



**Republic of the Philippines**  
**NATIONAL LIBRARY OF THE PHILIPPINES**  
*Bids and Awards Committee*

**REQUEST FOR QUOTATION**

Date: March 10, 2025

RFQ No. 025-2025

Company/Business Name: \_\_\_\_\_

Address: \_\_\_\_\_

Business/Mayor's Permit No.: \_\_\_\_\_

TIN: \_\_\_\_\_

The National Library of the Philippines (NLP), through its Bids and Awards Committee (BAC), intends to procure for the **Procurement of 1 year tidio chat subscription for Online Library Assistant (OLA) of the National Library of the Philippines - Rebid (LOT Bidding)** through **Section 53.9 (Negotiated Procurement – Small Value Procurement)** of the 2016 Revised Implementing Rules and Regulations of Republic Act No. 9184.

Please quote your **best offer** for the item/s described herein, subject to the Terms and Conditions provided on this Request for Quotation (RFQ). Submit your quotation duly signed by you or your duly authorized representative **not later than March 19, 2025 at 4:00 PM** addressed to:

**MS. MARICEL M. UREÑA**  
 Chairperson, Bids and Awards Committee  
 NLP Building, T.M. Kalaw St., Ermita, Manila

The following documents are also required to be submitted along with your quotation on the specified deadline above:

Document	Remarks
<b>PhilGEPS Registration</b>	A copy of Platinum Certificate or Red Membership.
<b>Copy of 2025 Mayor's or Business Permit</b>	In case not yet available, you may submit your expired 2024 Mayor's or Business Permit with the Official Receipt of renewal application. However, a copy of your 2025 Mayor's or Business Permit shall be required to be submitted <b>before award of contract</b> .
<b>Notarized Omnibus Sworn Statement (<a href="#">GPPB-Prescribed Form</a>)</b>	Supported by Secretary's Certificate or Special Power of Attorney, if necessary.

For any clarification, you may contact us at telephone no. **(02) 5314-2100 local 114 / 406 / 412** or email address at [bac@nlp.gov.ph](mailto:bac@nlp.gov.ph).

(Digitally Sgd.)  
**MAUREEN C. TERRENAL**  
 Head, BAC Secretariat





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**INSTRUCTIONS:**

Note: Failure to follow these instructions will disqualify your entire quotation.

- (1) Do not alter the contents of this form in any way.
- (2) The use of this RFQ is **highly encouraged** to minimize errors or omissions of the required mandatory provisions. In case of any changes, bidders must use or refer to the latest version of the RFQ, except when the latest version of the RFQ **only** pertains to deadline extension. If another form is used other than the latest RFQ, the quotation shall contain all the mandatory requirements/provisions including manifestation on the agreement with the Terms and Conditions below.

In case a prospective supplier/service provider submits a filled-out RFQ with a supporting document (i.e., a price quotation in a different format), both documents shall be considered unless there will be discrepancies. In this case, provisions in the RFQ shall prevail.

- (3) **All mandatory technical specifications must be complied with.** Failure to comply with the mandatory requirements shall render the quotation ineligible/disqualified.
- (4) Quotations may be submitted through electronic mail at [bac@nlp.gov.ph](mailto:bac@nlp.gov.ph).
- (5) Quotations, including documentary requirements, received after the deadline shall not be accepted. For quotations submitted via electronic mail, the date and time of receipt indicated in the email shall be considered.

**TERMS AND CONDITIONS:**

1. Bidders shall provide correct and accurate information required in this form.
2. Any interlineations, erasures, or overwriting shall be valid only if they are signed or initialed by you or any of your duly authorized representative/s.
3. Price quotation/s must be valid for a period of **forty-five (45) calendar days** from the deadline of submission.
4. Price quotation/s, to be denominated in Philippine peso, shall include all taxes, duties, and/or levies payable.
5. Quotations exceeding the Approved Budget for the Contract shall be rejected.
6. In case of two or more bidders are determined to have submitted the Lowest Calculated Quotation/Lowest Calculated and Responsive Quotation, the GPPB-TSO shall adopt and employ "draw lots" as the tie-breaking method to finally determine the single winning provider in accordance with GPPB Circular 06-2005.
7. Award of contract shall be made to the lowest quotation which complies with the technical specifications, requirements and other terms and conditions stated herein.
8. The item/s shall be delivered according to the accepted offer of the bidder.
9. Item/s delivered shall be inspected on the scheduled date and time of the NLP. The delivery of the item/s shall be acknowledged upon the delivery to confirm the compliance with the technical specifications.
10. Payment shall be made after complete delivery and upon the submission of the required supporting documents, *i.e.*, Order Slip and/or Billing statement, by the supplier, contractor, or consultant. Our Government Servicing Bank, *i.e.*, the Land Bank of the Philippines, shall credit the amount due to the identified bank account of the supplier, contractor, or consultant **not earlier than twenty-four (24) hours, but not later than forty-eight (48) hours**, upon receipt of our advice. Please note that the **corresponding bank transfer fee, if any, shall be chargeable to the account of the supplier, contractor, or consultant.**
11. Liquidated damages equivalent to one-tenth of one percent (0.1%) of the value of the goods not delivered within the prescribed delivery period shall be imposed per day of delay. The NLP may terminate the contract once the cumulative amount of liquidated damages reaches ten percent (10%) of the amount of the contract, without prejudice to other courses of action and remedies open to it.
12. The Procuring Entity may cancel or terminate the contract at any time in accordance with the grounds provided under RA No. 9184 and its 2016 revised IRR.
13. The RFQ, Purchase Order (PO), and other related documents for the above-stated Procurement projects shall be deemed to form part of the contract.



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After having carefully read and accepted the Instructions and Terms and Conditions, I/we submit our quotation/s for the item/s as follows:

Procurement of 1 year tidio chat subscription for Online Library Assistant (OLA) of the National Library of the Philippines - Rebid (LOT Bidding)			
Unit	Minimum Technical Specification	Qty.	Statement of Compliance
subscription	<b>1 year tidio chat subscription for Online Library Assistant (OLA) of the National Library of the Philippines</b> <b>Technical Specification:</b> <ul style="list-style-type: none"> <li>- Live Chat - unlimited conversations</li> <li>- Custom number of operators</li> <li>- Chatbots - custom no. of engagements</li> <li>- Email, 24/5 Live Chat, 24/7 emergency phone support</li> <li>- Facebook and Instagram comments integration</li> <li>- All features from Chatbots and Communicator plans</li> <li>- AI Response Bots</li> <li>- Multisite support</li> <li>- Custom integrations</li> <li>- Email marketing</li> <li>- Dedicated Customer Success Manager</li> <li>- Dedicated Implementation Specialist</li> <li>- Chatbot building assistance</li> <li>- Account Reviews</li> <li>- Training Sessions</li> <li>- Muti-Channel Support (Instagram, Facebook Messenger, Email)</li> <li>- Visitor Monitoring</li> <li>- Customization</li> <li>- Integration with third-party tools</li> <li>- Mobile App</li> <li>- Analytics and reporting</li> </ul>	1	
<b>Delivery Schedule : Within the First Semester of 2024</b>			





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**FINANCIAL OFFER:**

**Terms of Payment:**

*Payment shall be made through Land Bank's LDDAP-ADA/Bank Transfer facility, within thirty (30) days after Submission of Billing and User Acceptance of the product. Bank Transfer fee shall be charged against the creditor's account.*

**Payment Details:**

Banking Institution: \_\_\_\_\_  
 Account Number: \_\_\_\_\_  
 Account Name : \_\_\_\_\_  
 Branch: \_\_\_\_\_

Please quote your **best offer** for the item/s below. Please do not leave any blank items. Indicate "0" if item being offered is for free.

Procurement of 1 year tidio chat subscription for Online Library Assistant (OLA) of the National Library of the Philippines - Rebid (LOT Bidding)	
Approved Budget for the Contract	Total Offered Quotation
Two Hundred Fifty Thousand Pesos (Php250,000.00)	<b>In Words:</b>
	_____
	<b>In Figures:</b>
	_____

\_\_\_\_\_  
Signature over Printed Name

\_\_\_\_\_  
Position/Designation

\_\_\_\_\_  
Office Telephone/Fax/Mobile Nos.

\_\_\_\_\_  
Email Address/es

