

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

**SUBSCRIPTION TO IT HELPDESK SYSTEM FOR DSWD ENTERPRISE**  
(ITB No. GOP/20-DSWD-009)  
**03 JANUARY 2020 | 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. Emmanuel P. Privado       | - | Regular Member     |
| 4. OIC-Dir. Irene B. Dumlao       | - | Alternate Member   |
| 5. Dir. Andrew J. Ambubuyog       | - | Provisional 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. Ms. Marden D. Aquino       | - | Administrative Assistant III       |

**Others in Attendance:**

- |                            |   |   |
|----------------------------|---|---|
| 1. Ms. Gemma N. Tolentino  | - | Information and Communications<br>Technology Management Service (ICTMS) |
| 2. Mr. Dennis S. Asuncion  | - | ICTMS   |
| 3. Mr. Godfrey T. Gollayan | - | ICTMS   |

**Prospective Bidder/s Present:**

- |                   |   |                         |
|-------------------|---|-------------------------|
| 1. Mr. Kurt Giron | - | AG Datacom Phils., Inc. |
|-------------------|---|-------------------------|

**II. Call to Order**

The Pre-Bid Conference for the “**Subscription to IT Helpdesk System for DSWD Enterprise**” 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 representatives from the End-user (Information and Communications Technology Management Service). (*Note: The other invited observers were unable to attend.*) He also acknowledged the presence of representative of the prospective bidder.

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
<b>Procurement Guidelines</b>	<ul style="list-style-type: none"> <li>Ms. Arcaina (<i>BACSec</i>) presented the procurement guidelines for the information of the prospective bidder.</li> </ul>	
<b>Background of the Project</b>	<ul style="list-style-type: none"> <li>Ms. Tolentino (<i>ICTMS</i>) provided the background of the project. She stated that the helpdesk system is a ticketing system with the following purposes:               <ul style="list-style-type: none"> <li>to manage the complete life cycle of IT tickets which will result to timely completion of the request with high quality service</li> <li>to improve the Incident Management which will result to reduce outages, improve agent productivity and meet SLAs</li> <li>to improve customer satisfaction of the DSWD employees</li> </ul> </li> </ul>	
<b>Single Largest Completed Contract (SLCC)</b>	<ul style="list-style-type: none"> <li>Mr. Giron (<i>AG Datacom</i>) inquired if a bidder can submit aggregate contracts for the SLCC since the Approved Budget for the Contract (ABC) is too high. He mentioned that fifty percent (50%) of the ABC is difficult to comply.</li> <li>Mr. Garcia Jr. (<i>BACSec</i>) replied that the BAC cannot consider aggregate contracts for the SLCC since the project is not that complex. He added that other bidders may comply with the requirement. He suggested that the End-user review the scope/ definition of similar contract.</li> <li>Ms. Tolentino (<i>ICTMS</i>) mentioned that the SLCC is defined as the deployment or subscription to any helpdesk system or ticketing system or</li> </ul>	<ul style="list-style-type: none"> <li>End-user (<i>ICTMS</i>) to review and clarify its requirements for the SLCC.</li> <li>BAC shall issue a supplemental/ bid bulletin, if any, regarding SLCC.</li> </ul>

	<p>network and application monitoring system within the last five (5) years.</p> <ul style="list-style-type: none"> <li>• Mr. Asuncion (ICTMS) recommended that ICTMS review the SLCC and check whether to add more scope/coverage.</li> </ul>	
<b>Preparation of Bid Proposals</b>	<ul style="list-style-type: none"> <li>• Ms. Arcaina (BACSec) reminded the bidder on how to prepare bid proposal and how to accomplish the forms in the Bidding Documents.</li> </ul>	
<b>Deadline of Submission and Receipt of Queries and Clarifications</b>	<ul style="list-style-type: none"> <li>• Mr. Garcia Jr. (BACSec) reminded the prospective bidder that queries and clarifications may be submitted to the BAC Secretariat on or before 06 January 2020, 05:00 PM, in writing or thru email at bacsec@dswd.gov.ph 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.**


Prepared by:

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

Noted by:

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

Approved by:

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

## PRE-BID CONFERENCE

<b>DESCRIPTION</b>	: Subscription to IT Helpdesk System for DSWD Enterprise   ITB No. GOP/20-DSWD-009
<b>DATE</b>	: 03 January 2020
<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 to IT Helpdesk System for DSWD Enterprise**" 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" (GPRRA).
- 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 TO IT HELPDESK SYSTEM**  
**FOR DSWD ENTERPRISE**  
— ITB No. GOP/20-DSWD-009 —  
(PR No. 2019111812)

1. The **Department of Social Welfare and Development (DSWD)**, through the **DSWD Funds**, intends to apply the sum of **Six Million Pesos (PHP 6,000,000.00)**, being the Approved Budget for the Contract (ABC) to payments under the contract for the **Subscription to IT Helpdesk System for DSWD Enterprise**. 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 to IT Helpdesk System for DSWD Enterprise**. 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 **26 December 2019 to 15 January 2020** from the address below and upon payment of a nonrefundable fee for the Bidding Documents in the amount of **Seven Thousand Five Hundred Pesos (PHP 7,500.00)**.

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 *03 January 2020, 11:00 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 *15 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 *15 January 2019, 11:00 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**. 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*



## *Section VI. Schedule of Requirements*

### Subscription of IT Helpdesk system for DSWD Enterprise

Particulars	Quantity	Service and Support Coverage
IT Helpdesk System	One (1) Lot	Twelve (12) months subscription

#### Timelines/Schedule of Deliverables:

Project Description	Work Tasks	Calendar Days
A. Implementation Period		60
Project Management and Business Systems Analysis	Workshop: Understanding User Stories (Includes review of current issues)	8
	Business process mapping and alignment	
	Business requirement definition and acceptance	
	Reports and analytics configuration	
Software Requirements Specifications	Translation of business requirements and rules to technical configurations	2
Software Architecture and Design	Design specifications and overall architecture	2
Configuration and Buildup	Settings and configuration check for three (3) servers	25
	Global settings	
	Data migration	
	Templates design	
	Business rules configuration	
	Creation of user account aligned to domain users format	
Quality Test, Errors and Fixes	Preparation of test plan	5
	Performance and Integration Test	
	Functional testing	
	Re-configuration and alignment	

User Acceptance Test	Functional test with key business users	10
Release Management	Training A. Resolvers B. Administration	8
	Documentation	
B. Software Subscription: Ticketing System		12 months

**Terms of Payment:**

- One-time payment which shall be made within fifteen (15) to thirty (30) calendar days upon successful installation and testing, End-user acceptance and completion of all supporting documents (e.g. inspection reports, delivery receipts, etc.)

**Delivery Site\*:**

DSWD Central Office  
c/o Procurement Management Service- Contract Monitoring Division  
DSWD Central Office  
IBP Road, Batasan Complex, Constitution Hills, Quezon City  
\* *in coordination with ICTMS*

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 IT Helpdesk System for DSWD Enterprise</b></p> <p><b>I. Scope of Work</b></p> <p><b>1. Services/ Responsibilities of the Service Provider</b></p> <p>1.1. The service provider must conduct Gap Analysis and Process Alignment Installation and System Deployment.</p> <p>1.2. The service provider must facilitate System Configuration.</p> <p>1.3. The service provider must conduct System Tuning and User Acceptance Testing.</p> <p>1.4. The service provider must provide Project Documentation.</p> <p>1.5. The service provider must allot one (1) man-day On-site Administrator's Training per site.</p> <p>1.6. The service provider must have after sales 8x5 phone, email, YM technical support.</p> <p>1.7. The service provider must conduct periodic review of the system updates at least twice per quarter to ensure that the standard operating procedures are being sustained/ met.</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)**.

- 1.8. The service provider must provide ITIL certified support staff to the DSWD within the contract coverage.
- 1.9. The service provider must provide ITIL Foundation training with certification to at least 15 staff.
- 1.10. Must be able to submit an ICT Helpdesk Policy for DSWD within the 12-months contract. The policy should include the DSWD ICT Service SLA. This policy shall be the basis on SLA reference and implementation.
- 1.11. Must have a IT Helpdesk Certification for technicians and administrator at least 5 administrators.
- 1.12. Will be deployed in Central Office and DSWD Field Offices.

## **2. Detailed Technical Specifications**

### **2.1. General Requirement**

- 2.1.1. Supply of IT Help Desk System for 150 Technicians (5000 Nodes)
- 2.1.2. Should be a turnkey solution
- 2.1.3. The system must support the following ITIL V3 Standards:
  - Incident Management
  - Request Fulfillment (Service Catalog)
  - Problem Management
  - Change Management
  - Project Management
- 2.1.4. Complies with PinkVerify's ITSM tool suite assessment at least on Incident Management, Request fulfillment and Change Management

2.1.5. Single package/ installation for Incident Management, Request Fulfillment (service Catalog), Problem Management, Change Management, CMDB, Asset Management, and Project Management

2.1.6. Multi-site Architecture

2.1.7. Should have a web client, android app, and iOS application for requesters for technicians to increase responsiveness and efficiency by allowing them to manage IT tickets anywhere

2.1.8. Should be an installed-based application (On Premise)

## **2.2. General Features**

2.2.1. Integrated with Windows Active Directory to secured authentication

2.2.2. Easy web based access for requesters and technicians

2.2.3. Able to convert emails into a request

2.2.4. Able to create requests via API

2.2.5. Technician calendar view for service availability

2.2.6. Email commands to create, edit, or close tickets on the move with predefined email commands

2.2.7. Filters for email spams and notifications

2.2.8. Chat Functionality and able to log and assign request, from chat window

2.2.9. Scheduling or request

2.2.10. Scheduled Data archiving

- 2.2.11. Data archiving (on demand and scheduled) to archive the old, unused data to improve IT help desk performance to easily search, access, and export archived data at any time
- 2.2.12. Rules upon form loading, field changes and form submission
- 2.2.13. Automatic ticket dispatch/assignment features to auto-assign tickets and able to implement round robin or load balancing method to cover every ticket
- 2.2.14. Configurable business rules to organize incoming requests (via web form and email) and deliver them to groups, assign their status, and more to simplify the incident workflow
- 2.2.15. Link associated and merge related requests
- 2.2.16. Support for Inline Images
- 2.2.17. Convert incident to service request and vice versa
- 2.2.18. Helpdesk notifications to alert IT technicians when tickets are created or assigned and keep the end users informed every step of the way with email and option for SMS notifications. Must also have capability to create templates for email notifications to reduce manual efforts.
- 2.2.19. Requests and tasks view in a single pane
- 2.2.20. Should have User survey features to gather end-user feedback with the built-in survey. Must have capability to customize questions to measure the IT support team's responsiveness.

### **2.3. Service Level Management**

- 2.3.1. Response and resolution SLA management
- 2.3.2. Configure different levels of escalations
- 2.3.3. Proactive and reactive automation of escalations

### **2.4. Incident Management**

- 2.4.1. Create tickets via email, phone calls, and a web-based self-service portal. Automatically convert emails to tickets.
- 2.4.2. Request Categorization
- 2.4.3. Configurable Request status
- 2.4.4. Request priority Matrix
- 2.4.5. Request On-hold scheduler
- 2.4.6. Create multiple dependent tasks or in parallel with-in a request with specific technician assignments
- 2.4.7. Manage, edit, assign, and close requests as technician or as a group
- 2.4.8. Requests closing rules
- 2.4.9. Configurable response and resolution SLAs with defined escalation paths

### **2.5. Service Catalog**

- 2.5.1. Provision to showcase offered services of IT Department to end-users
- 2.5.2. Provide service request templates
- 2.5.3. Pre-configured workflow and automations

- 2.5.4. Multi-stage approvals
- 2.5.5. Organizational roles for request approvals
- 2.5.6. Service Level Agreement
- 2.5.7. Create multiple dependent tasks or in parallel with-in a request with specific technician assignments
- 2.5.8. Restrict service template access based on user groups

## **2.6. Problem Management**

- 2.6.1. Able to convert Incident request to a problem request
- 2.6.2. File a new problem or associate multiple incidents to a problem
- 2.6.3. Document symptoms and analyze the impact of problems to mitigate risk
- 2.6.4. Diagnose related incidents and find the root cause
- 2.6.5. Prevent future incidents with detailed incident trend reports
- 2.6.6. Define work around and solutions
- 2.6.7. Mark a problem as a known error
- 2.6.8. Close all the associated incidents when closing a problem

## **2.7. Change Management**

- 2.7.1. Streamline planning, approval, and implementation with the use of customizable change workflows
- 2.7.2. Make a detailed change plan and risk estimation
- 2.7.3. Service level agreements for a change request



2.7.4. Get recommendations from members of change advisory board (CAB)

2.7.5. Customizable change stages with closure rules

2.7.6. Get access to change calendar

2.7.7. Set privileges to users over a change through change roles

2.7.8. Associate Problem to a Change

## **2.8. Project Management**

2.8.1. Able to create projects milestones, tasks, manage resources, and track progress

2.8.2. Timesheet Management

2.8.3. Effort Estimation

2.8.4. Create custom project templates

2.8.5. Timesheet management and Gantt View

2.8.6. Export Gantt view, project overview map and task dependency map as PDF

2.8.7. Capability to create request and can be associated to Change Management changes to fine-tune overall IT service delivery

2.8.8. Manage user privileges through project roles

## **2.9. Self Service Portal**

2.9.1. Easy request creation, keep end users informed on ticket progress and approvals

2.9.2. Self-service portal included with the help desk

2.9.3. Create new incidents and service requests

2.9.4. Enable users to search knowledge-based articles

2.9.5. Access frequently asked questions

2.9.6. Access to view published company-wide announcements

2.9.7. Customizable portal usage section

2.9.8. User-level request editing permission

2.9.9. Publish company-wide announcements of outages or IT rollouts

## **2.10. Knowledge Management**

2.10.1. Empower end users to solve repeat incidents with a knowledge base to deflect tickets from the IT help desk

2.10.2. Must have features to narrow the search using keywords and topics

2.10.3. Approval for newly added solution

2.10.4. Automatically suggest knowledge base articles to the users

2.10.5. Display the most recent approvers

## **2.11. Asset Management**

2.11.1. Agent based and agent less asset discovery

2.11.2. Scan assets distributed across multiple remote network sites and able to use scan scripts for isolated locations

2.11.3. Remote control tools or integration with remote control tools for effective desktop troubleshooting

2.11.4. IT hardware and software inventory in one place

2.11.5. Software license and agreement management

2.11.6. Software compliance

2.11.7. Software metering to eliminate errors, identify and eliminate unused software

2.11.8. Integration with purchase, assets and vendors

2.11.9. Should have IT asset inventory management to discover and maintain the IT asset inventory with efficient auto-discovery

2.11.10. Barcode Scanning and creation

2.11.11. Configure asset depreciation

2.11.12. Asset warranty expiry notification

## **2.12. CMDB**

2.12.1. Track and manage all configuration items and map their relationships and dependencies

2.12.2. Integration with incident, problem and change management

2.12.3. Attach documents for CIs

## **2.13. Purchase and Contract Management**

2.13.1. Manage purchase requests and order for IT assets and software products

2.13.2. Integration with purchase, assets and vendors

2.13.3. Multi-stage approvals

2.13.4. Configure approval limit (cost) for approvers

2.13.5. Manage warranties and other contracts with different vendors and track IT hardware and software contracts to improve compliance, associate assets, and receive proactive notifications for contract expirations

2.13.6. Add information and attach documents related to contracts

2.13.7. Associate contracts to assets

2.13.8. Bulk import of existing contracts from XLS file

#### **2.14. Reporting and Dashboard**

2.14.1. Customizable dashboard with access permission

2.14.2. 150+ Pre-built Standard Helpdesk reports pertaining to various IT help desk modules including requests, problems, changes, assets, surveys, contracts, and purchase management

2.14.3. built-in, custom, query, and flash reports

2.14.4. Export reports into csv, xls, html and pdf formats

#### **2.15. Integration**

2.15.1. Interface to integrate with external data

2.15.2. Email Integration

2.15.3. Active Directory

2.15.4. Add links to access to online/custom applications

2.15.5. API Integration

2.15.6. Ready integration with NPM and APM for auto creation of request

2.15.7. Ready integration with Desktop Patch Management, Software Installation, and Configuration

2.15.8. Integration with SMS

2.15.9. Ready integration with Business Analytics reporting

2.15.10. Ready to Integrate with Microsoft Actionable Messages

2.15.11. Ready for SCCM integration

**II. Transfer of Technology**

Training / technology transfer relative to the use of the IT Service Management Software and the integration process to at least Twenty-Five (25) participants inclusive of board and lodging.

**III. Qualifications of the Service Provider**

1. The Service Provider should have at least five (5) years of experience in deploying network and application monitoring system.
2. The Service Provider should have at least (3) successful system deployments with a proof of satisfactory from its clients.
3. The Service Provider should have certified specialists to perform the professional implementation requirements on-site.

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

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

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





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

**PRE-BID CONFERENCE**  
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(ITB NO. GOP/20-DSWD-009)  
**03 January 2020 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
1	USec. Felicisimo C. Budiongan (BAC Chairperson)	OUSDRMG	M	fcbudiongan@dswd.gov.ph		
2	USec. Rene Glen O. Paje (BAC Regular Member)	OUSISP	M	rgopaje@dswd.gov.ph		
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	eprivado@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		
9	Atty. Karina Antonette A. Agudo	PMS	F	kaagudo@dswd.gov.ph	Loc. 121 -124	
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@dswwd.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

NO.	NAME	OFFICE	SEX	EMAIL	CONTACT NO.	SIGNATURE
14	Mr. Arjay C. Dimafelix	BAC Secretariat	M	acdimaafelix@dswd.gov.ph	Loc. 121 -124	
15	Mr. Ramises B. Esteban	BAC Secretariat	M	rbesteban@dswd.gov.ph	Loc. 121 -124	
16	Ms. Luzvi S. Dabuet	BAC Secretariat	F	lsdabuet@dswd.gov.ph	Loc. 121 -124	
17	Ms. Darilyn A. Dedeles	BAC Secretariat	F	dadedeles@dswd.gov.ph	Loc. 121 -124	
18	Ms. Marden D. Aquino	BAC Secretariat	F	mdaquino@dswd.gov.ph	Loc. 121 -124	
19	Mr. Glenn Patrick A. Leynes	BAC Secretariat	M	gpaleynes@dswd.gov.ph	Loc. 121 -124	
20	Mr. Prince A. Lee	BAC Secretariat	M	palee@dswd.gov.ph	Loc. 121 -124	
21	Ms. Filipinas B. Alfonso	BAC Secretariat	F	fbalfonso@dswd.gov.ph	Loc. 121 -124	
22	Mr. Lourence C. Buenaventura	BAC Secretariat	M	lcbuenaventure@dswd.gov.ph	Loc. 121 -124	
23	Ms. Gemma N. Tolentino	ICTMS	F			
24	GODFREY COLLAVALAN	ICTMS	M			
25	DENNIS KANIGAN	ICTMS	M			
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**PRE-BID CONFERENCE**  
**SUBSCRIPTION TO IT HELPDESK SYSTEM FOR DSWD ENTERPRISE**  
(ITB NO. GOP/20-DSWD-009)  
**03 January 2020 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
1	KINET GLOW	16 DOT ROOM San Juan	M	kinet.glow@agdel.com.com	09178305834	
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