

NO: _____

SUPPLEMENTAL/BID BULLETIN NO. 1

TITLE : SUBSCRIPTION TO ICT HELPDESK SYSTEM FOR DSWD ENTERPRISE
ITB NO. : GOP/20-DSWD-059
DATE : 09 DECEMBER 2020

This Supplemental/ Bid Bulletin is issued to all prospective bidders announcing changes in the Bidding Documents, to wit:

I. Section III. Bid Data Sheet

Particulars	From	To
ITB Clause 5.3	For this purpose, contracts similar to the Project shall be: a. deployment or subscription to any helpdesk system or ticketing system or network and application monitoring system. b. xxx	For this purpose, contracts similar to the Project shall be: a. deployment or subscription to any helpdesk system or ticketing system or network and application monitoring system or the helpdesk system is only part / component of a project. b. xxx
ITB Clause	20.2 xxx	20.1 xxx
	21.2 xxx	21.1 xxx

II. Section VII. Technical Specifications

A. Changes

Particulars	From	To
I. Scope of Work	1.4. The service provider must allot one (1) man-day On-site Administrator's Training per site.	1.4. The service provider must allot one (1) man-day On-site Administrator's Training per site or via video conferencing.
	1.7. The service provider must provide ITIL certified support staff to the DSWD within the contract coverage.	1.7. The service provider must provide ITIL certified support staff to the DSWD within the contract coverage on-site or via

		remote services whichever suits best in the situation in resolving the report/ inquiry/ activity raised by the End-user.
	2.1.4. Complies with PinkVerify's ITSM tool suite assessment at least on Incident Management, Request fulfillment and Change Management.	<p>2.1.4. Complies with PinkVerify's ITSM tool suite assessment at least on Incident Management, Request fulfillment and Change Management. Certification is no longer needed but it must be listed in PinkVerify Certified ITIL v3 Toolsets website.</p> <p>Complies with PinkVerify's ISTM tool suite assessment at least three (3) on Incident Management, Request fulfillment and Change Management.</p>

B. Clarifications

Particulars	From	To
2.15.7. Ready integration with Desktop Patch Management, Software Installation, and Configuration	Can the DSWD cites some compatible software used for patching?	Some of the software compatible for patching are "Desktop Central" and "Desktop & Mobile Device Management Software".

III. Deadline for the Submission and Receipt of Bids

The schedule for the deadline for the submission and receipt of bids is moved from 14 December 2020 to **16 December 2020 at 12:00 PM**. Bids must be delivered to the BAC Secretariat Office, 2nd Floor, Mahusay Building, DSWD Central Office. **Late Bids will not be accepted.**

The Bid Opening will immediately follow after the deadline of submission and receipt of bids, to be held at the Agency Operations Center, 1st Floor, Mahusay Building, DSWD Central Office, IBP Road, Constitution Hills, Quezon City.

IV. Issuance of Bidding Documents

The issuance of bidding documents is extended until **16 December 2020 at 11:00 AM.**

This Bid Bulletin shall form part of the bidding documents.

Please be guided accordingly.


U/SEC. RENE GLEN O. PAJE
Chairperson, Bids and Awards Committee

Please accomplish the portion below and send it to facsimile no. (02) 951-7116 or email at bacsec@dswd.gov.ph.

RECEIVED BY : _____ **DATE:** _____
(SIGNATURE OVER PRINTED NAME)

DESIGNATION : _____

COMPANY : _____