

SUPPLEMENTAL/BID BULLETIN NO. 2

Title : Hiring of Service Provider for the Digitization of Permanent/Valuable Records of Sixteen (16) DSWD Field Offices

ITB No. : GOP/19-DSWD-018

Date : 26 February 2019

This Supplemental/Bid Bulletin is issued to all prospective bidders announcing the response to the clarifications raised by the prospective bidders and amendments/changes in the bidding documents, as follows:

I. Queries from the Prospective Bidder

Particular	Question/Clarification	Answer
Section VII. Technical Specifications - Scope of Work - 2. Provide the Document Management System that will store and retrieve documents. (Page 69)	a. Aside from store and retrieve document features, are there other features you are looking for? b. What type of licensing are you looking for Perpetual or Subscription and how many users? c. Are we going to provide the server hardware for the DMS? If yes, may we request your standard server specifications?	a. Search and upload features. b. Perpetual license for thirty-five (35) users. c. No. The DSWD will provide the server hardware.
Section VII. Technical Specifications - Scope of Work - 4. Provide the necessary index/metadata for all documents that shall be digitized as required by the project and to be encoded/uploaded in the server of the Document Management System. (Page 69)	Should document Indexing convention should come from DSWD?	Yes.

Section VII. Technical Specifications - Scope of Work - 7. Provide complete documentation of goods and services delivered. <i>(Page 70)</i>	May we request the list of the documentation you are referring to for goods and services delivered?	Number of documents digitized per document classification
Section VII. Technical Specifications - Scope of Work - 6. Provide the delivery, installation, and/or pull-out of necessary manpower, hardware, software, and/or network products necessary to produce the required outputs of the project; and <i>(Page 70)</i>	May we request the DSWD delivery and pullout process?	Prepare a letter for the delivery and pull-out of the following: <ul style="list-style-type: none"> - Manpower (list of staff and project team leader); - Hardware (list of desktop computer, scanner printer, power supply, extension etc.)
Section VII. Technical Specifications - Digitization Workflow and Process - 3. Post-Digitization - 3.1 Transfer of digitized images to mobile hard disk drive after all the CDs submitted monthly has been reviewed and accepted; <i>(Page 71)</i>	Do we need to encrypt the CDs and the mobile hard disk for DPA compliance?	No.
Section VII. Technical Specifications - Output Formats and Delivery - 2. Delivery - 2.2 The number of desktop hard drive/s that shall be required for the transfer shall be based on the total size of digitized documents for each office of the Department; <i>(Page 71)</i>	Do we need to encrypt the Internal hard disk of the desktop and secure the I/O ports for DPA compliance?	No.
Section VII. Technical Specifications - Output Formats and Delivery - 2. Delivery - 2.3 There shall be only one (1) set of desktop external hard	How about for backup and recovery purposes?	The DSWD will provide the back-up of digitized records.

disk drive for each office. No other copy may be produced by the service provider or the DSWD. Likewise, external hard disk drives with unused space may not be used to store another office's digitized records; (Page 71)		
ITB No. GOP/19-DSWD-018 - Hiring of Service Provider for the Digitization of Permanent/Valuable Records of Sixteen (16) DSWD Field Offices	The requirement are not only for hiring of service provider for Digitization but also to acquire software solution for document management.	Yes.
Section VII. Technical Specifications	Will DSWD provide a look-up database for document indexing?	No, but the DSWD will provide the list of document type with the required indexes
Section VII. Technical Specifications	Can we recommend to uniform the file output? (grayscale, colored, or black & white)	Black & White will be the file output. Except if the Field Office requested for the colored output in some records, please facilitate.
Section VII. Technical Specifications	Will the software to be used for scanning be on a 6 month (based on TAT) use only or perpetual license?	We require the perpetual license for the system and scanning software.
Section VII. Technical Specifications	Will there be retrieval function required?	Yes.
Section VII. Technical Specifications	What are the indexes required? Kindly specify.	Maximum of 5 indexes per record. Please refer to Annex A for List of Indexes.
Section VII. Technical Specifications	How many keystrokes in total?	Maximum of 139 keystrokes.
Section VII. Technical Specifications	Will re-grooming be required after scanning the documents? (stapling, fastening, etc.)	Yes.
Section VII. Technical Specifications	Any documents that are perfectly binded? If so, what's the estimate volume?	We don't have the exact volume, but majority of the documents are not binded.

Section VII. Technical Specifications	Are you amenable to just one (1) shift per day?	Yes, as long as the project will be completed in six (6) months period.
Section VI. Schedule of Requirements - Delivery Sites	Will the tables, chairs, and other office supplies be provided by the end-user?	Yes.
Section VI. Schedule of Requirements - Delivery Sites	Will the room provided be air-conditioned?	Yes.
Section VI. Schedule of Requirements - Delivery Sites	Well ventilated?	Yes.
Section VI. Schedule of Requirements - Delivery Sites	Proper lighting	Yes.
Section VI. Schedule of Requirements - Delivery Sites	Proper security features (CCTV, manpower lockers, door locks, security personnel, etc.)	Yes.
Section VI. Schedule of Requirements	What will be the agreed payment term for the project?	Please refer to Section VI. Schedule of Requirements of the Bidding Documents.
Section VII. Technical Specifications	Will the external hard drives per field office be returned back to the service provide after project completion, or otherwise?	External hard drives shall be turned over to the Head of DSWD-Field Office RAMS after the digitization process. (Kindly refer to Section VII. Technical Specifications of the Bidding Documents, Post Digitization under 3.4 and Delivery under 2.4.
ITB Clause 29.2 of Section III Bid Data Sheet - 6) Certification that the Service Provider is ISO-Certified in the Field of Scanning and Indexing	a. What is the specific ISO standard? b. Is this requirement needed? c. If this is to manifest quality of work, will not the SLCC suffice? ISO certification does not guarantee accuracy or assure quality levels in any way. The certification simply says you are following a certain documented process. Instead, our commitment to client is set at 9x.x for	a. ISO 9001:2015. b. Yes, the DSWD is requiring ISO Certificate. c. No. DSWD will still require the ISO Certificate.

	single pass or 99.x double pass	
Section VII. Technical Specifications - Software and Hardware Requirements - 1. Scanning and Indexing Software - 1.13 Maximum of five (5) index fields (page 73)	<p>What are the fields/index to be captured?</p> <p>What is the estimated character?</p>	<p>Please refer to Annex A for List of Indexes.</p> <p>Maximum of 139 keystrokes per field.</p>
Certification From Insurance Commission	<p>Template of the Certificate from the Insurance Commission (IC) found in page 94 of the Bidding Documents (Bid Forms).</p> <p>Since this will be issued by the Insurance Commission, will a bidder be disqualified if the IC will provide a certification using a different format from the template provided in the bid forms? Note that we have no control on the contents of the certificate that IC will Issue and we cannot dictate IC the form to use.</p>	<p>The bidder will not be disqualified if they submitted a different format of Certificate from the Insurance Commission. Provided that the Certificate which shall be submitted by the bidder together with the surety bond must (i) unequivocally state that the surety or insurance company is specifically authorized to issue surety bonds callable on demand, (ii) must be issued by the Insurance Commission and (iii) the certification from the Insurance Commission must be project specific as required under Section 27.2 (c) and 39.2 (c) of the 2016 Implementing Rules and Regulations of Republic Act No. 9184.</p> <p>Prospective bidder may also submit a different form of bid security or performance security provided in Section II. Instruction to Bidders Clause 18.1 and 33.2 of the Bidding Documents.</p>

ITB Clause 1.1 of Section III. Bid Data Sheet	Discrepancy on the procuring entity named in the bidding documents - DBM Procurement Service (Page 39-Bid Data Sheet) or DSWD (page 62 Bidding Documents - SCC) Which is correct?	The Procuring Entity is the Department of Social Welfare and Development - Administrative Service.
ITB Clause 29.2 of Section III Bid Data Sheet - 7) Project Plan	On Post-Qualification - project plan (historical service track record with other government agencies) (page 42 bidding documents) a. Is this mandatory? b. Can this cover on-going projects? and c. Is there no minimum contract value required?	a. Yes. b. This will cover all completed and on-going contracts with the government agencies within the last five (5) years. c. There is no minimum value required on this requirement.

II. Amendments/changes in the Bidding Documents

A. Section III. Bid Data Sheet

PARTICULAR	FROM	TO
ITB Clause 1.1 of Section III. Bid Data Sheet (page 39)	The Procuring Entity is Department of Budget and Management - Administrative Service xxx	The Procuring Entity is the Department of Social Welfare and Development - Administrative Service xxx
ITB Clause 29.2 of Section III Bid Data Sheet (page 42 and 43)	The Lowest Calculated Bid (LCB) or Single Calculated Bid (SCB), as the case may be, shall submit the following additional documents during the Post-Qualification Stage: 1)Xxx; 2)Xxx; 3)Xxx; 4)Xxx; 5)Xxx 6)Certification that the Service Provider is ISO-Certified in the Field of Scanning and Indexing; 7)Xxx; 8)Xxx; and 9)Xxx.	The Lowest Calculated Bid (LCB) or Single Calculated Bid (SCB), as the case may be, shall submit the following additional documents during the Post-Qualification Stage: 1) Xxx; 2) Xxx; 3) Xxx; 4) Xxx; 5) Xxx; 6) Certification that the Service Provider is ISO-Certified 9001:2015

		(Quality Management System); 7) Xxx; 8) Xxx; and 9) Xxx;
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B. Section VII. Technical Specifications

PARTICULAR	FROM	TO
Section VII. Technical Specification (page 76 and 77)	Eligibility 1. Xxx 2. Xxx 3. Xxx 4. Xxx 5. Xxx 6. Proven experience in synchronization and migration of data across different platforms.e field of scanning and indexing (attach the certificate in this document)	Eligibility 1. Xxx 2. Xxx 3. Xxx 4. Xxx 5. Xxx 6. Proven experience in synchronization and migration of data across different platforms. 7. The Service Provider is ISO-Certified 9001:2015 (Quality Management System)

III. Deadline for the Submission and Receipt of Bids

The deadline for the submission and receipt of bids is **06 March 2019, 9:00 a.m.** Bids must be delivered to the **BAC Secretariat Office, Ground Floor, DSWD Central Office. Late Bids will not be accepted.**

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

IV. Issuance of Bidding Documents

The issuance of bidding documents is until **9:00 a.m.** of **06 March 2019.**

This Supplemental/Bid Bulletin shall form part of the bidding documents.

Please be guided accordingly.

(ORIGINAL SIGNED)
AIMEE TORREFRANCA-NERI
 Undersecretary and
 Bids and Awards Committee Vice-Chairperson

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

Received from DSWD, **Supplemental/Bid Bulletin No. 2** for the **Hiring of Service Provider for the Digitization of Permanent/Valuable Records of Sixteen (16) DSWD Field Offices** (ITB No. GOP/19-DSWD-018)

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

Designation : _____

Company : _____

DSWD-FIELD OFFICE RECORDS INDEXES

Document Type : Adoption Files

CDCLAA Control No.	:	2017-6332
Child/ren Name	:	Jason Vincent C. Magallanes
Child Caring Agency	:	(ex. NORFIL, CRIBS, Hospicio)

Document Type : Case Folders

Name of Client	:	John Carlo Santos
Control No.	:	2011-0508-69

Document Type : Administrative Issuances

Admin. Issuances	:	Regional Special Order, Travel Order
Number	:	126
Series / Year	:	2017
Name of Employee	:	Director Leonardo Reynoso
Subject	:	Authority, Confirmation, Designation

Admin. Issuances	:	Regional Administrative Order, Memorandum Circular
Number	:	03
Series / Year	:	2014
Subject	:	Guidelines and Protocols for DSWD Issuances

Admin. Issuances	:	Memorandum Unnumbered
Date	:	March 21, 2017
Subject	:	Proposed Amendment of 2017 Records Disposition Schedule

Document Type : Transfer of Certificate of Title (TCT)

Subject	:	Registry of Deed for the Province of Rizal
Series / Year	:	1925
Control No.	:	12556

Document Type : Blue Prints / Plans

Type of Plan	:	Area Plan, Building Plan
Series / Year	:	2015
Subject	:	Completion of 2-Storey Building of DSWD-FO VII RRCY

Document Type : Personnel Files (201 Files)

Name of Personnel : Ma. Luisa Aguilar
Employee No. : 08116

Document Type : Memorandum of Agreement (with NGAs/NGOs,LGU)

Name of Agency : GMA Kapuso Foundation or Municipal Govt. of Bolinao
Year : 2014

Document Type : Property Accountability Receipt

Name of Personnel : Carmelo Abadilla
PAR No. : 1200714
Year : 2012

Document Type : Certificate of Registration, Licensing and Authority to Conduct Fund Campaign

Type of Certificate : Authority to Conduct Fund Campaign
Name of Agency/NGO : Tahanang Walang Hagdanan