



DATE : AUGUST 14, 2023
TO : ALL BIDDERS SIGNIFYING THEIR INTENT
PROJECT : **SUPPLY AND DELIVERY OF TWO (2) YEARS SUBSCRIPTION UPDATE FOR SERVICE DESK AND ENDPOINT MANAGEMENT SYSTEM UNDER ITB NO. CB23-05-027COR**

I. INTRODUCTION:

This Bid Bulletin is issued to clarify, supplement, modify and/or revise the particular sections in the Bid and Contract Documents stipulated in the Bidding Documents issued on **July 26, 2023**. The Bidders shall take note of the following items carefully and consider them in the preparation of their bid proposals, as they shall form part of the CONTRACT DOCUMENTS.

II. INSTRUCTIONS:

Bidders have the option to update or integrate the parameters set forth in the Bid Bulletin with the specifications provided under Section VI (Schedule of Requirements) or to include this Bid Bulletin as part of the submittals under the First (1st) Bid Envelope (Eligibility Documents and Technical Component of the Bid).

In either case bidders are required to sign the conforme portion of the updated Section VI (Schedule of Requirements) of the Bidding Documents and/or the Bid Bulletin that was made part of the submittals.

III. CLARIFICATION:

Relative to the prospective bidder, First Datacorp's clarification letter dated August 7, 2023, the following are the response of the end-user, Information Technology Department (ITD):

Query	Response
1. Integration/Interoperability of Section VII. Technical Specifications 1.1.The Subscription Update must be compatible with the existing Service Desk and Endpoint Management System. Q1: For compatibility, is this referring to data migration from your current solution going to our offered solution.? If yes, this	Q1 and Q2. The project is a subscription update to current (existing) solution being used, which is "Kaseya". Kaseya Version – 9.5.16.5485 Kaseya Agent Version – 9.5.0.38 New solution allowed, provided it can migrate the database of the existing service desk and it complies with all other technical specifications.

<p>may be time consuming and costly. Is total cutover (fresh start), an option?</p> <p>Q2: What is the existing Service Desk and Endpoint Management System? What do you mean by "must be compatible"?</p>	
<p>1.2 Must be capable of integrating with the existing PAGCOR Security Technologies</p> <p>Q1: What is your existing security services?</p>	<p>Network Access Control, Next Generation Firewall (Security Gateway), Anti-virus, Self-Service Password Management, Web Application Firewall</p>
<p>1.4. The solution must be able to support the existing PAGCOR Virtual Environment.</p> <p>Q1: What is your Virtual Environment and what is this referring to? Please elaborate more about it.</p> <p>Q2: When is the expiration date of your current solution?</p>	<p>Q1. The solution is deployed on-premise and hosted on a VMware environment.</p> <p>Q2. Expired June 16, 2023</p>
<p>1.6. Must have the following licenses:</p> <p>Q: What does the customized Desk refer to? Please elaborate more.</p>	<p>The customized desk is an ITIL-based ticketing system custom-built based on the requirement of the PAGCOR-ITD like Incident Management, Service Request, Change Management Desk, IT Project Request</p>
<p>2. Endpoint Management System Requirements of Section VII. Technical Specifications</p> <p>2.3. Policy Management</p> <p>2.7. Network and Endpoint Monitoring</p> <p>2.8. Network Topology Mapping</p> <p>2.9. Policy-Based IT Automation and Scripting</p> <p>2.10. Role-based Access Control</p> <p>2.11. Reporting</p> <p>Q: These are empty items. Does it mean it's up to us bidders to fill up as necessary?</p>	<p>As long as the said modules are present in managing and monitoring the endpoints.</p>
<p>3. Deployment, Support, Services of Section VII. Technical Specifications</p>	

<p>4.5 Must have local support office located at Luzon, Metro Cebu and Davao for the duration of warranty.</p> <p>Q: Can we relax the requirement to remote support for the duration of warranty?</p>	<p>This is a local support office in PAGCOR Office sites as we require onsite support if the problem has not been resolved after one (1) hour.</p>
<p>4. Other Requirements of Section VII. Technical Specifications</p> <p>6.3 to 6.4 Winning bidder must assign the following:</p> <ul style="list-style-type: none"> • One (1) Primary Certified Network Security Consultant • One (1) Certified Network Security Engineer (from Bidder) and • One (1) Certified Consultant (from Vendor/Distributor) <p>Q: Can replace these positions with an ITIL Consultant, who we think is more appropriate for the project?</p>	<p>ITIL Consultant can be considered in the requirement one (1) Certified Consultant (from vendor/distributor)</p>
<p>5. Section VI. Schedule of Requirements Commencement: The two (2) year's subscription shall commence upon the project completion and acceptance date.</p> <p>Q: If the subscription will start upon project completion and acceptance date, what licenses will be used during the deployment phase?</p>	<p>This needs to be complied with whatever license to use during the deployment phase (dummy, temporary, etc).</p>
<p>Additional questions</p> <ol style="list-style-type: none"> 1. For ServiceDesk, what environment do you prefer? Is it on-premises or cloud? 2. Can we still relax the supply and delivery days? If yes, up to how many calendar days 	<ol style="list-style-type: none"> 1. On-premise 2. Within forty-five (45) calendar days from the date of receipt by the winning supplier/contractor of the Notice to Proceed.

IV. MODIFICATION IN THE BIDDING DOCUMENTS:

INVITATION TO BID		
Page	FROM	TO
7-9	<p>xxx...xxx...xxx</p> <p>5. A complete set of Bidding Documents may be acquired by interested Bidders starting on July 26, 2023 (Wednesday) until August 16, 2023 (Wednesday) from the given address and website(s) below upon payment of Twenty-Five Thousand Pesos (PhP25,000.00) for the Bidding Documents, pursuant to the latest Guidelines issued by the GPPB.</p> <p>xxx...xxx...xxx</p>	<p>xxx...xxx...xxx</p> <p>5. A complete set of Bidding Documents may be acquired by interested Bidders starting on July 26, 2023 (Wednesday) until August 23, 2023 (Wednesday) from the given address and website(s) below upon payment of Twenty-Five Thousand Pesos (PhP25,000.00) for the Bidding Documents, pursuant to the latest Guidelines issued by the GPPB.</p> <p>xxx...xxx...xxx</p>
	<p>xxx...xxx...xxx</p> <p>7. Bids must be duly received by the BAC Secretariat through manual submission on or before August 16, 2023 (Wednesday), 9:30 a.m. at the Corporate Lounge, Sixth (6th) Floor, PAGCOR Executive Office, New Coast Hotel Manila, 1588 M.H. Del Pilar corner Pedro Gil Streets, Malate, Manila. Late bids shall not be accepted.</p> <p>xxx...xxx...xxx</p>	<p>xxx...xxx...xxx</p> <p>7. Bids must be duly received by the BAC Secretariat through manual submission on or before August 23, 2023 (Wednesday), 10:45 a.m. at the Corporate Lounge, Sixth (6th) Floor, PAGCOR Executive Office, New Coast Hotel Manila, 1588 M.H. Del Pilar corner Pedro Gil Streets, Malate, Manila. Late bids shall not be accepted.</p> <p>xxx...xxx...xxx</p>
	<p>xxx...xxx...xxx</p> <p>9. Bid opening shall be on August 16, 2023 (Wednesday), 9:30 a.m. onwards at the Corporate Lounge, Sixth (6th) Floor, PAGCOR Executive Office, New Coast Hotel Manila, 1588 M.H. Del Pilar corner Pedro Gil Streets, Malate, Manila. Bids will be opened in the presence of the bidders' representatives who choose to attend the activity.</p> <p>xxx...xxx...xxx</p>	<p>xxx...xxx...xxx</p> <p>9. Bid opening shall be on August 23, 2023 (Wednesday), 10:45 a.m. onwards at the Corporate Lounge, Sixth (6th) Floor, PAGCOR Executive Office, New Coast Hotel Manila, 1588 M.H. Del Pilar corner Pedro Gil Streets, Malate, Manila. Bids will be opened in the presence of the bidders' representatives who choose to attend the activity.</p> <p>xxx...xxx...xxx</p>

Page	SECTION VI. SCHEDULE OF REQUIREMENTS		
	FROM		
28	xxx...xxx...xxx		
The delivery schedule expressed as weeks/months stipulates hereafter a delivery date which is the date of delivery to the project site.			
Supply and Delivery of Two (2) Years Subscription Update for Service Desk and Endpoint Management System under ITB No. CB23-05-027COR			
	Item Number	Brief Description	Delivered, Weeks/Months
	1	Perpetual License (Endpoints)	Within thirty (30) calendar days from the date of receipt by the winning supplier/contractor of the Notice to Proceed.
		Quantity	
	2	Service Desk License	
	3	Technical Support License	
<p>Commencement:</p> <p>The two (2) years subscription shall commence upon the project completion and acceptance date.</p>			
CONFORME:			
<p>_____</p> <p><i>[Signature of the Authorized Rep.]</i></p>		<p>_____</p> <p><i>[in the capacity of] (Please indicate position of Authorized Rep.)</i></p>	
<p>Duly authorized to sign Bid for and on behalf of _____</p> <p style="text-align: right;"><i>(Please indicate name of company)</i></p>			
xxx...xxx...xxx			
TO			
xxx...xxx...xxx			
The delivery schedule expressed as weeks/months stipulates hereafter a delivery date which is the date of delivery to the project site.			
Supply and Delivery of Two (2) Years Subscription Update for Service Desk and Endpoint Management System under ITB No. CB23-05-027COR			
	Item Number	Brief Description	Delivered, Weeks/Months
	1	Perpetual License (Endpoints)	Within forty-five (45) calendar days from the date of receipt by
		Quantity	
		Three Thousand (3,000) Units	

2	Service Desk License	Five (5) Units	the winning supplier/contractor of the Notice to Proceed.
3	Technical Support License	Fifty-Five (55) Units	
<p>Commencement:</p> <p>The two (2) years subscription shall commence upon the project completion and acceptance date.</p>			
<p>CONFORME:</p> <p>_____</p> <p><i>[Signature of the Authorized Rep.]</i> <i>[in the capacity of] (Please indicate position of Authorized Rep.)</i></p> <p>Duly authorized to sign Bid for and on behalf of _____</p> <p style="text-align: right;"><i>(Please indicate name of company)</i></p> <p style="text-align: center;">xxx...xxx...xxx</p>			

Kindly acknowledge receipt of this bid bulletin and e-mail it to Krisbert.Malanay@pagcor.ph

Please be guided accordingly.

Thank you.



GENE R. DOCTOR
 Vice-Chairperson
 BIDS AND AWARDS COMMITTEE (BAC) 2

Received:

 Printed Name, Position and Signature
 Name of Company: _____
 Date: _____

MFS/EAB/MJC/ksm08152023

cc: BAC 2
 AVP, ITD