PHILIPPINE BIDDING DOCUMENTS

Republic of the Philippines

PROCUREMENT OF GOODS

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SOCIAL SECURITY SYSTEM

PROCUREMENT OF GOODS

SSS OMNIAI CRMS

ITB-NGPA-SSS-GOODS-2026-093

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Glossary of Acronyms, Terms, and Abbreviations

ABC – Approved Budget for the Contract.

BAC – Bids and Awards Committee.

BDS – Bid Data Sheet.

BIR – Bureau of Internal Revenue.

BSP – Bangko Sentral ng Pilipinas.

CDA - Cooperative Development Authority.

CIF – Cost Insurance and Freight.

CIP – Carriage and Insurance Paid.

COS – Contract of Service.

CPI – Consumer Price Index.

DDP – Delivered Duty Paid.

DOLE – Department of Labor and Employment.

DTI – Department of Trade and Industry.

EXW – Ex works.

FCA – “Free Carrier” shipping point.

FOB – “Free on Board” shipping point.

GCC - General Conditions of Contract.

GFI – Government Financial Institution.

GOCC – Government-Owned and/or –Controlled Corporation.

GoP – Government of the Philippines.

GPPB – Government Procurement Policy Board.

HoPE – Head of Procuring Entity.

INCOTERMS – International Commercial Terms.

IRR – Implementing Rules and Regulations.

ITB – Instructions to Bidders.

JO – Job Order.

LCB- Lowest Calculated Bid.

LCRB – Lowest Calculated Responsive Bid.

LGU – Local Government Unit

LoC – Letter of Credit.

MAB – Most Advantageous Bid.

MARB – Most Advantageous Responsive Bid.

MEARB – Most Economically Advantageous Responsive Bid.

MYCA – Multi-Year Contracting Authority.

NFCC – Net Financial Contracting Capacity.

NGA – National Government Agency.

PhilGEPS - Philippine Government Electronic Procurement System.

PSA – Philippine Statistics Authority.

RA No. – Republic Act Number.

SARB – Single Advantageous Responsive Bid.

SCC - Special Conditions of Contract.

SCRB – Single Calculated Responsive Bid.

SEARB – Single Economically Advantageous Responsive Bid.

SEC – Securities and Exchange Commission.

SLCC – Single Largest Completed Contract.

UN – United Nations.

Definition of Terms

Bid – a signed offer, proposal, or quotation submitted by a supplier, manufacturer, distributor, contractor, consultant, or service provider in response to the requirements of the Procuring Entity as stated in the Bidding Documents. (IRR, Section 5[c]).

Bidder – a supplier, manufacturer, distributor, contractor, consultant, and service provider, whether public or private, who submits a Bid in response to the requirements of the Procuring Entity as stated in the Bidding Documents. (IRR, Section 5[d]).

Bidding Documents – the documents issued by the Procuring Entity as the basis for Bids, furnishing all information necessary to prospective Bidder to prepare a Bid for the Goods, Infrastructure Projects, and Consulting Services required by the Procuring Entity. (IRR, Section 5[e]).

Contract – refers to the agreement entered into between the Procuring Entity and the Supplier or Manufacturer or Distributor or Service Provider for procurement of Goods and Services; Contractor for Procurement of Infrastructure Projects; or Consultant or Consulting Firm for Procurement of Consulting Services; as the case may be, as recorded in the Contract Form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.

Contract Price - the price payable to the Supplier under the Contract for the full and proper performance of its contractual obligations.

Effective Date of the Contract – the date indicated in the contract. However, the Supplier shall commence performance of its obligations only upon receipt of the Notice to Proceed.

Foreign-funded Procurement or Foreign-Assisted Project – refers to the acquisition of Goods, Consulting Services, and the contracting for Infrastructure Projects by the Government of the Philippines which are wholly or partly funded by foreign loans or grants pursuant to a Treaty or International or Executive Agreement.

Framework Agreement – is a procurement strategy which shall be in the nature of an option contract between the Procuring Entity and the Bidder that stipulates the terms and conditions to be applied in subsequent contracts for the procurement of Goods, Infrastructure Projects, and Consulting Services with a single or multiple contractor, manufacturer, supplier, distributor, consultant, and service provider to expand the pool of prospective Bidders, take advantage of economies of scale, minimize the administrative burden of conducting separate procurement activities, and generate time and money savings. (IRR, Section 16.2).

Goods – refer to (i) all items, supplies, and materials, whether in the nature of equipment, furniture, stationery, materials for construction, or personal property of any kind, needed in the transaction of public businesses or in the pursuit of any government undertaking, project or activity; or (ii) general support services which pertain to all types of services except Consulting Services and Infrastructure Projects, such as the repair and maintenance of equipment and furniture, as well as trucking, hauling, janitorial, security, and related or analogous services. Personnel Services or individual COS or JO engagements do not fall under this definition; (IRR, Section 5[n])

MARB – refers to the award criteria in the procurement of Goods where the considerations for the award of contract are the eligibility of the bidder, the responsiveness of its bid to the technical requirements, and the most advantageous bid in reference to the highest rated offer based on the quality component of the bid.

MEARB – refers to the award criteria in the procurement of Goods where the considerations for the award of contract are the eligibility of the bidder, and the responsiveness of its bid to the technical requirements, and the determination of the most economically advantageous bid in reference to the quality-price ratio allocated to the technical and financial components of the bid.

Online submission – pertains to the submission of the bid for Goods and the bid envelopes containing the technical and financial components of the bid through electronic means or through the electronic bidding facility of the PhilGEPS.

Project – refers to a specific or identified procurement covering Goods, Infrastructure Projects or Consulting Services. A Procurement Project shall be described, detailed, and scheduled in the Project Procurement Management Plan prepared by the agency which shall be consolidated in the procuring entity's Annual Procurement Plan.

Services - means those services ancillary to the supply of the Goods, such as transportation and insurance, and any other incidental services, such as installation, commissioning, provision of technical assistance, training, and other such obligations of the Supplier covered under the Contract.

Supplier – refers to a citizen, or any corporate body or commercial company duly organized and registered under the laws where it is established, habitually established in business and engaged in the manufacture or sale of the merchandise or performance of the general services covered by its Bid. Supplier as used in these Bidding Documents may likewise refer to a manufacturer, distributor, contractor, or consultant, or service provider.

Verified Report - the report submitted by the Implementing Unit to the HoPE setting forth its findings as to the existence of grounds or causes for termination and explicitly stating its recommendation for the issuance of a Notice to Terminate.

Section I. Invitation to Bid

INVITATION TO BID FOR SSS OMNIAI CRMS
(ITB-NGPA-SSS-GOODS-2026-093)

1) The *Social Security System (SSS)*, through the *Approved 2026 Corporate Operating Budget with Code PAP 2026-0433 of the 2026 Annual Procurement Plan (APP)* intends to apply the sum of Three Hundred Seventy-One Million Five Hundred Fifty-One Thousand Five Hundred Thirty-Seven Pesos (**₱371,551,537.00***)* being the Approved Budget for the Contract (ABC) to payments under the contract for *SSS OMNIAI CRMS*. Bids received in excess of the ABC shall be automatically rejected at bid opening.

2) The *SSS* now invites bids for *SSS OMNIAI CRMS.* Delivery of the Goods required is *within Two Hundred Forty (240) calendar days from receipt of Notice to Proceed and Signed Contract*.

3) Bidders should have completed within a period of five (5) years prior to the date of submission and receipt of bids, any of the following:

   a. A Single Largest Completed Contract (SLCC) that is similar to the procurement project to be bid, and whose value, adjusted to current prices using the Philippine Statistics Authority (PSA) consumer price indices, must be at least fifty percent (50%) of the ABC; or

   b. A combination of contracts completed within the same period, provided their total value is at least fifty percent (50%) of the ABC, to wit:

      i. The bidder should have completed at least one (1) similar contract amounting to at least 25% of the ABC; and

      ii. The bidder should have completed other contracts, whether similar or not, with an aggregate amount of at least 25% of the ABC.

   The description of an eligible bidder is contained in the Bidding Documents, particularly, in Section II. Instructions to Bidders.

4) Bidding will be conducted through competitive bidding procedures using a non-discretionary “pass/fail” criterion as specified in the IRR of RA No. 12009.

5) The award criteria to be adopted for this Project is Lowest Calculated and Responsive Bid (LCRB), where the considerations for the award of contracts are the eligibility of the bidder, the responsiveness of its bid to technical requirements, and the lowest financial bid.

6) 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 No. 5183.

In case of Joint Venture, persons or entities forming themselves into a joint venture, i.e., a group of two (2) or more persons or entities that intend to be jointly and severally responsible or liable for a particular contract: Provided, however, That Filipino ownership or interest of the joint venture concerned shall be at least sixty percent (60%). For this purpose, Filipino ownership or interest shall be based on the contributions of each of the members of the joint venture as specified in their JVA: Provided further, That the primary purpose of each member of the joint venture must be similar or related to the requirement of the project to be bid out.

7) Interested Bidders may obtain further information from *SSS* and inspect the Bidding Documents at the address given below from *Monday to Friday, 8:00 a.m. to 5:00 p.m.*

8) A complete set of Bidding Documents may be acquired by interested Bidders on **06 October 2026** from the address given below upon payment of the applicable fee for the Bidding Documents in the amount of **₱42,500.00**

   The mode of payment will be on a cash basis payable at the SSS Cash Management Department, Ground Floor, SSS Main Bldg., upon accomplishment of SSS Form R-6. The Bidding Documents shall be received personally by the prospective Bidder or his authorized representative.

   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.

9) The *SSS* will hold a Pre-Bid Conference on **14 October 2026 (Wednesday), 10:00a.m.** at *Bidding Room, 11th Floor, SSS Main Bldg., East Avenue, Diliman, Quezon City* and/or through video conferencing via *Microsoft Teams,* which shall be open to prospective Bidders.

10) Bids must be duly received by the Bids and Awards Committee (BAC) Secretariat through manual submission at the office address indicated below on or before **28 October 2026 (Wednesday) at 2:00p.m.** Late bids shall not be accepted.

11) All Bids must be accompanied by a Bid Security in any of the acceptable forms and in the amount stated in ITB Clause 16.1.

12) Bid opening shall be on **28 October 2026 (Wednesday) at 2:00p.m.** at *Bidding Room, 11th Floor, SSS Main Bldg., East Avenue, Diliman, Quezon City* and/or via *Microsoft Teams.* Bids will be opened in the presence of the Bidders' representatives who choose to attend the activity.

13) The SSS warns the public/bidders of unscrupulous individuals and groups posing as officers/employees of the SSS soliciting money, gifts, favors or benefits for alleged aid for whatever purpose. DO NOT GIVE anything to these unscrupulous individuals and groups. SSS thus enjoins the cooperation of the public/bidders to report these individuals/groups to the SSS Bids and Awards Committee and BAC Secretariat.

14) The *SSS* reserves the right to reject any and all bids, declare a failure of bidding, or not award the contract at any time prior to contract award in accordance with Section 70 of R.A. No. 12009, without incurring any liability to the affected Bidder or Bidders.

15) For further information, please refer to:

Rosalyn D. Azul-Condat
Bids and Awards Committee Secretariat Department
11th Floor, SSS Main Bldg., East Ave., Diliman, Quezon City
Tel. Nos. (632) 8922-1070; 8709-7198 local 3424/3420
Email – ***bac@sss.gov.ph***

16) You may visit ***https://www.sss.gov.ph/opportunities*** for downloading of Bidding Documents.

06 October 2026

THE CHAIRPERSON
BIDS AWARDS COMMITTEE

Section II. Instructions to Bidders

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A. General

1) Scope of Bid

1.1 The Procuring Entity, named in the **BDS** invites bids for the Project with Identification Number which shall be specified in the **BDS.**

1.2 The Project is composed of number of lots or items as provided in the **BDS**, the details of which are described in Section VII. Technical Specifications.

2) Source of Funds

The Procuring Entity has a budget or has received funds from the Funding Source named in the **BDS**, and in the amount indicated in the **BDS**. It intends to apply part of the funds received for this Project to cover eligible payments under the contract.

3) Corrupt, Fraudulent, Collusive, and Coercive Practices

3.1 Unless otherwise specified in the **BDS**, the Procuring Entity, as well as the Bidders and Suppliers, shall observe the highest standard of ethics during the procurement and execution of the contract. In pursuance of this policy, the Procuring Entity:

a) defines, for purposes of this provision, the following terms under existing laws, rules, and regulations:

i) "corrupt practice" means an act by which officials in the public or private sectors improperly and unlawfully enrich themselves, others, or induce others to do so, by misusing the position in which they are placed, and includes the offering, giving, receiving, or soliciting of anything of value to influence the action of any such official in the procurement process or in contract execution; entering, on behalf of the government, into any contract or transaction manifestly and grossly disadvantageous to the same, whether or not the public officer profited or will profit thereby, and similar acts as provided in RA No. 3019.

ii) "fraudulent practice" means a misrepresentation of facts for purposes of influencing a procurement process or the execution of a contract to the detriment of the Procuring Entity, which includes collusive practices among Bidders (prior to or after bid submission) designed to establish bid prices at artificial, non-competitive levels and to deprive the Procuring Entity of the benefits of free and open competition.

iii) "collusive practices" means a scheme or arrangement between two or more Bidders, with or without the knowledge of the Procuring Entity, designed to establish bid prices at artificial, non-competitive levels.

iv) "coercive practices" means harming or threatening to harm, directly or indirectly, persons, or their property to influence their participation in a procurement process, or affect the execution of a contract;

v) “obstructive practice” is

a) deliberately destroying, falsifying, altering or concealing of evidence material to administrative proceedings or investigation or making false statements to investigators in order to materially impede administrative proceedings or investigation of the Procuring Entity or any foreign government/foreign or international financing institution relative to allegations of a corrupt, fraudulent, coercive, or collusive practice; and/or threatening, harassing, or intimidating any party to prevent the latter from disclosing its knowledge of matters relevant to the administrative proceedings or investigation or from pursuing such proceedings or investigation; or

b) acts intended to materially impede the exercise of the inspection and audit rights of the Procuring Entity or any foreign government/foreign or international financing institution herein.

b) Undertakes to reject a proposal for award upon *prima facie* determination that the Bidder recommended for award has engaged in any of the prohibited practices mentioned in this Clause for purposes of competing for the contract.

3.2 Further, the Procuring Entity will seek to impose the maximum civil, administrative, and/or criminal penalties available under applicable laws on individuals and organizations deemed to be involved in any of the practices mentioned in ITB Clause 3.1(a).

3.3 Furthermore, the Funding Source and the Procuring Entity reserve the right to inspect and audit records and accounts of a Bidder or Supplier in the bidding for and performance of a contract themselves or through independent auditors as reflected in the **GCC** Clause 3.

4) Conflict of Interest

4.1 All Bidders found to have conflicting interests shall be disqualified to participate in the procurement at hand, without prejudice to the imposition of appropriate administrative, civil, and criminal sanctions. A Bidder may be considered to have conflicting interests with another Bidder in any of the events described in paragraphs (a) through (c) below and a general conflict of interest in any of the circumstances set out in paragraphs (d) and (f) below:

a) A Bidder has controlling shareholders or beneficial owners in common with another Bidder;

b) A Bidder receives or has received any direct or indirect subsidy from any other Bidder;

c) A Bidder has the same legally authorized representative as that of another Bidder for purposes of this bid;

d) A Bidder has a relationship, directly or through third parties, that puts them in a position to have access to information about or influence on the

bid of another Bidder or influence the decisions of the Procuring Entity regarding this bidding process; This may include a firm or an organization that lends, or temporarily seconds, its personnel to firms or organizations that are engaged in consulting services for the preparation related to procurement for or implementation of the project, if the personnel would be involved in any capacity on the same project;

e) A Bidder who participated as a consultant in the preparation of the design or technical specifications of the Goods and related services that are the subject of the bid.

f) A Bidder who lends, or temporarily seconds, its personnel to firms or organizations which are engaged in consulting services for the preparation related to procurement for or implementation of the project, if the personnel would be involved in any capacity on the same project.

4.2 All Bidding Documents shall be accompanied by an Omnibus Sworn Statement of the Bidder that it is not related, by consanguinity or affinity up to the third level, to the HoPE, Procurement Agent (if engaged), the head of the Project Management Office (PMO), the End-User or Implementing Unit or any members of the Bids and Awards Committee (BAC), Technical Working Group (TWG), and BAC Secretariat.

4.3 The Bidder shall also disclose the ultimate beneficial ownership of an entity. Failure to comply shall be a ground for the automatic disqualification of the bid in consonance with Section 59 of the IRR. For this reason, relation to the aforementioned persons within the third civil degree of consanguinity or affinity shall automatically disqualify the Bidder from participating in the procurement of contracts of the Procuring Entity notwithstanding the act of such persons inhibiting themselves from the procurement process. This Clause shall apply to the following persons and affiliates:

a) In the case of individuals or sole proprietorships, to the Bidders and their spouses;

b) In the case of partnerships, to the partnership itself and its partners;

c) In the case of cooperatives, to the cooperative itself and members of the board of directors, general manager or chief executive officer;

d) A partnership, joint venture or consortium which is blacklisted or which has blacklisted member/s or partner/s, as well as a person or entity who is a member of a blacklisted joint venture or consortium, are, likewise not allowed to participate in any government procurement during the period of suspension or blacklisting; and

e) In the case of corporations, a single stockholder, together with their relatives up to the third civil degree of consanguinity or affinity, and their assignees, holding at least twenty percent (20%) of the shares therein, its chairperson and president, shall be blacklisted after they have been determined to hold the same controlling interest in a previously blacklisted corporation or in two corporations that have been blacklisted; the corporations of which they are part of shall also be blacklisted.

5) Eligible Bidders

5.1 Only Bids found to be legally, technically, and financially eligible will be evaluated. For procurement of Goods, the following persons shall be eligible to participate in this bidding:

a) Duly-licensed Filipino citizens or sole proprietorships;

b) Partnerships duly organized under the laws of the Philippines and of which at least sixty percent (60%) of the interest belongs to citizens of the Philippines;

c) Corporations duly organized under the laws of the Philippines, and of which at least sixty percent (60%) of the outstanding capital stock belongs to citizens of the Philippines;

d) Cooperatives duly organized under the laws of the Philippines; and

e) Persons or entities forming themselves into a ~~Joint Venture (~~JV~~)~~, i.e., a group of two (2) or more persons or entities that intend to be jointly and severally responsible or liable for a particular contract: Provided, however, that Filipino ownership or interest of the JV concerned shall be at least sixty percent (60%). For this purpose, Filipino ownership or interest shall be based on the contributions of each of the members of the joint venture as specified in their Joint Venture Agreement (JVA); Provided, further, that the primary purpose of each member of the JV must be similar to or related with the requirements of the project to be bid out.

5.2 Foreign Bidders may be eligible to participate when any of the following circumstances exist, as specified in the **BDS**:

a) When provided for under any treaty or international or executive agreement as provided in Section 4 of the IRR;

b) When the foreign supplier is a citizen, corporation, or association of a country, the laws or regulations of which grant reciprocal rights or privileges to citizens, corporations, or associations of the Philippines;

c) When the Goods sought to be procured are not available from local suppliers; or

d) When there is a need to prevent situations that defeat competition or restrain trade.

5.3 GOCCs may be eligible to participate only if they can establish that they (a) are legally and financially autonomous, (b) operate under commercial law, and (c) are not attached agencies of the Procuring Entity.

5.4 The Bidder must have completed, within a period of ten (10) years from the submission of the bid, unless a shorter period is indicated in the Invitation to Bid and **BDS**, a Single Largest Completed Contract (SLCC) that is similar to the procurement project to be bid, and whose value must be equivalent to at least fifty percent (50%) of the ABC, adjusted to current prices using the Philippine Statistics Authority (PSA) consumer price indices.

5.5 If the Procuring Entity determines that it is necessary to adopt a different SLCC requirement to ensure broader Bidder participation while establishing their technical capacity, it may allow Bidders to present a combination of contracts completed within the same period, provided their total value is at least fifty percent (50%) of the ABC, thus:

a) The Bidder should have completed at least one (1) similar contract amounting to at least 25% of the ABC; and

b) The Bidder should have completed other contracts, whether similar or not, with an aggregate amount of at least 25% of the ABC.

For this purpose, the Procuring Entity may clarify in the **BDS** the definition or description of what it considers to be a similar project, which must be germane to the kind, class, or genus of goods or services to be procured, guided by the principle of proportionality and fit-for-purpose approach.

5.6 The Bidder must submit a computation of its Net Financial Contracting Capacity (NFCC), which must be at least equal to the ABC to be bid, calculated as follows:

NFCC = [(Current assets minus current liabilities) (15)] minus the value of all outstanding or uncompleted portions of the projects under ongoing contracts, including awarded contracts yet to be started coinciding with the contract to be bid.

The values of the domestic Bidder's current assets and current liabilities shall be based on the latest Audited Financial Statements (AFS) submitted to the BIR not earlier than two (2) years prior to date of bid submission.

For purposes of computing the foreign Bidders' NFCC, the value of the current assets and current liabilities shall be based on their latest AFS prepared in accordance with International Financial Reporting Standards.

If the Bidder opts to submit a committed Line of Credit, it must be at least equal to ten percent (10%) of the ABC to be bid. Provided that, if issued by a foreign bank, it shall be confirmed or authenticated by a local bank.

6) Bidder's Responsibilities

6.1 The Bidder or its duly authorized representative shall submit an omnibus sworn statement, in the form prescribed in Section VIII. Philippine Bidding Document Related Forms, as required in ITB Clause 12.1(viii).

6.2 Before submitting their bids, the Bidder is deemed to be knowledgeable with all existing laws, decrees, ordinances, acts and regulations of the Philippines which may affect this Project in any way.

6.3 The Bidder undertook the following responsibilities:

a) Took steps to carefully examine and ensure full understanding and comprehension of the Bidding Documents, its requirements, clauses, and provisions;

b) Acknowledged 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;

d) Complied with the responsibility to inquire, or secure the Supplemental Bid Bulletin(s) as provided under ITB Clause 10.4;

e) Ensured that it is not "blacklisted" or barred from bidding by the Government of the Philippines (GoP) or any of its agencies, offices, corporations, or LGUs, including foreign government, or foreign or international financing institutions whose blacklisting rules have been recognized by the GPPB; by itself or by reason of its relation, membership, association, affiliation, or controlling interest with another blacklisted person or entity;

f) Ensured that each of the documents submitted in satisfaction with the bidding requirements is an authentic copy of the original, complete, and that all statements and information provided therein are true and correct;

g) Authorized the HoPE or its duly authorized representative/s to verify all the documents submitted;

h) Ensured that the signatory is the duly authorized representative of the Bidder, and granted full power and authority to do, execute, and perform any and all acts necessary to participate, submit the bid, to sign, and execute the ensuing contract, accompanied by the duly-notarized Special Power of Attorney, Board, or Partnership Resolution, or Secretary's Certificate, whichever is applicable;

i) Complied with the disclosure provision under Section 81 and 82 of RA No. 12009 and its IRR, in relation to other provisions of RA No. 3019;

j) Complied with existing labor laws and standards, in the case of procurement of services. Moreover, the Bidder undertakes to:

   i) Ensure the entitlement of workers to wages, hours of work, safety and health and other prevailing conditions of work as established by national laws, rules and regulations; or Collective Bargaining Agreement (CBA); or arbitration award, if and when applicable.

      In case there is a finding by the Procuring Entity or the Department of Labor and Employment (DOLE) of underpayment or non-payment of workers' wages and wage-related benefits, the Bidder agrees that the performance security or portion of the contract amount shall be withheld in favor of the complaining workers pursuant to appropriate provisions of RA No. 12009, without prejudice to the institution of appropriate actions under the Labor Code, as amended, and other social legislations.

   ii) Comply with Occupational Safety and Health Standards (OSHS) and correct deficiencies, if any.

In case of imminent danger, injury, or death of the worker, the Bidder undertakes to suspend contract implementation pending clearance to resume from the DOLE Regional Office, in compliance with the Work Stoppage Order; and

iii) Inform the workers of their conditions of work, labor clauses under the contract specifying wages, hours of work, and other benefits under prevailing national laws, rules and regulations; or CBA; or arbitration award, if and when applicable, through posting in two (2) conspicuous places in the establishment's premises.

k) Ensured that it 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.

l) Examined all instructions, forms, terms, and specifications in the Bidding Documents.

m) Determined and complied with all matters pertaining to the contract to be bid, including but not limited to: (i) the location and the nature of this Project; (ii) climatic conditions; (iii) transportation facilities; and (iv) other factors that may affect the cost, duration, and execution or implementation of this Project.

n) Ensured that all information in the Bidding Documents, including bid or supplemental bid bulletin/s issued, are correct and consistent. The Procuring Entity shall not assume any responsibility regarding erroneous interpretations or conclusions by the prospective or eligible Bidder out of the data furnished by the Procuring Entity.

Failure to observe any of the above responsibilities shall be at the risk of the Bidder concerned.

6.4 Further, the Bidder shall bear all costs associated with the preparation and submission of its Bid, and the Procuring Entity shall in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

In case of failure of bidding, the Bidding Documents fee may be applied in the re-bidding for the same Project.

6.5 Furthermore, the Bidder should be aware that the Procuring Entity will accept bids only from those that have paid the applicable fee for the Bidding Documents at the office indicated in the Invitation to Bid.

7) Origin of Goods

Unless otherwise indicated in the **BDS**, there is no restriction on the origin of Goods other than those prohibited by a decision of the United Nations (UN) Security Council taken under Chapter VII of the Charter of the UN.

8) Subcontracts

8.1 Unless otherwise specified in the **BDS**, the Bidder may subcontract portions of the Goods to an extent as may be approved by the HoPE and as stated in the **BDS**. However, the subcontracted portion shall not exceed twenty percent (20%), or a different percentage of the ABC, on a per project basis, as approved by the GPPB.

8.2 Subcontracting of any portion of this Project shall not relieve the Bidder from any liability or obligation that may arise from the contract.

8.3 Subcontractors must meet the eligibility criteria and submit the same eligibility documents as the general contractor. Failure of a subcontractor to meet the eligibility criteria does not affect the eligibility of the general contractor for the Project. In such case, the portion intended to be subcontracted to the ineligible subcontractor shall be assumed by the general contractor.

8.4 Subcontracting arrangement, if allowed, including the time of submission of the eligibility documents of the subcontractor, shall be disclosed in the **BDS.**

B. Contents of Bidding Documents

9) Pre-Bid Conference

9.1 If so specified in the **BDS**, a pre-bid conference shall be held either at the Procuring Entity's physical address and/or online through videoconferencing, webcasting, or similar technology, or a combination thereof, on the date indicated therein, to clarify and address the Bidders' questions on the technical and financial components of this Project.

9.2 The pre-bid conference shall be held at least twelve (12) calendar days before the deadline for the submission and receipt of bids, but not earlier than seven (7) calendar days from the posting of the invitation to bid and other bidding documents in the PhilGEPS.

9.3 Bidders are highly encouraged to attend the pre-bid conference to fully understand the Procuring Entity's requirements. While non-attendance of the Bidder will in no way prejudice its bid. The Bidder is deemed to know any changes and/or amendments to the Bidding Documents, as may be provided in the Supplemental Bid Bulletin.

The proceedings of the pre-bid conference shall be recorded, and the corresponding minutes shall be prepared not later than five (5) calendar days after the pre-bid conference. The minutes shall be made available to prospective Bidders not later than five (5) days upon written request.

9.4 Decisions of the BAC amending any provision of the Bidding Documents shall be issued in writing through a Supplemental Bid Bulletin at least seven (7) calendar days before the deadline for the submission and receipt of bids.

10) Clarification and Amendment of Bidding Documents

10.1 Prospective Bidders may request for clarification on and/or interpretation of any part of the Bidding Documents. Such request must be in writing and submitted to the BAC of the Procuring Entity at the address or electronic mail indicated in

the **BDS** or through the electronic bidding facility of PhilGEPS, as may be applicable, at least ten (10) calendar days before the deadline set for the submission and receipt of Bids.

10.2 The BAC shall respond to the said request by issuing a Supplemental Bid Bulletin duly signed by the BAC Chairperson. It shall be made available to all those who have properly secured the Bidding Documents, at least seven (7) calendar days before the deadline for the submission and receipt of Bids.

10.3 Supplemental Bid Bulletins may also be issued upon the Procuring Entity's initiative for purposes of clarifying or modifying any provision of the Bidding Documents not later than seven (7) calendar days before the deadline for submission and receipt of Bids. Any modification to the Bidding Documents shall be identified as an amendment.

10.4 Any Supplemental Bid Bulletin issued by the BAC shall also be posted in the PhilGEPS, in any conspicuous place in the premises of the Procuring Entity, and on the website or social media platforms of the Procuring Entity, if available, or such other channels as may be authorized by the GPPB. It shall be the responsibility of all prospective Bidders, including those who have properly secured the Bidding Documents, to inquire and secure Supplemental Bid Bulletins that may be issued by the BAC. However, Bidders who have submitted bids before the issuance of the Supplemental Bid Bulletin must be accordingly informed by the BAC and be allowed to modify or withdraw their bids prior to the deadline for the submission and receipt of bids in accordance with ITB Clause 21.

C. Preparation of Bids

11) Language of Bids

The eligibility requirements or statements, the bids, and all other documents to be submitted to the BAC must be in English. If the eligibility requirements or statements, the bids, and all other documents submitted to the BAC are in foreign language other than English, it must be accompanied by a translation of the documents in English. The documents shall be translated by the relevant foreign government agency, the foreign government agency authorized to translate documents, or a registered translator in the foreign Bidder's country. The Bidder shall cause the authentication of the translated documents and shall be authenticated by the appropriate Philippine foreign service establishment or post or the equivalent office having jurisdiction over the foreign Bidder's affairs in the Philippines. The English translation shall govern, for purposes of interpretation of the bid.

However, for Contracting Parties to the Apostille Convention, the documents shall be authenticated through an apostille by the Competent Authority, as defined in Section 20.9.2 of [the] IRR, except for countries identified by the DFA that will still require legalization (red ribbon) by the relevant Embassy or Consulate.

12) Documents Comprising the Bid: Technical and Financial Components

12.1 The first bid envelope shall contain the following technical documents, including the eligibility documents:

i) PhilGEPS Certificate of Registration (Platinum Membership);

ii) Statement of SLCC;

iii) NFCC Computation or committed Line of Credit (LoC);

iv) Statement of all its ongoing government and private contracts, including contracts awarded but not yet started, if any, whether similar or not similar in nature and complexity to the contract to be bid;

v) *[if applicable]* JVA) or in the absence of a JVA, duly notarized statements from all potential JV partners stating that they will enter into and abide by the provisions of the JVA in the event that the bid is successful;

vi) Bid Security in the prescribed form and amount in accordance with ITB Clause 16, and validity period under ITB Clause 15;

vii) Technical Specifications, which may include production or delivery schedule, manpower requirements, or after-sales service or parts, if applicable;

viii) Omnibus Sworn Statement; and

ix) For foreign Bidders claiming eligibility by reason of their country's extension of reciprocal rights to Filipinos, a certification from the relevant government office of their country stating that Filipinos are allowed to participate in their government procurement activities for the same item or product.

12.2 The second bid envelope shall contain the following financial documents:

a) Bid Form which includes the Bid price;

b) Price Schedules in accordance with ITB Clause 13.1; and

c) *[if applicable]* Certificate of Domestic Preference, in accordance with ITB Clause 25.

12.3 Whenever necessary, modifications may be made to the foregoing components specifically for major and specialized procurement to suit the particular needs of the Procuring Entity, subject to the approval of the GPPB.

12.4 All bids that exceed the ABC shall not be accepted, unless otherwise indicated in the **BDS**. For foreign-funded procurement, the ABC shall be applied as the ceiling to bid prices provided the following conditions are met:

a) Bidding Documents are obtainable free of charge on a freely accessible website. If payment of Bidding Documents is required by the Procuring Entity, payment could be made upon the submission of bids.

b) The Procuring Entity has procedures in place to ensure that the ABC is based on recent estimates made by the responsible unit of the Procuring Entity and that the estimates reflect the quality, supervision and risk, and inflationary factors, as well as prevailing market prices, associated with the types of works or goods to be procured.

c) The Procuring Entity has trained cost estimators in estimating prices and analyzing bid variances.

d) The Procuring Entity has established a system to monitor and report bid prices relative to ABC and engineer's/procuring entity's estimate.

e) The Procuring Entity has established a monitoring and evaluation system for contract implementation to provide feedback on actual total costs of goods and works.

However, the GoP and the foreign government, or foreign or international financing institutions may agree to waive the foregoing conditions.

13) Bid Prices

13.1 The Bidder shall accomplish the Price Schedule Form as prescribed by the Procuring Entity, which may include the following details:

a) For Goods offered from within the Philippines:

i) The price of the Goods quoted EXW (ex works, ex factory, ex warehouse, ex showroom, or off-the-shelf, as applicable);

ii) The cost of all customs duties and sales and other taxes already paid or payable;

iii) The cost of transportation, insurance, and other costs incidental to delivery of the Goods to their final destination; and

iv) The price of other (incidental) services, if any, listed in the **BDS**.

b) For Goods offered from abroad:

i) Unless otherwise stated in the **BDS**, the price of the Goods shall be quoted Delivery Duty Paid (DDP) with the place of destination in the Philippines as specified in the **BDS**. In quoting the price, the Bidder shall be free to use transportation through carriers registered in any eligible country. Similarly, the Bidder may obtain insurance services from any eligible source country.

ii) The price of other (incidental) services, if any, listed in the **BDS**.

c) For Services, based on the form which may be prescribed by the Procuring Entity, in accordance with existing laws, rules and regulations.

13.2 The Bidder shall accomplish the appropriate Price Schedule included herein, stating the unit prices, total price per item, the total amount and the expected countries of origin of the Goods to be supplied under this Project. The Bidder shall fill in rates and prices for all items of the Goods described in the Price Schedule, which shall be presented and computed using up to two (2) decimal places, unless otherwise indicated in the **BDS.**

13.3 If the Instructions to Bidders specifically allow partial bids, bids not addressing or providing all of the required items in the Bidding Documents including, where applicable, the Price Schedule, shall be considered non-responsive and shall

be automatically disqualified. However, when no price or a zero (0) or a dash (-) is indicated in a required item in the bid form, the same shall be construed that it is being offered for free to the Government, except those required by law or regulations to be provided for.

The terms Ex Works (EXW), Cost, Insurance and Freight (CIF), Cost and Insurance Paid to (CIP), (DDP), and other trade terms used to describe the obligations of the parties, shall be governed by the rules prescribed in the current edition of the International Commercial Terms (INCOTERMS) published by the International Chamber of Commerce, Paris.

13.4 Prices quoted by the Bidder shall be fixed during the Bidder's performance of the contract and not subject to variation or price escalation on any account. A bid submitted with an adjustable price quotation shall be treated as non-responsive and shall be rejected.

14) Bid Currencies

14.1 Prices shall be quoted in the following currencies:

a) For Goods that the Bidder will supply from within the Philippines, the prices shall be quoted in Philippine Peso.

b) For Goods that the Bidder will supply from outside the Philippines, the prices may be quoted in the local or tradeable currency/ies accepted by the *Bangko Sentral ng Pilipinas* (BSP), as stated in the **BDS**. However, for purposes of bid evaluation, bids denominated in foreign currencies shall be converted to Philippine currency based on the exchange rate published in the BSP Daily Reference Exchange Rate Bulletin on the day of the bid opening.

14.2 If so allowed in accordance with ITB Clause 14.1, the Procuring Entity, for purposes of bid evaluation and comparing the bid prices, will convert the amounts in various currencies in which the bid price is expressed to Philippine Peso at the foregoing exchange rates.

14.3 Unless otherwise specified in the **BDS**, payment of the contract price shall be made in Philippine Peso.

15) Bid Validity

15.1 Bids shall remain valid for the period specified in the **BDS** which shall not exceed one hundred twenty (120) calendar days from the date of the opening of bids.

15.2 Should it become necessary to extend the validity of the bids and the bid securities beyond one hundred twenty (120) calendar days, the Procuring Entity concerned shall request in writing all those who submitted bids for such extension before the expiration date therefor. Bidders, however, shall have the right to refuse to grant such extension without forfeiting their Bid Security.

16) Bid Security

16.1 The Bidder shall at its option, submit a Bid Security in the form and amount as stated in the **BDS**, which may include the following:

Form of Bid Security	Amount of Bid Security (Not less than the required percentage of the ABC)
a) Cash or cashier's or manager's check issued by a bank. *For biddings conducted by LGUs, the Cashier's or Manager's check may be issued by other banks certified by the BSP as authorized to issue such financial instrument.*	Two Percent (2%)
b) Bank draft/guarantee or irrevocable LoC issued by a bank: Provided, however, that it shall be confirmed or authenticated by a local bank, if issued by a foreign bank. *For biddings conducted by LGUs, Bank Draft/Guarantee, or Irrevocable Letter of Credit (LoC) may be issued by other banks certified by the BSP as authorized to issue such financial instrument.*	
c) Surety bond callable upon demand issued by a surety or insurance company duly certified by the Insurance Commission as authorized to issue such security.	Five Percent (5%)
d) Bid Securing Declaration	Not Applicable

The Bid Security shall be denominated in Philippine Peso and posted in favor of the Procuring Entity.

16.2 The Bid Security should be valid for the period specified in the **BDS**. Any bid not accompanied by an acceptable Bid Security shall be considered as non-responsive and rejected by the Procuring Entity.

16.3 In no case shall the Bid Security be returned later than the expiration of the bid validity period indicated in the **BDS**, unless it has been extended. In case the Bidder is required to extend its bid validity, the Bidder may, at its discretion, substitute a Bid Securing Declaration for the extended period as a replacement of its Bid Security; Provided, that the option to substitute is indicated in the **BDS**.

16.4 Upon signing and execution of the contract pursuant to ITB Clause 30, and the posting of the performance security pursuant to ITB Clause 31, the Bid Security

of the successful Bidder will be discharged, but in no case later than its validity period as indicated in the ITB Clause 16.2.

16.5 The Bid Security may be forfeited based on any of the following grounds, as provided under Rule VIII, X, XI, and XXI of the IRR.

a) if a Bidder:

i) Withdraws its bid during the period of bid validity specified in ITB Clause 15;

ii) Does not accept the correction of errors pursuant to ITB Clause 26.5(b) (arithmetical error);

iii) Has a finding against the veracity of any of the documents submitted as stated in ITB Clause 27.2;

iv) Submits eligibility requirements containing false information or falsified documents;

v) Submits bids that contain false information or falsified documents, or the concealment of such information in the bids to influence the outcome of eligibility screening or any other stage of the public bidding;

vi) Allows the use of one's name, or uses the name of another for purposes of public bidding;

vii) Refuses to accept an award or enter into contract with the Government without justifiable cause, after the Bidder had been adjudged as having submitted the Lowest Calculated Responsive Bid (LCRB), Most Economically Advantageous Responsive Bid (MEARB), or Most Advantageous Responsive Bid (MARB);

viii) Refuses or fails to post the required performance security within the prescribed time;

ix) Refuses to clarify or validate in writing its bid during post-qualification within a period of seven (7) calendar days from receipt of the request for clarification;

x) Has any documented attempt by a Bidder to unduly influence the outcome of the bidding in its favor; or

xi) Commits other acts that tend to defeat the purpose of the competitive bidding, Competitive Dialogue, Unsolicited Offer with Bid Matching and Limited Source Bidding, such as but not limited to habitually withdrawing from bidding, submitting late Bids or patently insufficient bid, for at least three (3) times within a year, except for valid reasons.

b) If a winning Bidder:

i) Fails to sign the contract in accordance with ITB Clause 30;

ii) Fails to furnish performance security in accordance with ITB Clause 31; or

iii) Fails to enter into joint venture after the bid is declared successful, in the case of potential JV partners.

17) Format and Signing of Bids

17.1 Bidders shall submit their bids through their duly authorized representative using the appropriate forms provided in Section VIII. Philippine Bidding Document Related Forms on or before the deadline specified in ITB Clause 19 in two (2) separate sealed bid envelopes which shall be submitted simultaneously, whether through manual or online submission. The first shall contain the technical component of the bid, including the eligibility requirements under ITB Clause 12, and the second shall contain the financial component of the bid. This shall also be observed for each lot in the case of lot procurement.

17.2 Forms as mentioned in ITB Clause 17.1 must be completed without any alterations to their format. No substitute form shall be accepted.

17.3 Each and every page of the Bid Form, including the Price Schedule, under Section VIII hereof, shall be signed by the duly authorized representative/s of the Bidder. Failure to do so shall be a ground for the rejection of the bid.

17.4 Any insertions, erasures, or overwriting shall be valid only if they are signed or initialed by the duly authorized representative/s of the Bidder.

18) Sealing and Marking of Bids

18.1 Bidders shall enclose their technical documents described in ITB Clause 12 in one sealed envelope marked “TECHNICAL COMPONENT”, and the financial component in another sealed envelope marked “FINANCIAL COMPONENT”, sealing them all in an outer envelope marked “BID”.

18.2 The Bid as indicated in the Bidding Documents shall be typed or written in ink and shall be signed by the Bidder or its duly authorized representative/s.

18.3 All envelopes shall:

a) contain the name of the contract to be bid in capital letters;

b) bear the name and address of the Bidder in capital letters;

c) be addressed to the Procuring Entity’s BAC in accordance with ITB Clause 1.1;

d) bear the specific identification of this bidding process indicated in the ITB Clause 1.1; and

e) bear a warning “DO NOT OPEN BEFORE…” the date and time for the opening of bids, in accordance with ITB Clause 19.

18.4 For manually submitted bid envelopes that are not properly sealed and marked, as required in the Bidding Documents, the same shall be accepted; Provided, That the Bidder or its duly authorized representative shall acknowledge such

condition of the bid as submitted. On the other hand, unsealed or unmarked bid envelopes, or bids that cannot be opened or corrupted in case of online submission, shall be rejected.

The BAC shall assume no responsibility for misplaced or lost contents of the improperly sealed or marked bid, or for its premature opening.

D. Submission and Opening of Bids

19) Deadline for Submission of Bids

Bids must be received by the Procuring Entity's BAC at the address indicated in the Invitation to bid**,** or through the e-bidding facility of the PhilGEPS on or before the date and time indicated in the **BDS.**

20) Late Bids

Bids, including the eligibility requirements, submitted after the deadline shall be rejected by the BAC. The BAC shall record in the Minutes of the Meeting the submission and opening of bids, the Bidder's name, its representative, and the time the late bid was submitted.

21) Modification and Withdrawal of Bids

21.1 Bidders may modify their bids before the deadline for the submission and receipt of bids.

a) For manual submission and receipt of bids, the Bidders shall not be allowed to retrieve their original bid but shall only be allowed to submit the bid modification by sending another bid, equally sealed, properly identified, linked to their original bid, marked as a "modification," thereof, and stamped "received" by the BAC. Bid modifications received after the applicable deadline shall not be considered and shall be returned to the Bidder unopened.

b) For online submission of bids, the Bidders shall not be allowed to retrieve their original Bid, but shall only be allowed to submit the bid modification, send another Bid equally secured, properly identified labelled as a "modification" of the one previously submitted. The time indicated in the latest bid receipt page generated shall be the official time of submission. Bids modification submitted after the applicable deadline shall not be accepted.

21.2 Bidders may withdraw their bids in writing before the deadline for submission and receipt of bids. Withdrawal of bids after the applicable deadline shall be subject to appropriate sanctions as prescribed in the IRR.

Bidders may also express their intention not to participate in the bidding in writing, which should be received by the BAC before the deadline for submission and receipt of bids. Bidders that withdraw their bids shall no longer be allowed to submit another bid for the same contract, directly or indirectly.

21.3 No bid may be modified after the deadline for submission and receipt of bids. Further, no bid may be withdrawn in the interval between the deadline for submission and receipt of bids, and the expiration of bid validity specified by

the Bidder in the Financial Bid Form. Withdrawal of bid during this interval shall result in the forfeiture of the Bidder's Bid Security pursuant to ITB Clause 16.5, and the imposition of administrative sanctions as prescribed by RA No. 12009, and without prejudice to the imposition of civil and criminal sanctions as provided under applicable laws.

21.4 Alternative Bids shall be rejected. For this purpose, Alternative Bid shall pertain to an offer made by a Bidder in addition or as a substitute to its original bid, which may be included as part of its original bid or submitted separately. A bid with options shall likewise be considered an Alternative Bid regardless of whether said bid proposal is contained in a single envelope or submitted in two (2) or more separate bid envelopes.

21.5 Each Bidder shall submit only one Bid, either individually or as a partner in a JV. Bidder who submits or participates in more than one bid (other than as a subcontractor if a subcontractor is permitted to participate in more than one bid) will cause all the proposals with the Bidder's participation to be disqualified. This shall be without prejudice to any applicable criminal, civil, and administrative penalties that may be imposed upon the persons and entities concerned.

22) Opening and Preliminary Examination of Bids

22.1 The BAC shall open the bids in public, immediately after the deadline for submission and receipt of bids, as specified in the **BDS**. In case the Bids cannot be opened as scheduled due to justifiable reasons, the BAC shall take custody of the submitted Bids and reschedule the opening of Bids on the next working day or at the soonest possible time, through the issuance of a notice of postponement to be posted on the PhilGEPS website and the website of the Procuring Entity concerned.

22.2 The manner of opening of the bids for Goods shall depend on the award criterion to be adopted as follows:

a) For LCRB and MEARB, the BAC shall open the technical and financial proposals on the same day; and

b) For MARB, only the technical proposals shall be opened on the same day while the financial proposals shall remain unopened and shall be kept securely by the BAC until the specified time of their opening as indicated in the **BDS.** Only the financial proposals of the Bidders who have met the highest technical score for Most Advantageous Bid (MAB) shall be opened.

22.3 The Procuring Entity shall prepare the minutes of the proceedings of the bid opening that shall include, as a minimum: (a) names of Bidders, their bid price (per lot, if applicable, and/or including discount, if any), bid security, findings of preliminary examination, and whether there is a withdrawal or modification; and (b) attendance sheet. The BAC members shall sign the abstract of bids as read.

22.4 The Bidders or their duly authorized representatives may attend the opening of bids. The BAC shall ensure the integrity, security, and confidentiality of all submitted bids. The Abstract of Bids, as read, and the minutes of the bid opening shall be made available to the public, upon written request and payment of a specified fee to recover the cost of materials.

22.5 To ensure transparency and accurate representation of the bid submission, the BAC Secretariat, shall notify in writing all Bidders whose bids it has received through its PhilGEPS-registered physical address or official e-mail address. The said notice shall be issued within seven (7) calendar days from the date of the bid opening.

E. Evaluation and Comparison of Bids

23) Process to be Confidential

23.1 Members of the BAC, its staff and personnel, Secretariat, and TWG, as well as Observers, are prohibited from making or accepting any communication with any Bidder regarding the evaluation of their bids until the issuance of the Notice of Award, unless otherwise allowed in ITB Clause 24.

23.2 Any effort by a Bidder to influence the Procuring Entity in its decision in respect of bid evaluation, bid comparison or contract award will result in the rejection of the bid.

24) Clarification of Bids

To assist in the evaluation, comparison, and post-qualification of the bids, the Procuring Entity may ask in writing any Bidder for a clarification of its bid. All responses to requests for clarification shall be in writing. Any clarification submitted by a Bidder in respect to its bid that is not in response to the request of the Procuring Entity shall not be considered.

25) Domestic Preference

25.1 The Procuring Entity shall give priority and preference to Philippine products and services. The preference and priority for Philippine products shall be guaranteed at all levels of the procurement process, including raw materials, ingredients, supplies, or fixtures.

25.2 For a period of ten (10) years from the effectivity of RA No. 11981 or the "*Tatak Pinoy* (Proudly Filipino) Act," and for Philippine products and services in sectors and economic activities covered by the prevailing Tatak Pinoy Strategy, the Procuring Entity is mandated to award the contract to the domestic Bidder for Philippine products and services in sectors and economic activities covered by the prevailing *Tatak Pinoy* Strategy (TPS).

Domestic Bidder, for purposes of this provision, refers to any person or entity offering unmanufactured articles, materials, or supplies grown or produced in the Philippines, or manufactured articles, materials, or supplies manufactured or to be manufactured in the Philippines substantially from articles, materials, or supplies that are or will be produced or manufactured in the Philippines, as the case may be.

25.3 After the said ten-year period, the domestic preference shall be subject to a margin of preference to be determined by the *Tatak Pinoy* Council which shall not be lower than fifteen percent (15%).

25.4 For products and services governed by the TPS, the domestic preference in procurement shall be in accordance with the IRR or guidelines issued for the *Tatak Pinoy Act.*

25.5 The Procuring Entity shall award the Project to the domestic Bidder if the bid is not more than twenty-five percent (25%) in excess of the lowest foreign bid. The margin of preference provided herein shall be subject to periodic review and adjustment by the GPPB, as may be necessary.

25.6 A Domestic Bidder can only claim preference if it secures from the appropriate agency a certification that the articles forming part of its bid are substantially composed of articles, materials, or supplies grown, produced, or manufactured in the Philippines.

25.7 The preference herein established may be waived should any of the following conditions be present as provided in the **BDS**:

a) Where domestic production is insufficient or unavailable in the required commercial quantities;

b) Where the specific or desired quality is not met;

c) Where domestic preference will result in inconsistencies with the Philippines' obligations under treaty or international or executive agreements; or

d) Other analogous circumstances.

26) Detailed Evaluation and Comparison of Bids

26.1 The Procuring Entity's evaluation of bids shall be based on the bid price quoted in the Bid Form, which includes the Price Schedule.

26.2 The Procuring Entity will undertake the detailed evaluation and comparison of the bids which have passed the opening and preliminary examination of bids, pursuant to ITB Clause 22, to determine the Lowest Calculated Bid (LCB), Most Economically Advantageous Bid (MEAB), and MAB.

26.3 The award criterion shall be determined as follows:

a) For LCB

i) The detailed evaluation of the financial component of the bids, to establish the correct calculated prices of the bids; and

ii) The ranking of the total bid prices as so calculated from the lowest to the highest, where the bid with the lowest price shall be identified as the LCB.

b) For MEAB, the BAC shall evaluate the quality and price proposals to determine the Most Economically Advantageous Bid (MEAB) using the following steps:

i) The quality proposal together with the price proposal shall be considered in the evaluation of bids. The quality proposals shall be

evaluated first using the criteria in the **BDS**. The price proposals of the bids that meet the minimum quality score shall then be opened.

ii) The price and quality proposals shall be given corresponding weights with the price proposal given a minimum weight of fifteen percent (15%) up to a maximum of forty percent (40%). The weight of the quality criteria shall be adjusted accordingly such that their total weight in percent together with the weight given to the price proposal shall be equal to one hundred percent (100%).

iii) To further promote green public procurement, the sustainability of products, or materials with green specifications shall be given greater weight in the evaluation of bids. As approved by the BAC, the exact weights shall be indicated in the **BDS**. The BAC shall rank the Bidders in descending order based on the combined numerical ratings of their quality and price proposals. The Bidder with the best overall score using the quality-price ratio shall be referred to as the MEAB.

iv) The HoPE shall approve or disapprove the recommendations of the BAC within two (2) calendar days after receipt of the results of the evaluation from the BAC.

c) For MAB

i) BAC shall evaluate the quality proposals to determine the MAB using the quality components. The quality components shall be assessed on the basis of the criteria with corresponding numerical weights indicated in the **BDS** to determine the Bidder with the highest technical rating.

ii) The second bid envelope of the Bidder obtaining the highest technical rating shall be opened. If the financial proposal is equal to or lower than the ABC, the bid shall be accepted and determined as the MAB; otherwise, the same shall be rejected and the Bidder will be disqualified.

26.4 In order to eliminate bias in evaluating the quality proposals, it is recommended that the highest and lowest scores for each Bidder for each criterion shall not be considered in determining the average scores of the Bidders, except when the evaluation is conducted in a collegial manner.

26.5 The BAC shall immediately conduct a detailed evaluation of all bids using non-discretionary criteria in considering the following:

a) Completeness of the bid. Unless the **BDS** allows partial bids, bids not addressing or providing all of the required items in the **BDS**, shall be considered non-responsive and, thus, automatically disqualified.

However, when no price or a zero (0) or a dash (-) is indicated in a required item in the bid form, the same shall be construed that it is being offered for free to the Government, except those required by law or regulations to be provided for; and

b) Arithmetical corrections. The BAC shall apply arithmetical corrections on computational errors and omissions to enable proper comparison of all eligible bids. Bid corrections may also be considered if expressly allowed in the **BDS**. Any adjustment shall be calculated in monetary terms to determine the calculated prices.

26.6 Based on the detailed evaluation of bids, those that comply with the above-mentioned requirements shall be ranked in the ascending order of their total calculated bid prices, as evaluated and corrected for computational errors, discounts and other modifications, to identify the LCB, MEAB, or MAB. Total calculated bid prices, as evaluated and corrected for computational errors, discounts and other modifications, which exceed the ABC shall not be considered, unless otherwise indicated in the **BDS**.

26.7 The BAC shall evaluate all bids on an equal footing to ensure fair and competitive bid comparison. For this purpose, all Bidders shall be required to include in their bids the cost of all taxes, such as, but not limited to, value added tax (VAT), income tax, local taxes, and other fiscal levies and duties, whichever is applicable, as itemized in the bid form and reflected in the detailed estimates. Such bids, including said taxes, shall be the basis for bid evaluation and comparison.

26.8 If so indicated pursuant to ITB Clause 1.2, bids may be submitted for individual lots or for any combination thereof, provided that all bids and combinations of bids shall be received by the same deadline and opened and evaluated simultaneously so as to determine the Bid or combination of Bids offering the lowest calculated cost to the Procuring Entity. Bid prices quoted shall correspond to all items specified for each lot and to all quantities specified for each item of a lot. Bid Security as required by ITB Clause 16 shall be submitted for each contract (lot) separately. The basis for evaluation of lots is specified in **BDS** Clause 26.5.

26.9 In order to eliminate bias in evaluating the quality proposals, it is recommended that the highest and lowest scores for each Bidder for each criterion shall not be considered in determining the average scores of the Bidders, except when the evaluation is conducted in a collegial manner.

27) Post-Qualification

27.1 The BAC shall determine to its satisfaction whether the Bidder that is evaluated as having submitted the LCB, MEAB, or MAB as the case may be, complies with and is responsive to all the requirements and conditions specified in ITB Clauses 5, 12.1, and 12.2. The Bidder, within five (5) calendar days from receipt of notice from the BAC that it submitted the LCB, MEAB, or MAB shall submit all the eligibility documents supporting its PhilGEPS Certificate of Registration (Platinum Membership), its latest income and business tax returns filed for the preceding quarter which should not be earlier than two (2) quarters from the date of submission and receipt of bid, and other appropriate licenses and permits required by law and stated in the **BDS**.

27.2 Failure to submit any of the post-qualification requirements on time, or a finding against the veracity thereof, shall disqualify the Bidder for award; Provided, That in the event that a finding against the veracity of any of the documents submitted is made, it shall cause the forfeiture of the Bid Security.

27.3 The determination shall be based upon an examination of the documentary evidence of the Bidder's qualifications submitted pursuant to ITB Clauses 12.1 and 12.2, as well as other information as the Procuring Entity deems necessary and appropriate, using a non-discretionary "pass/fail" criterion, which shall be completed within a period of twelve (12) calendar days.

27.4 If the BAC determines that the Bidder with the LCB, MEAB, or MAB fails to meet the post-qualification criteria, it shall immediately notify the said Bidder in writing of its post-disqualification and the grounds for such determination.

27.5 Immediately after the BAC has notified the first Bidder of its post-disqualification, and notwithstanding any pending request for reconsideration thereof, the BAC shall initiate and complete the same post-qualification process on the Bidder with the second LCB, MEAB, or MAB. If the second Bidder passes the post-qualification and the request for reconsideration of the first Bidder has been denied, the second Bidder shall be post-qualified as the Bidder with the LCB, MEAB, or MAB.

27.6 If the second Bidder, however, fails the post-qualification, the procedure for post-qualification shall be repeated for the Bidder with the next LCB, MEAB, or MAB and so on, until the LCRB, MEARB, MARB, as the case may be, is determined for award, subject to the procedure of Notice and Execution of Award.

27.7 If the BAC determines that the Bidder with the LCB, MEAB, or MAB passes all the criteria for post-qualification, it shall declare the said bid as the LCRB, MEARB, MARB, Single Calculated Responsive Bid (SCRB), Single Economically Advantageous Responsive Bid (SEARB), or Single Advantageous Bid (SARB).

27.8 Within a period not exceeding ten (10) calendar days from the determination and declaration through a resolution by the BAC of the LCRB, MEARB, MARB, SCRB, SEARB, or SARB, as the case may be, and the recommendation of the award, the HoPE or its duly authorized representative shall approve or disapprove the said recommendation.

27.9 In case of approval, the HoPE or its duly authorized representative shall immediately issue the Notice of Award to the Bidder with the LCRB, MEARB, MARB, SCRB, SEARB, or SARB, as the case may be.

In the event that the approving authority shall disapprove the resolution on the award of the contract, such disapproval shall be based only on valid, reasonable, and justifiable grounds to be expressed in writing. A copy of the decision disapproving the resolution shall be furnished to the BAC and the Bidder.

28) Reservation Clause

28.1 Notwithstanding the eligibility or post-qualification of a Bidder and without incurring any liability, the HoPE or its duly authorized representative at any stage of the procurement, reserves the right to review its qualifications, reject any and all bids, declare a failure of bidding or not award the contract in the following situations:

a) If it has reasonable grounds to believe that a misrepresentation has been made by the said Bidder, or that there has been a change in the Bidder's capability to undertake the project from the time it submitted its eligibility requirements.

b) Should such review uncover any misrepresentation made in the eligibility and bidding requirements, statements or documents, or any changes in the situation of the Bidder which will adversely affect its capability to undertake the Project so that it no longer meets the prescribed eligibility or bid evaluation criteria, the Procuring Entity shall consider the said Bidder as ineligible and disqualify it from participating further in the bidding process or being awarded the contract.

28.2 Based on any of the following grounds, the Procuring Entity reserves the right to reject any and all bids, declare a Failure of Bidding at any time prior to the contract award, or not to award the contract, without thereby incurring any liability, and make no assurance that a contract shall be entered into as a result of the bidding:

a) If there is *prima facie* evidence of collusion between appropriate public officers or employees of the Procuring Entity, or between the BAC and any of the Bidders, or if the collusion is between or among the Bidders themselves, or between a Bidder and a third party, including any act which restricts, suppresses or nullifies, or tends to restrict, suppress or nullify competition or influences or tends to influence the bidding process;

b) If the BAC is found to have failed in complying with the applicable law or in following the prescribed bidding procedures; or

c) If there are any justifiable and reasonable ground where the award of the contract will not redound to the benefit of the government, in instances where (i) the physical and economic conditions have significantly changed so as to render the Project no longer economically, financially, or technically feasible as determined by the HoPE; (ii) the Project is no longer necessary as determined by the HoPE; and (iii) the source of funds for the Project has been withheld or reduced through no fault of the Procuring Entity.

F. Award of Contract

29) Contract Award

29.1 Subject to ITB Clause 27, the HoPE or its duly authorized representative shall award the contract to the Bidder whose bid has been determined to be the LCRB, MEARB, MARB, SCRB, SEARB, or SARB, as the case may be.

29.2 Prior to the expiration of the period of bid validity, the Procuring Entity shall notify the successful Bidder in writing that its bid has been accepted, through a Notice of Award duly received by the Bidder or its representative personally or sent by registered mail or electronically, receipt of which must be confirmed in writing within two (2) days by the Bidder with the LCRB, MEARB, MARB, SCRB, SEARB, or SARB, as applicable and submitted personally or sent by registered mail or electronically to the Procuring Entity.

29.3 Within ten (10) calendar days from receipt by the winning Bidder of the Notice of Award, the following conditions should be complied with before the contract may be awarded:

a) Submission of the following documents:

i) Valid JVA, if applicable; or

ii) The SEC Certificate of Registration of the foreign corporation, if applicable.

b) Posting of the performance security in accordance with ITB Clause 31; and

c) Signing of the contract as provided in ITB Clause 30.

29.4 At the time of contract award, the Procuring Entity shall not increase or decrease the quantity of goods originally specified in Section VI. Schedule of Requirements.

30) Signing of the Contract

30.1 Within ten (10) calendar days from receipt of the Notice of Award, the winning Bidder shall (i) post the required performance security, sign and date the contract, and return it to the Procuring Entity.

30.2 The Procuring Entity shall enter into a contract with the successful Bidder within the same ten (10) calendar day period, provided that all the documentary requirements are complied with.

30.3 The following documents shall form part of the contract:

a) Contract Agreement;

b) Bidding Documents;

c) Winning Bidder's bid, including the technical and financial proposals, and all other documents/statements submitted (*e.g.,* Bidder's response to request for clarifications on the bid), including corrections to the bid, if any, resulting from the Procuring Entity's bid evaluation;

d) Performance Security;

e) Notice of Award of Contract; and

f) Other contract documents that may be required by existing laws and/or specified in the **BDS**.

31) Performance Security

31.1 To guarantee the faithful performance of its obligations under the contract, the winning Bidder shall post a performance security prior to the signing of the contract. Furthermore, the successful Bidder shall be required to update the performance security posted before the issuance of an amendment to order if any.

31.2 Sectors enumerated under Section 76.1 of the IRR may be allowed to post a Performance Securing Declaration (PSD) as specified in the **BDS.**

31.3 The performance security shall be in any form selected by the Procuring Entity in the amount indicated in the **BDS**, which shall not be less than the percentage of the ABC in accordance with the following price schedule:

Form of Performance Security	Amount of Performance Security (Not less than the Percentage of the Total Contract Price)
a. Cash or Cashier's or Manager's check issued by a bank. *For biddings conducted by LGUs, the Cashier's or Manager's check may be issued by other banks certified by the BSP as authorized to issue such financial instrument.*	Five percent (5%)
b. Bank draft or guarantee or irrevocable Letter of Credit issued by a local bank. If issued by a foreign bank, it shall be confirmed or authenticated by a local bank.	
ii. Surety bond callable upon demand issued by a surety or insurance company duly certified by the IC as authorized to issue such security.	Thirty Percent (30%)

31.4 The performance security shall be denominated in Philippine Peso and posted in favor of the Procuring Entity, which shall be forfeited in the event it is established that the winning Bidder is in default in any of its obligations under the contract.

32) Notice to Proceed

The Procuring Entity shall issue the Notice to Proceed to the winning Bidder not later than three (3) calendar days from the date of approval of the contract by the appropriate signatories. All notices called for by the terms of the contract shall be effective only at the time of receipt thereof by the successful Bidder.

33) Protest Mechanism

Decisions of the BAC in all stages of procurement may be protested to the HoPE in accordance with Section 83 of the IRR.

Section III. Bid Data Sheet

Bid Data Sheet

ITB Clause	
1.1	The Procuring Entity is *Social Security System (SSS)* The Project title is *SSS OMNIAI CRMS.* The identification number of the Contract is *ITB-NGPA-SSS-GOODS-2026-093.*
1.2	The number of lot(s): 1 lot
2	The Funding Source is: 1. The GoP through the source of funding as indicated below for CY2026 in the amount of ₱371,551,537.00 broken down as follows: CAPEX: ₱37,155,154 MOOE: ₱334,396,383.00 Year 1: ₱111,465,461.00 Year 2: ₱111,465,461.00 Year 3: ₱111,465,461.00 2. The source of funding is: SSS Corporate Operating Budget
3.1	No further instructions.
5.2	Foreign Bidders may participate in this Project as *mentioned in the ITB.*
5.4	Bidders should have completed, within five (5) years from the date of submission and receipt of bids, any of the following: 1. A Single Largest Completed Contract (SLCC) that is similar to the procurement project to be bid, and whose value, adjusted to current prices using the Philippine Statistics Authority (PSA) consumer price indices, must be at least fifty (50%) of the ABC; or 2. A combination of contracts completed within the same period, provided their total value is at least fifty (50%) of the ABC, to wit: a. The bidder should have completed at least one (1) similar contract amounting to at least twenty-five (25%) of the ABC; and b. The bidder should have completed other contracts, whether similar or not, with an aggregate amount of at least twenty-five (25%) of the ABC.
5.5	For this purpose, contracts similar to the Project shall be cloud-based CRM solutions CRMS, customer engagement platforms, contact center systems, AI-assisted customer service platforms, ticketing and case management systems, and customer experience management solutions, which integrate customer data management, automation, intelligent analytics, and multi-channel enterprise application integration, or other substantially similar systems.
7	No further instructions.
8.1	Subcontracting is not allowed.

8.4	Not Applicable.
9.1	The Procuring Entity will hold a pre-bid conference for this Project on **14 October 2026 (Wednesday), 10:00a.m.** at *Bidding Room, 11th Floor, SSS Main Bldg., East Avenue, Diliman, Quezon City* and through video-conferencing/webcasting via *Microsoft Teams.*
10.1	The Procuring Entity's address is: *Social Security System* *East Ave., Diliman, Quezon City* *Tel. Nos. (632) 8922-1070; 8709-7198 local 3424/3420* *Email –* ***bac@sss.gov.ph***
12.4	The ABC is *₱371,551,537.00.* CAPEX: ₱37,155,154.00 MOOE: ₱334,396,383.00 Year 1: ₱111,465,461.00 Year 2: *₱111,465,461.00* Year 3: *₱111,465,461.00* Any bid with a financial component exceeding the amount shall not be accepted.
13.1(a)(iv)	**No incidental services are required.**
13.1(b)(i)	The price of the Goods shall be quoted DDP. SSS Main Office located at East Avenue, Diliman, Quezon City
13.1(b)(ii)	**No incidental services are required.**
13.2	No further instructions.
14.1(b)	The Bid prices for Goods supplied from outside of the Philippines shall be quoted in Philippine Peso.
14.3	Not applicable.
15.1	Bids will be valid for *One Hundred Twenty (120)* calendar days from bid opening.

<table>
<tr><td>16.1</td><td>The Bid Security shall be in the form of a Bid Securing Declaration, and any of the following:

<table>
<tr><th>Form of Bid Security</th><th>Amount of Bid Security (Not less than the Percentage of the ABC)</th></tr>
<tr><td>Cash or cashier’s/manager’s check issued by a Universal or Commercial Bank.</td><td>Two percent (2%)
or
₱7,431,030.74</td></tr>
<tr><td>Surety bond callable upon demand issued by a surety or insurance company duly certified by the Insurance Commission as authorized to issue such security.</td><td>Five percent (5%)
or
₱18,577,576.85</td></tr>
</table>
</td></tr>
<tr><td>16.2</td><td>The Bid Security shall be valid until 25 February 2026.</td></tr>
<tr><td>16.3</td><td>In case of extension of bid validity and bid security validity period, substitution of the bid security form is allowed. Bid Securing Declaration and the following forms may be used:

a) Cash or Cashier’s or Manager’s Check issued by a Bank.

b) Surety bond callable upon demand issued by a surety or insurance company duly certified by the Insurance Commission as authorized to issue such security.</td></tr>
<tr><td>19</td><td>The address for the submission of Bids is Bidding Room, 11th Floor, SSS Main Bldg., East Avenue, Diliman, Quezon City

The deadline for the submission of Bids is 28 October 2026 (Wednesday) at 2:00p.m.</td></tr>
<tr><td>22.1</td><td>The place of the bid opening is Bidding Room, 11th Floor, SSS Main Bldg., East Avenue, Diliman, Quezon City

The date and time of bid opening is 28 October 2026 (Wednesday) at 2:00p.m.</td></tr>
<tr><td>22.2(b)</td><td>Not applicable.</td></tr>
<tr><td>25.7</td><td>No further instructions.</td></tr>
<tr><td>26.3(b)(i)</td><td>Not applicable</td></tr>
<tr><td>26.3(b)(iii)</td><td>Not applicable.</td></tr>
<tr><td>26.3(c)(i)</td><td>Not applicable.</td></tr>
<tr><td>26.5(a)</td><td>Partial bid is not allowed. The goods are grouped in a single lot and the lot shall not be divided into sub-lots for the purpose of bidding, evaluation, and contract award.</td></tr>
</table>

<table>
<tr><td>26.5(b)</td><td>Arithmetical correction is allowed.</td></tr>
<tr><td>26.6</td><td>No further instructions.</td></tr>
<tr><td>27.1</td><td>No additional requirements.</td></tr>
<tr><td>30.3(f)</td><td>No additional requirements.</td></tr>
<tr><td>31.2</td><td>Not applicable</td></tr>
<tr><td>31.3</td><td>The Performance Security shall be in the form:
<table>
<tr><th>Form of Performance Security</th><th>Amount of Performance Security (Not less than the Percentage of the Total Contract Price)</th></tr>
<tr><td>Surety Bond callable upon demand issued by a surety or insurance company duly certified by the Insurance Commission as authorized to issue such security.</td><td>Thirty percent (30%)</td></tr>
</table></td></tr>
</table>

Section IV. General Conditions of Contract

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Section V. Special Conditions of Contract 59

1) General Terms

In this Contract, the following terms shall be interpreted as indicated:

a) "The Procuring Entity" means the organization purchasing the Goods, as named in the **SCC**.

b) "The Supplier" means the individual contractor, manufacturer distributor, or firm supplying/manufacturing the Goods and Services under this Contract and named in the **SCC**.

c) The "Funding Source" means the organization named in the **SCC**.

d) "The Project Site" where applicable, means the place or places named in the **SCC**.

2) Corrupt, Fraudulent, Collusive, and Coercive Practices

Unless otherwise provided in the **SCC**, the Procuring Entity as well as the Bidders, Contractors, or Suppliers shall observe the highest standard of ethics during the procurement and execution of this Contract. Further the Funding Source, as appropriate, will seek to impose the maximum civil, administrative, and/or criminal penalties available under the applicable law on individuals and organizations deemed to be involved with any of the practices mentioned in ITB Clause 3.1(a).

3) Inspection and Audit by the Funding Source

The Supplier shall allow the Funding Source to inspect its accounts and records related to the performance of its obligations. If the Funding Source requires a separate audit, it shall appoint its auditor and bear the cost thereof.

4) Governing Law and Language

4.1 This Contract shall be interpreted in accordance with the laws of the Republic of the Philippines.

4.2 This Contract has been executed in the English language, which shall be the binding and controlling language for all matters relating to the meaning or interpretation of this Contract. All correspondence and other documents pertaining to this Contract exchanged by the parties shall be written in English.

5) Notices

5.1 Any notice, request, or consent required or permitted to be given or made pursuant to this Contract shall be in writing. Any such notice, request, or consent shall be deemed to have been given or made when received by the concerned party, either in person or through an authorized representative of the Party to whom the communication is addressed, or when sent by registered mail or electronic mail, to such Party at the address specified in the **SCC**, which shall be effective when delivered and duly received, as may be applicable.

5.2 A Party may change its address upon notice pursuant to the provisions listed in the **SCC.**

6) Scope of Contract

6.1 The Goods to be provided shall be as specified in Section VI. Schedule of Requirements.

6.2 This Contract shall include all such items, although not specifically mentioned, that can be reasonably inferred as being required for its completion as if such items were expressly mentioned herein. Any additional requirements for the completion of this Contract shall be provided in the **SCC**.

7) Subcontracting

7.1 For subcontracting arrangements, the following rules shall apply for both locally-funded projects and projects financed through Official Development Assistance, except those covered by treaty, or international, or executive agreements.

a) The subcontracted portion of the contract shall be subject to the approval of the HoPE and the following conditions:

a. The subcontracted portion shall not exceed twenty percent (20%) for Goods, or a different percentage on a per project basis, as approved by the GPPB. The threshold percentages fixed herein shall be subject to the periodic review and adjustments as may be deemed appropriate by the GPPB; and

b. The subcontracted portion shall be limited to components that are not deemed "significant or material" to the Project, as determined by the Procuring Entity.

b) Subcontracting arrangement, if allowed, including the time of submission of the eligibility documents of the subcontractor, shall be disclosed in the Bidding Documents;

c) Subcontractors must meet the eligibility criteria and submit the same eligibility documents as the general contractor.

Failure of a subcontractor to meet the eligibility criteria does not affect the eligibility of the general contractor for the procurement project. In such case, the portion intended to be subcontracted to the ineligible subcontractor shall be assumed by the general contractor;

d) The general contractor shall remain liable for the subcontractor's actions, defaults, delays, and negligence;

e) The general contractor and the subcontractor are obliged to comply with the provisions of the contract and shall share liability, jointly and severally, in cases of violation of safety standards or other labor standards insofar as the subcontracted portion is concerned; and

f) For purposes of post-qualification in accordance with its objective and process under the IRR, the value of the entire completed and accepted Project, including the subcontracted portion, shall be credited as experience of the general contractor. In the case of the subcontractor, the following rules shall apply:

i) The subcontractor shall get credit for one hundred percent (100%) of the value of the subcontracted portion of the project performed; and

ii) Subcontractors shall be eligible to concessional windows of GFIs that treat receivables from the government as loan security; the receivables of subcontractors due from their general contractor shall similarly be accepted as loan security by GFIs.

8) Procuring Entity's Responsibilities

8.1 Whenever the performance of the obligations in this Contract requires that the Supplier obtain permits, approvals, import, and other licenses from local public authorities, the Procuring Entity may assist the Supplier in complying with such requirements in a timely and expeditious manner.

8.2 The Procuring Entity shall pay all costs involved in the performance of its responsibilities in accordance with the Scope of Contract.

9) Prices

9.1 For goods and services covered under this Contract, as awarded, all bid prices shall be deemed fixed and not subject to price escalation during contract implementation, except as otherwise provided in the succeeding provisions.

9.2 Prices charged by the Supplier for Goods delivered and/or services performed under this Contract shall not vary from the prices quoted by the Supplier in its bid, unless there is a change in price resulting from Amendment to Order issued in accordance with **GCC** Clause 28.

10) Advance Payment

10.1 For Goods sourced from within the Philippines, advance payments may be made as follows:

a) A single advance payment not to exceed fifty percent (50%) of the contract amount shall be allowed for contracts entered into by a Procuring Entity for the following services where the requirement of down payment is a standard industry practice: 1) hotel and restaurant services; 2) use of conference/seminar and exhibit areas; and 3) lease of office space;

b) Advance payment not to exceed fifteen percent (15%) of the contract amount, unless otherwise directed by the President, shall also be allowed for procurement of goods required to address contingencies arising from natural or man-made calamities in areas where a "State of Calamity" has been declared by appropriate authorities; and

c) Upon submission of an irrevocable Letter of Credit (LoC) or bank guarantee issued by local bank, advance payment not exceeding fifteen percent (15%) of the contract amount shall be allowed and paid to the Supplier within

sixty (60) calendar days from the signing of the contract. The irrevocable LoC or bank guarantee, which must be for an equivalent amount, shall remain valid until the goods are delivered, and accompanied by a claim for advance payment.

10.2 For Goods supplied from abroad, unless otherwise indicated in the **SCC**, the terms of payment shall be as follows:

a) Upon Contract Signing: Fifteen Percent (15%) of the Contract Price shall be paid within sixty (60) days from signing of the Contract and upon submission of a claim and a bank guarantee for the equivalent amount valid until the Goods are delivered and in the form provided in Section VIII. PBD Related Forms.

b) Upon Delivery: Sixty-five percent (65%) of the Contract Price shall be paid to the Supplier within sixty (60) days after the date of receipt of the Goods and upon submission of the documents (i) through (vi) specified in the SCC provision on Delivery and Documents.

c) Upon Acceptance: The remaining twenty percent (20%) of the Contract Price shall be paid to the Supplier within sixty (60) days after the date of submission of the acceptance and inspection certificate for the respective delivery issued by the Procuring Entity's authorized representative. In the event that no inspection or acceptance certificate is issued by the Procuring Entity's authorized representative within forty-five (45) days of the date shown on the delivery receipt, the Supplier shall have the right to claim payment of the remaining twenty percent (20%) subject to the Procuring Entity's own verification of the reason(s) for the failure to issue documents (vii) and (viii) as described in the SCC provision on Delivery and Documents.

10.3 All progress payments for Goods shall first be charged against the advance payment until the latter has been fully exhausted.

11) Payment

11.1 Payments shall be made only upon a certification by the HoPE that the Goods have been delivered in accordance with the terms of this Contract and have been duly inspected and accepted**.** Except with the prior approval of the President, no payment shall be made for services not yet rendered or for supplies and materials not yet delivered under the Contract.

11.2 The Supplier's request(s) for payment shall be made to the Procuring Entity in writing, accompanied by an invoice describing, as appropriate, the Goods delivered and/or Services rendered, and by documents submitted pursuant to the SCC provision for **GCC** Clause 6.2, and upon fulfillment of other obligations stipulated in this Contract;

11.3 Pursuant to **GCC** Clause 11.2, payments shall be made promptly by the Procuring Entity after submission of an invoice or claim by the Supplier. Payments shall be in accordance with the applicable accounting and auditing laws, rules and regulations.

11.4 Unless otherwise provided in the **SCC**, all payments to the Supplier under this Contract shall be in Philippine Peso;

11.5 Unless otherwise provided in the **SCC**, payments using LoC is allowed. For this purpose, the amount of provisional sum shall be indicated in the **SCC**. All charges for the opening of the LoC and/or incidental expenses thereto shall be for the account of the Supplier.

12) Taxes and Duties

The Supplier, whether local or foreign, shall be entirely responsible for all the necessary taxes, stamp duties, license and permit fees, and other such levies imposed for the completion of this Contract.

13) Performance Security

13.1 Within ten (10) calendar days from receipt of the Notice of Award from the Procuring Entity, but in no case later than the signing of the contract by both parties, the successful Bidder shall furnish the performance security in any the forms prescribed in the ITB Clauses 31.2 and 31.3.

13.2 The performance security posted in favor of the Procuring Entity shall be forfeited in the event it is established that the winning Bidder is in default in any of its obligations under the contract.

13.3 The performance security shall remain valid until issuance by the Procuring Entity of the Certificate of Final Acceptance.

13.4 The performance security may be released by the Procuring Entity and returned to the Supplier after the issuance of the Certificate of Final Acceptance, subject to the following conditions:

a) There are no pending claims against the Supplier or the Surety Company filed by the Procuring Entity;

b) The Supplier has no pending claims for labor and materials filed against it; and

c) Other terms specified in the **SCC**.

13.5 The Procuring Entity shall allow a proportional reduction in the original performance security in case of a reduction in contract value, provided that any such reduction is more than ten percent (10%) and that the aggregate of such reductions is not more than fifty percent (50%) of the original performance security.

14) Use of Contract Documents and Information

14.1 The Supplier shall not, without the Procuring Entity's prior written consent, disclose this Contract or any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of the Procuring Entity, except for purposes of performing the obligations therein. Any such disclosure shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance.

14.2 Other than this Contract, any document enumerated in **GCC** Clause 14.1 shall remain the property of the Procuring Entity. All copies shall be returned to the Procuring Entity upon completion of the Supplier's performance under this Contract, if so required by the Procuring Entity.

15) Standards

The Goods provided under this Contract shall conform to the standards mentioned in the Section VII. Technical Specifications. When no applicable standard is mentioned, the Goods shall comply with the latest authoritative standards appropriate to its country of origin.

16) Inspection and Tests

16.1 The Procuring Entity or its representative shall have the right to inspect and/or to test the Goods to confirm their conformity to the Contract specifications at no extra cost to the Procuring Entity, other than that specified under Item 16.3 below. The **SCC** and Section VII. Technical Specifications shall specify what inspections and/or tests the Procuring Entity requires and where they are to be conducted. The Procuring Entity shall notify the Supplier in writing, in a timely manner, of the identity of any representatives retained for these purposes.

16.2 If applicable, the inspections and tests may be conducted on the premises of the Supplier or its subcontractor(s), at point of delivery, and/or at the goods' final destination. If conducted on the premises of the Supplier or its subcontractor(s), all reasonable facilities and assistance, including access to drawings and production data, shall be furnished to the inspectors at no cost to the Procuring Entity. The Supplier shall provide the Procuring Entity with the results of such inspections and tests.

16.3 The Procuring Entity or its designated representative shall be allowed to attend the tests and/or inspections referred to in this Clause provided that the Procuring Entity shall bear all of its own costs and expenses incurred in connection with such attendance including, but not limited to, all traveling and board and lodging expenses.

16.4 The Procuring Entity shall reject the Goods or any part thereof that fail any test and/or inspection or do not conform to the specifications. The Supplier shall either rectify or replace such rejected Goods or parts thereof or make alterations necessary to meet the specifications at no cost to the Procuring Entity. Upon giving due notice to the Supplier pursuant to **GCC** Clause 5, the test and/or inspection may be repeated by the Procuring Entity, at no additional cost.

16.5 The Supplier agrees that neither the execution of a test and/or inspection of the Goods or any part thereof, nor the attendance by the Procuring Entity or its representative to the said test and/or inspection, shall release the Supplier from any warranties or other obligations under this Contract.

17) Warranty

17.1 The Supplier warrants that the Goods supplied under the Contract are new, unused, of the most recent or current models, and with all recent improvements in design and materials, except when the technical specifications required by the Procuring Entity provides otherwise.

17.2 The Supplier further warrants that all Goods supplied under this Contract shall have no defect, arising from design, materials, or workmanship or from any act or omission of the Supplier that may develop under normal use of the supplied Goods in the conditions prevailing in the country of final destination.

17.3 To ensure correction of manufacturing defects, the Supplier shall be required to provide a warranty for a minimum period specified in the **SCC**. At the option of the Procuring Entity, the obligation for the warranty shall be covered by:

a) Retention money in an amount equivalent to at least one percent (1%) but not to exceed five (5%) of every progress payment; or

b) Special bank guarantee equivalent to at least one percent (1%) but not to exceed five (5%) of the total Contract Price; or

c) Other such amount, if so specified in the **SCC**.

17.4 The said amounts shall only be released by the Procuring Entity after the lapse of the warranty period as specified in the **SCC**, or in case of Expendable Supplies, after the consumption thereof; Provided, however, that the Supplies delivered are free from patent and latent defects and all the conditions imposed under this Contract have been fully met.

17.5 The Procuring Entity shall promptly notify the Supplier in writing of any claims arising under the warranty. Upon receipt of such notice, the Supplier shall, within the period specified in the **SCC**, repair or replace the defective Goods or parts thereof, at the soonest possible time, without cost to the Procuring Entity.

17.6 If the Supplier, after having been notified on the warranty claim, fails to remedy the defect(s) within the period specified in **GCC** Clause 17.5, the Procuring Entity may proceed to take such remedial action as may be necessary, at the Supplier's risk and expense, and without prejudice to any other rights which the Procuring Entity may have against the Supplier under the Contract and other applicable laws.

18) Delays in the Supplier's Performance

18.1 Delivery of the Goods and/or performance of Services shall be made by the Supplier in accordance with the time schedule prescribed by the Procuring Entity in Section VI. Schedule of Requirements.

18.2 If at any time during the performance of this Contract, the Supplier encounters conditions that may impede the timely delivery of the Goods and/or performance of Services, the Supplier shall promptly notify the Procuring Entity in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the Supplier's notice, and upon causes provided for under **GCC** Clause 23, the Procuring Entity shall evaluate the situation and, if warranted, extend the Supplier's time for performance, in which case the extension shall be ratified by the parties by amendment of Contract.

18.3 Except as provided under **GCC** Clause 23, any delay by the Supplier in the performance of its obligations shall render it liable to the imposition of liquidated damages pursuant to **GCC** Clause 19, unless an extension of time is agreed upon pursuant to **GCC** Clause 28.

19) Liquidated Damages

19.1 When the Supplier fails to satisfactorily deliver the Goods under the contract within the specified delivery schedule, inclusive of duly granted time extensions, if any, the Supplier, manufacturer, or distributor shall be liable for liquidated damages in an amount equal to one-tenth (1/10) of one percent (1%) of the cost of the delayed

goods scheduled for delivery for every day of delay until such goods are finally delivered and accepted by the Procuring Entity.

19.2 The Procuring Entity need not prove that it has incurred actual damages to be entitled to liquidated damages. Such amount shall be deducted from any money due, or which may become due the supplier, manufacturer, or distributor, or collected from any securities or warranties posted by the supplier, manufacturer, or distributor, whichever is convenient to the Procuring Entity. In case the total sum of liquidated damages reaches ten percent (10%) of the total contract price, the Procuring Entity may rescind the contract and impose appropriate sanctions over and above the liquidated damages to be paid.

19.3 If delays are likely to be incurred beyond its control, the supplier, manufacturer, or distributor shall promptly notify the Procuring Entity in writing, providing details of the causes and duration of the expected delay. The Procuring Entity may, at its discretion, grant a time extension based on meritorious grounds, with or without the imposition of liquidated damages.

20) Settlement of Disputes

20.1 Any dispute arising from the implementation of a contract covered by the Act and the IRR shall primarily be resolved and settled amicably by mutual consultation or agreement.

20.2 In case of failure to settle dispute amicably, the parties may mutually agree in writing to resort to other modes of alternative dispute resolution (ADR) to promote efficiency in the procurement process. Accordingly, they are encouraged to select the most expeditious mode of ADR available.

If arbitration is chosen as the ADR method, this shall be incorporated as a provision in the contract and referred to the Arbitrator specified in the **SCC.**

20.3 In case of disagreement or after exhausting the remedies provided in the preceding Section, the dispute may be submitted to arbitration or other forms of ADR which includes mediation, conciliation, early neutral evaluation, mini-trial, or any combination thereof in accordance with the provisions of RA No. 9285, otherwise known as the “Alternative Dispute Resolution Act of 2004.”

20.4 Should the Parties fail to resolve their dispute or difference by such mutual consultation or agreement after thirty (30) days, either the Procuring Entity or the Supplier may signify its intention to commence arbitration by giving notice to the other Party, as hereinafter provided, as to the matter in dispute, and no arbitration in respect of this matter may be commenced unless such notice is given.

20.5 Any dispute or difference in respect of which a notice of intention to commence arbitration has been given in accordance with this Clause shall be settled by arbitration. Arbitration may be commenced prior to or after delivery of the Goods under this Contract.

20.6 Notwithstanding any reference to arbitration herein, the Parties shall continue to perform their respective obligations under the Contract unless otherwise agreed upon in writing.

21) Liability of the Supplier

21.1 The Supplier's liability under this Contract shall be as provided by the laws of the Republic of the Philippines, subject to additional provisions, if any, set forth in the **SCC**.

21.2 Except in cases of criminal negligence or willful misconduct, and in the case of infringement of patent rights, if applicable, the aggregate liability of the Supplier to the Procuring Entity shall not exceed the total Contract Price, provided that this limitation shall not apply to the cost of repair or replacement of the defective Goods.

22) Termination for Breach of Contract

The Procuring Entity may terminate for breach of contract when the Supplier fails to deliver or perform any or all of the Goods within the period(s) specified in the contract, or within any extension thereof granted by the Procuring Entity, pursuant to a request made by the Supplier prior to the delay, and such failure amounts to at least ten percent (10%) of the contract price, consistent with the provision of this IRR on liquidated damages. The Procuring Entity may likewise impose appropriate sanctions therein.

23) Termination Due to Force Majeure

23.1 For purposes of this Contract, the terms "*force majeure*" and "fortuitous event" may be used interchangeably. In this regard, a fortuitous event or *force majeure* shall be interpreted to mean as an event which the Supplier could not have been foreseen, or though foreseen, was inevitable. It shall not include ordinary unfavorable weather conditions, and any other causes the effect/s of which could have been avoided with the exercise of reasonable diligence by the Supplier. Such events may include, but not limited to, acts of the Procuring Entity in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.

23.2 The Procuring Entity may terminate this Contract and impose liquidated damages when, as a result of *force majeure*, the Supplier is unable to deliver or perform any or all of the Goods, amounting to at least ten percent (10%) of the Contract Price, for a period of not less than sixty (60) calendar days, or earlier, as deemed necessary by the Procuring Entity, after receipt of the written notice from the Procuring Entity stating that the circumstance of *force majeure* is deemed to have ceased.

23.3 The Supplier shall not be subject to forfeiture of its performance security, payment of liquidated damages, or contract termination due to *force majeure,* provided that the Supplier's delay in performance or other failure to perform its obligations under this Contract is the result of a *force majeure*.

23.4 If a *force majeure* situation arises, the Supplier shall promptly notify the Procuring Entity in writing of such condition and the cause thereof. Unless otherwise directed by the Procuring Entity, the Supplier shall continue to perform its obligations under the Contract as far as may be practicable, when not prevented by the *force majeure*, and shall seek all reasonable alternative means in the performance of its obligation.

24) Termination for Convenience

24.1 The Procuring Entity, through a written notice sent to the Supplier, may terminate this Contract, in whole or in part, at any time, if it has determined the existence of any of the following conditions that make contract implementation economically, financially, or technically impractical or unnecessary:

a) When physical and economic conditions have significantly changed so as to render the project no longer economically, financially, or technically feasible, as determined by the HoPE;

b) When the HoPE has determined the existence of conditions that make project implementation impractical or unnecessary, such as, but not limited to, fortuitous event/s, changes in laws, and government policies;

c) When funding for the Project has been withheld or reduced by higher authorities through no fault of the Procuring Entity; or

d) Any circumstance analogous to the foregoing.

24.2 The Goods that have been performed or are ready to be delivered or performed within thirty (30) calendar days after the Supplier's receipt of Notice to Terminate shall be accepted by the Procuring Entity at the contract terms and prices thereof. For Goods not yet delivered, performed and/or ready to be delivered or performed, the Procuring Entity may elect:

a) To have any portion delivered and/or performed and paid at the contract terms and prices thereof; or

b) To cancel the remainder and pay to the Supplier an agreed amount for partially completed and/or performed goods and for materials and parts previously procured by the Supplier.

25) Termination for Unlawful Acts

25.1 The Procuring Entity may terminate this Contract in case it is determined *prima facie* that the Supplier, including any joint venture partner therein, has engaged, before or during the implementation of this Contract, in unlawful deeds and behaviors relative to contract acquisition and implementation. Unlawful acts include, but are not limited to, the following:

a) Corrupt, fraudulent, collusive, and coercive practices as defined in ITB Clause 3.1;

b) Drawing up or using forged documents;

c) Using adulterated materials, means or methods, or engaging in production contrary to rules of science or the trade; and

d) Any other act analogous to the foregoing.

26) Procedures for Termination of Contracts

26.1 The following provisions shall govern the procedures for termination of this Contract:

a) **Verification** - Upon receipt of a written report of acts or causes which may constitute grounds for termination as aforementioned, or upon its own initiative, the End-User or Implementing Unit shall, within a period of seven (7) calendar days, verify the existence of such grounds and cause the execution of a Verified Report, with all relevant evidence attached.

b) **Notice to Terminate** - Upon recommendation by the End-User or Implementing Unit, the HoPE shall terminate contracts only by written notice to the supplier conveying the termination of the contract. The notice shall state:

i) That the contract is being terminated for any of the grounds aforementioned, and a statement of the acts that constitute the grounds constituting the same;

ii) The extent of termination, whether in whole or in part;

iii) An instruction to the Supplier, to show cause as to why the contract should not be terminated; and

iv) Special instructions of the Procuring Entity, if any.

The Notice to Terminate shall be accompanied by a copy of the Verified Report.

c) **Show Cause** - Within a period of seven (7) calendar days from receipt of the Notice of Termination, the Supplier shall submit to the HoPE a verified position paper stating why the contract should not be terminated. If the Supplier, fails to show cause after the lapse of the seven (7) day period, either by inaction or by default, the HoPE shall issue an order terminating the contract.

d) **Rescission of Notice of Termination** - The Procuring Entity may, at any time before receipt of the Supplier's verified position paper, withdraw the Notice to Terminate if it is determined that certain items or works subject of the notice had been completed, delivered, or performed before the Supplier's receipt of the notice.

e) **Decision** - Within a non-extendible period of ten (10) calendar days from receipt of the verified position paper, the HoPE shall decide whether or not to terminate the contract. It shall serve a ~~a~~ written notice to the Supplier of its decision and, unless otherwise provided, the contract is deemed terminated from receipt of the Supplier of the notice of the decision. The termination shall only be based on the grounds stated in the Notice to Terminate.

f) **Contract Termination Review Committee (CTRC)** - The HoPE may create a committee to assist in the discharge of its functions under the IRR. All decisions recommended by the CTRC shall be subject to the approval of the HoPE.

g) **Take-over of Contracts -** If a Procuring Entity terminates the contract due to default, insolvency, or for a cause, it may enter into a Negotiated Procurement (Take-over of Contracts) pursuant to Section 35(c) of RA No. 12009.

h) **Procuring Entity's Options in Termination for Convenience in Contracts for Goods** - The Goods that have been performed or are ready for delivery within thirty (30) calendar days after the supplier's receipt of Notice to Terminate shall be accepted by the Procuring Entity at the contract terms and prices. For Goods not yet performed or ready for delivery, the Procuring Entity may elect:

   i) To have any portion delivered or performed and paid at the contract terms and prices; or

   ii) To cancel the remainder and pay to the supplier an agreed amount for partially completed or performed goods and for materials and parts previously procured by the supplier.

27) Assignment of Rights

The Supplier shall not assign its rights or obligations under this Contract, in whole or in part, except upon prior written consent of the Procuring Entity.

28) Amendment to Order

No variation in or modification of the terms of this Contract shall be made except by written amendment signed by the parties in accordance with the provisions on Amendment to Order, subject to applicable laws, rules and regulations.

29) Application

These General Conditions shall apply to the extent that they are not suspended by the provisions from other parts of this Contract.

Section V. Special Conditions of Contract

Special Conditions of Contract

GCC Clause	
1(a)	The Procuring Entity is ***Social Security System (SSS).***
1(b)	The Supplier is *[to be inserted at the time of contract award].*
1(c)	The Funding Source is: 1. The GoP through the source of funding as indicated below for CY2026 in the amount of ₱371,551,537.00 CAPEX: ₱37,155,154.00 MOOE: ₱334,396,383.00 Year 1: ₱111,465,461.00 Year 2: ₱111,465,461.00 Year 3: ₱111,465,461.00 2. The source of funding is: SSS Corporate Operating Budget
1(d)	The Project Site is SSS Main Office, East Avenue Diliman, Quezon City
2	No further instructions.
5.1	The Procuring Entity's address for Notices is: **Bids and Awards Committee Secretariat Department (BACSD), 11th Floor, SSS Main Building, East Avenue, Diliman, Quezon City** The Supplier's address for Notices is: *[Insert address including, name of contact, fax and telephone number].*
5.2	No further instructions.
6.2	**Scope of Work** 1. The Supplier shall provide, implement, configure, integrate, deploy, and support a cloud-based Omnichannel AI-enabled Customer Relationship Management (CRM) System with a GPT-Based Digital Assistant for the Social Security System (SSS), including all associated components, integrations, licenses, services, and support required for full operational deployment. 2. The Supplier shall provide a cloud-based, subscription-based omnichannel CRM platform with a GPT-Based Digital Assistant for a period of three (3) years, including all required licenses, infrastructure, and platform services necessary for full system operation. 3. The Supplier shall provide and configure the required user licenses for the OmniAI CRMS and GPT-Based Digital Assistant. The subscription shall include, at a minimum, the following user license allocation:

User License Type	No. of User Licenses
CRMS Voice Agent - Ticketing - Telephony	80
CRMS Voice Team Lead / Supervisor - Ticketing - Telephony (Sup Call) - Monitoring tool - Unit Dashboard and Reports	10
CRMS Voice Quality Assurance (QA) - Access to view and assess transactions in all voice facilities - Monitoring tools - QA audit system - Unit Dashboard and Reports	10
CRMS Non-voice Agent - Ticketing - Emails - Live Chat	90
CRMS Non-Voice Team Lead / Supervisor - Ticketing - Monitoring tool - Unit Dashboard and Reports	15
CRMS Non-voice Quality Assurance (QA) - Access to view and assess transactions in all non-voice facilities - Monitoring tools - QA audit system - Unit Dashboard and Reports	20
CRMS On-Site/Back-End Agent (Branches) - Ticketing - Unit Dashboard and Reports	267
CRMS On-Site/Back-End Agent (Other Units) - Ticketing - Unit Dashboard and Reports	500
System monitoring administrator - Administrative access to user controls, system configurations, and customizations	50

Buffer	28
TOTAL	**1070**

The Supplier shall provide all licenses as subscription licenses valid for the entire three (3)-year contract period. The licenses shall include all features, modules, updates, and functionality required under the Technical Specifications.

4. The Supplier shall provide accessibility to desktops, laptops, tablets, and mobile devices through a responsive web interface.

5. The Supplier shall ensure full integration and interoperability with all SS systems, communication channels, and external platforms identified during implementation, including but not limited to:

    - SSS website and mobile applications
    - Social media messaging platforms (e.g., Facebook Messenger)
    - Email, SMS, and other communication channels
    - On-premises SSS systems (e.g., core systems, IVRS, and other backend systems)
    - Customer Experience Platform / Cross-Channel Messaging systems, subject to availability of procurement

    The Supplier shall not impose any proprietary, technical, or licensing restrictions that will prevent or limit integration requirements. Failure to deliver required integrations shall be subject to applicable remedies under the Contract

6. The Supplier shall enable AI-assisted contextual help tips or tooltips to assist users in completing forms and data entry fields. The solution shall support keyboard navigation and provide field-specific prompts, validation guidance, and intelligent input suggestion, including but not limited to the following:
    - Customer Profile Fields: Suggesting the appropriate format for phone numbers, email addresses, or other required details (e.g., 'Enter phone number in +63 format'); and
    - Case Management: Offering guidance on selecting case categories or priority levels (e.g., 'Use "High Priority" for issues affecting multiple customers').

7. The system shall support AI-assisted processing of customer email inquiries using contextual understanding and intent

	recognition to identify and analyze multiple concerns within a single message. It shall be capable of generating contextually relevant draft responses based on predefined business rules and an approved knowledge base, ensuring accurate, relevant, and timely replies that go beyond keyword-based or template-driven responses. The system shall support flexible email delivery configuration, allowing integration with either the existing SSS email subscription infrastructure or a service provider-provided email delivery service, subject to SSS approval and configuration requirements. 8. The Supplier shall enable bulk assignment of multiple tickets, with options to assign a campaign and agent or team to all selected tickets. 9. The Supplier shall provide the following features and functionalities, but not limited to: • predefined templates; • fields and forms; • formatting and layout; • modification; • assignment/re-assignment; • ticket properties (categories, sub-category, type, status, priority levels, etc.); • search and filtering; • internal communication; • internal notes; • attachments support a wide range of file formats, including PDFs, images (JPEG, PNG, etc.), documents (TXT, DOCX, XLSX), and other common file types not exceeding 10MB for multiple attachments; and • attachment preview. 10. The supplier shall provide a solution capable of managing a high volume of customer interactions, with a minimum daily average capacity of 2,500 voice transactions and 5,000 non-voice transactions, while maintaining system uptime and stable performance. 11. The Supplier shall implement an omnichannel CRM system capable of: • Supporting omnichannel CRM operations for voice and non-voice interactions • Managing ticket creation, routing, assignment, escalation, resolution, and closure • Enforcing configurable workflows, SLAs, and business rules • Maintaining complete audit trails of all interactions • Scaling to accommodate future increases in volume.

	12. The Supplier shall deploy a Generative AI-powered Digital Assistant utilizing one or more Large Language Models (LLMs) capable of natural language understanding and generation, multi-turn conversation handling, contextual reasoning, intent recognition, entity extraction, sentiment analysis, multilingual support, Retrieval-Augmented Generation (RAG) using SSS-approved knowledge sources, escalation to live agents, and integration with SSS-approved knowledge bases and enterprise systems. The solution shall ensure that AI-generated responses are traceable, auditable, and grounded solely on SSS-approved knowledge sources. It shall support configurable AI guardrails, human validation and override, configurable confidence thresholds, and controlled learning from user interactions in accordance with SSS governance, information security, and data privacy requirements. All AI interactions shall be logged for monitoring, reporting, and audit purposes. 13. The Supplier shall implement AI guardrails that, at a minimum, provide mechanisms to: • prevent the generation of harmful, inappropriate, misleading, or unauthorized content; • restrict AI-generated responses to SSS-approved knowledge sources, where applicable; • enforce role-based access controls; • detect and mitigate prompt injection and unauthorized data disclosure; • support human review, intervention, and override of AI-generated responses, where required. Any material modification to the AI guardrails that may affect the behavior, security, or governance of the solution shall be subject to prior review and approval by SSS. 14. The Supplier shall support configurable retention, archival, and disposition policies in accordance with agency-defined records management requirements and applicable regulatory requirements. 15. The Supplier shall support configurable email delivery integration through standard email delivery mechanisms and integration interfaces compatible with enterprise email system. 16. The Supplier shall provide a solution capable of handling and managing AI-assisted interactions annually, with a minimum volume of 14,500,000 interactions in the 1st Year, 20,700,000 interactions in the 2nd Year, and 29,500,000 interactions in the 3rd Year. 17. The Supplier shall define and consolidate AI interaction units as conversations, encompassing all related messages and transactions within a single session for monitoring, reporting, and billing purposes.

18. The Supplier shall enable the controlled deployment of updates, enhancements, new intents, and additional transaction capabilities without requiring full deactivation of the GPT-Based Digital Assistant or disrupting ongoing live operation

19. The Supplier shall support the rollover of unused interaction allocations within the same contract year and to the succeeding contract year, subject to SSS validation and the agreed contract terms.

20. The Supplier shall provide a fully integrated voice solution with capabilities including:

    - Interactive Voice Response (IVR)
    - Automatic Call Distribution (ACD)
    - Call recording and monitoring
    - Call whisper, coaching, barge-in, and supervision tools
    - Real-time transcription and AI-assisted agent support
    - Call summarization and documentation automation

21. The Supplier shall provide real-time AI assistance to live agents, including:

    - Speech-to-text transcription during calls
    - Automated call summarization
    - Suggested responses, scripts, and spiels
    - Recommended next-best actions
    - Contextual retrieval of customer information and knowledge base content.

22. The Supplier shall provide a centralized customer profile dashboard that consolidates customer information, including demographics, transactions, interactions, preferences, complaints, and case history across all integrated channels and systems, ensuring a 360-degree view of the customer.

23. The Supplier shall ensure that the solution is scalable to support the SSS's future digital transformation initiatives.

24. The Supplier shall provide real-time and historical reporting capabilities, including:

    - Real-time dashboards and visual analytics
    - SLA monitoring and compliance reports
    - Agent productivity reports
    - Digital Assistant usage and performance reports
    - Exportable reports in standard formats (e.g., Excel, PDF, CSV, HTML)
    - Audit and interaction logs

	25. The Supplier shall provide report generating, extracting, and downloading capabilities in various formats, including MS Excel, Open Office CSV, PDF, and HTML, based on specified date ranges, categories, and organizational levels, with filtering capabilities for the analysis of historical data, long-term trends, and patterns. The reporting functionality shall also track and audit transactional communication logs, including outbound SMS transmissions dispatched directly through the CRM platform and One-Time Passwords (OTPs) generated and transmitted through official email protocols. 26. The Supplier shall provide detailed audit logs of all transactions, including timestamps, agent activities, communication content, escalations, and resolution steps. 27. The Supplier shall provide functionalities that monitors the accuracy and performance of the Digital Assistant, including errors encountered and its ability to provide accurate and relevant responses based on the complexity and type of inquiries received. The solution must include, but not limited to the following: • Real-time Response Accuracy o Accuracy rate of the digital assistant's responses at various time and date intervals (e.g., hourly, daily); o Breakdown of response accuracy; and o Identification of specific responses with lower accuracy rates. • Successful and completed interaction rate • Error analysis and improvement recommendations report 28. The Supplier shall ensure collection and processing of data on conversations handled by the Digital Assistant that require escalation to live agents through call or chat for advanced support, including complex problem resolution, inquiries beyond the Digital Assistant’s knowledge, and technical challenges. 29. The Supplier shall ensure the collection and analysis of user interaction data, including the number and duration of conversations handled by the Digital Assistant and live agents, as well as common inquiries and requests, to support the analysis of user needs and preferences. The solution must include, but is not limited to the following: • Conversation count o total number of conversations over a specific time/period; and o breakdown of conversations by channel or platform. • Conversation duration

	○ average duration of conversations; ○ distribution of conversation durations i.e. breakdown of conversation durations into different time intervals (e.g., <1 minute, 1-5 minutes, 5-10 minutes, >10 minutes); ○ analysis of conversation duration based on the type of user, using the collected non-sensitive user profile information of the customer. 30. The Supplier shall display live call flow data for Call Center Voice, including but not limited to: • Agent Summary (Logged In, Talking, Waiting, ACW, and Auxiliary etc.); • Call Summary (IVR, Queue, Dropped in IVR, and Abandoned etc.); and • Queue Summary, including the number of calls waiting per queue or campaign. 31. The Supplier shall support the scheduled generation and export of reports on a daily, weekly, monthly, semi-annual, and annual basis, covering: • Voice ○ Agent Productivity Report ○ Call Distribution Report (queue, campaign, shifts etc) ○ Customer Satisfaction (CSAT) Report ○ Call Escalation Report (Transferred call to Supervisor ○ Campaign Summary Report (Received, Answered, Abandoned, Dropped, Average Handle Time (AHT), peak hours, etc.) • Non-Voice ○ Agent Productivity ○ Campaign Summary covering input, output, reopened cases, ageing, and volume. 32. The Supplier shall display a summary of customers who abandon interactions with the Digital Assistant, Live Agent through call or chat, call and chat queues, and IVRS menus without completing their transactions. The solution must include but is not limited to the following: • Display of customers who abandoned interactions, along with the frequency of abandonment; • Reasons for abandonment, if available; and • Analysis of common trends or patterns among abandoned interactions. 33. The Supplier shall implement role-based access control (RBAC) that assigns user roles and defines corresponding access levels as follows: • Agent – Shall log concerns into the CRMS, forward tickets to concerned units, and resolve issues. Access shall include the User Dashboard, Input, Inquiry, Verification, and Referral modules.

	• Supervisor – Shall inherit all Agent privileges, with additional access to the Supervisor Dashboard, real-time analytics, concern record updating, monitoring, and report generation. • Quality Assurance – Shall review system performance, with access to the Agent Dashboard, real-time analytics, Inquiry, Verification, concern record updating, monitoring, and report generation. • Administrator – Shall manage core system configurations and standard operational modules. • Super Admin (IT Admin) – Shall have unrestricted and full-system access for IT infrastructure and security management. • Overseer/Viewer – Shall have read-only access across modules for auditing purposes, without data entry privileges. 34. The Supplier shall provide administrative functionalities including: • User and role management • Access control and security configuration • Campaign and workflow configuration • Knowledge base management • System monitoring and configuration tools • Audit log management 35. The Supplier shall ensure that the system complies with applicable security and data protection standards, including: • Multi-factor authentication (MFA) • Single Sign-On (SSO) integration • Encryption of data at rest and in transit • Secure API communications • Role-based access control (RBAC) • Audit logging and monitoring • Compliance with ISO 27001, SOC 2 Type II, and RA No. 10173 (Data Privacy Act of 2012) • Any future updates or amendments to applicable security standards relevant to cloud-based and AI-enabled systems 36. The Supplier shall ensure that all system-generated and email-based communications are protected and managed in accordance with SSS security, privacy, and operational policies. The system shall support controlled email delivery configuration, recipient management, and template governance to ensure that communications are sent only to authorized and SSS-approved recipients and formats. The Supplier shall implement security measures to protect against spam, phishing, malware, and other cyber threats affecting email and communication channels. The system shall

	provide monitoring, logging, and support mechanisms for delivery issues, including whitelisting assistance and resolution of email delivery restrictions where applicable. The Supplier shall ensure that communication-related issues are properly monitored and escalated through established support channels, in coordination with the assigned account management and technical support teams. 37. The Supplier shall enable authorized administrators to securely and auditably suspend, restrict, and restore AI functionalities at both global and granular levels, including by channel, workflow, intent, transaction type, or model component. The solution shall support emergency shutdown, automated risk-based controls, audit trail generation, and fallback to human-assisted services without disrupting core non-AI CRM operations. 38. The Supplier shall provide a 24/7 Service Desk (Helpdesk) throughout the contract period. The Service Desk shall: • Serve as the centralized point for incident reporting, service requests, and technical support • Operate 24/7, including weekends and holidays • Support incident logging, tracking, and resolution management • Implement severity-based classification and escalation procedures • Ensure timely resolution and proper documentation of all incidents The Supplier shall assign a dedicated account manager and technical support team to coordinate all operational, technical, and escalation matters with SSS. The Supplier shall provide regular service reports, including SLA compliance and incident statistics. 39. The Supplier shall enable future enhancements, upgrades, and integration of additional communication channels and systems through configurable APIs and an extensible architecture. 40. The Supplier shall implement authentication and access control mechanisms, including Time-Based One-Time Password (TOTP), Multi-Factor Authentication (MFA), and Single Sign-On (SSO), and shall comply with applicable security standards, privacy requirements, and regulatory requirements, including ISO standards, Data Protection Impact Assessment (DPIA), Privacy Impact Assessment (PIA), Cloud

	Security Certification, Vulnerability Assessment and Penetration Testing (VAPT), and the Data Privacy Act of 2012. 41. The Supplier shall have secure configuration management and system hardening to protect against unauthorized access and system vulnerabilities. 42. The Supplier shall have the regular application of security patches and updates to software dependencies and libraries to address known vulnerabilities. 43. The Supplier shall implement secure communication protocols, such as TLS/HTTPS, to protect data transmitted between users, agents, and system components. 44. The Supplier shall have configurable data retention policies in accordance with SSS records management policies and applicable legal and regulatory requirements. 45. The Supplier shall implement encryption of data at rest and in transit using industry-standard encryption protocol 46. The Supplier shall enable logging and monitoring of user activities, login attempts, and security events, including alerts for suspicious activities and security incident detection. 47. The Supplier shall ensure secure access to SSS electronic service facilities, including, but not limited to, the Message Blast Service and SSS Mobile App. 48. The Supplier shall be responsible for the Development, Testing, and Technical Services, and shall: • Maintain non-production environments for development, testing, and validation • Perform functional, integration, regression, and performance testing prior to deployment • Support controlled deployment of updates and enhancements • Use SSS data solely for the performance of its contractual obligations and shall not, without the prior written approval of SSS, use, retain, disclose, or process such data for AI model training, fine-tuning, benchmarking, product or service development, or any other purpose beyond the delivery of the Solution. The Supplier shall ensure that the same restrictions apply to its subcontractors and third-party service providers and shall not acquire any continuing rights over SSS data by virtue of this Contract.

	The Supplier shall maintain a secure repository for configurations and documentation and ensure secure turnover upon contract completion or termination 49. The Supplier shall provide system integration, configuration, enhancement, development, testing, and related services at no cost to SSS. All utilization shall be subject to SSS approval, monitoring, and documentation. All costs shall be included in the Contract Price and shall not be separately billed. 50. All data generated, processed, or stored within the system shall remain the exclusive property of SSS. The system shall support export in open and non-proprietary formats. The Supplier shall ensure secure data turnover and certified deletion of all SSS data upon contract termination or expiration. 51. The Supplier shall provide training services covering system administration, user operations, and system evolution updates, including initial training, advanced training, and continuous or delta training for all active users as required. • Onsite System Administration Training for at least fifty (50) SSS personnel, with a minimum of forty (40) training hours per participant. • Online User-Agent Operational Training for at least one thousand seventy (1,070) user-agents, with a minimum of forty (40) training hours per participant. • Training shall be delivered through onsite and online modalities, as applicable, subject to SSS approval. • Continuous (Delta) Training shall be provided for system updates, enhancements, and new features throughout the contract period, including post-initial deployment as required. Training shall be delivered onsite or online, subject to SSS approval, with all training costs borne by the Supplier. Such training shall be conducted during official working hours, in coordination with SSS, and completed within the approved project implementation period and prior to project acceptance. As part of the knowledge transfer requirements, the Supplier shall provide Administrator Training, Technical Training, Knowledge Transfer Sessions, Operations Manual, Configuration Documentation, and Source Documentation, where applicable. Completion of all training, documentation, and knowledge transfer requirements shall be a mandatory condition for Final Acceptance of the Project.

	52. The Supplier shall provide complete and updated project documentation in electronic format, subject to SSS review and acceptance, including but not limited to the following: All documentation shall be submitted in editable and non-editable electronic formats and shall be updated to reflect any approved changes, enhancements, configurations, or modifications implemented during the contract period. Final versions shall be submitted prior to project acceptance and turnover. • System Administration Manual containing procedures for system administration, user management, security administration, backup and recovery, monitoring, and maintenance activities. • As-Built Configuration Manual documenting the final implemented system configuration, integrations, settings, customizations, and deployment architecture. • User Manual containing instructions, procedures, and guides for end-users and agents on the use of the system and its functionalities. • Operations Manual containing operational procedures, routine activities, incident handling procedures, escalation processes, and support workflows. • Technical Architecture Document containing the system architecture, infrastructure design, integration architecture, network and security architecture, data flow diagrams, and component relationships. • Knowledge Transfer Materials including administrator and technical training, training presentations, workshop materials, reference guides, recordings (if available), and other materials used during knowledge transfer and training activities. 53. The Supplier shall maintain a Service Level Agreement (SLA) with a minimum system uptime of 99.99%, ensure 24/7 technical support availability, provide regular software updates and security patches, and implement robust monitoring, logging, and error-handling mechanisms to ensure continuous system performance and timely incident detection and resolution. SLA compliance shall be subject to continuous monitoring, validation, and periodic reporting by the Social Security System (SSS). 54. The Supplier shall provide full project management support, including planning, execution, monitoring, and reporting of implementation activities, ensuring delivery within agreed timelines and milestones.

	55. The Supplier shall maintain implementation progress in accordance with the approved project schedule and agreed milestones. If implementation progress falls behind the approved project schedule by fifteen (15) calendar days or if any critical milestone is missed, the Supplier shall submit a Project Recovery Plan within five (5) calendar days from notice by SSS or identification of the delay. The Project Recovery Plan shall identify the causes of delay, revised implementation schedule, additional resources to be deployed, risk mitigation measures, and proposed completion dates. Submission of a Project Recovery Plan shall not relieve the Supplier from liability for delays or from the application of contractual remedies unless otherwise approved by SSS. 56. The Supplier shall provide 24/7 technical support, system maintenance, updates, enhancements, incident resolution, and escalation management throughout the contract duration. In the event of a Material AI Incident or Repeated AI Incident, the Supplier shall submit a Corrective Action Plan (CAP) within 48 hours from receipt of written notice from SSS. The CAP shall, at a minimum, include the root cause analysis, remediation measures, implementation schedule, testing and validation procedures, preventive controls, responsible personnel, and any other information reasonably required by SSS. SSS reserves the right to reject any CAP it reasonably determines to be inadequate and may require the Supplier to submit a revised CAP within a period specified by SSS. Any issue remaining unresolved for more than five (5) working days shall be escalated to the Steering Committee composed of representatives from SSS and the Supplier. 57. The Supplier shall comply with all agreed Service Level Agreements (SLAs) for technical support, incident response, and resolution services. Failure to meet the prescribed SLA commitments may result in the imposition of applicable service credits, payment deductions, or other contractual remedies available to SSS under the Contract. As an initial baseline, the SLA targets shall include a system availability of 99.9%, Critical Incident response within thirty (30) minutes, Critical Incident resolution within four (4) hours, High Severity Incident resolution within eight (8) hours, and Medium Severity Incident resolution by the next business day. The SLA targets may be refined, supplemented, or revised during implementation and contract execution, subject to the review and approval of SSS. 58. The Supplier shall ensure that all AI-enabled functionalities of the Omni AI Customer Relationship Management System (CRMS), including the GPT-Based Digital Assistant and AI-assisted support features for internal and external users, maintain response accuracy through the use of SSS-approved knowledge sources, business rules, and validation mechanisms. In case the AI-generated responses,

	recommendations, summaries, or suggested actions are verified by SSS to be inaccurate, misleading, or inconsistent with approved SSS information due to deficiencies in the solution, the Supplier must promptly investigate the cause, implement corrective actions, and continuously refine the solution to improve response quality and prevent similar occurrences. 59. The Supplier shall ensure that repeated or material incidents involving inaccurate, misleading, fabricated, or unauthorized AI-generated outputs attributable to verified defects, failures, or deficiencies of the Solution are treated as service deficiencies. Where SSS reasonably determines that a Material AI Incident or Critical AI Incident poses a risk to members, operations, data privacy, cybersecurity, or regulatory compliance, SSS may direct the Supplier to immediately suspend the affected AI functionality pending investigation and remediation, and the Supplier shall comply with such directive at no additional cost to SSS. Failure to resolve such incidents within the prescribed service levels may result in the imposition of applicable service credits, payment deductions, liquidated damages, suspension of acceptance, or other contractual remedies available to SSS under the Contract. 60. All deliverables under this Section shall be subject to SSS review, validation, and acceptance prior to payment or approval. 61. The Provider shall ensure that the proposed solution complies with Executive Order No. 119, s.2026 (13 July 2026), "Updating the Government Data Classification, Establishing a Data Residency Framework, and for Other Purposes," including its Implementing Rules and Regulations and any amendments thereto or subsequent applicable government issuances that become effective during the contract period. **Delivery and Documents** For purposes of this Contract, “EXW,” “FOB,” “FCA,” “CIF,” “CIP,” “DDP” and other trade terms used to describe the obligations of the parties shall have the meanings assigned to them by the current edition of INCOTERMS published by the International Chamber of Commerce, Paris. The Delivery terms of this Contract shall be as follows: “The delivery terms applicable to this Contract are delivered to the SSS Main Office Data Center (located at East Avenue, Diliman, Quezon City) and/or SSS Disaster Recovery (DR) Site (to be disclosed to the winning bidder). Risk and title will pass from the Supplier to the Procuring Entity upon receipt and final acceptance of the Goods at their final destination.” Delivery of the Goods shall be made by the Supplier in accordance with the terms specified in Section VI (Schedule of Requirements).

	For purposes of this Clause the Procuring Entity's Representative at the Project Site is Member Communications and Assistance Department (MCAD). **Incidental Services** The Supplier is required to provide all of the following services, including additional services, if any, specified in Section VI. Schedule of Requirements: a) performance or supervision of onsite assembly and/or startup of the supplied goods; b) furnishing of tools required for assembly and/or maintenance of the supplied goods; c) furnishing of a detailed operations and maintenance manual for each appropriate unit of the supplied goods; d) performance or supervision or maintenance and/or repair of the supplied goods, for a period of time agreed by the parties, provided that this service shall not relieve the Supplier of any warranty obligations under this Contract; and e) training of the Procuring Entity's personnel, at the Supplier's plant and/or on-site, in assembly, start-up, operation, maintenance, and/or repair of the supplied goods. The Contract price for the goods shall include the prices charged by the Supplier for incidental services and shall not exceed the prevailing rates charged to other parties by the Supplier for similar services. **Spare Parts** The Supplier is required to provide all of the following materials, notifications, and information pertaining to spare parts manufactured or distributed by the Supplier: *[Select appropriate requirements and delete the rest]* a) such spare parts as the Procuring Entity may elect to purchase from the Supplier, provided that this election shall not relieve the Supplier of any warranty obligations under this Contract; and b) in the event of termination of production of the spare parts: i) advance notification to the Procuring Entity of the pending termination, in sufficient time to permit the Procuring Entity to procure needed requirements; and

	ii) following such termination, furnishing at no cost to the Procuring Entity, the blueprints, drawings, and specifications of the spare parts, if requested. The spare parts required are listed in Section VI. Schedule of Requirements and the cost thereof are included in the Contract Price The Supplier shall carry sufficient inventories to assure ex-stock supply of consumable spares for the goods for a period of *[insert here the time period specified. If not used insert time period of three times the warranty period].* Other spare parts and components shall be supplied as promptly as possible, but in any case within *[insert appropriate time period]* months of placing the order. **Packaging** The Supplier shall meet packaging standards for goods in accordance with existing laws and regulations, and as indicated in this Contract to prevent damage or deterioration during transit to their final destination. The packaging shall be durable enough to withstand rough handling, exposure to extreme temperatures, salt, precipitation, open storage, and other extreme conditions during transit. Packaging case sizes and weights shall consider the remoteness of the goods' final destination and the potential absence of heavy handling facilities at all transit points. The packaging, labeling, and documentation within and outside the packages shall comply strictly with special requirements as shall be expressly provided for in this Contract, including additional requirements, specified below, and in any subsequent instructions ordered by the Procuring Entity. The outer packaging must be clearly marked on at least four (4) sides as follows: Name of the Procuring Entity Name of the Supplier Contract Description Final Destination Gross weight Any special lifting instructions Any special handling instructions Any relevant Hazardous Chemical classifications A packaging list identifying the contents and quantities of the package is to be placed on an accessible point of the outer packaging, if

	practical. Otherwise, the packaging list is to be placed outside the secondary packaging. **Insurance** The Supplier shall fully insure the goods supplied under this Contract in a currency, local or tradeable and accepted by the *Bangko Sentral ng Pilipinas (*BSP) against loss or damage incidental to manufacture, acquisition, transportation, storage, and delivery. The risk and ownership of the goods remain with the Supplier until their final acceptance by the Procuring Entity, unless otherwise specified in this Contract. **Transportation** The Supplier shall arrange and pay for the delivery of the goods, with the cost included in the Contract Price. When required under this Contract to deliver the goods CIF, CIP, or DDP, the Supplier shall ensure the transport of the goods to the port of destination or any other specified place of destination in the Philippines, as indicated in this Contract. The Supplier shall arrange for transport, insurance, and storage to the specified destination with the related costs included in the Contract Price. When required under this Contract to transport the goods to a specified place of destination within the Philippines, defined as the Project Site. The goods must be transported using carriers registered in the Philippines when the Supplier is required under this Contract to deliver the goods CIF (Cost, Insurance, and Freight), CIP (Carriage and Insurance Paid To), or DDP (Delivered Duty Paid). If no Philippine-registered carrier is available, the goods may be shipped using a non-Philippine carrier, provided the Supplier obtains and presents certification from the nearest Philippine consulate at the port of dispatch. If Philippine-registered carriers are available but their schedules would impede timely delivery or cause delays in the Supplier's performance of this Contract, the period of delay from when the goods were first ready for shipment to the actual date of shipment will be considered *force majeure* in accordance with **GCC** Clause 23. The Procuring Entity accepts no liability for the damage of goods during transit other than those prescribed by INCOTERMS for DDP Deliveries. In the case of goods supplied from within the Philippines or supplied by domestic Suppliers, risk and ownership will not be deemed transferred to the Procuring Entity until their receipt and final acceptance at the final destination. **Patent Rights** The Supplier shall indemnify the Procuring Entity against all third- party claims of infringement of patent, trademark, or industrial design rights arising from use of the goods or any part thereof.

	RA No. 10173 (Data Privacy Act of 2012) The bidder and its implementation partner/s, including its personnel who shall be assigned to the project, must comply with the pertinent provisions of Republic Act RA No. 10173 (Data Privacy Act of 2012), its Implementing Rules and Regulations (IRR), or any subsequent official issuance/guideline on Data Privacy, if applicable.
10.3	**TERMS OF PAYMENT** **1.** System Development for Customer Relationship Management (CRM) with AI CRM – GPT-Based Digital Assistant (**10% of Total Contract Price)** Payment for the system development component equivalent to ten percent (10%) of the Total Contract Price shall be made upon completion, validation, and acceptance of the deliverables, subject to the following conditions: • Full compliance with all functional and technical requirements specified in the Terms of Reference (TOR); • Successful demonstration of all required system functionalities, integrations, and performance requirements through validation and/or Proof of Concept (POC), as applicable; • Submission and acceptance of the Inspection and Acceptance Report (IAR) issued by the SSS Inspection Team; and • Issuance of the Certificate of Acceptance by the Member Communications and Assistance Department (MCAD) 2. Three (3)-Year Subscription for AI CRM – GPT-Based Digital Assistant (**90% of Total Contract Price)** The subscription fee shall commence upon issuance of the Certificate of Acceptance for the fully operational system. Payment shall be made on a semi-annual basis in arrears, subject to submission and acceptance of the required reports and compliance with SLA requirements. The Supplier shall submit the following as conditions for payment: • Monthly Usage/Utilization Reports covering system consumption, transactions, and interaction volumes; • Monthly Service Performance Reports, including SLA compliance, uptime reports, and incident summaries; • Certification of satisfactory service performance issued by the Member Communications and Assistance Department (MCAD) • Confirmation that no Critical or Major incidents remain unresolved beyond the SLA-prescribed resolution timelines at the time of billing.

	Payment shall be credited to the Supplier's nominated bank account (LANDBANK, DBP, or other bank), subject to applicable bank charges, which shall be for the account of the Supplier. Payment using Letter of Credit is not allowed. Retention Money equivalent to one percent (1%) of the total contract price shall be retained and shall only be released after the lapse of the five (5) years Direct Manufacturer Warranty period
11.4	Not applicable.
11.5	Payment using LoC is not allowed.
13.4(c)	No further instructions.
16.1	*The inspections and tests that will be conducted are:* *A. PRIOR TO PRODUCT ACCEPTANCE* Initial inspection and validation of the delivered cloud-based Omnichannel AI-enabled CRM System with GPT-Based Digital Assistant shall be conducted by the Office Services Department (OSD), Official SSS Authorized Inspectors and project proponent. The Supplier shall ensure that all required environments, configurations, integrations, and access credentials are fully provisioned and operational prior to commencement of acceptance testing. Documentation, including system configuration, integration details, and user access instructions, shall be submitted for review. *B.* PERFORMANCE /ACCEPTANCE TESTING The implemented system shall undergo a performance test for a period of five (5) calendar days, which shall commence on the first Monday immediately following the day when the advice of Complete Installation is submitted by the vendor. Vendor must therefore ensure that the system is ready for performance and acceptance testing within one hundred eighty (180) calendar days from receipt of NTP Notice to Proceed together with the signed contract. Immediately upon successful completion of the performance period, SSS shall notify the vendor in writing of acceptance of the product and authorize payment subject to the usual COA rules and regulations. However, if successful completion of the performance period is not attained within sixty (60) calendar days from receipt of NTP Notice to Proceed together with the signed Contract, SSS shall have the option of terminating the contract or continuing the performance test. In continuing the performance test, a daily penalty of 1/10 of 1% of the contract price shall be imposed on the vendor. The SSS' option to terminate the contract shall remain in effect until such time a successful completion of the performance test is

	attained. However, when the penalty amount has reached 10% of the total contract price, the SSS shall have the option to automatically terminate the contract. Upon termination of the contract, SSS will forfeit the performance security and the contract may be awarded to the bidder found to be the next Lowest Calculated and Responsive Bid LCRB. In awarding the contract to the bidder found to have the next Lowest Calculated and Responsive Bid LCRB, the bidder shall post the required performance security. No payment will be made until the hardware/software/application system is/are accepted based on the mandatory technical requirements specified in Section VII. Technical Specifications. Crafting of acceptance criteria is not limited to the generic specifications mentioned in Section VII. (Technical Specifications) of this bid document. Additional criteria for the configuration works may be required from the supplier as maybe warranted and deemed necessary by the SSS.
17.3	The Supplier shall provide continuous service assurance throughout the subscription period, including maintenance, bug fixes, security updates, and resolution of incidents affecting system performance, in accordance with the agreed Service Level Agreement (SLA). The Supplier shall ensure that all defects, errors, and system issues affecting functionality, availability, or security are resolved within the prescribed SLA timelines at no additional cost to SSS.
17.3(c)	Not applicable.
17.4	No further instructions.
17.5	No further instructions.
20.2	Not applicable.
21.1	Liability of the Supplier 1. CONFIDENTIALITY. Neither party shall, without the prior written consent of the other, disclose or make available to any person, make public, or use directly or indirectly, except for the performance and implementation of the works, any confidential information, acquired from an information holder in connection with the performance of this Contract, unless: (i) the information is known to the disclosing party, as evidenced by its written records, prior to obtaining the same from the information holder and is not otherwise subject to disclosure restrictions on the disclosing party, (ii) the information is disclosed to the disclosing party by a third party who did not receive the same, directly or indirectly, from an information holder, and who has no obligation of secrecy with respect thereto, or (iii) required to be disclosed by law. The obligation of confidentiality by both parties, as provided herein, shall survive the termination of the Agreement.

	2. MERGER AND CONSOLIDATION. In case of merger, consolidation or change of ownership of the SUPPLIER with other company, it is the responsibility of the surviving company/consolidated company/acquiring entity to inform SSS of the change in corporate structure/ownership. Failure to do so shall translate in such company assuming all liabilities of the acquired/merged company under the Agreement. 3. FORCE MAJEURE. SUPPLIER shall not be liable for forfeiture of its performance security, liquidated damages, or termination for default if and to the extent that SUPPLIER's delay in performance or other failure to perform its obligations under this Agreement is the result of a force majeure. For purposes of this Agreement the terms "force majeure" and "fortuitous event" may be used interchangeably. In this regard, a fortuitous event or force majeure shall be interpreted to mean an event which SUPPLIER could not have foreseen, or which though foreseen, was inevitable. It shall not include ordinary unfavorable weather conditions; and any other cause the effects of which could have been avoided with the exercise of reasonable diligence by SUPPLIER. Such events may include, but not limited to, acts of SSS in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes. If a force majeure situation arises, SUPPLIER shall promptly notify SSS in writing of such condition and the cause thereof. Unless otherwise directed by SSS in writing, SUPPLIER shall continue to perform its obligations under this Agreement as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the force majeure. 4. NON-ASSIGNMENT. SUPPLIER shall not assign its rights or obligations under this Agreement, in whole or in part, except with SSS's prior written consent. SUPPLIER shall not subcontract in whole or in part the PROJECT and deliverables subject of this Agreement without the written consent of SSS. 5. WAIVER. Failure by either party to insist upon the other strict performance of any of the terms and conditions hereof shall not be deemed a relinquishment or waiver of any subsequent breach or default of the terms and conditions hereof, which can only be deemed made if expressed in writing and signed by its duly authorized representative. No such waiver shall be construed as modification of any of the provisions of the Agreement or as a waiver of any past or future default or breach hereof, except as expressly stated in such waiver. 6. CUMULATIVE REMEDIES. Any and all remedies granted to the parties under the applicable laws and the Contract shall be deemed cumulative and may therefore, at the sole option and discretion, be availed of by the aggrieved party simultaneously, successively, or independently. 7. NO EMPLOYER-EMPLOYEE RELATIONSHIP. It is expressly and manifestly understood and agreed upon that the employees of

	SUPPLIER assigned to perform the PROJECT are not employees of SSS. Neither is there an employer-employee relationship between SSS and SUPPLIER. The Agreement does not create an employer-employee relationship between SSS and the SUPPLIER including its personnel; that the services rendered by the personnel assigned by SUPPLIER to SSS in the performance of its obligation under the contract do not represent government service and will not be credited as such; that its personnel assigned to SSS are not entitled to benefits enjoyed by SSS' officials and employees such as Personal Economic Relief Allowance (PERA), Representation and Transportation Allowance (RATA), ACA, etc.; that these personnel are not related within the third degree of consanguinity or affinity to the contracting officer and appointing authority of SSS; that they have not been previously dismissed from the government service by reason of an administrative case; that they have not reached the compulsory retirement age of sixty-five (65); and that they possess the education, experience and skills required to perform the job. The SUPPLIER hereby acknowledges that no authority has been given by SSS to hire any person as an employee of the latter. Any instruction given by SSS or any of its personnel to SUPPLIER's employees are to be construed merely as a measure taken by the former to ensure and enhance the quality of project performed hereunder. The SUPPLIER shall, at all times, exercise supervision and control over its employees in the performance of its obligations under the contract. 8. PARTNERSHIP. Nothing in the contract shall constitute a partnership between the parties. No party or its agents or employees shall be deemed to be the agent, employee or representative of any other party. 9. COMPLIANCE WITH SS LAW. SUPPLIER shall report all its employees to SSS for coverage and their contributions, as well as, all amortizations for salary/education/calamity and other SSS loans shall be updated. Should SUPPLIER fail to comply with its obligations under the provisions of RA No. 11199 (Social Security Act of 2018) and Presidential Decree No. 626 (Employees' Compensation and State Insurance Fund), SSS shall have the authority to deduct any unpaid SS and Employees' Compensation (EC) contributions, salary, educational, emergency and/or calamity loan amortizations, employer's liability for damages, including interests and penalties from SUPPLIER's receivables under this Agreement. Further, prescription does not run against SSS for its failure to demand SS contributions or payments from SUPPLIER. Moreover, SUPPLIER shall forever hold in trust SS contributions or payments of its employees until the same is fully remitted to SSS. 10. COMPLIANCE WITH LABOR LAWS. SUPPLIER, as employer of the personnel assigned to undertake the PROJECT, shall comply with all its obligations under existing laws and their implementing rules and regulations on the payment of minimum wage, overtime

	pay, and other labor-related benefits as well as remittances or payment of the appropriate amount or contributions/payment (SSS, EC, Pag-IBIG, PhilHealth and taxes) with concerned government agencies/offices. It is agreed further, that prior to the release of any payment by SSS to SUPPLIER, its President or its duly authorized representative, shall submit a sworn statement that all monies due to all its employees assigned to the PROJECT as well as benefits by law and other related labor legislation have been paid by SUPPLIER and that he/she assumed full responsibility thereof. 11. COMPLIANCE WITH TAX LAWS. SUPPLIER shall, in compliance with tax laws, pay the applicable taxes in full and on time and shall regularly present to SSS within the duration of the Contract, tax clearance from the Bureau of Internal Revenue (BIR) as well as copy of its income and business tax returns duly stamped by the BIR and duly validated with the tax payments made thereon. Failure by SUPPLIER to comply with the foregoing shall entitle SSS to suspend payment of the Contract Price. As required under Executive Order (EO) 398, s. 2005, SUPPLIER shall submit income and business tax returns duly stamped and received by the BIR, before entering and during the duration of this Agreement. SUPPLIER, through its responsible officer, shall also certify under oath that it is free and clear of all tax liabilities to the government. SUPPLIER shall pay taxes in full and on time and that failure to do so will entitle SSS to suspend or terminate this Agreement. 12. LIQUIDATED DAMAGES. If SUPPLIER fails to satisfactorily deliver any or all of the Goods and/or to perform the Services within the period(s) specified in the PBD inclusive of duly granted time extensions if any, SSS shall, without prejudice to its other remedies under this Agreement and under the applicable law, deduct from the Contract Price, as liquidated damages, the applicable rate of one tenth (1/10) of one (1) percent of the cost of the unperformed portion for every day of delay until actual delivery or performance. Once the amount of liquidated damages reaches ten percent (10%), SSS may rescind or terminate this Agreement, without prejudice to other courses of action and remedies open to it. 13. HOLD FREE and HARMLESS. SUPPLIER agrees to defend, indemnify, and hold SSS free and harmless from any and all claims, damages, expenses, fines, penalties and/or liabilities of whatever nature and kind, whether in law or equity, that may arise by reason of the implementation of the Agreement. In addition, SUPPLIER agrees to indemnify SSS for any damage as a result of said implementation. SUPPLIER hereby assumes full responsibility for any injury, including death, loss or damage which may be caused to SSS' employees or property or third person due to SUPPLIER's employees' fault or negligence, and further binds itself to hold SSS free and harmless from any of such injury or damage. SSS shall

	not be responsible for any injury, loss or damage which SUPPLIER or any of its employees may sustain in the performance of SUPPLIER's obligations under this Agreement. 14. SETTLEMENT OF DISPUTES. If any dispute or difference of any kind whatsoever shall arise between SSS and SUPPLIER in connection with or arising out of this Agreement, the Parties shall make every effort to resolve amicably such dispute or difference by mutual consultation. If after thirty (30) days, the Parties have failed to resolve their dispute or difference by such mutual consultation, then either SSS or SUPPLIER may give notice to the other Party of its intention to commence arbitration, in accordance with RA No. 876 (Arbitration Law)" and RA No. 9285 (Alternative Dispute Resolution Act of 2004)," in order to settle their disputes. No arbitration in respect of this matter may be commenced unless such notice is given. Notwithstanding any reference to arbitration herein, the Parties shall continue to perform their respective obligations under this Agreement unless they otherwise agree. 15. VENUE OF ACTIONS. In the event court action is necessary in order to promote Arbitration, such action shall be filed only before the proper courts of Quezon City, to the exclusion of all other venues. 16. GOVERNING LAW. The Agreement shall be governed by and interpreted according to the laws of the Republic of the Philippines. 17. AMENDMENTS. This Agreement may be amended only in writing and executed by the parties or their duly authorized representatives. 18. SEPARABILITY. If any one or more of the provisions contained in the contract or any document executed in connection herewith shall be invalid, illegal or unenforceable in any respect under any applicable law, then: (i) the validity, legality and enforceability of the remaining provisions contained herein or therein shall not in any way be affected or impaired and shall remain in full force and effect; and (ii) the invalid, illegal or unenforceable provision shall be replaced by the parties immediately with a term or provision that is valid, legal and enforceable and that comes closest to expressing the intention of such invalid illegal or unenforceable term of provision. 19. BINDING EFFECT. The Agreement shall be binding upon the Parties hereto, their assignee/s and successor/s-in-interest.

Section VI. Schedule of Requirements

The delivery schedule, expressed in weeks or months, indicates the required delivery date which shall be understood as the date the Goods are to be delivered to the project site.

Item Number	Description	Quantity	Delivered, Weeks/Months
I.	Provision, Configuration, Integration, Deployment, Testing and Activation into Operational State of an OMNI AI Customer Relationship Management System (CRMS) and a GPT-Based Digital Assistant with a Three (3)-Year Subscription, including One Thousand Seventy (1,070) User Licenses, Technical Support, Maintenance Services	1 Lot	Within Two Hundred Forty (240) calendar days from receipt of NTP Notice to Proceed and Signed Contract
II.	Provision of Documentation in Electronic Format, including: a. System Administration Manual b. As-Built Configuration Manual c. User Manual d. Operations Manual e. Technical Architecture Document f. Knowledge Transfer Materials		
III.	Provision of Training a. Onsite System Administration and Core IT Infrastructure Training for at least fifty (50) personnel with a minimum of forty (40) training hours per participant. b. Online User-Agent Operational and Functional Training for at least one thousand seventy (1,070) personnel with a minimum of forty (40) training hours per participant		
IV.	Provision of Project Management Services during the project implementation phase: a. Initial Meeting (Kickoff Meeting) shall be conducted within five (5) calendar days upon receipt of the Notice to Proceed (NTP). b. Project Implementation Planning Session(s) shall be conducted within fifteen (15) calendar days after the Kickoff Meeting. c. Project Implementation Plan (PIP) shall be submitted within five (5) calendar days after the completion of the planning sessions, or within the twenty (20)-calendar day planning period, as applicable. d. The Provider shall assign a qualified Project Manager (PM) to oversee the implementation of the project throughout the two hundred		

	forty (240)- calendar day project duration. The PM must be a regular employee of the Provider and must have relevant experience in managing similar project. e. The Social Security System (SSS) shall provide the official template for the Project Implementation Plan (PIP) during the Kickoff Meeting.
V.	Three (3)-Year Subscription with Maintenance and Technical Support

Name: _____

Legal capacity:_____

Signature:_____

Duly authorized to sign the Bid for and behalf of: _____

Date: _____

Section VII. Technical Specifications

Technical Specifications

Item	Specification		Statement of Compliance	Annex
	[Bidders must state here either "Comply" or "Not Comply" against each of the individual parameters of each Specification stating the corresponding performance parameter of the equipment offered. Statements of "Comply" or "Not Comply" must be supported by evidence in a Bidders Bid and cross-referenced to that evidence. Evidence shall be in the form of manufacturer's un-amended sales literature, unconditional statements of specification and compliance issued by the manufacturer, samples, independent test data etc., as appropriate. A statement that is not supported by evidence or is subsequently found to be contradicted by the evidence presented will render the Bid under evaluation liable for rejection. A statement either in the Bidder's statement of compliance or the supporting evidence that is found to be false either during Bid evaluation, post-qualification or the execution of the Contract may be regarded as fraudulent and render the Bidder or supplier liable for prosecution subject to the applicable laws and issuances.]			
	SSS OMNIAI CRMS			
I.	**Cloud Platform Requirements** *Compliance must be demonstrated through the submission of certifications, product datasheets, technical architecture diagrams, technical documentation, screenshots, commitment letters, and other supporting documents, as applicable, demonstrating compliance with each requirement. Compliance with integration, interoperability, real-time data exchange, and Single Sign-On (SSO) requirements shall be further validated through the successful conduct of a Proof of Concept (POC) or live product demonstration during post-qualification.*			
1.	The solution must be a cloud-based system deployed on a public cloud platform. Note: The bidder must submit copies of the Public Cloud Provider Certification (AWS, Azure, GCP, or equivalent), Product Datasheet, Cloud Architecture Diagram, or Manufacturer/Vendor Certification demonstrating compliance with the requirement, and conduct a live product demonstration to validate compliance.			
2.	The solution must include a hybrid integration layer that ensures secure and seamless interoperability between cloud-based services and SSS existing on-premises systems (e.g., IVRS and core systems). Note: The bidder must submit copies relevant documentary evidence, such as the Solution Architecture Diagram, Hybrid Integration Architecture Diagram, API Documentation, Integration Design Document or Reference Project Certificate, and conduct a live product demonstration to validate compliance.			
3.	The solution must support real-time data exchange between cloud-based services and SSS on-premises systems (e.g., IVRS and core systems). Note: The bidder must submit copies of the Real-Time Integration Architecture Diagram, API Specifications, Sample Integration Workflow or Technical Design Documentation, and conduct a live product demonstration to validate compliance.			

4.	The solution must be a web-based application accessible via standard web browsers such as Microsoft Edge and Google Chrome. Note: The bidder must submit the Product Datasheet, Product Brochure, Browser Compatibility Matrix or Product Screenshots, and conduct a live product demonstration to validate compliance.		
5.	The solution must be accessible using desktops, laptops, tablets, and mobile devices through a responsive web interface. Note: The bidder must submit copies of Mobile, Tablet, and Desktop Screenshots, Responsive UI Documentation or Product Brochure, and conduct a live product demonstration to validate compliance.		
6.	The solution must provide and support API development, configuration, and integration services to enable interoperability with SSS systems, communication channels, and external platforms for ticket creation, customer interaction management, and 360-degree customer view capabilities. The solution must support integration with, but not be limited to, the following: a. CRM Channels ▪ Walk-in encoding system ▪ Official corporate emails (e.g., usssaptayo@sss.gov.ph) ▪ Social media private/direct messages ▪ Call Center ▪ Postal Mail ▪ SMS b. Digital Assistant Channels ▪ SSS Website ▪ Facebook Messenger ▪ SSS Mobile App c. Future Integrations ▪ Branch Queueing System ▪ Customer Experience Platform / Cross-Channel Messaging Platform ▪ Other SSS systems and service platforms may be required during the contract period. The solution must support open and documented APIs to facilitate integration with third-party and SSS-developed systems. Note: The bidder must submit copies of the API Catalog, API Documentation (Swagger/OpenAPI), Integration Architecture Diagram or Vendor Commitment Letter, and conduct a live product demonstration to validate compliance.		
7.	The solution must support secure Single Sign-On (SSO), enabling authorized users to access all platforms using a single set of credentials.		

	Note: The bidder must submit copies of the SAML 2.0/OAuth/OpenID Connect Documentation, SSO Configuration Guide, Product Datasheet or Screenshots, and conduct a live product demonstration to validate compliance.		
II.	**CRM System with GPT-Based Digital Assistant** *Compliance must be demonstrated through the required product literature, technical documentation, architecture diagrams, functional specifications, user guides, screenshots, reports, certifications, and other supporting documents, as applicable, demonstrating compliance with each requirement. Compliance with customer profile management, omnichannel capabilities, workflow automation, SLA management, reporting, dashboarding, and administrative functions shall be further validated through the successful conduct of a Proof of Concept (POC) or live product demonstration during post-qualification.*		
1.	The solution must be an omnichannel platform that supports a seamless end-to-end customer journey, beginning with in-person engagements at SSS branch offices and extending across SSS digital communication channels and supported devices. The solution must automate the customer interaction lifecycle, including inquiry receipt, recording, evaluation, routing, resolution, monitoring, and report generation, while maintaining consistent service delivery across all supported communication channels. Note: The bidder must submit copies of the Omnichannel CRM Product Brochure and Architecture Diagram demonstrating compliance with the requirement and conduct a live product demonstration to validate compliance.		
2.	The solution must support configuration and maintenance of workflows, escalation rules, SLA parameters, and knowledge base content based on inputs and validation from identified SSS Resource Units (Business Process Owners), ensuring alignment with SSS policies and service standards. Note: The bidder must submit copies of the Product Brochure and relevant Administration/Configuration Guides showcasing the Workflow Configuration Guide, SLA Administration Guide, and Knowledge Base Administration Guide, demonstrating compliance with the requirement. Compliance shall be further validated through a live product demonstration.		
3.	The solution must be capable of identifying and consolidating recurring concerns raised by the same customer across multiple communication channels and platforms using a unique customer identifier (e.g., SS Number for members or email address for non-members). The solution must also support correlation of related concerns, automated updating or closure of related cases based on predefined business rules, and generation of summarized customer engagement histories that provide a comprehensive view of customer interactions and concerns across all supported channels to facilitate efficient tracking, case management, and resolution.		

	Note: The bidder must submit copies of the Customer 360 View Documentation and Functional Specifications. Compliance shall be further validated through a live product demonstration.		
4.	The solution must support multiple languages and dialects, including but not limited to English, Tagalog, and Taglish, to enable seamless communication between users, the digital assistant, and customers from diverse linguistic backgrounds. Note: The bidder must submit copies of the Language Support Matrix and Product Datasheet demonstrating compliance with the requirement. Compliance shall be further validated through a live product demonstration.		
5.	The solution must generate and manage Customer Satisfaction (CSAT) survey reports across all channels, with the option to enable and disable as needed. Note: The bidder must submit copies of Sample Customer Satisfaction (CSAT) Reports and Dashboard Screenshots demonstrating compliance with the requirement. Compliance shall be further validated through a live product demonstration.		
6.	The solution must provide a user-friendly interface allowing agents to respond to customer inquiries within the CRM across all supported platforms. Note: The bidder must submit copies of the Product Brochure and CRM Interface Screenshots demonstrating the availability of the agent workspace and supported communication channels. Compliance shall be further validated through a live product demonstration.		
7.	The solution must include a Quality Assurance Management System for monitoring and evaluating agent interactions across all voice and non-voice communication channels. Note: The bidder must submit copies of the Product Brochure and QA Dashboard/Scorecard Screenshots demonstrating the availability of the integrated Quality Assurance Management System and its monitoring and evaluation capabilities. Compliance shall be further validated through a live product demonstration.		
8.	The solution must include a Workforce Management System (WFM) that can forecast workload in sync with transactions handled across all communication channels to support agent scheduling, shift optimization, and real-time schedule adherence. Note: The bidder must submit copies of the Product Brochure confirming that WFM is an available module of the proposed solution, together with WFM Screenshots and Sample Forecast Report demonstrating forecasting, agent scheduling, shift optimization, and real-time schedule-adherence functions. Compliance shall be further validated through a live product demonstration.		

III.	**Ticket and Case Management System** *Compliance must be demonstrated through the submission of product manuals, user guides, technical documentation, workflow diagrams, screenshots, reports, configurations, and other supporting documents, as applicable, demonstrating compliance with each requirement. Compliance with ticket and case management capabilities, including ticket creation, routing, assignment, escalation, SLA monitoring, notifications, and case resolution processes, shall be further validated through the successful conduct of a Proof of Concept (POC) or live product demonstration during post-qualification.*		
1.	The solution must generate a unique ticket ID for tracking and referencing concerns received through official communication channels. Note: The bidder must submit copies of the Product Manual or Ticket ID Generation Screenshots demonstrating compliance with the requirement and conduct a live product demonstration to validate compliance.		
2.	The solution must accept manual recording of information at the point of entry for generation of unique ticket ID for tracking and reference. Note: The bidder must submit copies of the User Guide, Ticket Creation Screenshots and/or conduct a live product demonstration to validate compliance with the requirement.		
3.	The solution must provide configurable ticket creation forms containing standard fields such as subject, description, priority, category and custom fields. Note: The bidder must submit copies of the Ticket Form Screenshots and/or User Manual demonstrating compliance with the requirement and conduct a live product demonstration to validate compliance.		
4.	The solution must provide advanced search functionality, including the ability to filter tickets based on agent assignment, customer information, and ticket properties such as date range, ticket status, complexity, or priority (e.g., view tickets assigned to a specific agent). Note: The bidder must submit copies of the Search and Filtering Screenshots and/or Product Manual demonstrating compliance with the requirement and conduct a live product demonstration to validate compliance.		
5.	The solution must allow agents to manually assign or transfer newly created tickets to appropriate agents or teams. Note: The bidder must submit copies of the Assignment/Reassignment Screenshots demonstrating compliance with the requirement and conduct a live product demonstration to validate compliance.		
6.	The solution must allow images to be pasted directly into the email body, making them visible and retained as part of the message.		

	Support drag-and-drop or copy-paste for attaching files or images directly into ticket replies. Note: The bidder must submit copies of the Email Editor Screenshots and/or Product Documentation demonstrating compliance with the requirement and conduct a live product demonstration to validate compliance.		
7.	The solution must send confirmation or notification to the customer whenever there is a system-triggered or agent-initiated activity. Note: The bidder must submit copies of the Notification Workflow Documentation and/or Sample Notifications demonstrating compliance with the requirement and conduct a live product demonstration to validate compliance.		
8.	The solution must notify agents or teams when a new ticket is assigned to them. This can include email alerts, in-app notifications, or dashboard updates. Note: The bidder must submit copies of the Agent Notification Screenshots demonstrating compliance with the requirement and conduct a live product demonstration to validate compliance.		
9.	The solution must be able to notify users when a ticket's status changes. Note: The bidder must submit copies of the Status Notification Screenshots demonstrating compliance with the requirement and conduct a live product demonstration to validate compliance.		
10.	The solution must support configurable escalation rules that trigger actions when tickets remain unresolved beyond a specified timeframe. Note: The bidder must submit copies of the Escalation Rule Configuration Guide demonstrating compliance with the requirement and conduct a live product demonstration to validate compliance.		
11.	The solution must support configurable business rules and SLA automation, including automatic ticket closure after a configurable period of inactivity. Note: The bidder must submit copies of the SLA Management Guide demonstrating compliance with the requirement and conduct a live product demonstration to validate compliance.		
12.	The solution must generate tickets automatically upon receipt of customer interactions and apply configured SLA rules. Note: The bidder must submit copies of the Automated Ticket Creation Workflow Documentation demonstrating compliance with the		

	requirement and conduct a live product demonstration to validate compliance.		
13.	The solution must support escalation process for multiple referring units, with tracking of SLA per unit. Note: The bidder must submit copies of the Escalation Workflow Diagram demonstrating compliance with the requirement and conduct a live product demonstration to validate compliance.		
14.	The solution must support configurable SLA management capabilities, including automated tracking of first-response and resolution targets, real-time SLA monitoring, ticket ageing indicators, threshold-based alerts, and prioritization mechanisms for tickets nearing or exceeding established SLA commitments. SLA status shall be visible to authorized users through ticket, queue, dashboard, or reporting views. Note: The bidder must submit copies of the SLA Dashboard Screenshots showing visual indicators such as timers, progress bars, color indicators, and/or related documentation demonstrating compliance with the requirement and conduct a live product demonstration to validate compliance.		
15.	The solution must also provide monitoring of open and backlogged tickets based on ageing, including the ability to identify and prioritize the oldest open or backlogged cases, and flag cases that have reached or exceeded defined ageing thresholds or applicable SLA limits. Note: The bidder must submit copies of the SLA Monitoring Dashboard Screenshots, Backlog Ageing Dashboard or Reports, and/or related technical documentation and conduct a live product demonstration to validate compliance.		
16.	Then solution must support configurable exception handling of special cases through business rules (e.g., service delivery, anonymous complaints, etc.). Note: The bidder must submit copies of the Business Rules Configuration Documentation demonstrating compliance with the requirement and conduct a live product demonstration to validate compliance.		
17.	The solution must maintain a complete audit log of all ticket activities including updates, assignments, and status changes. Note: The bidder must submit copies of the Audit Trail Documentation and/or Audit Trail Screenshots demonstrating compliance with the requirement and conduct a live product demonstration to validate compliance.		
18.	The solution must allow users to be assigned to multiple campaigns and provide applicable access when handling tickets from more than one campaign.		

	Note: The bidder must submit copies of the User Access Management Screenshots, Campaign Management Screenshots, and/or related documentation demonstrating compliance with the requirement and conduct a live product demonstration to validate compliance.		
Compliance must be demonstrated through the submission of relevant technical documentation (e.g., product literature, architecture diagrams, datasheets, user guides, workflow diagrams, screenshots, reports, policies, certifications, manufacturer specifications, and other supporting documents), as applicable, to demonstrate compliance with each requirement. All documents must clearly identify the proposed solution and its capabilities. Where applicable, certifications, attestations, authorizations, and supporting documents shall be issued by the manufacturer, principal, OEM, developer, telecommunications provider, or duly authorized partner. Compliance with voice, non-voice, and digital assistant capabilities shall be validated through a successful Proof of Concept (POC) or live product demonstration during post-qualification.			
IV.	**Voice Solutions**		
1.	The solution must provide telephony with CRMS-voice features and functionalities, including but not limited to: Automatic Number Identification (ANI); Dialed Number Identification Service (DNIS); Interactive Voice Response System (IVRS); telephony keypad; transfer, mute, hold and call pick-up; distinctive ringing; monitor/snoop, coach, whisper and barge; automatic call distribution; customizable timer for After Call Work (ACW); Session Initiation Protocol (SIP) trunklines or equivalent telephony lines with sufficient concurrent call capacity to support peak inbound and outbound calls and seamless integration with the AI-enabled CRM and IVRS; screen pop that displays caller information; and integration of IVRS with the SSS system for data verification. Note: The bidder must submit copies of the Product Brochure confirming the availability of the required contact center telephony and CRMS-voice capabilities, Telephony Architecture Diagram, SIP and IVR Technical Documentation demonstrating how the voice components are integrated and how the required telephony standards and functionalities are supported. Compliance shall be further validated through a live product demonstration.		
2.	The solution must provide Voice Recording System that includes inbound call recording with Automatic Call Distribution, along with reporting capabilities to facilitate audits by the SSS, including recording of inbound/outbound calls, searchable recordings, automatic archiving and backup, MP3 download, voice queue management, and a defined Call Recording Retention and Archiving Policy providing for one (1) to three (3) years retention, secure storage, controlled access, retrieval for audit/investigation/legal purposes, and secure disposal upon expiry unless subject to legal hold. Note: The bidder must submit copies of the Voice Recording Module Datasheet, Recording Policy, Screenshots, Sample Reports, and related documentation demonstrating compliance with the		

	requirement. Compliance shall be further validated through a live product demonstration.		
3.	The solution must provide native, real-time AI-assisted support to live agents during voice interactions, including real-time speech-to-text transcription, automated call documentation and summarization, intelligent ticket template recommendations, suggested responses, spiels and scripts, recommended next-best actions, and contextual retrieval of relevant customer information, knowledge base articles, and case data to improve agent productivity, accuracy, consistency, and handling efficiency. Note: The bidder must submit copies of the Product Brochure confirming that AI Agent Assist is an available capability of the proposed solution, and relevant Technical Documentation demonstrating support for real-time AI functions. Compliance shall be further validated through a live product demonstration.		
V.	**Non-Voice Solutions**		
1.	The solution must use AI to analyze customer interactions, auto-summarize customer concerns, and suggest contextually relevant responses, knowledge base articles, and next-best actions, as well as insert communication templates for faster and standardized communication. The solution shall allow agents to review, modify, approve, or reject AI-generated recommendations before any response is transmitted to the customer. Note: The bidder must submit copies of the AI Assist Documentation and/or Screenshots demonstrating compliance with the requirement and conduct a live product demonstration to validate compliance.		
2.	The solution shall support configurable routing and escalation rules for customer interactions based on defined criteria such as intent, queue, topic, customer profile, communication channel, priority level, and other business-defined conditions. The solution shall also support automated handoff of interactions from the Digital Assistant to designated live agents or teams when escalation criteria are met, or additional assistance is required. Note: The bidder must submit copies of the Routing Workflow Screenshots and/or related documentation demonstrating compliance with the requirement and conduct a live product demonstration to validate compliance.		
3.	The solution must allow agents to manage multiple simultaneous conversations on live chat while maintaining message consistency and accuracy. Note: The bidder must submit copies of the Live Chat Administration Guide and/or related documentation demonstrating compliance with the requirement and conduct a live product demonstration to validate compliance.		

4.	The solution must provide AI-assisted writing support capable of identifying grammar issues, spelling errors, and tone improvement recommendations for customer-facing responses. Suggestions shall be presented for agent review and approval prior to sending. Note: The bidder must submit copies of the Grammar and Tone Assist Documentation and/or related documentation demonstrating compliance with the requirement and conduct a live product demonstration to validate compliance.		
5.	The solution must support automated acknowledgments and responses for routine inquiries and transactions, including frequently asked questions (FAQs) and informational requests. Response generation shall be configurable and based on approved knowledge sources, business rules, workflows, and authorized content repositories. Note: The bidder must submit copies of the FAQ Automation Documentation and/or related documentation demonstrating compliance with the requirement and conduct a live product demonstration to validate compliance.		
6.	The solution must support AI-assisted analysis of customer email inquiries using contextual understanding and intent recognition to identify and classify multiple intents within a single customer interaction. Note: The bidder must submit copies of the Email Intelligence Documentation, Screenshots, and/or related documentation demonstrating compliance with the requirement and conduct a live product demonstration to validate compliance.		
VI.	**Digital Assistant**		
1.	The solution must utilize a Generative AI-powered digital assistant based on GPT and/or equivalent Large Language Model (LLM) technologies to provide intelligent conversational support, including but not limited to the capability to understand and generate human-like responses, maintain contextual awareness across interactions, communicate in multiple languages, recognize user intent and relevant entities through NLP and NLU techniques, understand industry-specific terminology and user requirements, perform contextual reasoning, leverage approved knowledge sources through Retrieval-Augmented Generation (RAG) or similar mechanisms, recognize user sentiment where applicable, integrate with authorized knowledge repositories and enterprise systems, and facilitate escalation to appropriate support channels when necessary. Note: The bidder must submit copies of the Product Brochure confirming that a GPT/LLM-Based Digital Assistant is an available capability of the proposed solution, relevant Technical Documentation demonstrating the supported LLM, NLP/NLU, RAG, contextual reasoning, and integration capabilities, and a Solution Architecture Diagram showing how these components, approved knowledge		

	sources, enterprise systems, and escalation mechanisms work together within the proposed solution.		
2.	The solution must allow configuration of intents and entities that the digital assistant can understand and generate the appropriate responses based on user queries or intents. Note: The bidder must submit copies of the Product Brochure confirming that intent and entity management is supported, and relevant Administration/Configuration Guide with screenshots showing where intents and entities are created, configured, and maintained. Compliance shall be further validated through a live product demonstration.		
3.	The solution must include sentiment analysis to understand and respond appropriately to the emotional tone of user input. Note: The bidder must submit copies of the Product Brochure confirming that sentiment analysis is an available AI capability of the proposed solution, and relevant Technical Documentation explaining how the sentiment analysis functionality operates. Compliance shall be further validated through a live product demonstration.		
4.	The solution must generate accurate responses and providing updated information retrieved from official SSS data and online resources. These resources include, but are not limited to, the SSS Website, SSS CRMS, SSS official social media pages, and other official public documents provided by SSS. Transactional data shall be retrieved from the SSS on-premises databases via corresponding web services. Note: The bidder must submit copies of the Knowledge Base Architecture Diagram, RAG Architecture Documentation, and related documentation. Compliance shall be further validated through a live product demonstration.		
5.	The solution must ensure that AI-generated responses are traceable and auditable and are generated based on SSS-approved knowledge base content and authorized data sources. The system must support configurable mechanisms for human review, validation, and override of AI-generated responses in accordance with SSS-defined policies and governance rules and AI logs shall be retained for audit purposes. Note: The bidder must submit copies of the AI Governance Documentation demonstrating the controls for traceability, human review, validation, and override of AI-generated responses, and Audit Trail Screenshots showing the recording of relevant AI activities and actions. Compliance shall be further validated through a live product demonstration.		
6.	The solution must support the capture and storage of user interaction data for the purpose of improving system performance, response accuracy, and dialogue management. Any use of stored interaction data for model refinement, analytics, or improvement must be subject		

	to SSS approval, data governance policies, and applicable data privacy and security regulations. Note: The bidder must submit copies of the Product Brochure confirming the solution's capability to capture and store user interaction data, and relevant Data Governance Documentation describing the controls governing the collection, storage, access, retention, and permitted use of interaction data for analytics, model refinement, or system improvement.		
7.	The solution must support decision-making functionality, enabling dynamic generation of responses or execution of specific actions based on users' inputs. Note: The bidder must submit copies of the Decision Engine Documentation and a Workflow Diagram showing how configured rules or conditions lead to corresponding system responses or actions. Compliance shall be further validated through a live product demonstration.		
8.	The solution must prompt users to verify the terms of use and privacy policy for each transaction. Note: The bidder must submit copies of the Product Brochure confirming that configurable customer-facing prompts are supported, and Screenshots showing the Terms of Use and Privacy Policy prompts as presented to users.		
9.	The solution must efficiently address user-initiated requests for assistance/support by offering relevant information and facilitating connection to a live chat agent when necessary. Note: The bidder must submit copies of the Product Brochure confirming that Digital Assistant-to-agent handoff is supported, and a Workflow Diagram showing the escalation path from the GPT-Based Digital Assistant to a live agent. Compliance shall be further validated through a live product demonstration.		
10.	The solution must prompt users for clarification or additional information when necessary to ensure accurate understanding of the query. Note: The bidder must submit copies of the Product Brochure confirming that conversational clarification functionality is supported, Clarification Prompt Screenshots, relevant Administration/Configuration Guide showing how clarification rules or prompts are configured, and a Workflow Diagram showing how unclear and incomplete queries are handled. Compliance shall be further validated through a live product demonstration.		
11.	The solution must implement fallback strategies or escalation mechanisms for situations where the digital assistant cannot handle a specific request or scenario.		

	Note: The bidder must submit copies of the Workflow Documentation and diagram confirming that fallback and escalation capabilities are supported. Compliance shall be further validated through a live product demonstration.		
12.	The solution must escalate a query or concern to a live agent via chat or call if the number of responses exceeds the predefined limit or if the query involves personal responses or complex questions that cannot be answered by the AI and would need verification from internal records/ systems of the SSS. Note: The bidder must submit copies of the relevant Escalation Workflow Documentation and Workflow Diagram confirming that live-agent escalation and the corresponding routing process are supported. Compliance shall be further validated through a live product demonstration.		
13.	The solution must support integration with system status indicators or availability monitoring feeds provided by SSS. Note: The bidder must submit copies of the relevant API/Integration Documentation, Integration Architecture Diagram, Administration/Configuration Guide, and Configuration Screenshots demonstrating the interfaces, protocols, integration methods, and available configuration settings.		
14.	The solution must support dynamic conversation management through configurable branching logic, conditional statements, and business rules that guide conversation flows based on user inputs, predefined conditions, and real-time operational context. The system must seamlessly handle conversation interruptions and context switches while retaining relevant interaction history across multiple turns to ensure consistent, coherent, and contextually appropriate responses. Note: The bidder must submit copies of the relevant Administration/Configuration Guide and Configuration Screenshots showing the conversation flow designer, branching logic, conditional rules, and related conversation-management settings. Compliance shall be further validated through a live product demonstration.		
15.	The solution must support switching between traditional rule-based chatbot mode and GPT-based intelligent response generation, allowing the digital assistant to efficiently handle both simple, structured queries through predefined flows and complex, unstructured inquiries using generative AI. Note: The bidder must submit copies of the Hybrid GPT and Rules-Based Chatbot Documentation and screenshots demonstrating compliance with the requirement. Compliance shall be further validated through a live product demonstration.		

16.	The solution must handle different conversation flows based on predefined templates or templates generated dynamically from user inputs. Note: The bidder must submit copies of the Template Management Screenshots and related documentation demonstrating compliance with the requirement. Compliance shall be further validated through a live product demonstration.		
17.	The solution must support multi-turn conversations, allowing users and the Digital Assistant to exchange multiple messages while maintaining conversational context to complete tasks or resolve inquiries. The solution must also be scalable to support the projected transaction volumes across all supported channels and accommodate future growth in AI-assisted interactions while maintaining acceptable performance levels. Note: The bidder must submit copies of the relevant Multi-Turn Conversation Technical Documentation and Solution Architecture Diagram demonstrating the solution's capability to maintain conversational context across multiple exchanges and its architecture for supporting scalability across the supported channels. Compliance shall be further validated through a live product demonstration.		
18.	The solution must generate detailed usage/utilization reports, including interaction volumes, session counts, and supporting breakdowns, to enable validation by SSS. Note: The bidder must submit copies of Sample Utilization Reports and relevant Report/Dashboard Screenshots demonstrating compliance with the requirement.		
19.	The solution must allow system administrators to enable or disable the GPT-Based Digital Assistant, in whole or in part, through configurable administrative controls, allowing SSS to activate or deactivate the Digital Assistant by channel, intent, transaction type, or specific functionality. Note: The bidder must submit copies of the Administrative Configuration Guide and Configuration Screenshots demonstrating compliance with the requirement. Compliance shall be further validated through a live product demonstration.		
Compliance must be demonstrated through the submission of technical documentation, product literature, architecture diagrams, product datasheets, screenshots, user guides, reports, and/or other supporting documents, as applicable. Compliance with centralized dashboard and unified customer view functionalities, including consolidation of customer profiles, interaction history, transactions, and cross-channel data, shall be validated through a successful Proof of Concept (POC) or live product demonstration during post-qualification.			
VII.	**Centralized Dashboard**		

1.	The solution must provide a centralized dashboard that displays real-time and historical analytics using interactive charts, graphs, and exportable reports offering comprehensive summaries and trends. This dashboard and its communication engines must natively support and monitor the following delivery channels and performance metrics: • SMS to be sent via the CRM; • OTP via email; • Push Notification (including the number of mobile devices reached and the count of users who tapped the push notification); and • In-app notification (including the number of mobile devices reached and the count of users who tapped the push notification). Note: The bidder must submit copies of Dashboard Screenshots, Reporting Datasheets, or Sample Reports, and conduct a live product demonstration to validate compliance.		
2.	The solution must include the ability to embed tutorials, guides and references materials within the dashboard. Note: The bidder must submit copies of Knowledge Portal/User Help Screenshots, User Guides or related documentation demonstrating compliance with the requirement. Compliance shall be further validated through a live product demonstration		
VIII.	**Single/Unified Customer View**		
1.	The solution must provide a centralized customer profile dashboard that consolidates customer information, transactions, interactions, preferences, complaints, and communication history across all integrated channels and systems, and support seamless integration with the CRM, GPT-Based Digital Assistant, Customer Experience Platform, and other authorized SSS systems. Note: The bidder must submit copies of Customer 360 View Screenshots, Product Datasheets, Architecture Diagrams, and/or related documentation demonstrating compliance with the requirement. Compliance shall be further validated through a live product demonstration		
IX.	**Real-time Analytics and Reports** *Compliance must be demonstrated through the submission of technical documentation, product literature, dashboard screenshots, sample and analytics reports, audit documentation, user guides, and/or other supporting documents, as applicable, demonstrating compliance with each requirement. Compliance with real-time analytics, monitoring, reporting, and performance measurement functionalities shall be validated through a successful Proof of Concept (POC) or live product demonstration during post-qualification.*		
1.	The solution must generate, extract, and download reports in various formats (e.g., MS Excel, Open Office CSV, PDF, HTML) based on specified date ranges, categories, and organizational levels, with filtering options for analyzing historical data and long-term trends and patterns.		

	Note: The bidder must submit copies of Sample Reports (Excel, CSV, PDF, HTML), Screenshots, and/or related documentation demonstrating compliance with the requirement.		
2.	The solution must maintain detailed audit logs of all transactions, capturing timestamps, agent activities, communication content, escalations, and resolution steps Note: The bidder must submit copies of Audit Log Screenshots, Audit Trail Documentation, and/or related documentation demonstrating compliance with the requirement.		
3.	The solution must monitor the accuracy of the Digital Assistant's responses, including errors encountered, real-time to assess its ability to provide correct and relevant information based on the complexity and type of inquiries received. Note: The bidder must submit copies of AI Performance Dashboard Screenshots, Analytics Documentation, and/or related documentation demonstrating compliance with the requirement.		
4.	The solution must collect and process data for conversations handled by the Digital Assistant that require additional assistance through live agent (call/chat) in situations necessitating advanced support such as complex problem resolution, and inquiries beyond the digital assistant's knowledge and technical challenges Note: The bidder must submit copies of Escalation Analytics Reports and/or related documentation demonstrating compliance with the requirement.		
5.	The solution must provide real-time contact center operational dashboards and monitoring tools that enable authorized users to view and analyze agent status, call activity, queue performance, service levels, and other operational indicators to support workforce management, supervision, and service delivery monitoring. Note: The bidder must submit copies of Live Call Flow Dashboard Screenshots and/or related documentation demonstrating compliance with the requirement and conduct a live product demonstration to validate compliance		
6.	The solution must generate reports on SLA adherence, such as response and resolution time metrics by campaign, channel, unit, and agent. Note: The bidder must submit copies of SLA Monitoring dashboards/reports supporting uptime, response time, incident volumes, and resolution metrics and/or related documentation demonstrating compliance with the requirement.		
7.	The solution must provide configurable in-application notifications and alerts to support the dissemination of announcements, advisories, and		

	operational updates to authorized users based on defined roles, groups, campaigns, organizational units, or other business-defined criteria. Note: The bidder must submit copies of Notification Screenshots and/or related documentation demonstrating compliance with the requirement and conduct a live product demonstration to validate compliance		
8.	The solution must display the summary of customers who abandon the Digital Assistant, Live Agent (both call and chat), call and chat queue, and IVRS menu without completing their transaction. Note: The bidder must submit copies of Abandonment Analytics Dashboard Screenshots and/or related documentation demonstrating compliance with the requirement.		
9.	The solution must highlight FAQs and their respective usage statistics, helping to identify common queries and improve the digital assistant's knowledge base Note: The bidder must submit copies of FAQ Analytics Dashboard Screenshots and/or related documentation demonstrating compliance with the requirement and conduct a live product demonstration to validate compliance		
X.	**System Administration Settings and Platform Configuration** *Compliance must be demonstrated through the submission of technical documentation, product literature, configuration guides, user guides, screenshots, diagrams, reports, and/or other supporting documents. Compliance with system administration and platform configuration capabilities, including user management, role-based access control (RBAC), workflow configuration, system monitoring, and audit log management, must be validated through the successful Proof of Concept (POC) or live product demonstration during post-qualification.*		
1.	The solution must provide administrative functions to perform basic support transactions for users, including but not limited to: • creation, updating, and deactivation of user accounts; • creation, updating, and deactivation of campaigns; • adding, transferring, or removing users from campaigns; • updating of usernames and user profiles; • resetting of user passwords; • adding, updating, and removing specific access controls; and • forcing log-out of users when necessary Note: The bidder must submit copies of the Administrator Guide, Screenshots or related documentation, and conduct a live product demonstration to validate compliance.		
2.	The solution must provide built-in monitoring and analytics tools for performance evaluation and optimization.		

	Note: The bidder must submit copies of Monitoring Dashboard Screenshots or related documentation, and conduct a live product demonstration to validate compliance.		
XI.	**Development and Integration** *Compliance must be demonstrated through the submission of technical documentation, technical architecture diagrams, API documentation, configuration guides, user guides, screenshots, testing documentation, and/or other supporting documents. Compliance with development and integration requirements, including API connectivity, system interoperability, real-time data exchange, scalability, and integration with SSS systems and external platforms, must be validated through the successful Proof of Concept (POC) or live product demonstration during post-qualification.*		
1.	The solution must allow configuration of acceptable documents and file types for customer submissions. Note: The bidder must submit copies of the Configuration Guide and Configuration Screenshots demonstrating compliance with the requirement. Compliance shall be further validated through a live product demonstration.		
2.	The solution must support the creation, maintenance, and updating of knowledge bases and training data for the GPT-Based Digital Assistant and CRM users using authorized SSS information sources. Note: The bidder must submit copies of the Knowledge Base Administration/Configuration Guide and Configuration Screenshots demonstrating compliance with the requirement. Compliance shall be further validated through a live product demonstration.		
3.	The solution must provide administrative tools for configuring, training, monitoring, and managing the GPT-Based Digital Assistant through a low-code or no-code interface. Note: The bidder must submit copies of the Administration/Configuration Guide and Configuration Screenshots demonstrating compliance with the requirement. Compliance shall be further validated through a live product demonstration.		
4.	The solution must provide functionality for testing and validating Digital Assistant enhancements and configuration changes prior to production deployment. Note: The bidder must submit copies of the Testing/Release Documentation and relevant Configuration Screenshots demonstrating compliance with the requirement. Compliance shall be further validated through a live product demonstration.		
XII.	**Application Security** *Compliance must be demonstrated through the submission of security certifications (such as ISO 27001 and SOC 2 Type II), technical documentation, and/or product literature. Compliance with application security requirements, including authentication, multi-factor*		

	authentication (MFA), single sign-on (SSO), encryption of data at rest and in transit, access control, logging, and monitoring capabilities, must be validated through the successful Proof of Concept (POC) or live product demonstration during post-qualification.		
1.	The solution must support authentication and access control mechanisms such as Time-Based One-Time Password (TOTP), Multi-Factor Authentication (MFA), and Single Sign-On (SSO), and must comply with applicable security standards and regulations including ISO standards, Data Protection Impact Assessment DPIA, Privacy Impact Assessment PIA, Cloud Security Certification, Vulnerability Assessment and Penetration Testing VAPT, and the Data Privacy Act of 2012. Note: The bidder must submit copies of the ISO 27001 Certificate, SOC 2 Type II Report, Cloud Security Certification, MFA/SSO Documentation, Latest VAPT Report, DPA Compliance Attestation, and/or related documentation demonstrating compliance with the requirement		
2.	The solution must implement secure communication protocols (e.g., TLS/HTTPS) to protect data transmitted between users, agents, and system components. Note: The bidder must submit copies of the TLS/HTTPS Security Documentation and/or related documentation demonstrating compliance with the requirement.		
3.	The solution must implement encryption of data at rest and in transit using industry-standard encryption protocols. Note: The bidder must submit copies of the Encryption Whitepaper, Product Security Datasheet, and/or related documentation demonstrating compliance with the requirement.		
4.	The solution must provide logging and monitoring capabilities for user activity, login attempts, and security events, including alerts for suspicious activities and incident detection. Note: The bidder must submit copies of the Security Monitoring Documentation, SIEM Screenshots, and/or related documentation demonstrating compliance with the requirement and conduct a live product demonstration to validate compliance		
XIII.	**Data Residency, Data Sovereignty and Compliance** *Compliance must be demonstrated through the submission of a Manufacturer's or Principal's Certification stating that the proposed solution supports the implementation of Executive Order No. 119, s.2026 (13 July 2026), "Updating the Government Data Classification, Establishing a Data Residency Framework, and for Other Purposes," including its Implementing Rules and Regulations and any amendments or subsequent applicable government issuances during the contract period.*		
1.	The solution must comply with the implementation of Executive Order No. 119, s.2026 (13 July 2026), "Updating the Government Data		

	Classification, Establishing a Data Residency Framework, and for Other Purposes," including its Implementing Rules and Regulations and any amendments or subsequent applicable government issuances during the contract period. Note: The bidder must submit a Certification on compliance with Executive Order No. 119, s.2026 (13 July 2026), and/or supporting technical documentation demonstrating compliance with the requirement.		

Name: _____

Legal capacity:_____

Signature:_____

Duly authorized to sign the Bid for and behalf of: _____

Date: _____

Section VIII. Philippine Bidding Document Related Forms

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Bid Form for Procurement of Goods

[Note: The duly accomplished form shall be submitted with the Bid]

BID FORM

SSS OMNIAI CRMS

Project Identification No.: *ITB-NGPA-SSS-GOODS-2026-093*

To: ***SOCIAL SECURITY SYSTEM***
East Avenue, Diliman, Quezon City

Having examined the Philippine Bidding Documents (PBD) including the Supplemental Bid Bulletin Numbers [insert numbers], the receipt of which is hereby duly acknowledged, we, the undersigned, declare that:

a) I/We have no reservation to the PBD, including the Supplemental Bid Bulletins, for the Procurement Project SSS OMNIAI CRMS;

b) Select one, delete the other

- I/We undertake to deliver the Goods in accordance with the delivery schedule in the Schedule of Requirements;

- I/We offer to execute the Works for this Contract in accordance with the PBD;

c) The total price of our Bid in words and figures, excluding any discount offered below, is *[insert information]*

d) The discounts offered and the methodology for their application, if any, are: *[insert information];* or indicate N/A if no discount offered]

e) The total bid price in words and figures, after applying the applicable discount, includes the cost of all taxes, such as, but not limited to *[specify the applicable taxes, e.g. (i) value added tax (VAT), (ii) income tax, (iii) local taxes, and (iv) other fiscal levies and duties]*, which are itemized in the *[Select one, delete the other:* the Price Schedules/ Detailed Estimates].

f) This Bid shall remain valid within a period stated in the PBD, and it shall be binding upon me/us at any time before the expiration of that period;

g) If our bid is accepted, I/we commit to enter to a contract and provide a performance security in the form, amounts, and within the times prescribed in the PBD, and hereby acknowledge the consequences under the IRR of RA No. 12009 on forfeiture of Bid Security or enforcement of Bid Securing Declaration and on Blacklisting.

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

I/We understand that you are not bound to accept the Lowest Calculated Bid or any Bid you may receive.

I/We certify/confirm that we comply with the eligibility requirements pursuant to the PBD.

The undersigned is authorized to submit the bid on behalf of [Name of the Bidder] as evidenced by the attached [State the Written Authority].

I/We acknowledge that failure to sign each and every page of this Bid Form, including the attached Schedule of Prices, shall be a ground for the rejection of our bid.

Duly authorized to sign the Bid for and behalf of:

[Insert Bidder's Name]

[Signature over Printed Name]
[Position/Designation]
[Date]

Price Schedule for Goods

SSS OMNIAI CRMS

Name of Bidder: _____
Project Identification No.: ITB-NGPA-SSS-GOODS-2026-093

Cost Component	Total Cost		
	Year 1	Year 2	Year 3
SSS OMNIAI CRMS	₱	₱	₱
(Must not exceed ₱371,551,537.00) TOTAL	₱		

Note:

1. Any bid exceeding the ABC of **₱371,551,537.00** broken down as follows shall not be accepted

   CAPEX: **₱37,155,154.00**
   MOOE: **₱334,396,383.00**
   Year 1: **₱111,465,461.00**
   Year 2: **₱111,465,461.00**
   Year 3: **₱111,465,461.00**
   .
2. All required items/field in the bid breakdown must be filled up. Failure to indicate any of the following shall mean outright disqualification since bid is considered non-responsive.
   - If the item is given for free, indicate dash (-), zero (0) or free
   - If the item is not applicable, indicate N/A
3. Non-compliance with the following requirements shall also be a ground for disqualification:
   a. All financial documents (Bid Form and Bid Breakdown) shall be signed, and each and every page thereof shall be initialed, by the duly authorized representative/s of the Bidder.

   b. The bid proposal must be inclusive of all applicable taxes, which shall be itemized in the bid form and reflected in the Price Schedule.

   c. The warranty requirement shall be at no cost to SSS.

Name: _____

Legal capacity:_____

Signature:_____

Duly authorized to sign the Bid for and behalf of: _____

Date: _____

Contract Form

[Note: The duly accomplished form is not required to be submitted with the Bid but shall be submitted within ten (10) days after receiving the Notice of Award]

CONTRACT FOR
SSS OMNIAI CRMS

This CONTRACT executed on the _____ day of _____ 20_____ by and between:

SOCIAL SECURITY SYSTEM, a government agency of the Republic of the Philippines, represented herein by its Authorized Signatory, _____, _____, duly authorized pursuant to _____ dated _____ (Annex "A"), hereinafter called "the Entity";

-and-

[Name of Supplier /Contractor/ Consultant], of legal age, Filipino, with principal office at _____ hereinafter called "the Supplier/Contractor/Consultant".

If corporation –

[Name of Supplier /Contractor/ Consultant] a company duly organized and existing under the laws of the Philippines, with principal office at _____, represented herein by its _____, _____, duly authorized pursuant to _____ (Annex ___) hereinafter called "the Supplier/Contractor/Consultant".

(The details of the counter-party including but not limited to their name, type of entity, address, authorized signatory/ies, basis for such authority, etc. may be changed)

WHEREAS**,** the Entity invited Bids for certain goods and services/works/consulting services, particularly *[Brief description of Project]*;

WHEREAS, the Supplier/Contractor/Consultant submitted a responsive bid and was awarded the contract for the procurement in the total amount of *[Contract price in words and figures, including currency],* hereinafter referred to as the "Contract Price."

NOW, THEREFORE, for and in consideration of the foregoing premises, the parties hereby agree as follows:

1. Unless otherwise stated, terms and expressions used in this Contract shall have the same meanings as those assigned to them in the Conditions of Contract, which form an integral part of this Contract.

2. The following documents as required by the Implementing Rules and Regulations of Republic Act No. 12009 shall form part and be read and construed as integral parts of this Contract, *viz:*

a. Philippine Bidding Documents (PBD);

- *For Procurement of Goods*

  i. Invitation to Bid;
  ii. Instruction to Bidders;
  iii. Bid Form, including all the documents/statements contained in the Bidder's bidding envelopes, as annexes, and all other documents submitted (e.g., Bidder's response to request for clarifications on the bid), including corrections to the bid, if any, resulting from the Procuring Entity's bid evaluation;
  iv. Bid Data Sheet;
  v. Schedule of Requirements;
  vi. Technical Specifications;
  vii. General and Special Conditions of Contract;
  viii. Supplemental Bid Bulletins, if any; and
  ix. Other contract documents that may be required by existing laws and/or the Entity.

b. Winning bidder's bid, including the Eligibility Requirements, Technical and Financial Proposals, and all other documents or statements submitted;

c. Performance Security;

d. Notice of Award of Contract; and the Supplier/Contractor/Consultant's Conforme thereto; and

e. Other contract documents that may be required by existing laws and/or the Procuring Entity concerned in the PBD, such as but not limited to the Notice to Proceed and Warranty Security.

3. In consideration of the Contract Price of *[Contract Price in words and figures],* or such other sums as may be determined in accordance with the terms of the Contract, the Supplier/Contractor/Consultant agrees to deliver and perform the items and related services for the *[Project Title]* described herein in accordance with the terms and conditions specified in the Contract and its annexed documents.

4. The Entity agrees to pay the above-mentioned sum to the Supplier/Contractor/Consultant in accordance with the schedule and manner provided in the Bidding Documents and its annexes.

5. Any dispute, difference, or claim arising out of or relating to this Contract, including its existence, validity, interpretation, breach, or termination thereof, may be submitted to arbitration or other form of alternative dispute resolution in accordance with the applicable law, such as Republic Act No. 9285 (Alternative Dispute Resolution Act of 2004) or Executive Order No 1008, series 1985 (Construction Industry Arbitration Law).

IN WITNESS WHEREOF, the parties hereto have caused this Contract to be executed in accordance with the laws of the Republic of the Philippines on the day and year first above written.

For SSS	For the Supplier/Contractor/Consultant
_____	_____
_____	_____

Signed in the presence of:

_____	_____

Insert Name of Certifying Officer as to availability of funds
(Insert Position)
(Insert Department)

FUNDS AVAILABLE:
APP No. _____

In case of double acknowledgement which is usually used by SSS:

ACKNOWLEDGMENT

BEFORE ME, a Notary Public for and in _____, Philippines, on this _____ day of _____ personally appeared:

Name	Competent Evidence of Identity	Date/Place of Issue

known to me to be the same person/s who executed the foregoing Contract, consisting of _____ (__) pages, including this page but excluding annexes, and he/she/they acknowledged to me that the same is his/her/their free and voluntary act and deed as well as the free and voluntary act and deed of the principal he/she/they represent/s in this instance.

WITNESS MY HAND AND SEAL on the date and place first above written.

Doc. No. _____
Page No. _____
Book No. _____
Series of _____

SECOND ACKNOWLEDGMENT

BEFORE ME, a Notary Public for and in _____ Philippines, on this _____ day of _____ personally appeared:

Name	Competent Evidence of Identity	Date/Place of Issue

known to me to be the same person/s who executed the foregoing Contract, consisting of _____ (__) pages, including this page but excluding annexes, and he/she/they acknowledged to me that the same is his/her/their free and voluntary act and deed as well as the free and voluntary act and deed of the principal he/she/they represent/s in this instance.

WITNESS MY HAND AND SEAL on the date and place first above written.

Doc. No. _____
Page No. _____
Book No. _____
Series of _____

Omnibus Sworn Statement Form

[Note: The duly accomplished form shall be submitted with the Bid]

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

OMNIBUS SWORN STATEMENT

I, *[Name of Affiant]*, of legal age, *[Civil Status]*, *[Nationality]*, and with residence at [*Address of Affiant]*, after having been duly sworn in accordance with law, do hereby depose and state that:

1. *Select one, delete the others:*

   - *If sole proprietorship:* I am the sole proprietor or authorized representative of *[Name of Bidder]* with office address at *[Address of Bidder]*;

   - *If 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]*;

   - *If individual consultant not registered under a sole proprietorship, in case of Consulting Services:* I am the individual consultant or authorized representative of *[Name of Bidder]* with office address at *[Address of Bidder]*;

2. ***Select one, delete the others:***

   - *If 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 *SSS OMNIAI CRMS* of the *SOCIAL SECURITY SYSTEM* "as supported by the attached duly notarized Special Power of Attorney" *for authorized representative]*;

   - *If 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 *SSS OMNIAI CRMS of the SOCIAL SECURITY SYSTEM*, as supported by the attached duly notarized Special Power of Attorney, Board/Partnership Resolution, or Secretary's Certificate, whichever is applicable*;*

   - *If individual consultant not registered under a sole proprietorship, in case of Consulting Services:* As the individual consultant 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 *SSS OMNIAI CRMS of the SOCIAL SECURITY SYSTEM*, as supported by the attached duly notarized Special Power of Attorney *for authorized representative*;

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;

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 others:*

   - *If sole proprietorship :* The *[Name of Bidder]* and its spouse are not related by consanguinity or affinity up to the third civil degree to the Head of the Procuring Entity, Procurement Agent (if engaged), End-User or Implementing Unit, project consultants, head of the Project Management Office, or the members of the Bids and Awards Committee (BAC), the Technical Working Group, and the BAC Secretariat;

   - *If partnership :* The partnership itself and the partners of *[Name of Bidder]* are not related by consanguinity or affinity up to the third civil degree to the Head of the Procuring Entity, Procurement Agent (if engaged), End-User or Implementing Unit, project consultants, head of the Project Management Office, or the members of the Bids and Awards Committee (BAC), the Technical Working Group, and the BAC Secretariat;

   - *If cooperative:* The cooperative itself and members of the board of directors, general manager, or chief executive officer of *[Name of Bidder]* are not related by consanguinity or affinity up to the third civil degree to the Head of the Procuring Entity, Procurement Agent (if engaged), End-User or Implementing Unit, project consultants, head of the Project Management Office, or the members of the Bids and Awards Committee (BAC), the Technical Working Group, and the BAC Secretariat;

   - *If corporation, or joint venture:* The corporation or joint venture itself, and officers, directors, and controlling stockholders of *[Name of Bidder]* are not related by consanguinity or affinity up to the third civil degree to the Head of the Procuring Entity, Procurement Agent (if engaged), End-User or Implementing Unit, project consultants, head of the Project Management Office, or the members of the Bids and Awards Committee (BAC), the Technical Working Group, and the BAC Secretariat;

   - *If individual consultant not registered under a sole proprietorship, in case of Consulting Services:* The individual consultant and its spouse are not related by consanguinity or affinity up to the third civil degree to the Head of the Procuring Entity, Procurement Agent (if engaged), End-User or Implementing Unit, project consultants, head of the Project Management Office, or the members of the Bids and Awards Committee (BAC), the Technical Working Group, and the BAC Secretariat;

7. It is understood that failure to faithfully disclose its relationship with the Head of the Procuring Entity, members of the BAC, the TWG, and the BAC Secretariat, the head of the PMO or the end-user unit or implementing unit, and the project consultants of the Procuring Entity, or of the procurement agent by consanguinity or affinity up to the third civil degree, as well as its submission of beneficial ownership information containing false entries shall be subject to blacklisting under Section 100 of the Implementing Rules and Regulations (IRR) of Republic Act (RA) No. 12009, without prejudice to criminal and civil liabilities under applicable laws, including their accessory penalties, if any.

Select one, delete the rest:

- *In case of corporations: [Name of Bidder]* declares its beneficial ownership information consistent with its updated General Information Sheet or Beneficial Ownership Declaration Form or any other document duly submitted to the SEC and has maintained a valid and updated file therein in compliance with Sections 20.2.9.1, 81, and 82 of the IRR of RA No. 12009.

- *In case of Foreign Bidders: [Name of Bidder]* submitted an appropriate equivalent document in English issued by the country of the bidder concerned in accordance with Section 20.2.9.2 of the IRR of RA No. 12009.

8. *[Name of Bidder]* complies with existing labor laws and standards; and

9. *[Name of Bidder]* is aware of and has undertaken the following responsibilities as a Bidder:

    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 *SSS OMNIAI CRMS*.

10. *[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.

11. In case advance payment was made or given to *[Name of Bidder]*, failure to perform or deliver any of the obligations and undertakings in the contract shall be sufficient grounds to constitute criminal liability under existing laws.

IN WITNESS WHEREOF, I have hereunto set my hand this __ day of ___, 20__ at _____, Philippines.

Duly authorized to sign the Bid for and behalf of:

[Insert Bidder's Name]

[Affiant's Signature over Printed Name]
[Position/Designation]
[Date]

JURAT

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
Notarial Commission No. _____
Notary Public for _____ until _____
Roll of Attorneys No. _____
PTR No. __, *[date issued], [place issued]*
IBP No. __, *[date issued], [place issued]*

Doc. No. _____
Page No. _____
Book No. _____
Series of _____.

Secretary's Certificate (Corporation)

REPUBLIC OF THE PHILIPPINES]
NAME OF CITY] S.S

SECRETARY'S CERTIFICATE

I, **<NAME OF CORPORATE SECRETARY>**, of legal age, **<Civil Status>**, Filipino citizen and with business at **<Company Address>,** after being duly sworn, hereby depose and state that:

1. I am the Corporate Secretary of **<** *insert* **COMPANY NAME>,** a Corporation duly organized and existing under and by virtue of the laws of the Philippines, with principal office at < *insert* **Office Address>.**

2. As the Corporate Secretary, I have custody and access to the records of the Corporation.

3. I am familiar with the facts herein certified and duly authorized to certify the same.

4. I hereby certify that during a regular meeting of the Board of Directors of the Corporation held on **<Date of Meeting>,** at which meeting a quorum was present, the following Resolution**/s was/were** unanimously passed, approved and adopted:

   a) RESOLVED that **<** *insert* **COMPANY NAME>**, authorized and empowered the following to participate in the bidding for the **SSS OMNIAI CRMS** of the **SOCIAL SECURITY SYSTEM:**

NAME	POSITION/DESIGNATION	SIGNATURE
1.		
2.		

   b) **RESOLVED FURTHER that**, if awarded the Contract, the following **is/are** granted full power and authority to enter into contract with the S**OCIAL SECURITY SYSTEM:**

NAME	POSITION/DESIGNATION	SIGNATURE
1.		
2.		

   c) **RESOLVED FURTHERMORE** that, the designated representative**/s** of the Corporation has/have the full power to perform any and all acts necessary and/or to represent the Corporation as fully and effectively as the Corporation might do if personally present, and hereby satisfying and confirming all the said representative**/s** shall lawfully do or cause to be done by virtue hereof.

IN WITNESS WHEREOF, I have hereunto set my hand this __ day of ____ at **<CITY>.**

_____
NAME & SIGNATURE of Corporate Secretary

SUBSCRIBE AND SWORN to before me this ___ day of _____ at **<CITY>**, affiant having exhibited to me his/her <Government Issued ID and details [issued by, date and place issued if applicable]).

Doc No. _____
Page No. _____
Book No. _____
Series of _____

Secretary's Certification (Joint Venture)

REPUBLIC OF THE PHILIPPINES)
_____CITY)S.S.

SECRETARY'S CERTIFICATE

I, **NAME OF CORPORATE SECRETARY**, Corporate Secretary of **Name of the Leading Company / Partnership / Sole Proprietorship** (the **"Company" / "Partnership" / "Sole Proprietorship"**), a corporation duly organized and existing under Philippine Laws, with principal office address at _____, Philippines, hereby certify that at a meeting of the **Board of Directors of the Company / Managing Partners or Partners of the Partnership / headed by the Sole Proprietor** held on **Date of Meeting**, at which a quorum was present and acting throughout, the following resolution/s was/were duly approved and adopted:

"RESOLVED, that **Name of the Leading Company/Partnership/Sole Proprietorship** (the **"Company" / "Partnership" / "Sole Proprietorship"**) be, and is hereby, authorized to represent the Joint Venture with **Name of the Company / Partnership / Sole Proprietorship** (the "Joint Venture") for the purpose of participating in the **mode of procurement** conducted by Social Security System (SSS) (the "Procuring Entity") for the procurement of **NAME OF PROJECT** with Bid Reference Number _____ (the "Project");

RESOLVED FURTHER, that the **Company/Partnership/Sole Proprietorship** granted full power and authority to the following officer/s and executive/s on behalf of the Joint Venture for the Project:

Name	**Position**

RESOLVED FURTHER, that the **Company/Partnership/Sole Proprietorship** is authorized to agree on the terms and conditions of, sign and deliver the Contract with the SSS on behalf of the Joint Venture for the Project, pursuant to an award by the Procuring Entity of the Contract for the Project to the Company as the winning bidder:

Name	**Position**

RESOLVED FINALLY, that the Procuring Entity is authorized to rely and act on the basis of the foregoing resolution/s which shall remain effective and binding until the mandate herein contained has been fully accomplished or a written notice of any amendment or revocation hereof shall have been given to and received by the Procuring Entity."

IN WITNESS WHEREOF, I have hereunto set my hand this _____ at _____ City, Philippines.

NAME OF CORPORATE SECRETARY
Corporate Secretary

SUBSCRIBED AND SWORN to before me on this _____ at _____City, Philippines, affiant exhibited to me his/her **Competent Evidence of Identity with details of validity (date and place of issuance, with the name of the issuing office)**.

Doc No. _____;
Page No. _____;
Book No._____;
Series of _____.

Bid Securing Declaration Form

[The duly accomplished form shall be submitted with the Bid if bidder opts to provide this type of bid security]

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

BID SECURING DECLARATION

SSS OMNIAI CRMS
Project Identification No.: *ITB-NGPA-SSS-GOODS-2026-093*

To: ***SOCIAL SECURITY SYSTEM***
East Avenue, Diliman, Quezon City

I/We, the undersigned, declare that:

1) I/We understand that, according to your conditions, bids must be supported by a Bid Security, which may be in the form of a Bid Securing Declaration;

   [Insert paragraph for Unsolicited Offer with Bid Matching]

   I/We understand that upon conferment of the original offeror status under Section 30.6 of the Implementing Rules and Regulations (IRR) of Republic Act (RA) No. 12009, the offeror shall submit a Bid Securing Declaration within ten (10) days from the receipt of the certificate of conferment;

2) Select one, delete the other:

   - I/We accept that: (a) I/we will be automatically disqualified from bidding for any procurement contract with any Procuring Entity upon receipt of your Blacklisting Order; and, (b) I/we will pay the applicable fine provided under the Guidelines on the Use of Bid Securing Declaration, within fifteen (15) days from receipt of the written demand by the Procuring Entity for the commission of acts resulting to the enforcement of the Bid Securing Declaration under Sections 52.2 (a), 63.2, 69.1 and 100, except 100.3 (c),of the IRR of Republic Act No. 12009; without prejudice to other legal action the government may undertake; and

   (For Unsolicited Offer with Bid Matching)

   - I/We accept that: I/we will be automatically disqualified from any procurement opportunity of the Procuring Entity for a period of one (1) year on the first offense, two (2) years on the second offense, and perpetually on the third offense without prejudice to other legal action the government may undertake.

3) I/We understand that this Bid Securing Declaration shall cease to be valid on the following circumstances:

   a) Upon expiration of the bid validity period, or any extension thereof pursuant to your request;

b) I am/we are declared ineligible or post-disqualified upon receipt of your notice to such effect, and (i) I/we failed to timely file a request for reconsideration or (ii) I/we filed a waiver to avail of said right;

[Insert this paragraph for Unsolicited Offer with Bid Matching]

b) Upon contract award and the LCCRB is not the original offeror; or

c) I am/we are declared the bidder with the *[Insert Award Criterion[1]]* and I/we have furnished the performance security and signed the Contract.

IN WITNESS WHEREOF, I/We have hereunto set my/our hand/s this ____ day of *[month] [year]* at *[place of execution]*.

Duly authorized to sign the Bid for and behalf of:

[Insert Bidder's Name]

[Signature over Printed Name]
[Position/Designation]
[Date]

JURAT

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
Notarial Commission No. _____
Notary Public for _____ until _____
Roll of Attorneys No. _____
PTR No. __, *[date issued], [place issued]*
IBP No. __, *[date issued], [place issued]*

Doc. No. _____
Page No. _____
Book No. _____
Series of _____.

Statement of all on-going Government & Private Contracts

NAME OF CONTRACT	DATE OF CONTRACT	CONTRACT DURATION	OWNER'S NAME, ADDRESS, CONTACT NUMBERS AND E-MAIL ADDRESS	KINDS OF GOODS	AMOUNT OF CONTRACT	VALUE OF OUTSTANDING CONTRACT	REMARKS (Indicate "With NDA" or "Without NDA")

NOTE: INCLUDING PROJECTS WITH NON-DISCLOSURE AGREEMENT (NDA)

Statement of Single Largest Completed Contract (SLCC)

STATEMENT OF SINGLE LARGEST COMPLETED CONTRACT SIMILAR TO THE PROJECT TO BE BID EQUIVALENT TO AT LEAST 50% OF THE ABC WITH ATTACHED SUPPORTING DOCUMENTS

(CERTIFICATE OF FINAL COMPLETION OR ANY PROOF OF COMPLETION)

NAME OF CONTRACT	CONTRACT TERM	AMOUNT OF CONTRACT	CONTACT PERSON, CONTACT NO., ADDRESS, AND EMAIL ADDRESS

NOTE:

1. **SLCC should be projects without Non-Disclosure Agreement (NDA)**
2. **Contract shall be considered complete if the requirements are delivered including warranty/maintenance.**
3. **Certificate of Final Completion or any proof of completion should include statement of satisfactory performance of the bidder.**

Formula in the Computation of NFCC

SSS OMNIAI CRMS
NAME OF PROJECT

_____
NAME OF COMPANY

NFCC = 15 (Current Assets – Current Liabilities) – Value of All Outstanding Works under On-going Contracts including Awarded Contracts yet to be started)

YEAR	CURRENT ASSETS	CURRENT LIABILITIES
TOTAL		

Value of Outstanding Works under On-going Contracts:

CONTRACT DESCRIPTION	TOTAL CONTRACT AMOUNT AT AWARD	PERCENTAGE OF PLANNED AND ACTUAL ACCOMPLISHMENT	ESTIMATED COMPLETION TIME
TOTAL			

Use additional sheet/s, if necessary

FORMULA:

15 (_____ – _____) – _____ = _____
Current Assets minus Current Liabilities minus Total Outstanding Works **NFCC**

P_____
NFCC

Prepared and Submitted by:

_____
Signature over Printed Name

Committed Line of Credit Certificate

(Name of Bank)

Date: _____

Social Security System (SSS)
SSS Main Building, East Avenue
Diliman, Quezon City

CONTRACT PROJECT : _____
COMPANY/FIRM : _____
ADDRESS : _____
BANK/FINANCING
INSTITUTION : _____
ADDRESS : _____
AMOUNT : _____

This is to certify that the above Bank/Financing Institution with business address indicated above, commits to provide the (Supplier/Distributor/Manufacturer/Contractor), if awarded the above-mentioned Contract, a credit line in the amount specified above which shall be exclusively used to finance the performance of the above-mentioned contract subject to our terms, conditions and requirements.

The credit line shall be available within fifteen (15) calendar days after receipt by the (Supplier/Distributor/Manufacturer/Contractor) of the Notice of Award and such line of credit shall be maintained until issuance of Certificate of Acceptance by the Social Security System.

This Certification is being issued in favor of said (Supplier/Distributor/Manufacturer/Contractor) in connection with the bidding requirement of (Name of Procuring Entity) for the above-mentioned Contract. We are aware that any false statements issued by us make us liable for perjury.

The committed line of credit cannot be terminated or cancelled without the prior written approval of Social Security System.

Name and Signature of Authorized Financing Institution Office

Office Designation

Concurred by:

Name & Signature of (Supplier/Distributor/Manufacturer/Contractor) Authorized Representative

Official Designation

SUBSCRIBED AND SWORN TO BEFORE ME this _____ day of _____ at _____ Philippines, Affiant exhibited to me his/her competent Evidence of Identity (as defines by the 2004 Rules on Notarial Practice _____issued on _____ at _____, Philippines.

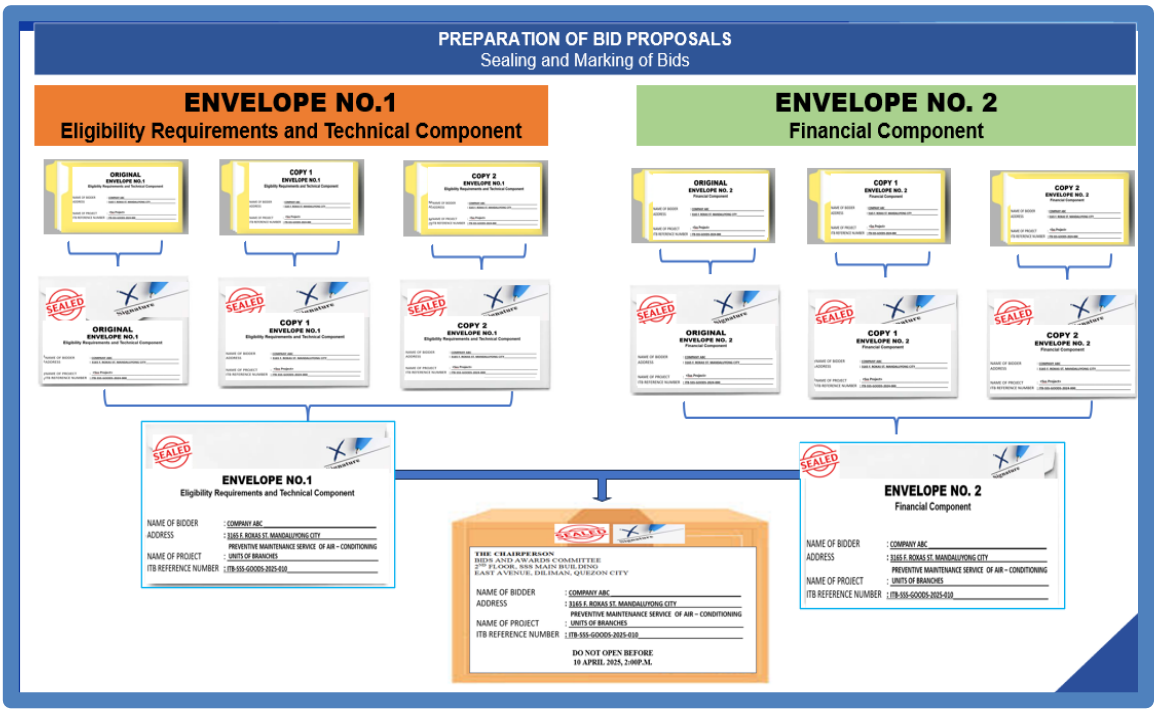
NOTARY PUBLIC

Doc No. : _____
Page No. : _____
Book No. : _____
Series of : _____

(Note: The amount committed should be machine validated in the Certificate itself)

Important Reminders

- **PREPARATION OF BID PROPOSALS (Sealing and Marking of Bids)**



A. Bid documents shall be compiled in a folder/binder with the Annexes properly labeled with tabs/separators.

B. Each Bidder is required to submit one (1) original and two (2) duplicate copies (Copy No. 1 and Copy No. 2) of the first (technical and eligibility documents) and second (financial) components of its bid. In the event of any discrepancy between the original and the copies, the original shall prevail.

C. Original and the number of copies of the Bid shall be typed or written in ink and shall be signed by the Bidder or its duly authorized representative/s.
All envelopes shall:
   - bear the name and address of the Bidder in capital letters;
   - contain the name of the contract to be bid in capital letters;
   - bear the specific identification of this bidding process indicated in the IB.

D. The bidder shall enclose the original of the technical component described in the Checklist of Technical and Financial Documents in one sealed envelope marked as “ORIGINAL-TECHNICAL COMPONENT”. Duplicate copies (Copy 1 and Copy 2) of the technical component shall be similarly sealed duly marking the envelopes as “COPY NO. 1 - TECHNICAL COMPONENT” and “COPY NO. 2– TECHNICAL COMPONENT”. These envelopes containing the original and the copies shall then be enclosed in one single envelope marked as “ENVELOPE NO. 1 -TECHNICAL COMPONENT”.

E. The bidder shall enclose the original of the financial component described in the Checklist of Technical and Financial Documents in one sealed envelope marked as “ORIGINAL-FINANCIAL COMPONENT”. Duplicate copies (Copy 1 and Copy 2) of the financial component shall be similarly sealed duly marking the envelopes as

"COPY NO. 1 - FINANCIAL COMPONENT" and "COPY NO. 2– FINANCIAL COMPONENT". These envelopes containing the original and the copies shall then be enclosed in one single envelope marked as "ENVELOPE NO. 2 -FINANCIAL COMPONENT".

F. The ENVELOPE NO. 1 -TECHNICAL COMPONENT and ENVELOPE NO. 2 - FINANCIAL COMPONENT shall then be enclosed in one single envelope with the following markings:

- addressed to the Procuring Entity's BAC;
- bear the name and address of the Bidder in capital letters;
- contain the name of the contract to be bid in capital letters;
- bear the specific identification of this bidding process indicated in the IB; and
- bear a warning "DO NOT OPEN BEFORE…" the date and time for the opening of bids, in accordance with IB.

THE CHAIRPERSON
BIDS AND AWARDS COMMITTEE
11th FLOOR, SSS MAIN BUILDING
EAST AVENUE, DILIMAN, QUEZON CITY

NAME OF BIDDER : _____
ADDRESS : _____
NAME OF PROJECT : _____
ITB REFERENCE NUMBER: _____

DO NOT OPEN BEFORE
(the date and time for the opening of bids)

G. Bid envelopes that are not properly sealed and marked, as required in the bidding documents, shall not be rejected, but the Bidder or its duly authorized representative shall acknowledge such condition of the bid as submitted. The BAC or the Procuring Entity shall assume no responsibility for the misplacement of the contents of the improperly sealed or marked bid, or for its premature opening.

H. Each and every page of the **Bid Form/Bid Breakdown** shall be signed by the duly authorized representative/s of the Bidder. Failure to do so shall be a ground for the rejection of the bid.

I. Any interlineations, erasures, or overwriting shall be valid only if they are signed or initialed by the duly authorized representative/s of the Bidder.

Republic of the Philippines
gppb
Government Procurement Policy Board