

**BIDS AND AWARDS COMMITTEE (BAC)**  
**Resolution No. 20-02-015**

**RECOMMENDING AWARD OF CONTRACT FOR THE SUBSCRIPTION TO  
IT HELPDESK SYSTEM FOR DSWD ENTERPRISE**

— ITB No. GOP/20-DSWD-009 —  
(PR No. 2019111812)

**WHEREAS**, the Department of Social Welfare and Development (DSWD) will procure and subscribe for an Information Technology (IT) helpdesk system for the DSWD Enterprise. The project aims to improve the incident management which will result to reduce outages, improve agent productivity, meet Service Level Agreements (SLAs) and manage the complete life cycle of IT tickets. With this system, IT Standard Operating Procedure will be ensured. Copies of the Purchase Request (PR) and approved Terms of Reference (TOR) are hereto attached, marked as **Annexes “A-1”** and **“A-2”** respectively, and are made integral parts hereof;

**WHEREAS**, the DSWD, through the Bids and Awards Committee (BAC), posted an Invitation to Bid (ITB) for the **Subscription to IT Helpdesk System for DSWD Enterprise** under ITB No. GOP/20-DSWD-009 at the Philippine Government Electronic Procurement System (PhilGEPS) on 25 December 2019. The same ITB was posted at DSWD websites and at conspicuous places within the Department premises starting 26 December 2019. The Approved Budget for the Contract (ABC) is **Six Million Pesos (PHP 6,000,000.00)**. Copies of the said ITB and proof of postings are hereto attached, marked as **Annexes “B-1”**, **“B-2”**, **“B-3”** and **“B-4”** respectively, and are made integral parts hereof;

**WHEREAS**, the Competitive Bidding Procedure for Goods was adopted in this undertaking pursuant to Republic Act No. 9184 (RA 9184) otherwise known as the Government Procurement Reform Act (GPRA) and its 2016 Revised Implementing Rules and Regulations (IRR);

**WHEREAS**, a Pre-Bid Conference was conducted on 03 January 2020 at 11:00 AM and was attended by one (1) prospective bidder, AG Datacom Phils., Inc. A copy of the Minutes of the Pre-Bid Conference is hereto attached, marked as **Annex “C”**, and made an integral part hereof;

**WHEREAS**, the BAC issued a Supplemental/ Bid Bulletin which formed part of the Bidding Documents and was posted at the PhilGEPS and DSWD websites, and at conspicuous places within the DSWD premises, to wit:

Reference No.	Date	Announcement
Supplemental/ Bid Bulletin No. 1	07 January 2020	<ul style="list-style-type: none"> <li>Changes in the Bidding Documents - Section III. Bid Data Sheet</li> </ul>

A copy of Supplemental/ Bid Bulletin and proof of postings are hereto attached, marked as **Annex “D”**, and made an integral part hereof;

**WHEREAS**, in response to the ITB, one (1) prospective bidder, AG Datacom Phils., Inc., secured a complete set of Bidding Documents upon payment of a non-refundable fee of Seven Thousand Five Hundred Pesos (PHP 7,500.00). A copy of Official Receipt as proof of payment is hereto attached, marked as **Annex “E”**, and made an integral part hereof;



**WHEREAS**, during the deadline for the submission and receipt of bids on 15 January 2020 at 09:00 a.m., one (1) bidder came to submit its bid proposal, to wit:

Name of Bidder	Date and Time Received
AG Datacom Phils., Inc.	15 January 2020, 08:05 AM

The receiving copy of the bid is hereto attached, marked as **Annex "F"**, and made an integral part hereof;

**WHEREAS**, on 15 January 2020 at 10:00 AM, during the opening of bids and preliminary examination of the documents submitted by the lone bidder, the BAC had the following findings:

Name of Bidder	Technical Component	Financial Component
AG Datacom Phils., Inc.	"Passed"	"Passed"

Copies of the Minutes of Bid Opening and Abstract of Bids "As Read" are hereto attached, marked as **Annexes "G-1"** and **"G-2"** respectively, and are made integral parts hereof;

**WHEREAS**, the BAC, with the assistance of its Secretariat, conducted the Bid Evaluation to determine the Single Calculated Bid (SCB) and if there are computational errors in the bid price submitted by the lone bidder. The Bid Evaluation found AG Datacom Phils., Inc. as SCB, and which yielded the following result:

Name of Bidder	Bid Price (in Phil. Peso)
AG Datacom Phils., Inc.	<b>5,968,000.00 (SCB)</b>

A copy of the Bid Evaluation Report is hereto attached, marked as **Annex "H"**, and made an integral part hereof;

**WHEREAS**, for purposes of conducting the Post-Qualification, the BAC requested AG Datacom Phils., Inc., being the SCB, to submit additional documents within five (5) calendar days from receipt of notice, pursuant to Section 34.2 of the 2016 Revised IRR of RA 9184. A copy of the Notice of Post-Qualification is hereto attached, marked as **Annex "I"**, and made an integral part hereof;

**WHEREAS**, the BAC created a TWG pursuant to Section 12 of the 2016 Revised IRR of RA 9184 that will conduct the Post-Qualification of AG Datacom Phils., Inc. A copy of the said creation of TWG is hereto attached, marked as **Annex "J"**, and made an integral part hereof;

**WHEREAS**, on 24 January 2020, the BAC received the TWG report which found AG Datacom Phils., Inc. as "Responsive" to all the requirements stipulated in the Bidding Documents. A copy of the said TWG report is hereto attached, marked as **Annex "K"**, and made an integral part hereof;


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**WHEREAS**, the BAC discussed and deliberated the merits of the TWG report during its Regular Meeting on 05 February 2020. The BAC found that AG Datacom Phils., Inc. is legally, technically and financially capable to provide the goods needed by the DSWD, and thus resolved to award the contract to AG Datacom Phils., Inc. A copy of the Minutes of Regular Meeting is hereto attached marked as **Annex "L"**, and made an integral part hereof;

**NOW, THEREFORE**, in view of the foregoing and on the basis of the documents presented, we, the Bids and Awards Committee, resolves as it is hereby resolved, to recommend award of contract for the **Subscription to IT Helpdesk System for DSWD Enterprise** under ITB No. GOP/20-DSWD-009 to **AG Datacom Phils., Inc.**, being the **Single Calculated and Responsive Bid (SCRB)**. The Total Contract Price is **Five Million Nine Hundred Sixty-Eight Thousand Pesos (PHP 5,968,000.00)**, inclusive of all applicable taxes;

**RESOLVED**, this 7<sup>th</sup> day of February 2020 at Quezon City, Philippines.

  
**DIR. EMMANUEL P. PRIVADO<sup>1</sup>**  
National Resource and Logistics  
Management Bureau  
Regular Member

**MR. FELIX M. ARMEÑA**  
Information and Communications  
Technology Management Service  
Alternate Regular Member


**DIR. ERNESTINA Z. SOLLOSO**  
Pantawid Familyang Pilipino Program  
Regular Member

**OIC-DIR. IRENE B. DUMLAO**  
Social Marketing Service  
Alternate Member



  
**U/SEC. RENE GLEN O. PAJE**  
Office of the Undersecretary for Inclusive  
and Sustainable Peace  
Vice-Chairperson 

  
**A/SEC. NOEL M. MACALALAD**  
Office of the Assistant Secretary for  
Standards and Capacity Building  
Alternate Member

**U/SEC. FELICISIMO C. BUDIONGAN**  
Office of the Undersecretary for Disaster  
Response Management Group  
Chairperson

  
**DIR. ANDREW J. AMBUBUYOG**  
Information and Communications  
Technology Management Service  
Provisional Member

Approved       Disapproved

  
**DANILO G. PAMONAG**  
Undersecretary, Office of the Undersecretary for Social Welfare and Development  
(per Special Order No. 3242, Series of 2019)  
(Head of the Procuring Entity/Authorized Representative) 

<sup>1</sup> Per Special Order No. 5106, Series of 2019

**NOTICE OF AWARD**  
NO. 2020-02-013

12 February 2020

**MS. REINA ROXANNE C. MAMMIE**  
Authorized Representative  
**AG DATACOM PHILIPPINES, INC.**  
Suite 1705, 17/F Atlanta Centre  
#31 Annapolis Street, Greenhills, San Juan City  
Telephone Nos.: (02) 584-0988 / (02) 744-3244  
Email Address: jemilyn.daco@agdatacom.com  
roxanne.mammie@agdatacom.com

Dear **Ms. Mammie**:

We are pleased to inform you that your bid for the “**Subscription to a IT Helpdesk System for DSWD Enterprise**” under **ITB No. GOP/20-DSWD-009**, as evaluated in accordance with the Invitation to Bid (ITB), is hereby accepted. The total contract price is **Five Million Nine Hundred Sixty-Eight Thousand Pesos (PHP 5,968,000.00)**, inclusive of all applicable taxes.

You are therefore required to provide us **within ten (10) calendar days**, upon receipt of this Notice, the performance security in accordance with the schedule provided for under ITB Clause 33, page 34 of the Bidding Documents.

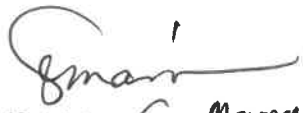
Failure to provide the performance security shall constitute sufficient ground for cancellation of the award and forfeiture of your bid security.

Very truly yours,

  
**DANILO G. PAMONAG**

Undersecretary, Office of the Undersecretary for Social Welfare and Development  
(Head of the Procuring Entity/Authorized Representative)

Conforme:

  
Reina Roxanne C. Mammie  
(Signature over Printed Name of Authorized Representative)  
**AG DATACOM PHILIPPINES, INC.**

Date: Feb 20, 2020