

DRN: \_\_\_\_\_

**SUBSCRIPTION OF MANAGED ELECTRONIC MAIL (EMAIL) SERVICES WITH VIDEO  
CONFERENCING SOLUTION FOR DSWD**

(ITB No. GOP/20-DSWD-007)

**26 DECEMBER 2019 | 11:00 AM**

***OUS-DRMG Conference Room, Directors Dormitory, DSWD Central Office***

**MINUTES OF PRE-BID CONFERENCE**

**I. Attendance**

**Bids and Awards Committee (BAC):**

- |                                   |   |                |
|-----------------------------------|---|----------------|
| 1. U/Sec. Felicisimo C. Budiongan | - | Chairperson    |
| 2. U/Sec. Rene Glen O. Paje       | - | Regular Member |
| 3. Dir. Ernestina Z. Solloso      | - | Regular Member |
| 4. Dir. Emmanuel P. Privado       | - | Regular Member |

**BAC Secretariat:**

- |                               |   |                                    |
|-------------------------------|---|------------------------------------|
| 1. Ms. Oliva C. Arcaina       | - | Supervising Administrative Officer |
| 2. Mr. William V. Garcia Jr.  | - | Administrative Officer V           |
| 3. Mr. Ramon M. Villareal Jr. | - | Administrative Officer V           |
| 4. Mr. Ramises B. Esteban     | - | Administrative Officer III         |
| 5. Mr. Prince A. Lee          | - | Administrative Officer III         |
| 6. Ms. Marden D. Aquino       | - | Administrative Assistant III       |

**Others in Attendance:**

- |                           |   |   |
|---------------------------|---|---|
| 1. Mr. Neil Patrick G. Yu | - | Information and Communications<br>Technology Management Service (ICTMS) |
| 2. Ms. Meriel P. Castillo | - | Finance and Management Service (FMS)                                    |

**Prospective Bidder/s Present:**

- |                           |   |                         |
|---------------------------|---|-------------------------|
| 1. Ms. Irene Navarro      | - | AG Datacom Phils., Inc. |
| 2. Mr. Jeffrey V. Bucaneg | - | Kollab Guru Group, Inc. |

**II. Call to Order**

The Pre-Bid Conference for the “**Subscription of Managed Electronic Mail (Email) Services with Video Conferencing Solution for DSWD**” was called to order at **11:00 AM** by the BAC Chairperson, **U/Sec. Felicisimo C. Budiongan**. He then introduced the members of the BAC, the BAC Secretariat and the representative from the End-user (Information and Communications Technology Management Service) and Finance and Management Service. (*Note: The other invited observers were unable to attend.*) He also acknowledged the presence of representatives of the prospective bidders.

A copy of the Agenda is hereto attached, marked as **Annex “A”**, and made an integral part hereof.

### III. Highlights of Discussion

ITEM/ PARTICULAR	ISSUES/ CONCERNS / DISCUSSIONS	AGREEMENTS/ ACTION REQUIRED
<p><b>Procurement Guidelines</b></p>	<ul style="list-style-type: none"> <li>Ms. Arcaina (<i>BACSec</i>) presented the procurement guidelines for the information of the prospective bidders.</li> </ul>	
<p><b>Background of the Project</b></p>	<ul style="list-style-type: none"> <li>Mr. Yu (<i>ICTMS</i>) provided the background of the project. He stated that the project aims to sustain the existing use of cloud-based enterprise email service including the video conferencing services to improve communication and collaboration among DSWD employees. At the same time, the project should leverage on the use of cloud collaboration tools and enhance it by providing additional solutions that would provide more value to DSWD.</li> </ul>	
<p><b>Schedule of Requirements</b></p> <ul style="list-style-type: none"> <li>Milestone 4: Customization and pilot deployment of customized systems</li> </ul>	<ul style="list-style-type: none"> <li>Mr. Bucaneg (<i>Kollab</i>) asked if all the eight (8) customized systems listed in Section VII. Technical Specifications are part of Milestone 4 and must be complied.</li> <li>Mr. Yu (<i>ICTMS</i>) explained that the customized systems are not full-blown systems, the service provider are only required to provide Proof of Concept (POC) of the systems since the Google Apps are built-in.</li> <li>Mr. Bucaneg (<i>Kollab</i>) inquired the extent of the POC so as not to be open-ended.</li> <li>Mr. Yu (<i>ICTMS</i>) suggested to put in writing the bidder's questions so that ICTMS can</li> </ul>	<ul style="list-style-type: none"> <li>Bidder to submit questions in writing.</li> <li>End-user (<i>ICTMS</i>) to review/ study the questions submitted by the bidder.</li> <li>BAC shall issue supplemental/ bid bulletin if necessary.</li> </ul>

	<p>study/ review such questions and make changes if necessary.</p> <ul style="list-style-type: none"> <li>• U/Sec. Budiongan (<i>BAC Chair</i>) instructed its Secretariat to issue supplemental/ bid bulletin if any clarifications or changes shall be made.</li> </ul>	
<p><b>Technical Specifications</b> - Item 1.3. Additional Customization</p>	<ul style="list-style-type: none"> <li>• Mr. Bucaneg (<i>Kollab</i>) queried if the DSWD is amenable if only some of the requirements in Item 1.3. will be complied, like 2 out of 8 customized systems.</li> <li>• Mr. Yu (<i>ICTMS</i>) suggested to put in writing the bidder's comments so that ICTMS can study/ review such comments and make changes if necessary.</li> <li>• U/Sec. Budiongan (<i>BAC Chair</i>) instructed its Secretariat to issue supplemental/ bid bulletin if any clarifications or changes shall be made.</li> </ul>	<ul style="list-style-type: none"> <li>• Bidder to submit comments in writing.</li> <li>• End-user (<i>ICTMS</i>) to review/ study the comments submitted by the bidder.</li> <li>• BAC shall issue supplemental/ bid bulletin if necessary.</li> </ul>
<p><b>Preparation of Bid Proposals</b></p>	<ul style="list-style-type: none"> <li>• Ms. Arcaina (<i>BACSec</i>) reminded the prospective bidders on how to prepare bid proposal and how to accomplish the forms in the Bidding Documents.</li> </ul>	
<p><b>Deadline of Submission and Receipt of Queries and Clarifications</b></p>	<ul style="list-style-type: none"> <li>• Mr. Garcia Jr. (<i>BACSec</i>) reminded the prospective bidders that queries and clarifications may be submitted to the BAC Secretariat on or before 02 January 2020, 05:00 PM, in writing or thru email at <a href="mailto:bacsec@dswd.gov.ph">bacsec@dswd.gov.ph</a> or thru fax at (02) 951-7116.</li> </ul>	




#### IV. Adjournment


Having no other matters for discussion, the Pre-Bid Conference was adjourned at **11:30 AM.**

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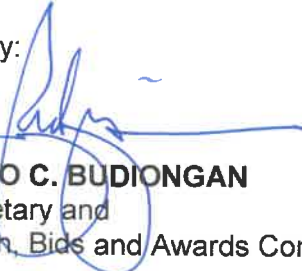
Prepared by:

  
**RAMISES B. ESTEBAN**  
Administrative Officer III  
Bids and Awards Committee Secretariat

Approved by:

  
**OLIVA C. ARCAINA**  
Supervising Administrative Officer and  
Officer-in-Charge, Bids and Awards  
Committee Secretariat

*Noted*  
Prepared by:

  
**FELICISIMO C. BUDIONGAN**  
Undersecretary and  
Chairperson, Bids and Awards Committee

## PRE-BID CONFERENCE

<b>DESCRIPTION</b>	: Subscription of Managed Electronic Mail (Email) Services with Video Conferencing Solution for DSWD   ITB No. GOP/20-DSWD-007
<b>DATE</b>	: 26 December 2019
<b>TIME</b>	: 11:00 AM
<b>VENUE</b>	: OUS-DRMG Conference Room, Room 202, Directors Dormitory
<b>PARTICIPANTS</b>	: BAC, BAC Secretariat, ICTMS, FMS, PMS, Prospective Bidders

## AGENDA

### I. Call to Order

- A. Introduce the members of the BAC, the BAC Secretariat, and other DSWD Personnel present.
- B. Acknowledge the presence of all interested bidders who are in attendance.
- C. Inform the bidders that questions will be entertained after the reading of the Rules Specified in the Bidding Documents.

### II. Procurement Guidelines

- A. The procurement procedure for the "**Subscription of Managed Electronic Mail (Email) Services with Video Conferencing Solution for DSWD**" is Competitive Bidding pursuant to the provisions of Republic Act No. 9184 (RA 9184) and its revised 2016 Implementing Rules and Regulations (IRR), otherwise known as the "Government Procurement Reform Act" (GPRA).
- B. All bids will be opened, read aloud, and recorded at the time of the bid opening. **Late bids will be marked "Late" and will be returned unopened to the bidder.** No award shall be made during the bid opening. During the bid opening, the Bids and Awards Committee (BAC) will conduct a preliminary examination of the bid proposals submitted to determine its completeness, check if the required bid security has been posted, and that the documents have been properly signed and are generally in order.
- C. Deviations  
  
Bidders are not allowed to deviate from any of the eligibility, technical and financial specifications specified in the bidding documents. Bids exhibiting non-compliance with the specifications shall be disqualified.
- D. Evaluation and Comparison of Bids  
  
The Procuring Entity will evaluate and compare bids, which have been determined to be responsive during the preliminary examination.

**III. The Bidding Documents shall be discussed by the Head of the BAC Secretariat, particularly the following issues:**

**A. Eligibility and Technical Component**

All the required Eligibility and Technical Documents listed on the Instructions to Bidders (ITB) and the Bid Data Sheet (BDS) shall be submitted following such order. Those documents shall be the basis of the preliminary examination of bids.

**B. Financial Component**

All the required Financial Documents listed in the ITB and BDS shall be submitted, following such order. Those documents will be the basis of the Preliminary Examination of the Financial Proposal during the bid opening.

**C. Preliminary Examination**

The BAC shall open the **Eligibility and Technical Component (first envelope)** and check the submitted eligibility and technical documents for each bidder against a checklist of required eligibility and technical documents to ascertain if they are all present, **using non-discretionary “pass/fail” criteria**. In case one or more of the required documents is missing, the BAC shall declare the eligibility and technical requirement concerned as **“failed”** and immediately return to the bidder concerned its Financial Component (second envelope). Otherwise, the BAC shall declare the said eligibility requirements as **“passed”**.

Upon completion of the preliminary examination of the Eligibility and Technical component, the BAC shall subsequently open the **Financial Component (second envelope)** and check against a checklist of required financial documents to ascertain if they are all present **using a non-discretionary “pass/fail” criteria**. In case one or more of the financial documents required are missing and/or if the submitted total bid price exceeds the Approved Budget for the Contract (ABC), the BAC shall declare the bid concerned as **“failed”**.

**D. Bid Security**

Each bidder shall furnish a Bid Security as part of its Bid. The Bid Security shall be in any of the form prescribed on the ITB.

**E. Bid Validity Period**

Bids shall be valid for **one hundred twenty (120) calendar days** from the date of the opening of bids.

**F. Evaluation and Award**

The BAC or the designated Technical Working Group (TWG) will conduct a detailed evaluation and comparison of all bids declared “passed”, using non-discretionary criteria. Those who complied with the criteria prescribed in the bidding documents will be ranked in ascending order of their total calculated bid prices, as evaluated and corrected for computational errors, discounts and other modifications to determine the Lowest Calculated Bid (LCB).



#### G. Post-Qualification

After determining the **Lowest Calculated Bid (LCB)** or **Single Calculated Bid (SCB)**, as the case maybe, the BAC shall conduct post-qualification to verify, validate, and ascertain all statements made and documents submitted by the bidder with the LCB/SCB, using non-discretionary criteria. If the BAC determines that the bidder with the LCB/SCB passes all the criteria for post-qualification, it shall declare the said bidder as the **Lowest Calculated and Responsive Bid (LCRB)** or **Single Calculated and Responsive Bid (SCRB)** and award the contract to the said bidder.

#### IV. Open Forum

Any clarifications, issues or concerns that are not found in the bid documents will be announced in writing through Supplemental/Bid Bulletin.

#### V. Adjournment

## INVITATION TO BID FOR SUBSCRIPTION OF MANAGED ELECTRONIC MAIL (EMAIL) SERVICES WITH VIDEO CONFERENCING SOLUTION FOR DSWD

— ITB No. GOP/20-DSWD-007 —  
(PR No. 2019121828)

1. The **Department of Social Welfare and Development (DSWD)**, through the **DSWD Funds**, intends to apply the sum of **Twenty-Six Million Pesos (PHP 26,000,000.00)**, being the Approved Budget for the Contract (ABC) to payments under the contract for the **Subscription of Managed Electronic Mail (Email) Services with Video Conferencing Solution for DSWD**. Bids received in excess of the ABC shall be automatically rejected at bid opening.
  2. The DSWD now invites registered Philippine Government Electronic Procurement System (PhilGEPS) service providers to bid for the **Subscription of Managed Electronic Mail (Email) Services with Video Conferencing Solution for DSWD**. Delivery of Goods and Services shall be in accordance with **Section VI. Schedule of Requirements**. Bidders should have completed, **within five (5) years from the date of submission and receipt of bids**, a contract similar to the Project. The description of an eligible bidder is contained in the Bidding Documents, particularly, in Section II. Instructions to Bidders.
  3. Bidding will be conducted through open competitive bidding procedures using a non-discretionary “pass/fail” criterion as specified in the 2016 Revised Implementing Rules and Regulations (IRR) of Republic Act (RA) 9184, otherwise known as the “Government Procurement Reform Act”.
- Bidding is restricted to Filipino citizens/sole proprietorships, partnerships, or organizations with at least sixty percent (60%) interest or outstanding capital stock belonging to citizens of the Philippines; and to citizens or organizations of a country the laws or regulations of which grant similar rights or privileges to Filipino citizens, pursuant to RA 5183.
4. Interested bidders may obtain further information from **DSWD Bids and Awards Committee (BAC) Secretariat** and inspect the Bidding Documents at the address given below from **Monday to Friday at 08:00 AM to 05:00 PM**.
  5. A complete set of Bidding Documents may be purchased by interested Bidders on **19 December 2019 to 08 January 2020** from the address below and upon payment of a nonrefundable fee for the Bidding Documents in the amount of **Fifteen Thousand Pesos (PHP 15,000.00)**.



It may also be downloaded free of charge from the website of the PhilGEPS and the website of the Procuring Entity, provided that Bidders shall pay the nonrefundable fee for the Bidding Documents not later than the submission of their bids.

6. The DSWD will hold a **Pre-Bid Conference** on **26 December 2019, 10:00 AM**, at the **Office of the Undersecretary for Disaster Response Management Group (OUS-DRMG) Conference Room, Room 202, Directors Dormitory, DSWD Central Office, IBP Road, Constitution Hills, Quezon City** which shall be open to all interested parties.
7. Bids must be delivered to the address below on or before **08 January 2020, 09:00 AM**. All Bids must be accompanied by a bid security in any of the acceptable forms and in the amount stated in ITB Clause 18.

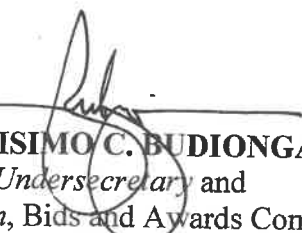
Bid opening shall be on **08 January 2020, 10:30 AM**, at the **Office of the Undersecretary for Disaster Response Management Group (OUS-DRMG) Conference Room, Room 202, Directors Dormitory, DSWD Central Office, IBP Road, Constitution Hills, Quezon City**. Bids will be opened in the presence of the Bidders' representatives who choose to attend. Late bids shall not be accepted.

8. To facilitate the immediate implementation of the procurement of this Project, the DSWD shall proceed with the conduct of Early Procurement Activities (EPA), pursuant to Section 7.6 (as amended<sup>1</sup>) of the 2016 Revised IRR of RA 9184, Section 19 of the General Provisions of the FY 2020 National Expenditure Program (NEP) and Government Procurement Policy Board (GPPB) Resolution No. 14-2019 dated 17 July 2019.
9. The DSWD 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 41 of RA 9184 and its 2016 Revised IRR, without thereby incurring any liability to the affected bidder or bidders.
10. For further information, please refer to:

**THE CHAIRPERSON**

DSWD Bids and Awards Committee  
c/o BAC Secretariat

Ground Floor, DSWD Central Office  
IBP Road, Constitution Hills, Quezon City  
Fax No. (02) 931-6139  
Telephone Nos. (02) 931-8101 to 07 Local 122 or 124

  
**FELICISIMO C. BUDIONGAN**  
*Undersecretary and*  
*Chairperson, Bids and Awards Committee*

<sup>1</sup> GPPB Resolution No. 14-2019 dated 17 July 2019

## *Section VI. Schedule of Requirements*

### **Subscription of Managed Electronic Mail (Email) Services with Video Conferencing Solution for DSWD**

Particulars	Quantity	Components
Electronic Mail (Email) Service Subscription	500 Users	Unlimited Storage Capacity (Business GSuite)
	8,500 Users	At least 30-GB Storage Capacity (Basic GSuite)
Supply, delivery, installation and configuration of Video Conferencing Solution	7 sets	Video Conferencing Solution for DSWD-Central Office
	16 sets	Video Conferencing Solution for Field Offices

**Timeline/Schedule of Deliverables:**

- Submission of Project Management Plan – Ten (10) calendar days upon receipt of Notice to Proceed (NTP);
- Installation/Implementation: Thirty (30) calendar days upon receipt of NTP;
- Service Subscription and Support Coverage – one (1) year or until 31 December 2020.
- The following are the schedule of deliverables and corresponding inclusion dates committed to this project:

Activity	Week 1	Week 2	Week 3	Week 4
Initiation and kick-off (project and technical)				
Deployment and training preparation				
Publish communication templates				
Domain setup and user account provisioning				
Email security and domain settings configuration				
Delivery and assembly of Video Conferencing Solution				
Setup and configuration of Video Conferencing Solution				
License activation of Video Conferencing Solution				
End user and IT admin training				

Stability, acceptance and closeout				
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**Terms of Payment:**

<b>Deliverables/ Output</b>	<b>Timelines</b>	<b>Payment</b>
<b>Milestones 1:</b> Kick Off Meeting <ul style="list-style-type: none"> <li>• Project Description</li> <li>• Deliverables</li> <li>• Implementation Overview</li> <li>• Scope of Work</li> <li>• Communication Plan (Team Organizations)</li> <li>• Project Schedule High-Level</li> <li>• Project Activity / Breakdown</li> <li>• Risk Assessment</li> <li>• Project Prerequisites</li> <li>• Minutes of the Meeting</li> <li>• Technical Support Process / Escalation</li> </ul>	Fifteen (15) calendar days from receipt of NTP	10% of the Total Contract Price (TCP)
<b>Milestone 2:</b> 500 Email Accounts with unlimited storage outright activation of account <ul style="list-style-type: none"> <li>• Business G-Suite with unlimited storage for each user</li> </ul>	Thirty (30) calendar days from receipt of NTP	10% of the TCP
<b>Milestone 3:</b> 8,500 Email Accounts with unlimited storage outright activation of account <ul style="list-style-type: none"> <li>• Business G-Suite with 30Gb storage for each user</li> </ul>	Thirty (30) calendar days from receipt of NTP	70% of the TCP
<b>Milestone 4:</b> <ul style="list-style-type: none"> <li>• 23 sets of Video Conferencing Devices</li> <li>• Customization and pilot deployment of customized systems</li> </ul>	Thirty (30) calendar days from receipt of NTP	10% of the TCP

- Processing of payment shall be completed within fifteen (15) to thirty (30) calendar days upon completion of all supporting documents.

**Delivery Sites:**

<b>DSWD OFFICES</b>	<b>ADDRESS</b>
DSWD Central Office	IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City
NROC	Chapel Road, Ninoy Aquino International Airport, Pasay City
SWADCAP	DSWD Pasong Tamo Extension, Taguig, Metro Manila
FO1	DSWD Field Office I, Quezon Ave., San Fernando City, La Union
FO2	3 Pagayaya Street, Regional Government Center, Carig Sur, Tuguegarao City



FO3	DSWD Field Office III, San Fernando, Pampanga
FO4-A	DSWD Field Office IV-A, Alabang, Muntinlupa City
FO4-B	DSWD Field Office IV-B, 1680 F. T. Benitez St., Malate, Manila
FO5	DSWD Field Office V, Buraguis, Legazpi City, Albay
FO6	DSWD Field Office VI, M. H. del Pilar St., Molo, Iloilo City
FO7	DSWD Field Office VII, Cuenco St. Cor. Maxilom Ave., Cebu City
FO8	Field Office VIII, Magsaysay Ave., Tacloban City, Leyte
FO9	DSWD Field Office IX, Gen. Alvarez Street, Zamboanga City, Zamboanga del Sur
FO10	DSWD Field Office X, Mastersons Ave, Upper Carmen, Cagayan De Oro City, Misamis Oriental
FO11	DSWD Field Office XI, Suazo St. cor. Magsaysay Ave., Davao City, Davao del Sur
FO12	DSWD Field Office XII, Purok Bumanaag, Brgy Zone 3, Koronadal City, South Cotabato
FO NCR	DSWD Field Office NCR, Corner San Rafael Legarda Street, Sampaloc, Manila
FO CAR	DSWD Field Office CAR, 40 North Drive, Baguio City, Benguet
FO CARAGA	DSWD Field Office CARAGA, Capitol Site, Butuan City, Agusan del Norte

Name of Bidder: \_\_\_\_\_

Name of Authorized Representative: \_\_\_\_\_

Signature of Authorized Representative: \_\_\_\_\_

Date: \_\_\_\_\_



# Technical Specifications

DSWD Specifications	Bidder's Specifications <sup>7</sup>
<p><b>Subscription of Managed Electronic Mail (Email) Services with Video Conferencing Solution for DSWD</b></p> <p><b>1. PROJECT SCOPE:</b></p> <p><b>1.1. EMAIL SERVICE SUBSCRIPTION</b></p> <p><b>1.1.1. UNLIMITED STORAGE CAPACITY (BUSINESS GSUITE)</b></p> <p>1.1.1.1. Number of Users: 500 Users</p> <p>    1.1.1.1.1. Deployment stage: 500 users outright activation</p> <p>1.1.1.2. Service Coverage:</p> <p>    1.1.1.2.1. Unlimited storage capacity for Mail and On-Cloud Storage</p> <p>    1.1.1.2.2. Calendar</p> <p>    1.1.1.2.3. Offline Email</p> <p>    1.1.1.2.4. Single Sign-On Integration</p> <p>    1.1.1.2.5. Productivity and Collaboration Tools:</p> <p>        1.1.1.2.5.1. Word Processing Application</p> <p>        1.1.1.2.5.2. Presentation Application</p> <p>        1.1.1.2.5.3. Spreadsheet Application</p> <p>        1.1.1.2.5.4. Business Forms Application</p>	<p>Brand:</p> <p>Detailed Specifications:</p>

<sup>7</sup> **IMPORTANT NOTE:** Detailed specifications must be provided. 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 Bidders 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 provisions of **ITB** Clause 3.1(a)(ii) and/or **GCC** Clause 2.1(a)(ii).

- 1.1.1.2.5.5. Notes Management Application
- 1.1.1.2.5.6. Diagram Application
- 1.1.1.2.5.7. File-sharing Platform
- 1.1.1.2.5.8. Full platform accessibility across any device running on all major desktop and mobile operating systems
- 1.1.1.2.5.9. Real-time desktop and mobile collaboration
- 1.1.1.2.5.10. Cloud Saving
- 1.1.1.2.5.11. Offline Editing
- 1.1.1.2.5.12. File Import, Export and Conversion Feature
- 1.1.1.2.6. Internet Conferencing and Social Tools
  - 1.1.1.2.6.1. Instant Messaging
  - 1.1.1.2.6.2. Screen Sharing
  - 1.1.1.2.6.3. Desktop and Mobile Video Conference
  - 1.1.1.2.6.4. Video Live Streaming
- 1.1.1.2.7. Security
  - 1.1.1.2.7.1. Anti-Spam and Antivirus
  - 1.1.1.2.7.2. SSL Encryption
  - 1.1.1.2.7.3. Multi-Factor Authentication (Two-factor authentication, end-to-end encryption, mandatory password strength)
  - 1.1.1.2.7.4. ISO 27018, ISO 27017, ISO 27001, ISO SOC 2/3 and SSAE 16/ISAE 3402 Type II Certified
- 1.1.1.2.8. Administration
  - 1.1.1.2.8.1. Management Console for all end users and devices
  - 1.1.1.2.8.2. Manage, retain, search and export emails for archiving and legal hold

requirements

1.1.1.2.9. Automated Data Backup

1.1.1.2.9.1. Automated Backup

1.1.1.2.9.2. Data exporting capability

1.1.1.2.10. Must be compatible with the existing DSWD.GOV.PH Domain of DSWD to ensure the smooth migration of mailboxes to the new facility

**1.1.2. AT LEAST 30-GB STORAGE CAPACITY (BASIC GSUITE)**

1.1.2.1. Number of Users: 8,500 Users

1.1.2.2. Deployment stage:

1.1.2.2.1. Initial of 7,500 users outright activation

1.1.2.2.2. As demand grows: 1,000 users activation as per request

1.1.2.3. Service Coverage

1.1.2.3.1. At least 30-GB storage capacity for Mail and On-Cloud Storage

1.1.2.3.2. Calendar

1.1.2.3.3. Offline Email

1.1.2.3.4. Single Sign-On Integration

1.1.2.3.5. Productivity and Collaboration Tools

1.1.2.3.5.1. Word Processing Application

1.1.2.3.5.2. Presentation Application

1.1.2.3.5.3. Spreadsheet Application

1.1.2.3.5.4. Business Forms Application

1.1.2.3.5.5. Notes Management Application

1.1.2.3.5.6. Diagram Application

1.1.2.3.5.7. File-sharing Platform

1.1.2.3.5.8. Full platform accessibility across any device running on all major desktop and mobile operating systems

1.1.2.3.5.9. Real-time desktop and mobile collaboration

1.1.2.3.5.10. Cloud Saving

1.1.2.3.5.11. Offline Editing

1.1.2.3.5.12. File Import, Export and Conversion Feature

#### 1.1.2.4. Internet Conferencing and Social Tools

1.1.2.4.1. Instant messaging

1.1.2.4.2. Screen sharing

1.1.2.4.3. Desktop and mobile video conference

1.1.2.4.4. Video live streaming

#### 1.1.2.5. Security

1.1.2.5.1. Anti-Spam and Antivirus

1.1.2.5.2. SSL encryption

1.1.2.5.3. Multi-factor authentication (Two-factor authentication, end-to-end encryption, mandatory password strength)

1.1.2.5.4. ISO 27018, ISO 27017, ISO 27001, ISO SOC 2/3 and SSAE 16/ISAE 3402 Type II Certified

1.1.2.6. Administration management console for all end users and devices

#### 1.1.2.7. Data Backup and Egress

1.1.2.7.1. Automated backup

1.1.2.7.2. Data exporting capability

1.1.2.8. Must be compatible with the existing DSWD.GOV.PH Domain of DSWD to ensure the smooth migration of mailboxes to the new facility



## 1.2. VIDEO CONFERENCING SOLUTION

### 1.2.1. SERVICE COVERAGE

1.2.1.1. The Service provider shall provide free use of videoconferencing solution for DSWD Central and Field Offices:

1.2.1.1.1. 7 sets for Central Office

1.2.1.1.2. 16 sets for Field Offices

1.2.1.2. The Service Provider shall provide free installation, configuration and orientation of video conferencing solution in the delivery sites (see Annex B for the addresses).

1.2.1.3. The Service Provider shall include free licenses required for the solution to work and to be integrated in the email service indicated above.

1.2.1.4. The Service Provider shall ensure that the following Service Level Agreement (SLA) is achieved:

1.2.1.4.1. Initial response time via SMS, Call, or Email shall be 60 minutes after the issue is reported/raised.

1.2.1.4.2. Issue resolution that can be supported remotely shall be a maximum of 4 hours.

1.2.1.4.3. Response time for on-site support shall be Next Business Day after the issue is reported/raised specifically for implementations within Metro Manila. Implementations outside Metro will require on-site support within 3 Business Days.

1.2.1.4.4. Hardware with corresponding warranties that are reported with issue shall require pull-out with the following period of time:

1.2.1.4.4.1. Central Office: 1-2 Business Days

1.2.1.4.4.2. Field Offices: 2-3 Business Days

## 1.2.2. FUNCTIONAL REQUIREMENTS

1.2.2.1. The Video Conferencing Solution must have a management console for centrally manage the Video Conferencing Devices.

1.2.2.2. The Video Conferencing Solution must be able to allow public users/participants to join the video conference meeting.

1.2.2.3. The video conferencing devices must be included as conferencing option in creating calendar events in DSWD.GOV.PH Email Domain.

## 1.2.3. TECHNICAL SPECIFICATIONS

### 1.2.3.1. Central Office

1.2.3.1.1. Video Conferencing Solution for Standard Room (7 Sets; See Annex A.I. for Sample Solution)

#### 1.2.3.1.1.1. Video Conferencing CPU

1.2.3.1.1.1.1. Operating System : Must be Compatible with DSWD.GOV.PH Email Domain (Google)

1.2.3.1.1.1.2. Processor : At least 5th generation Intel Core i7 5500U (2 Core, 2.40GHz, 4 MB)

1.2.3.1.1.1.3. Memory: At least 4GB DDR3

1.2.3.1.1.1.4. Storage : At least 16GB SSD

1.2.3.1.1.1.5. Graphics : Intel HD Graphics 5500

1.2.3.1.1.1.6. Wireless Connection: WiFi 802.11 a/b/g/n/ac

: Bluetooth 4.0

1.2.3.1.1.1.7. Ports : At least 4 USB 3.0

: At least 1 Gigabit Ethernet

: At least 1 HDMI Port

: At least 1 Displayport

: 4-in-1 Card reader  
(SD/SDHC/SDXC/MMC)

1.2.3.1.1.1.8.Remote Control : 10.1” In-Plane Switching (IPS) multi-touch display panel

1.2.3.1.1.1.9.Accessories : At least 15-foot USB Cable

: At least 15-foot Ethernet Cable;

: At least 1 HDMI Cable

: At least 1 AC-Adapter

: At least 1 VESA Mount Kit

: User Manual with Quick Start Guide

: Warranty Card

#### 1.2.3.1.1.2. Camera

1.2.3.1.1.2.1.Video Capture : At least 4K UHD

: At least 120° wide field of view

1.2.3.1.1.2.2. Additional Features: Intelligent participant detection

: Auto zoom/cropping

#### 1.2.3.1.1.3. Microphone

1.2.3.1.1.3.1.Area Coverage : 360° sound input/output

1.2.3.1.1.3.2.Detection Range: At least 20-foot range

1.2.3.1.1.3.3.Additional Features: Active echo cancellation

: Background noise

management

1.2.3.1.2. Monitor

1.2.3.1.2.1. 55" In-plane Switching (IPS) Smart TV (5 Units);

1.2.3.1.2.1.1. Resolution : 4K Display-Ultra HD;

: At least 3840 x 2160; 8.3 million pixels

1.2.3.1.2.1.2. Speaker : At least 2.0 channel speaker system

1.2.3.1.2.1.3. Ports : At least 2 USB-2.0 Ports

: At least 3 HDMI Ports

: Optical-Digital-Audio

: Headphone Out

1.2.3.1.2.1.4. Wireless Connection: WiFi 802.11 ac

1.2.3.1.2.1.5. Additional Features: 4K upscaler

: 50Hz refresh rate

1.2.3.1.2.1.6. Accessory : Remote Controller

1.2.3.1.2.2. 75" In-plane Switching (IPS) Smart TV (2 Units)

1.2.3.1.2.2.1. Resolution : 4K Display-Ultra HD

: At least 3840 x 2160; 8.3 million pixels

1.2.3.1.2.2.2. Speaker : At least 2.0 channel speaker system

1.2.3.1.2.2.3. Ports : At least 2 USB-2.0 Ports

: At least 3 HDMI Ports

: Optical-Digital-Audio

: Headphone Out

1.2.3.1.2.2.4. Wireless Connection: WiFi  
802.11 ac

1.2.3.1.2.2.5. Additional Features: 4K  
upscaler

: 50Hz refresh rate

1.2.3.1.2.2.6. Accessory : Remote  
Controller

1.2.3.1.3. Monitor Display Frame (5 Units; See  
Annex A.II. for Sample Solution);

1.2.3.1.3.1. Design/Details : All-metal  
frame

: Must have device tray

: Must have cabinet with lock

: Must have rolling stand

#### 1.2.3.2. Field Offices (16 Sets)

1.2.3.2.1. Video Conferencing Solution (See  
Annex A.I. for Sample Solution)

1.2.3.2.1.1. Video Conferencing CPU

1.2.3.2.1.1.1. Operating System : Must be  
Compatible with  
DSWD.GOV.PH Email Domain  
(Google)

1.2.3.2.1.1.2. Processor : At least 5th  
generation Intel Core i7 5500U (2  
Core, 2.40GHz, 4 MB)

1.2.3.2.1.1.3. Memory : At least  
4GB DDR3

1.2.3.2.1.1.4. Storage : At least  
16GB SSD

1.2.3.2.1.1.5. Graphics : Intel HD  
Graphics 5500

1.2.3.2.1.1.6. Wireless Connection: WiFi  
802.11 a/b/g/n/ac

: Bluetooth 4.0

1.2.3.2.1.1.7. Ports : At least 4  
USB 3.0

: At least 1 Gigabit Ethernet

: At least 1 HDMI Port

: At least 1 Displayport

: 4-in-1 Card reader  
(SD/SDHC/SDXC/MMC)

1.2.3.2.1.1.8. Remote Control : 10.1" In-  
Plane Switching (IPS) multi-  
touch display panel

1.2.3.2.1.1.9. Accessories : At least  
15-foot USB Cable

: At least 15-foot Ethernet  
Cable

: At least 1 HDMI Cable

: At least 1 AC-Adapter

: At least 1 VESA Mount Kit

: User Manual with Quick  
Start Guide

: Warranty Card

#### 1.2.3.2.1.2. Camera

1.2.3.2.1.2.1. Video Capture : At least  
4K UHD

: At least 120° wide field of view

1.2.3.2.1.2.2. Additional Features: Intelligent  
participant detection

: Auto zoom/ cropping

#### 1.2.3.2.1.3. Microphone

1.2.3.2.1.3.1. Area Coverage : 360°

sound input/output

1.2.3.2.1.3.2.Detection Range :

1.2.3.2.1.3.3.Additional Features: Active  
echo cancellation

: Background noise  
management

1.2.3.2.2. 55” In-plane Switching (IPS) Smart  
TV;

1.2.3.2.2.1. Resolution : 4K Display-Ultra HD;

: At least 3840 x 2160; 8.3 million  
pixels;

1.2.3.2.2.2. Speaker : At least 2.0 channel  
speaker system;

1.2.3.2.2.3. Ports : At least 2 USB-2.0  
Ports;

: At least 3 HDMI Ports;

: Optical-Digital-Audio;

: Headphone Out;

1.2.3.2.2.4. Wireless Connection: WiFi 802.11  
ac;

1.2.3.2.2.5. Additional Features: 4K upscaler;

: 50Hz refresh rate;

1.2.3.2.2.6. Accessory : Remote Controller;

1.2.3.2.3. Monitor Display Frame (See Annex  
A.II. for Sample Solution);

1.2.3.2.3.1. Design/Details : All-metal  
frame

: Must have device tray;

: Must have cabinet with lock;

: Must have rolling stand

**1.3. ADDITIONAL CUSTOMIZATION - MAY USE THE CLOUD BASED COLLABORATION TOOLS AND RESOURCES OR OTHER SOLUTION PREFERRABLE HOSTED ON THE SAME CLOUD PROVIDER OF THE EMAIL**

**1.3.1. Customized Conference Room Scheduling and Management**

1.3.1.1. Must be tied to the calendar, email and other messaging systems that can be used to:

**1.3.1.1.1.** Set up a schedule of the meeting and select available conference room without human intervention, once setup, messaging system should be able to notify all members via email and SMS.

**1.3.1.1.2.** Manage the schedule on the system per conference room.

**1.3.1.1.3.** Override function if the administrator decides to use the conference room and relocate or cancel the previous schedule, messaging system should inform all affected members via email and SMS.

**1.3.1.1.4.** Must have reporting capability to track utilization.

**1.3.2. Customized Visitors Management Solution as a working proof of concept**

1.3.2.1. Must have user registration systems with KYC basic information

1.3.2.2. Must have an Admin console for workflow and approval process

1.3.2.3. Must have an app for mobile or web browser based app

1.3.2.4. Must be able to scan ID of visitor and be able to lift fields on the ID via OCR and add directly on the database

1.3.2.5. Issue temp ID for use within the campus



1.3.2.6. Capable of capturing vehicle plate number of the visitor and tied to the ID provided

1.3.2.7. Must have reporting capability per day, per month and custom reports

1.3.2.8. Must be able to intelligently query the database based on the needs of the report creator with predefined search pattern and custom patterns

1.3.2.9. Must be able to provide support and additional customization as the need arises.

### **1.3.3. Customized Client Appointment System**

1.3.3.1. Client application solution must have two access portal. One for the Administration and internal/system users and the other is for public access.

1.3.3.2. Must have a reporting module that can provide summary reports.

1.3.3.3. Must be able to access via browser or mobile app or SMS messaging data pull from DSWD server for setting appointments on DSWD on site services (Central Office as pilot)

1.3.3.4. Must have a registration process to accommodate clients via email and mobile phone number.

1.3.3.5. Must have user registration systems with KYC basic information.

1.3.3.6. Must have an Admin console for workflow and approval process.

1.3.3.7. Appointment interval and slot availability will be set by the system users, must be configurable.

1.3.3.8. Must use the collaboration tool such as the calendar and email system and SMS messaging. SMS cost will not be part of this project. Must use the DSWD internal

SMS subscription plan for this.

**1.3.4. Customized Staff Location Finder**

1.3.4.1. This is a pilot study and for ICTMS use only

1.3.4.2. Must have user registration systems with KYC basic information and basic functionality.

1.3.4.3. Must have an Admin console and basic functionality

1.3.4.4. Mobile app and web browser based application

1.3.4.5. Track and plot the location of staff on the customized map.

1.3.4.6. Track location during office hours only

1.3.4.7. Must have a reporting module that can provide summary reports.

**1.3.5. Customized Terms of Reference approval workflow as a working proof of concept**

1.3.5.1. This is a pilot study and for ICTMS use only

1.3.5.2. Web browser based application

1.3.5.3. Using the same collaboration app (Gsuite) and customized approval workflow for creating Terms of References

1.3.5.4. Must have the capability to add a digital signature and signature image.

1.3.5.5. Must have user registration systems with KYC basic information.

1.3.5.6. Must have an Admin console for workflow and approval process.

1.3.5.7. Must have a reporting module that can provide summary reports.

**1.3.6. Request and Approval of Certificate of Completion and Satisfactory Service workflow automation as a working proof of concept**

1.3.6.1. Must have its own database of certificate of completion and certificate of satisfactory service rendered and other certification frequently requested by service providers.

1.3.6.2. Must have basic functionality of a document management system

1.3.6.3. Must have a portal where clients can access to request a particular document.

1.3.6.4. Must have user registration systems with KYC basic information.

1.3.6.5. Must have an Admin console for workflow and approval process.

1.3.6.6. Must be able to electronically provide the necessary certified true copy and can be printed once approved.

1.3.6.7. Must have a reporting system

1.3.6.8. must have an audit log system

**1.3.7. Research and Development of Image and Video Artificial Intelligence uses for DSWD utilizing Google APIs as a working proof of concept**

1.3.7.1. Utilizes G-Suite and google APIs for this.

1.3.7.2. A pilot project for DSWD to be able to use the image and Video A.I. APIs of google.

1.3.7.3. A platform/routine where this can easily be used by DSWD programmers.

1.3.7.4. It can either be a web application or a mobile application that can be configured to use the DSWD image and video database to search and compare.

**1.3.8. Internal Document Management System as a proof of concept, workflow, approval,**

**tracking and archiving**

- 1.3.8.1. Utilizes G-Suite and google APIs for this.
- 1.3.8.2. Must have a portal where clients can add and access to request a particular document.
- 1.3.8.3. Must have user registration systems with KYC basic information.
- 1.3.8.4. Must have an Admin console for workflow and approval process.
- 1.3.8.5. Must be able to track each document
- 1.3.8.6. Must have comprehensive search capabilities
- 1.3.8.7. Documents must be content searchable.
- 1.3.8.8. Must have reporting system
- 1.3.8.9. Must have audit log system

**2. ROLES AND RESPONSIBILITIES OF THE SERVICE PROVIDER**

2.1. Pre-installation

- 2.1.1. The Service Provider should provide a Project Implementation Plan and must be approved by the Head of ICTMS.

2.2. During Installation

- 2.2.1. The Service Provider should manage and execute project tasks alongside with the DSWD in accordance with the project scope and period of performance.
- 2.2.2. The Service Provider should lead the deployment project through collaboration with the DSWD and provide weekly project updates, bi-weekly steering committee meetings, milestone report and closeout report.
- 2.2.3. The Service Provider should provide a status report of the project in the form of



charts/graphs.

- 2.2.4. The Service Provider should take the overall responsibility of the project plan for leading the change management.
- 2.2.5. The Service Provider should develop and implement a training approach and strategy.
- 2.2.6. The Service Provider should have a project team that will be the primary point of contact for DSWD throughout the course of a deployment.
- 2.2.7. The Service Provider should have a Project Manager that will manage the integrated project plan, risk mitigation and issue resolution.
- 2.2.8. The Service Provider should have a Technical Deployment Architect that will coordinate and support the implementation of technical tasks, provide best practices and troubleshooting.
- 2.2.9. The Service Provider should have a Change Manager that will implement the change management plan, publish the communication plans and design the training curriculum.
- 2.2.10. The Service Provider should have a Trainer that will deliver the actual end user training and technical training workshops.

### 2.3. Post Installation

- 2.3.1. The Service Provider should maintain that the email service is up and running 24/7.
- 2.3.2. The Service Provider should provide an escalation procedure in reporting issues and concerns.
- 2.3.3. The Service Provider should provide the DSWD email service with end-to-end security coverage to protect against any breach and threatened breach, including administration tools and best practices.
- 2.3.4. Capacity planning, requirements identification and recommendations to better improve performance of email usability. All configurations (includes future



requirements/configurations that will be identified by DSWD) must be done by the Service Provider.

2.4. The Service Provider must follow the following Service Level Agreement:

2.4.1. The Service Provider shall maintain a 99.9% availability with zero downtime.

2.4.2. The Service Provider shall maintain a 24x7 service support via phone and email.

2.4.3. The Service Provider shall provide an Incident Report in every issue encountered:

2.4.3.1. Must provide initial Incident Management Report (IMR) upon encountering the issue

2.4.3.2. Must provide updated IMR once the issue has been resolved

2.4.3.3. Must provide updated IMR every 12 hours if the issue persists.

### **3. CONFIDENTIALITY AND NON-DISCLOSURE AGREEMENT**

3.1. Any information, including but not limited to, and information related to DSWD, provided to the Service Provider for the purpose of email service agreement are sole property of the DSWD. The Service Provider shall treat these information as confidential and shall not disclose to any company, corporation, firm or person during the duration of the agreement, or at any time thereafter.

3.2. All business, personnel and technical information and any related documentation, in whatever form, which the DSWD may provide shall be used by the Service Provider solely for the purpose for which it was provided, shall be treated in strictest confidence and protected; and if in tangible form, shall be returned to DSWD upon the end of the service agreement.

3.3. All email account information and messages are the sole property of the DSWD. The Service Provider shall not retain copies of it in whatever form upon the end of the service agreement.

#### **4. QUALIFICATIONS OF SERVICE PROVIDER**

- 4.1. The Service Provider should have at least five (5) years of experience in deploying large-scale messaging and collaboration system to at least organizations with more than 2,000 users.
- 4.2. The Service Provider should have at least (3) successful email service deployments or an ICT managed services with a proof of satisfactory from its clients.
- 4.3. The Service Provider should have certified deployment specialists to perform the professional implementation requirements on-site.
- 4.4. The Service Provider should have certified administrators to architect the technical deployment and configuration activities of the project.
- 4.5. The Service Provider should have certified trainers to deliver professional training services to end users and IT administrators.
- 4.6. The Service Provider must be a certified Partner of the Email Service Provider being offered.

#### **5. TRANSFER OF TECHNOLOGY**

- 5.1. The following trainings must include certificate of completion signed by a certified trainer:
  - 5.1.1. Administration Management Console technical training for IT Administrators – 2 slots with exam vouchers.
  - 5.1.2. End-user training workshops (train-the-trainer) for DSWD End Users – at least 25 slots
  - 5.1.3. Monthly Collaboration Suite Workshop- one day workshop for improving user skill set and providing updates at Central Office, max of 30 users attendance per month
  - 5.1.4. At least 2x a year gathering for Nationwide Google Workshop per year for at least 55 persons (2x per FO and the rest for CO)
  - 5.1.5. Trainings and workshops must be shouldered by the service providers which includes food, venue, resource person and other necessary

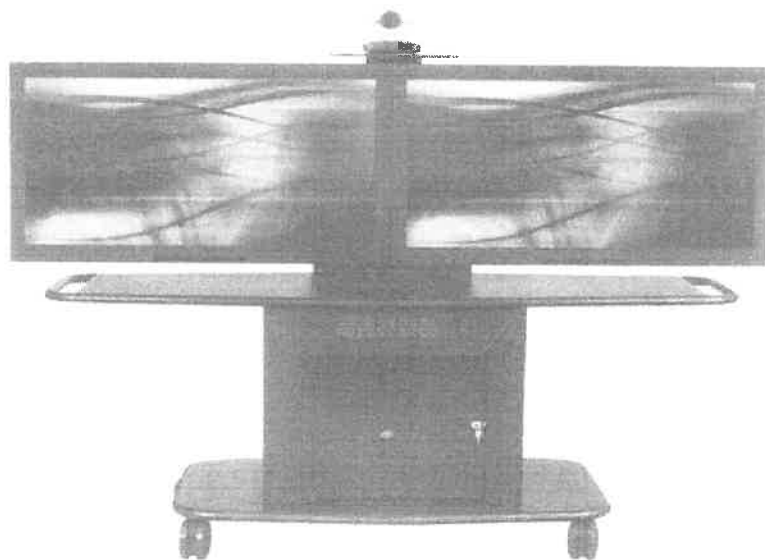
resources to successfully conduct the training.

## ANNEX A: SAMPLE SOLUTION

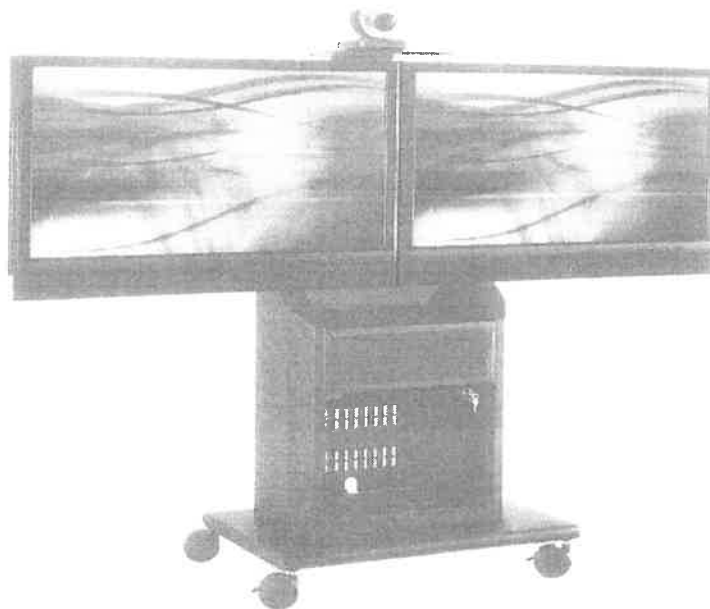
### I. Video Conferencing Equipment for Standard Rooms



### II. Monitor Display Frame (Actual design may vary)







Name of Bidder: \_\_\_\_\_

Name of Authorized Representative: \_\_\_\_\_

Signature of Authorized Representative: \_\_\_\_\_


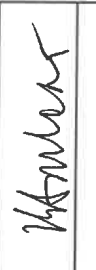
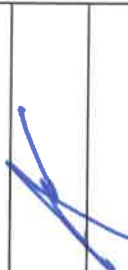


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**PRE-BID CONFERENCE**  
**SUBSCRIPTION OF MANAGED ELECTRONIC MAIL (EMAIL) SERVICES WITH VIDEO CONFERENCING SOLUTION FOR DSWD**  
(ITB NO. GOP/20-DSWD-007)  
**26 December 2019 at 11:00 AM**

**OUS-DRMG, Room 202, Directors Dormitory, DSWD Central Office, IBP Road, Batasan Hills, Quezon City**

**ATTENDANCE SHEET**

NO.	NAME	OFFICE	SEX	EMAIL	CONTACT NO.	SIGNATURE
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3	ASec. Noel M. Macalalad (BAC Alternate Member)	OASSCB	M	nmmacalalad@dswd.gov.ph		
4	Dir. Ernestina Z. Solloso (BAC Regular Member)	4Ps	F	ezsolloso@dswd.gov.ph		
5	Dir. Irene B. Dumlao (BAC Alternate Member)	SMS	F	ibdumlao@dswd.gov.ph		
6	Dir. Emmanuel P. Privado (BAC Regular Member)	NRLMB	M	epprivado@dswd.gov.ph		
7	Mr. Felix M. Armeña (BAC Alternate Member)	ICTMS	M	fmarmena@dswd.gov.ph		
8	Dir. Andrew J. Ambubuyog (BAC Provisional Member)	ICTMS	M	ajambubuyog@dswd.gov.ph		
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10	Ms. Oliva C. Arcaina	BAC Secretariat	F	ocaraina@dswd.gov.ph	Loc. 121 -124	
11	Mr. Ramon M. Villareal Jr.	BAC Secretariat	M	rmvillarealj@r@dswd.gov.ph	Loc. 121 -124	
12	Mr. William V. Garcia Jr.	BAC Secretariat	M	wvgarciajr@dswd.gov.ph	Loc. 121 -124	
13	Ms. Katrina E. Garcia	BAC Secretariat	F	kegarcia@dswd.gov.ph	Loc. 121 -124	

## ATTENDANCE SHEET

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16	Ms. Darilyn A. Dedeles	BAC Secretariat	F	dadedeles@dswd.gov.ph	Loc. 121 -124	
17	Mr. Glenn Patrick A. Leynes	BAC Secretariat	M	gpaleynes@dswd.gov.ph	Loc. 121 -124	
18	Mr. Prince A. Lee	BAC Secretariat	M	palee@dswd.gov.ph	Loc. 121 -124	
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21	Mr. Lourence C. Buenaventura	BAC Secretariat	M	lcbuenaventura@dswd.gov.ph	Loc. 121 -124	
22	Ms. Marden D. Aquino	BAC Secretariat	F	mdaquino@dswd.gov.ph	Loc. 121 -124	
23	Nei Yu	ICTMS	M	ngyu@dswd.gov.ph	VVIP 88860	
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**PRE-BID CONFERENCE**  
**SUBSCRIPTION OF MANAGED ELECTRONIC MAIL (EMAIL) SERVICES WITH VIDEO CONFERENCING SOLUTION FOR DSWD**  
(ITB NO. GOP/20-DSWD-007)  
26 December 2019 at 11:00 AM  
OUS-DRMG, Room 202, Directors Dormitory, DSWD Central Office, IBP Road, Batasan Hills, Quezon City

**BIDDERS ATTENDANCE SHEET**

NO.	NAME	OFFICE	SEX	EMAIL	CONTACT NO.	SIGNATURE
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