

NO: _____

SUPPLEMENTAL/BID BULLETIN NO. 2

TITLE : SUBSCRIPTION OF MANAGED CLOUD-HOSTED CONTACT CENTER NG BAYAN FOR DSWD
ITB NO. : GOP/20-DSWD-024-A
DATE : 02 March 2021

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

I. Section III. Bid Data Sheet

Particulars	From	To
5.3	For this purpose, contracts similar to the Project shall be: <ul style="list-style-type: none"> a. Similar contracts shall refer to Subscription to a Cloud-Hosted Contact Center or an On-Premise Managed IP PBX. b. Completed within five (5) years prior to the deadline for the submission and receipt of bids. 	For this purpose, contracts similar to the Project shall be: <ul style="list-style-type: none"> c. Similar contracts shall refer to: <ul style="list-style-type: none"> Lot No. 1 - Subscription to a Cloud-Hosted Contact Center or an On-Premise Managed IP PBX. Lot No. 2 – Subscription to Bulk SMS d. Completed within five (5) years prior to the deadline for the submission and receipt of bids.
15		Each bidder shall submit one (1) original and one (1) copy of the first and second components of its Bid. Forms provided in Section IX (Bidding Forms) must be completed without any alterations to their format, and no substitute form shall be accepted.

II. Section VI. Schedule of Requirements

See **Annex “A”** for the correct form to be used in submitting the Schedule of Requirements as indicated in Section VI of the Bidding Documents.

III. Clarifications

Bidder's Clarifications	DSWD Response
<p>ITB Clause 5.3</p> <p>For this purpose, contracts similar to the Project shall be:</p> <p>a. Similar contracts shall refer to Subscription to a Cloud-Hosted Contact Center or an On-Premise Managed IP PBX.</p> <p>b. Completed within five (5) years prior to the deadline for the submission and receipt of bids.</p> <p>The prospective bidder would like to ask if they can participate using a SLCC for Bulk SMS as similar contract since both lots require Bulk SMS under technical specifications.</p> <ul style="list-style-type: none"> · Lot 1: Contact Center, Primary Bulk SMS, ICT Equipment and Office System · Lot 2: Secondary Bulk SMS Service 	<p>Bulk SMS SLCC is applicable for Lot No. 2 only.</p> <p>It cannot be considered solely for the Lot No. 1 since it comprises the following requirements: Office System, ICT Equipment and more importantly, the Subscription to Manage Cloud-Hosted Contact Center.</p>

IV. Deadline for the Submission and Receipt of Bids

This is to reiterate the schedule for the deadline for the submission and receipt of bids is on **10 March 2021 at 09:00 AM**. 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 **Operation Center, Ground Floor, Mahusay Building, DSWD Central Office, IBP Road, Constitution Hills, Quezon City.**

V. Issuance of Bidding Documents

The issuance of bidding documents is until **10 March 2021 at 08:00 AM**.

This Bid Bulletin shall form part of the bidding documents.

Please be guided accordingly.

(Original signed)
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 : _____

Section VI. Schedule of Requirements

Subscription of Managed Cloud-Hosted Contact Center ng Bayan for DSWD

Lot No.	Particulars	Quantity
1	Contact Center, Primary Bulk SMS, ICT Equipment, and Office System	One (1) Lot
2	Secondary Bulk SMS Service	One (1) Lot

Delivery Sites:

Central Office – DSWD Complex, Batasan Hills, Quezon City

Contract Duration:

Lot No. 1 and 2 – Seven (7) months after successful installation

Payment Schedule:

Deliverables	Service Period	Payment Schedule	Payment Cost
Lot 1			
Submission of Project Implementation Plan, Conduct of Project Kick Off	N/A	N/A	N/A
Upon Successful Installation and Acceptance	N/A	N/A	N/A
N/A	Part 1 of 3 : 1st 3 months of operation	4 th Month	42% of the contract cost
N/A	Part 2 of 3 : 2nd 3 months of operation	7 th Month	42% of the contract cost

N/A	Part 3 of 3 : 3rd 3 months of operation or until December 31, 2021	8 th Month	16% of the contract cost
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Deliverables	Payment Schedule
Lot 2	One time payment upon provisioning/Credit of 120 SMS to the DSWD

Name of Bidder: _____

Name of Authorized Representative: _____

Signature of Authorized Representative: _____

Date: _____