

NO: \_\_\_\_\_

**SUPPLEMENTAL/BID BULLETIN NO. 1**

**TITLE** : SUBSCRIPTION TO A MANAGED ELECTRONIC MAIL (EMAIL) SERVICES FOR DSWD  
**ITB NO.** : GOP/21-DSWD-017  
**DATE** : 15 SEPTEMBER 2021

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

**I. Section VI. Schedule of Requirements**
**A. Changes**

Particulars	From	To
<b>Milestones and Basic Specifications</b>	<ul style="list-style-type: none"> <li>• 1500 Email Accounts with unlimited storage capacity outright activation of account</li> <li>• 7,500 Email Accounts with 30GB storage capacity outright activation of account</li> <li>• Project Documentation</li> </ul>	<ul style="list-style-type: none"> <li>• 1500 Email Accounts with unlimited storage capacity outright activation of account</li> <li>• 7,500 Email Accounts with 30GB storage capacity outright activation of account</li> <li>• Project Documentation               <ul style="list-style-type: none"> <li>○ Procurement Documents                   <ul style="list-style-type: none"> <li>▪ Signed Contract</li> <li>▪ Bidding Documents</li> <li>▪ Notice of Award</li> <li>▪ Notice to Proceed</li> </ul> </li> <li>○ Project Implementation Documents                   <ul style="list-style-type: none"> <li>▪ Project Kick-Off Meeting (Inception Report)</li> <li>▪ Successful Deployment Report</li> <li>▪ Copy of Delivery Receipts (if applicable)</li> <li>▪ Training Materials</li> </ul> </li> </ul> </li> </ul>

**II. Section VII. Technical Specifications**
**A. Changes**

Particulars	From	To
SERVICE LEVEL AGREEMENT	1. The Service Provider shall maintain a 99% availability with zero downtime.	1. The Service Provider shall maintain at least 99% availability.

**B. Clarifications**

Particulars	Bidder's Clarification	DSWD Response
<p>TECHNICAL SPECIFICATIONS</p> <p>i. Data Backup and Egress for Business Starter</p>	<p>Do you have an existing data backup tool for Business Starter? Custom built or the one native with GWS since Google Vault is not part of the GWS Business Starter?</p>	<p>Services and assistance in exporting and importing emails and files to different email platform when needed.</p>
<p>ROLES and RESPONSIBILITIES OF THE SERVICE PROVIDER</p> <p>1. Administration Management Console Technical Training for IT Administrators – 2 slots with exam vouchers if applicable</p> <p>2. End-user Training Workshops (Train-the-Trainer) for DSWD End Users – at least 45 slots</p>	<p>How many session/s are we supposed to deliver for the Admin Training with 2 exam vouchers?</p> <p>How many session/s are we supposed to deliver for the End-user Training Workshops at least 45 slots?</p>	<p>The Service Provider should deliver at least 1 training session for the Admin Training.</p> <p>The Service Provider should deliver at least 1 training session per semester.</p>

**C. Deadline for the Submission and Receipt of Bids**

The schedule for the deadline for the submission and receipt of bids is on **22 SEPTEMBER 2021 at 09:00 AM**. Bids must be delivered to the BAC Secretariat Office, 2<sup>nd</sup> 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 PMS Conference Room, 2/F Mahusay Building, DSWD Central Office, IBP Road, Constitution Hills, Quezon City.

**D. Issuance of Bidding Documents**

The issuance of bidding documents is until **22 SEPTEMBER 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](mailto:bacsec@dswd.gov.ph).

RECEIVED BY : \_\_\_\_\_ DATE: \_\_\_\_\_  
(SIGNATURE OVER PRINTED NAME)

DESIGNATION : \_\_\_\_\_

COMPANY : \_\_\_\_\_