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:

Particulars	From	То
ITB Clause 29.2	 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; (Original and duly notarized) 	 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. (Original and duly
	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; (Original and duly notarized)	notarized) 4) Certification that the Service Provider must be a certified partner of the VOIP server of the proposed solution. (Original and duly notarized)
	 5) Manufacturer's certification of support to provide warranties and services of the offered products: 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 Taninings 	 5) The Service Provider must have a certified professional for the proposed VOIP solution. Submit Curriculum Vitae and Trainings. ♥ < remove this specification >
	 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. 	remove this specification >

I. Section III. Bid Data Sheet

8)	Certification that the Service Provider must have successfully provided the same solution to any government agencies for the last three (3) years.	remove this specification >
	Provide list and contact details.	

II. Section VII. Technical Specifications

A. Changes

Particulars	From	То
6. Qualifications of the Service Provider	 6.1. The service provider/supplier shall provision DSWD of all the software, hardware and other needed equipment to complete the solution required (including cabling, consumable materials labor and civil works, etc.). 6.2. The service provider/supplier shall manage and provide technical support, troubleshooting and issue resolution services. 6.3. The service provider/supplier shall provide necessary warranties for all active devices for the span of the contract and with a 24/7 and 4 to 8 hours' response time depending on the location. 6.4. The service provider/supplier deploys the complete solution infrastructure 	 6.1. 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. 6.2. The Service Provider must be a certified partner of the VOIP server of the proposed solution. 6.3. The Service Provider must have a certified professional for the proposed VOIP solution. * < remove this specification >
	system with an optimal setting, based on industry's best practices. 6.4.1. Implementation of solution must be directly handled by the vendor/principal in	<pre>remove this specification ></pre>
	 collaboration with the service provider. 6.5. The service provider/supplier must provide manufacturer's certification of support to be able to provide warranties and services of the product they are offering: 	<pre>remove this specification ></pre>
	6.5.1. Manufacturers must be ISO 9001 certified 6.5.2. Manufacturers must be ISO	<pre>remove this specification ></pre>
	14001 certified 6.5.3. Manufacturers must be ISO	 < remove this specification > < remove this specification >
	45001 certified 6.6. The service provider/supplier must provide vendor's certified trainings for at least fifty (50) administrators and user's training for each component/ocuinment	<pre>remove this specification ></pre>
	component/equipment. 6.7. The service provider must have been in the business of providing IT manage services for at least five (5)	<pre>remove this specification ></pre>

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

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.	1	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.	call log, hence, the caller ID	Malicious call trace, here the caller number and the callee number should be recorded for investigation purposes if someone reports about anomalous call/s. The trunkline of DSWD Central Office have neither caller ID nor requiring callee ID.

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.

(Signature over Printed Name)

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

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Date :_____

Designation : _____

Company : _____