its IRR.

11. WARRANTY

The QC 122 helpline for General Public concerns shall be free from any and all defects in material and workmanship for a period of **five (5) years** with free system update within the warranty period from date of final acceptance of the project and that same shall substantially conform to the specifications provided under the Terms of Reference (TOR)

Submitted by:



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