BIDS AND AWARDS COMMITTEE

Bid Bulletin No. 3

19 January 2021

PROCUREMENT OF SERVICES OF REGISTRATION AGENCIES FOR PHILSYS (OUTSOURCING OF PHILSYS REGISTRATION) IN NCR AND REGION IV-A

This Bid Bulletin No. 3 modifies respective portions of the Bidding Documents, issued on 22 December 2020.

The changes to the Bidding Documents, as indicated in the succeeding pages, are being issued in compliance with Section 22.5 of the Revised 2016 Implementing Rules and Regulations of RA 9184. Under this section, the procuring entity is directed to issue an amendment at least seven (7) days before the deadline for submission of the bid.

Except as expressly amended by this Bid Bulletin, all other terms and conditions of the Bidding Documents issued on 22 December 2020 shall remain unchanged and shall remain in full force and effect in accordance with their terms.

For guidance and information of all concerned.

(Sgd.)
MINERVA ELOISA P. ESQUIVIAS
OIC Deputy National Statistician
BAC Chairperson

PROCUREMENT OF SERVICES OF REGISTRATION AGENCIES FOR PHILSYS (OUTSOURCING OF PHILSYS REGISTRATION) IN NCR AND REGION IV-A

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Bid Bulletin Ref. No.	Specific Page / Section in the Bidding Docs.	Query/Issue	BAC Response/Clarification
BB3-1	Bid Supplement 2	1.The nature of the procurement is Goods and Services, which is straight up service provision. Burdening the RA with the obligation to ensure the greatest number of enrolments is already a marketing undertaking that would fall under Par. 6.5(e) of Annex "B" of the IRR of RA 9184 on General Principles on Consulting Services. 2.More so, it is not viable for the RA to absorb the obligation to ensure that all citizens and resident aliens will have themselves registered for the PhilSys ID when it's PSA that is empowered with such obligation or function under the 2nd paragraph of Sec. 15 of RA 11055, which states that the PSA "shall collaborate with LGUs, other government agencies, and GOCCs in order to ensure the registration and enrolment of all citizens and resident aliens into the PhilSys". The RA cannot utilize this legal provision to benefit itself and compel LGUs, other government agencies and GOCCs to collaborate with it if ever the RA, as a private entity, has to assume the obligation to ensure enrollees and registrants since it's the PSA that was granted such legal authority. The success in achieving target volumes rests on a multitude of factors outside of the sole capacity of the private sector such as the authority of communicating the usability of card, prioritization of citizens, securing the support	The minimum volume of successful registrations by the RA is 95% of the target volume for its area of coverage as indicated in BB2-7. However, the penalty provisions for registration below the minimum required registrations indicated in BB2-7 are hereby removed.

		of LGUs and managing COVID restrictions. The aforesaid factors produce compounding impact that can solely be managed and coordinated by the public sector. 3. We also need to inquire as to how the proposed penalty would relate to the already existing standard liquidated damages of 1/10 of 1% of the cost of the unperformed portion per day of delay under Section 68 of the IRR of RA 9184. Since that's already a legally mandated penalty, we submit that the newly prescribed penalty should already be removed. In view of the foregoing, we humbly recommend that we remove such target provisions. The original bid provisions have readily penalized the winning RA with upfront capex burden and volume shortfall risks. The same general conditions of contract also readily provide standard liquidated damages clauses for failure to perform said contract while the terms of reference include provisions for winning RA to scale operations according to target demand.	

PROCUREMENT OF SERVICES OF REGISTRATION AGENCIES FOR PHILSYS (OUTSOURCING OF PHILSYS REGISTRATION) IN NCR AND REGION IV-A

QUESTIONS AND ANSWERS (as of 19 January 2021)

Q&A Ref. No.	Specific Page / Section in the Bidding Docs.	Query/Issue	BAC Response/Clarification
Q&A - 1	Pg. 41 Scope of Work Operational Requirements	Will PhilSys provide an SLA of their Technical Helpdesk to the RA in terms of the software support? How will the Technical Helpdesk of PhilSys communicate with the RA capturing operators? Thru mobile, remote or onsite support?	Yes. The PSA will provide the SLA of the technical helpdesk in terms of software support. The PhilSys technical helpdesk will communicate with RA capturing operators thru telephone (call center) or email of the Technical Helpdesk.
Q&A - 2	Pg. 41 Scope of Work Operational Requirements	Will PhilSys allow for the RA to provide remote support to the hardware/network/non-software related issues/concerns raised by the registration centers?	Yes, the RA may provide remote support to its RA Registration Centers in cases of hardware/network/non-software related issues/concerns.
Q&A – 3	Pg. 41 Scope of Work Appointment	What is the general time that can be selected on the appointment system? – Per Hour or AM/PM	A user can view time slots of an hour (to be finalized later) each for the selected calendar day and view available slots for every time slot shown in the selected calendar day. For more details, please refer to: https://docs.mosip.io/platform/modules/pre-registration/pre-registration-functionality
Q&A – 4	Pg. 35 Scope of Work	May we ask if the RA is required to install a VPN client to the registration laptop to be able to connect to the PhilSys network? If yes, will PhilSys provide the installer for the VPN Client compatible to their existing VPN server?	The RA is not required to install a VPN client to its registration laptops. The PSA will setup the VPN connection between the RA Registration laptops and the PhilSys system. The PSA will provide the VPN Client installer to the RA.
Q&A – 5	Pg. 66 Annex D	If RA decides to also propose equivalent brand &model (for some hardware) to what is listed in Annex D (for effective compliance on some technical	Yes, equivalent brand and model of Hardware listed in Annex D are acceptable as long as they meet the requirements listed in Annex A for Minimum Technical Specifications of Hardware, Software, and Other Relevant Details.

		specifications requirement), is it acceptable to PhilSys?	
Q&A – 6	Pg. 25 Special Conditions of the Contract	If PSA's intention was to place a reject measurement for captures, to protect them from paying for duplicate records, can the reject measurement be against the actual number of captures instead of the target volume?	Please clarify further the question and the reference as cited in the Special Conditions of the Contract.
Q&A – 7	Bid Supplement 2	On the premise that the Marketing will be handled by RA, does the role of RA for the awareness campaign is limited to advertising the location of the RC. Will PSA allow RA to conduct promotional campaign to stimulate the public to register – promotions like raffle, freebies, discount from merchants, restaurants, etc.?	The RA may conduct promotional campaign to encourage the public to register subject to the approval by the PSA and at no cost to the PSA
Q&A – 8	Bid Data Sheet Item No. 12	How can this service be billed? If this needs to be done using the capturing Workstation, this will take away time for billable capturing.	The RA shall be paid for data updating services it rendered based on the number of successful data updates multiplied by the price per successful data updates, which was specified by the RA in its financial proposal. Please refer to Item No. 12 of the BDS.
Q&A – 9	Refer to Q&A-2 - Deduplication already available and SLA for return of Result is 48 hours.	Follow up Question. What's the SLA for records that needs to be investigated?	There is no SLA yet for records that needs to be investigated. The PSA has not yet benchmarked as to how long it takes to process a record that needs to be investigated.
Q&A – 10	Refer to Q&A-2 - Deduplication already available and SLA for return of Result is 48 hours.	Do we have access to ABIS? how can we view or see all records that was put on hold and details of the deduplication?	No. The RA will not have access to ABIS. The PSA shall provide information on records that are put on hold and results of deduplication on submitted records.
Q&A – 11	Pg. 51 Annex A - Facial Webcam	Please confirm that RA will only provide SDK, PhilSys will be the one to integrate the SDK to Registration System. RA will not do any development work.	Yes. The RA shall provide the SDKs, develop the Biometric SDK API, and develop MOSIP Device Service or MDS for the biometric devices (face, fingerprint, and iris) as per TOR on **"Facial Capture (Webcam)"**, **"Fingerprint (4+4+2) slap capture**

			equipment", and "Iris capturing equipment".
			For information on Biometric SDK API, please refer to: https://docs.mosip.io/platform/apis/biometric-sdk-api-specification
			For information on MOSIP Device Service or MDS, please refer to: (1) MDS Specification: https://docs.mosip.io/platform/biometrics/mosip-device-service-specification
			(2) MDS [MOSIP Device Service]: https://docs.mosip.io/platform/modules/registration-client/registration-client-setup
Q&A – 12	Annex A - Facial Webcam	PhilSys will be the one to provide and set ICAO settings.	The registration client software will enable capture of ICAO compliant photos using the SDK provided by the RA.
Q&A – 13	Pg. 51 Annex A - Facial Webcam	Can PSA provide the SDK currently used by registration kit? Implementing different SDK might cause data uniformity and processing concern.	The RA is responsible to procure or develop its own SDK for biometrics capture and quality checks for its registration kits. The RA shall use SDK that are compatible or that can work seamlessly with PhilSys registration client.
Q&A – 14	Refer to Q&A-41 - Registration Client integrated with PhilSys Online Pre-registration	Follow up Question: Can we still register even if the applicant data is not existing in Pre-registration module?	Yes, the RA can register both walk in applicants and pre-registered applicants as per TOR 3 Scope of Work, items 8 Operational Requirements, and 9.2 Registration.
Q&A – 15		If applicant data is required to be existing in Pre-registration module means that system cannot capture if system is offline.	The registration client software has the capability to download all the pre-registration data in advance from the pre-registration server to minimize network transactions during the registration session for residents who availed the pre-registration facility. Registration client software only allows download of pre-registration information of residents who have appointments in that registration center only for that day. For privacy reasons, the documents of the resident will be available for viewing only within the registration software. Once the pre-registration data for the RA center has been downloaded into

			the registration kit, registration of pre-registered applicants is enabled even in offline mode.
Q&A – 16	Refer to Q&A-41 - Registration Client integrated with PhilSys Online Pre-registration	If applicant can be registered in offline mode what will happen if later on system has identified issues between enrolled data vs data in Pre-registration module.	If the applicant was registered in offline mode without using the pre-registered data, the enrolled data shall be the basis for issuance of the PSN and PhilID card. The data in Pre-Registration Module shall not be used and will eventually be discarded.
Q&A – 17	Refer to Q&A - 21 - FTM Requirement	Who will create FTM module? Under MOSIP Documentation, there is a FTM Chip. Is this going to be installed per Workstation? And is there any cost per FTM module?	The FTM requirement is not necessary for biometric devices since the trust environment at the software level is sufficient. Hence, specifications on FTM under Annex A for the following components are removed: • "Facial Capture (Webcam)" • "Fingerprint (4+4+2) slap capture equipment" "Iris capturing equipment"
Q&A – 18	Refer to Q&A-17 - PSA shall provide technical support for Registration Client software. RA shall course issues through PhilSys Tech helpdesk who will log and provide resolution.	Follow up Question: What is PSA SLA in providing support to System and technical issues. These issues may result delay in operations data capture, data processing or system downtime and this could possibly impact RA performance that will be subject to penalty as stated in BB2-7.	Issues/Incidents that are coursed through the PhilSys Technical Helpdesk have the following SLAs: **1. SLA on PhilSys Technical Helpdesk Response Time** Response Time is measured from the time of creation of the ticket until the **"In Progress"** status update.

1. SLA on PhilSys Technical Helpdesk Response Time

Response Time is measured from the time of creation of the ticket until the **"In Progress"** status update.

Priority Classification	Response Time
P1	15 minutes
P2	60 minutes
P3	2 hours
P4	1 day

2. SLA on PhilSys Technical Helpdesk Ticket Resolution Time

Resolution Time is the time from incident creation until the **"Resolved**."status update.

Priority Classification	Resolution Time
P1	8 hours
P2	2 days

			P3	5 days	
			P4	15 days	
Q&A – 19	Refer to Q&A-17 - PSA shall provide technical support for Registration Client software. RA shall course issues through PhilSys Tech helpdesk who will log and provide resolution.	Besides performance these issues might also affect RA's revenue. What measures PSA can provide to assure that these technical concerns will not impact RA's performance and revenue loss.	Aside from the support provided through the Technical Helpdesk, the PSA will assign staff who will ensure prompt attention to RA-related issues both on technical and business aspects of RA Registration.		
Q&A – 20	Pg. 48 Obligation of PSA	Is it required for all applicant to use these online systems (pre-registration system and booking system) before they can be capture in RA Registration centers? It is not possible to do registration in offline mode if it's dependent to these online systems.	No, it is not required for applicants to use the online pre-registration system and booking system. The RA may accept walk in applicants in all RA Registration Centers.		
Q&A – 21	Pg. 48 Obligation of PSA	Are there already guidelines on how to manage "Walk in" applicants and applicants with scheduled appointments?	The guidelines on walk-in applicants and applicants with scheduled appointments are specified in Registration Work Instructions Manual of Philsys (RWIMP) which shall be provided by PSA to winning bidders.		