

SUPPLEMENTAL / BID BULLETIN NO. 2

Title : Subscription to a Managed IP-PBX Services for DSWD Central Office

ITB No. : GOP/19-DSWD-023

Date : 12 April 2019

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

I. Section III. Bid Data Sheet

Particulars	From	To
ITB Clause 29.2	<ol style="list-style-type: none"> 1) xxx 2) xxx 3) Certification that the Service Provider must have been in the business of providing ICT equipment or ICT manage services for at least five (5) years; <i>(Original and duly notarized)</i> 4) Certification that the Service Provider has an existing 24/7 helpdesk support system, and is accessible by customer on the Service Provider’s website for fast issue reporting and immediate feedback. Provide the URL of the helpdesk support system; <i>(Original and duly notarized)</i> 5) Manufacturer’s certification of support to provide warranties and services of the offered products: <ul style="list-style-type: none"> - Manufacturer is ISO 9001 certified - Manufacturer is ISO 14001 certified - Manufacturer is ISO 45001 certified 6) Certification that the Service Provider or the Principal have at least three (3) local vendor certified support engineers capable of supporting the products being offered. Submit Curriculum Vitae and Trainings. 7) Certification that the Service Provider have at least two (2) successful project implementation of the solution being offered, either supplied or deployed as a manage services and other proofs must be submitted. 	<ol style="list-style-type: none"> 1) xxx 2) xxx 3) For the past five (5) years, the Service Provider must provide at least two (2) certifications from distinct clients that is successfully provided VOIP solution based on open source platform. <i>(Original and duly notarized)</i> 4) Certification that the Service Provider must be a certified partner of the VOIP server of the proposed solution. <i>(Original and duly notarized)</i> 5) The Service Provider must have a certified professional for the proposed VOIP solution. Submit Curriculum Vitae and Trainings. ☛ < remove this specification > ☛ < remove this specification >

	<p>years.</p> <p>6.8. The service provider or the principal must have at least three (3) local vendor certified support engineers capable of supporting the products being offered.</p> <p>6.9. The service provider must have at least three (3) successful project implementations, either supplied hardware or deployed as a manage services.</p> <p>6.10. <i>The service provider must be a certified partner of the proposed solution and equipment.</i></p> <p>6.11. <i>The service provider must have certified network professional for Voice.</i></p>	<p>☛ < remove this specification ></p> <p>☛ < remove this specification ></p> <p>☛ < remove this specification ></p> <p>☛ < remove this specification ></p>

B. Clarifications

Particulars	Bidder's Clarification	DSWD Response
Item 1.1.5.1. The service provider should retain the existing published trunk pilot number only.	What is the trunk pilot number?	931-81-01
Item 2.1.1. Must be capable of supporting basic telephony services which includes but not limited to Voice communications, Auto-answer, Call Hold/Resume, Call forwarding, Call Transfer, 5 party Conference, Notification, Mute On/Off, DTMF, Malicious call trace, etc.	Is the equipment must have call log, hence, the caller ID must be activated?	<p>Malicious call trace, here the caller number and the callee number should be recorded for investigation purposes if someone reports about anomalous call/s.</p> <p>The trunkline of DSWD Central Office have neither caller ID nor requiring callee ID.</p>

III. Deadline for the Submission and Receipt of Bids

The schedule for the deadline for the submission and receipt of bids is moved from 17 April 2019 to **24 April 2019 at 09:00 a.m.** Bids must be delivered to the BAC Secretariat Office, Ground Floor, DSWD Central Office. **Late Bids will not be accepted.**

The Bid Opening will immediately follow after the deadline, to be held at the Social Technology Bureau Conference Room, 3rd Floor, DSWD Central Office, IBP Road, Constitution Hills, Quezon City.

IV. Issuance of Bidding Documents

The issuance of bidding documents is extended until **23 April 2019** at **05:00 p.m.**

This Bid Bulletin shall form part of the bidding documents.

Please be guided accordingly.

(Original Signed)
FELICISIMO C. BUDIONGAN
Undersecretary and
Chairperson, Bids and Awards Committee

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

Received from DSWD, Supplemental/Bid Bulletin No. 2 for the **Subscription to a Managed IP-PBX Services for DSWD Central Office** (ITB No. GOP/19-DSWD-023).

Received by : _____ Date : _____
(Signature over Printed Name)

Designation : _____

Company : _____