



Embassy of the Republic of the Philippines
Pasuguan ng Pilipinas
Seoul

REQUEST FOR QUOTATION

The Philippine Embassy in Seoul, Republic of Korea is inviting companies to submit quotations for its procurement of contract for telephone system upgrade to Internet Protocol Private Branch Exchange (IP PBX) System, in accordance with the "Guidelines for the Procurement of Goods and Services, Infrastructure Projects and Consulting Services to be Procured and Performed Overseas", as approved by the Government Procurement Policy Board (GPPB) in its Resolution No. 28-2017 dated 31 July 2017.

The terms of reference of the project are listed on **Annex A**.

The last day for the submission of quotations is on 19 November 2022, at 5:00 p.m. Interested suppliers may send their duly signed quotations to **seoulpe@philembassy-seoul.com** and attention it to **Ms. Anna Gabriella E. Guinto**.

Furthermore, interested companies may set-up a schedule for an ocular inspection with Ms. Guinto to inspect the location for the installation.

For further inquiries, please contact the Philippine Embassy at telephone number (02)796-7387 ext. 312.

The Embassy of the Philippines
Seoul, Republic of South Korea

16 November 2022

TELEPHONE SYSTEM UPGRADE TO INTERNET PROTOCOL PRIVATE BRANCH EXCHANGE (IP PBX) SYSTEM

The Embassy of the Philippines (“Embassy”) intends to engage the services of a reputable contractor (“Contractor”) for the upgrading of the telephone system to Internet Protocol Private Branch Exchange (IP PBX) of the Embassy.

I. Scope of Work

The Contractor shall be in charge of the following:

- a. Upgrading the Embassy’s telephone system to IP PBX, including provisions of IP Phone units for the following offices:

Room	No. of Lines
Lobby reception	3
Room 101	6
Room 102	8
Room 201 (Conference Room)	1
Room 202 (Sentro Rizal Hall)	1
Room 301	4 (1 main telephone line)
Room 302	7
Room 401	5
Room 402	4
Room 501	1
TOTAL	40

- b. Production of audio recordings for the Interactive Voice Response¹ (IVR). The following are the list of required pre-recorded audio in English and Korean language, but not limited to:

1. Greetings, initial call to the Embassy
2. Selection of preferred language: English or Korean/Hangul
3. Option to input local number
4. Menu of consular sections and offices for transfer of calls
5. Reading of certain provisions of ROK Law on proper telephone etiquette through non-use of offensive words and verbal harassment towards the telephone agent
6. Weekend and holiday reminder

¹ Interactive Voice Response (IVR) is an automated telephone system that interacts with callers, gathers information and routes calls to the appropriate recipients. An IVR system (IVRS) accepts a combination of voice telephone input and touch-tone keypad selection and provides the appropriate responses in the form of voice, fax, callback, email and other contact methods.

7. Dictation of Embassy website address for information on consular services (e.g. requirements, office hours, appointment or walk-in, etc.)

Attached is the draft script for the IVR. The script may be subject to revisions prior to recording without prior notice to the Supplier.

- c. Installation and configuration of the IP PBX

II. Technical Specifications

Hardware:

- a. At least 40 active lines
- b. At least 45 IP Phone with PoE
 1. IP Phone (LAN connection)
 - HVG (320 x 480) color LCD
 - HD support (G.722)
 - 1000 phone book
 - 300 call logs (including incoming/outgoing/missing calls)
 - Supports LAN, PC Giga Ether

Software:

- a. Production and hosting of Interactive Voice Response (IVR)
- b. Call features:
 1. Call forwarding (External – forward calls to mobile phones, Internal – forward call to internal office extensions)
 2. Application of automated recorded message to complement call forwarding features (calls to be directed to an automated message after three rings, and call is thereafter directed to the appropriate extension number)
 3. Caller ID (name/and or number) and call history for switchboard and all extension units
 4. Call pick-up and direct (each telephone unit is capable of picking calls from other units, and directing it to another unit)
 5. Direct inward dialing (enables callers to dial directly into an extension on a PBX and not use an auto-attendant)

III. Bill of Quantity

Item No.	Description	Unit	Quantity	Unit Price	Total Amount
1.	Basic Device (Card Slot 10]	piece	1	0.00	0.00
2.	E1/PRI Card	piece	1	0.00	0.00
3.	General Domestic Line Chip	piece	1	0.00	0.00
4.	Analog Extension Chip	piece	1	0.00	0.00

5.	VoIP Chip	piece	1	0.00	0.00
6.	ARS Chip	piece	1	0.00	0.00
7.	IP Telephone	piece	45	0.00	0.00
8.	Power Adapter	piece	45	0.00	0.00
9.	Optional Domestic Chip (provides CID for domestic lines)	piece	1	0.00	0.00
10.	Installation (includes materials and labor)	set	1	0.00	0.00

IV. Terms of Payment

Payment (VAT exclusive) shall be made based on the following schedule via bank deposit:

1. 15% - Upon signing of contract
2. 75% - Upon completion of project
3. 10% - Upon passing the testing and commissioning

The above-cited terms of payment may be subject to negotiation and as allowed by the Philippine Procurement Law.

V. After Sales Service

Upon completion of installation and configuration of the IP PBX, the Contractor shall provide a hands-on training for hardware and software usage.

Any breakdown in the system must be attended to immediately.

VI. Warranty

The contractor shall provide one (1) service warranty, including materials, and shall be extended to all software and hardware components, including IP Phone.

DRAFT INTERACTIVE VOICE RESPONSE SCRIPT FOR NEW TELEPHONE SYSTEM

Initial Call Message

Thank you for calling the Philippine Embassy in Seoul. All calls will be recorded for training and quality purposes.

For information regarding entry to the Philippines, please visit the Philippine Embassy website or the Philippine Department of Tourism website. Thank you.

For English, press 1

For Korean, press 2

<Assumption is client pressed 1 for English>

Please be reminded that in accordance with Article 41 of the Enforcement Regulations of the Occupational Safety and Health Act, use of any abusive or offensive language or verbal harassment is strictly prohibited. Violators will be criminally penalized.

If you know the local number of the person you wish to call, please press it now.

1. For consular services, press 1

>For visa, press 1

>>For visa application requirements, press 1

>>>For visa requirements, kindly visit philembassy-seoul.com/visa.asp for the complete list of the requirements for each visa issued by the Philippine Embassy.

>>To learn how to secure a visa application appointment, press 2

>>>To secure an appointment, kindly visit visa.gov.ph and follow the instructions.

>>To speak with the visa desk officer, press 3 <loc.107>

>>><after 3 rings> Sorry, our personnel are currently attending to other callers or frontline clients. Please call again

>For passport, press 2

>>For passport application requirements, press 1

>>>For passport application requirements, please visit philembassy-seoul.com/consular.asp for the complete list of the requirements.

>>To learn how to secure a passport application appointment, press 2

>>>To secure an appointment, kindly visit passport.gov.ph and follow the instructions.

>>To speak with the passport desk officer, press 3

>>><after 3 rings> Sorry, our personnel are currently attending to other callers or frontline clients. Please call again

>For civil registry, press 3,

>>For the requirements for various civil registry documents, press 1

>>>For the requirements for civil registry documents like report of birth and other services, please visit philembassy-seoul.com/consular.asp for the complete list of the requirements.

>>To learn how to schedule a civil registry application appointment, press 2

>>>To secure an appointment, kindly visit [the Philippine Embassy website \(philembassy-seoul.com\)](http://philembassy-seoul.com), click on "Consular Services" and "Civil Registry/Notarial" under Appointments.

>>To speak with the civil registry desk officer, press 3 <loc. 105>

>>><after 3 rings> Sorry, our personnel are currently attending to other callers or frontline clients. Please call again

>For notarial and citizenship, press 4

>>For the requirements for various notarial and citizenship documents, press 1

>>>For the requirements for various notarial and citizenship applications, please visit philembassy-seoul.com/consular.asp for the complete list of the requirements.

>>To learn how to schedule a notarial or citizenship application appointment, press 2

>>>To secure an appointment, kindly visit [the Philippine Embassy website \(philembassy-seoul.com\)](http://philembassy-seoul.com), click on "Consular Services" and "Civil Registry/Notarial" under Appointments.

>>To speak with the notarial and citizenship desk officer, press 3 <loc. 108>

>>><after 3 rings> Sorry, our personnel are currently attending to other callers or frontline clients. Please call again

>For Assistance to Nationals, press 5

>>To contact the Assistance to Nationals emergency mobile number, kindly dial 010-9263-8119. You may also reach the Assistance to Nationals desk officer through atn@philembassy-seoul.com. If you wish to speak with the Assistance to Nationals desk officer, press 1

>>><after 3 rings> Sorry, our personnel are currently attending to other callers or frontline clients. Please call again For political and economic section, press 2

>You may send an e-mail to the Political and Economic Section through poleco@philembassy-seoul.com. If you wish to speak with the Political or Economic desk officer, press 1

>><after 3 rings> Sorry, our personnel are currently attending to other callers or frontline clients. Please call again

2. For the Office of the Ambassador, press 3

>You may send an e-mail to the Office of the Ambassador through seoul.pe@dfa.gov.ph. If you wish to speak with the Secretary to the Ambassador, press 1.

>><after 3 rings> Sorry, our personnel are currently attending to other callers or frontline clients. Please call again

3. For POLO/OWWA, press 4

>You may contact the Philippine Overseas Labor Office and OWWA in Korea through the following:

For landline, dial 3785-3634 or 3785-3635

For mobile, 010-4573-6290 for POLO and 010-9054-0694 for OWWA

You may also send them an e-mail through labor@philembassy-seoul.com and owwaseoul@gmail.com

For more information regarding their services, please visit <http://www.philembassy-seoul.com/polo.asp>

To repeat the message, press 1

4. For the Philippine Agriculture Office, press 5

>You may contact the Philippine Agriculture Office in Korea through landline by dialing 795-8831. You may also send them an email through agriculture@philembassy-seoul.com

For more information regarding their office, please visit <https://www.da.gov.ph/seoul-republic-of-korea/>

To repeat the message, press 1

5. For the Philippine Trade and Investment Center, press 6

>You may contact the Philippine Trade & Investment Center in Korea through landline by dialing 798-2502. You may also send them an email through korea@dti.gov.ph.

For more information regarding their office, please visit <http://www.philembassy-seoul.com/ptic.asp>.

To repeat the message, press 1

6. For the Philippine Department of Tourism in Korea, press 7

>You may contact the Philippine Department of Tourism in Korea through landline by dialing 598-2290. You may also send them an e-mail through pdot@philippinetourism.co.kr.

For more information regarding their office, please visit <https://www.itsmorefuninthephilippines.co.kr/#>

To repeat the message, press 1

7. For the Office of the Defense and Armed Forces Attaché, press 8

>You may contact the Office of the Defense and Armed Forces Attaché through landline by dialing 2749-6221. For information regarding their office, please visit <http://www.philembassy-seoul.com/dafa.asp>.

To repeat the message, press 1

8. For information on Embassy operations, press 9

>For embassy office hours, press 1

>>Embassy office hours is from Sundays to Thursdays, 9:30 A.M. until 4:30 P.M. Fridays, Saturdays, and official holidays are non-working days.

>For embassy location, press 2

>>The Philippine Embassy in Seoul is located at 80 Hoenamu-ro, Yongsan-gu, Seoul.

>For information regarding the website, press 3

>>To access the official website of the Philippine Embassy in Korea, please go to <http://www.philembassy-seoul.com/index.asp>.

>For list of holidays observed by the Philippine Embassy in Seoul, press 4

>>To see the complete list of holidays observed by the Philippine Embassy in Korea, please go to http://www.philembassy-seoul.com/about_us.asp.

9. To speak with an operator, press 0

To repeat the menu, press the * key.