

BIDS AND AWARDS COMMITTEE

BID BULLETIN NO. 3

01 April 2024

PROCUREMENT OF TELECOM SERVICES (FOR PABX) AND WEB-BASED SHORT MESSAGE SERVICE (SMS) BROADCAST FOR THE PHILSYS REGISTRY OFFICE (PRO)

This Bid Bulletin No. 3 modifies the respective portions of the Bidding Documents issued on 12 March 2024.

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 12 March 2024 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
Chairperson
Bids and Awards Committee

**PROCUREMENT OF TELECOM SERVICES (FOR PABX) AND WEB-BASED
SHORT MESSAGE SERVICE (SMS) BROADCAST FOR THE
PHILSYS REGISTRY OFFICE (PRO)**

Question and Answer

(As of 01 April 2024)

Bb#	Reference	Amendments/revisions
BB3-1	For Section VIII, Checklist of Technical and Financial Documents, Item No. II <i>(k) PABX Breakdown Cost; and (l) SMS Breakdown Cost.</i>	PLEASE SEE ATTACHED ANNEX A AND ANNEX B FOR THE UPDATED FORMS.

**PROCUREMENT OF TELECOM SERVICES (FOR PABX) AND WEB-BASED
SHORT MESSAGE SERVICE (SMS) BROADCAST FOR THE
PHILSYS REGISTRY OFFICE (PRO)**

Question and Answer

(As of 01 April 2024)

Q&A Item No.	BIDDER/S	QUERIES/CLARIFICATIO NS	RESPONSE OF THE BAC- TWG
Q&A3-1	INNOVE COMMUNICATION S, INC.	For the eligibility documents, if we will bid for both lots do we need a separate bid kit for the 2 different lots?	Both lots can be submitted in 1 bid kit
Q&A3-2	INNOVE COMMUNICATION S, INC.	Is manual submission available during the submission of bids? How many copies?	Bidding documents are to be submitted manually at the BAC Office on or before 08 April 2024, 8:00AM. The bidder is required to submit 1 copy containing the original set of bidding documents. Scanned copies of these documents stored in the flash drive are also requested to be submitted, though not mandatory.
Q&A3-3	INNOVE COMMUNICATION S, INC.	Lot 1 - On software that is mentioned in item 1, does this mean that we will be providing SIP trunk only and you will be the one who will provide the IPPBX?	The SIP Trunk subscription, NDD services, and all other necessary components to ensure the functionality of the system for providing telecom services are required. Additionally, if the equipment for the SIP Trunk and NDD services is incompatible with the existing system, the winning bidder must supply new equipment at no additional cost.
Q&A3-4	INNOVE COMMUNICATION S, INC.	Lot 1 - Is your existing SIP trunk currently directly connected to Firewall/LAN before IPPBX?	Currently, the existing PABX is connected through the firewall.
Q&A3-5	INNOVE COMMUNICATION S, INC.	Lot 1 - What is the exact model of your IPPBX? Also, how many IP phones are currently connected to your existing Avaya IPPBX?	The models in use are as follows: PABX Model: Avaya IP 500 ,IP Office Manager Version: 11.1.2.2.0, SIP Trunk Channels: 30, Avaya IP

			Endpoint License's : 90 Endpoint Presently, we have 90 VoIP phones, although only 83 are currently active.
Q&A3-6	INNOVE COMMUNICATIONS, INC.	Lot 2 - #5b What are the systems to be integrated? Where will you use the API?	The API of the SMS service shall send SMS notifications and OTP (One-time-password).
Q&A3-7	INNOVE COMMUNICATIONS, INC.	Lot 2- #15 Is the client system capable of creating unlimited admin and sub users?	The winning bidder must supply an SMS services platform that adheres to these technical specifications.
Q&A3-8	INNOVE COMMUNICATIONS, INC.	Lot 2 - #18-21 and 23 Is the client system capable of these features?	The winning bidder must supply an SMS services platform that adheres to these technical specifications.
Q&A3-9	PLDT INC.	Section VII. Technical Specifications: (Lot 1- Procurement of Telecom Services (for PABX) – Page 32 Item # 1. Must provide software support to the existing PABX system. Kindly expound the specific requirements for software support to the existing PABX system that is being required?	The PSA owns the existing PABX infrastructure. The winning bidder is required to provide support to the PSA on the use of the PABX software (Avaya IP Office Manager Version 11.1.2.2.0 build 20) and address any queries that may arise regarding its usage The PSA's current PABX infrastructure includes the following components: a SIP Trunks solution for voice trunking via IP, IP Phone J139 (90 units), and IP Phone J159 (1 unit), all with high-definition audio, a 320 x 240 pixel color display, and a Gigabit Ethernet (10/100/1000) line interface. Moreover, the software/systems installation comprises integration modules, call routing, and call logging and monitoring capabilities, with structured cabling already in place. The AVAYA PABX systems is a communication solutions offering features like call management, voicemail,

			<p>conferencing, and other unified communications that provides efficient and effective communications, and enhance collaboration</p> <p>PABX Model: Avaya IP 500 ,IP Office Manager Version: 11.1.2.2.0, SIP Trunk Channels: 30, Avaya IP Endpoint Licenses : 90 Endpoint</p>
Q&A3-10	PLDT INC.	<p>Section VII. Technical Specifications: (Lot 1- Procurement of Telecom Services (for PABX) – Page 33 Item # 24. Must provide regular reports on system performance, usage statistics, and any identified issues arise.</p> <p>Please expound what type of reports needed? Are the requested reports pertains to PABX equipment?</p>	<p>Reports that provide the duration of calls and other necessary details for auditing and billing purposes, call logs for both incoming and outgoing calls for NDD services</p> <p>Most of the requested reports relate to the PABX application system. The hardware component of the PABX still carries a three-year warranty on parts from the winning vendor during the initial procurement.</p>
Q&A3-11	PLDT INC.	<p>Section VII. Technical Specifications: (Lot 1- Procurement of Telecom Services (for PABX) – Page 33 Item # 25. Must develop and implement a plan for the integration of new software services with the existing PABX system.</p> <p>Is this requirement in relation with the software support on Page 32. Must provide software support to the existing PABX system.? Please expound the exact requirements of the integration of new software services with the existing PABX system?</p>	<p>This plan delineates fundamental activities and timelines, deployment plan, specifying the sequence of events for deploying telecom services to the current system. Additionally, it covers the deployment strategy for installing/configuring equipment and implementing telecom services (SIP trunk and NDD)</p>

Q&A3-12	PLDT INC.	<p>Section VII. Technical Specifications: (Lot 1- Procurement of Telecom Services (for PABX) – Page 34</p> <p>NOTE: The total billing for the contract duration for these services, including the SIP Trunk and NDD services, must not exceed the Approved Budget for the Contract.</p> <p>Please note that we do not have exact pricing/costs for the monthly NDD usages. As stated below, this will be separate and on top of the monthly billing. We can provide breakdown cost for the 30 SIP Trunks only.</p> <p>Section VII. Technical Specifications (Lot 1- Procurement of Telecom Services (for PABX)) Page 32:</p> <p>Item #10. Calls to non-Metro Manila and outside the SIP Private network have applicable calls charges (NDD/IDD).</p> <p>Other Requirements:</p> <p>Item # 21. Usages for the IDD and NDD are separate and charge on top of the Monthly Recurring Cost. Calls are charged per minute per call.</p>	<p>Please refer to the posted Price breakdown as the updated template for the breakdown of costs for the PABX. (Attachments can be found on the PSA Procurement and PhilGEPS websites)</p>
Q&A3-13	PLDT INC.	<p>Bid Bulletin No. 2 – Issued March 20, 2024 (BB2-2) and (BB2-3)</p> <p>Section I: Invitation to bid Item No. 9</p> <p>Manual Submission is scheduled April 8, 2024 – 8AM</p> <p>Bid Opening is scheduled</p>	<p>Retain</p>

		<p>April 8, 2024 – 10AM via Google Meet.</p> <p>In consideration of the long Holidays and documentary requirements for the two Lots, we'll need ample time to prepare all necessary Legal Documents and other required documentation to complete the Bid Proposal.</p> <p>May we request to move submission and opening From April 8, 2024 to April 12, 2024 (Friday) same time.</p>	
Q&A3-14	ADSPARK INC.	<p>Is it an upfront payment contract?</p>	<p>Upfront Payment is not allowed.</p> <p>The Terms of Payment are as follows: (Please check GCC Clause 2.2 on the Special Conditions of Contract</p> <p>Lot 1 :</p> <ul style="list-style-type: none"> ● Certification confirming that the subscription is being used by PSA must be issued by the end-user as part of the requirements for monthly billing payment. ● Invoice must be submitted by the supplier covering the monthly subscription. The first invoice must be submitted by the supplier one month after the delivery, installation, and activation of the subscription. Additionally, detailed billing for usage, including calls made outside Metro Manila and beyond the SIP Private network, should be provided to facilitate excess payment in addition to the monthly fee

			<p>Lot 2:</p> <ul style="list-style-type: none"> • Payment will be processed monthly upon issuance of billing documents with detailed breakdown of contract cost and detailed breakdown for the consumption for Monthly Service Fee and for excess usage. • Certification that the subscription is being used by PSA will be issued by the end-user as part of the requirements for payment of monthly billing.
Q&A3-15	ADSPARK INC.	Do you accept Manager's Check as payment for the PHP 25,000 bidding document.	The PSA only accepts cash for the payment of the bidding document.
Q&A3-16	SYNERMAXX	May I confirm that the SMS cost breakdown (provided monthly volume of up to 1,250,000) shall be calculated for 2-WAY SMS?	All SMS services provided through the Monthly Service Package and the Excess Pay-per-use Model will be utilized for outbound text messaging. These messages are typically one-way and can include a variety of content, such as notifications, alerts, and reminders that will be used by the PSA
Q&A3-17	SYNERMAXX	How many/ what will be the quantity for the Table 2 of the SMS Breakdown Cost Template?	Please refer to the posted Price breakdown as the updated template for the breakdown of costs for the SMS. (Attachments can be found on the PSA Procurement and PhilGEPS websites)
Q&A3-18	SYNERMAXX	May I confirm if we can make a payment online, may I ask for your bank details information? And/or kindly advise other steps to pay the bidding fees.	The PSA only accepts cash for the payment of the bidding document. For the payment of the bidding document, kindly proceed to the BAC Secretariat Office at the 14 th Floor, PSA 23-Storey Building, PSA Complex, East Avenue, Quezon City