



BID BULLETIN NO. 1

30 April 2019

Attention: All prospective bidders for the project:

Bid Ref. No. G-2019-13: MAINTENANCE AND SUPPORT SERVICES FOR THE AVAYA IP PABX AND VERINT AUDIOLOG SYSTEMS OF THE DEVELOPMENT BANK OF THE PHILIPPINES (ABC: ₱ 3,200,000.00- inclusive of all applicable taxes)

Please be informed of the following:

1. The schedule for the submission and opening of bids shall proceed as follows:

SCHEDULE OF SUBMISSION AND OPENING OF ELIGIBILITY, TECHNICAL AND FINANCIAL DOCUMENTS/PROPOSAL		
Activity	Time	Venue
*Submission of Eligibility, Technical and Financial Documents/Proposals	9 May 2019 (Thursday) *“On or before” 9:00 AM	6/F Executive Lounge-Suite 5 DBP Head Office, Makati City
Opening of Eligibility, Technical and Financial Documents/Proposals	9 May 2019 (Thursday) 9:30 AM	12/F Executive Lounge-Suite 5 DBP Head Office, Makati City

****Late Bids shall not be accepted***

2. Reply to Queries/Concerns relative to the **Terms of Reference**.

Query/Concern	Reply/Clarification
1. May I get the specific date of the one year period coverage as our principal requires the exact date of enrollment?	<i>May 31, 2019 or Upon the issuance of NTP</i>
2. On IV. Payment, you require monthly PM report. On VI. Maintenance and Technical Support, you require monthly health check. Can it be treated the same activity?	<i>Yes, it is the same activity.</i>
3. Do you require local helpdesk?	<i>Yes, we require local helpdesk.</i>
4. For item V. Vendor Requirement, Avaya Platinum Partner was renamed to Diamond Partner.	<i>Platinum and Diamond will be acceptable</i>

5. Should you accept PO and conforme a form of contract?	Clarification on this question, if this is related to your other clients, yes we accept but if this is related to DBP we have our own contract for the maintenance of Avaya.
6. For item V.d. Does Data Center Professional/Specialist Certification means any Certification related to Data Center or UPS issued by the Manufacturer?	We'll revise the TOR, we just need any certification related to the maintenance of Power (UPS) issued by the manufacturer.

3. Changes in the Terms of Reference.

From	To
<i>V. Vendor Requirements</i>	
a. The vendor must be an authorized Solution Provider and a Platinum partner of Avaya IP PABX	a. The vendor must be authorized Solution Provider and a Platinum/Diamond or same level of partnership with Avaya IP PABX
d. The vendor should have at least three (3) dedicated engineers with certification and expertise of the following: <ul style="list-style-type: none"> • IP PABX System and VoIP – IP PABX certification issued by Avaya • Network – Cisco Network Certification issued by Cisco • Power (UPS) – Data Center Professional/Specialist Certification issued by the Manufacturer 	d. The vendor should have at least three (3) dedicated engineers with certification and expertise of the following: <ul style="list-style-type: none"> • IP PABX System and VoIP – IP PABX certification issued by Avaya • Network – Cisco Network Certification issued by Cisco • Power (UPS) – Any certification related to maintenance of Power (UPS) issued by the Manufacturer

4. Changes in the Checklist of Requirement.

From	To
TAB 9 Accomplished Omnibus Sworn Statement (Template per FORM 6), duly signed by the bidder's authorized representative and notarized.	TAB 9 Omnibus Sworn Statement (per FORM 6 of the Bidding Documents), duly accomplished and signed by the bidder's authorized representative, and notarized.
TAB 10 Conformed Technical Specifications (Template per FORM 7), duly signed by the bidder's authorized representative.	TAB 10 Revised Technical Specifications (per REVISED FORM 7 attached in this Bid Bulletin 2), duly signed by the bidder's authorized representative for conformance

BID BULLETIN NO. 1

Bid Ref. No. G-2019-13: Maintenance and Support Services for Avaya IP PABX and Verint Audiolog Systems of the Development Bank of the Philippines (ABC: ₱ 3,200,000.00 inclusive of all applicable taxes).

5. Bidders are advised to use the **Revised Terms of Reference** (*per REVISED FORM 7*) attached in this Bid Bulletin 1 and submit together with ALL other required documents for the Submission and Opening of Eligibility, Technical and Financial Documents/Proposal.
6. Bidders are also advised to use the **Revised Checklist of Requirement** attached in this Bid Bulletin 1 as guide/reference in preparing their bid documents.
7. Please be advised that bids submitted after the deadline shall only be marked for recording purposes, shall not be included in the opening of bids, and shall be returned to the bidder unopened.

For the guidance and information of all concerned.

ATTY. RENE A. GAERLAN
Vice President, and
2nd Vice Chairperson, Bids and Awards Committee

BID BULLETIN NO. 1

Bid Ref. No. G-2019-13: Maintenance and Support Services for Avaya IP PABX and Verint Audiolog Systems of the Development Bank of the Philippines (ABC: ₱ 3,200,000.00 inclusive of all applicable taxes)

REVISED FORM 7 (Page 1 of 2)

TECHNICAL SPECIFICATION

BAC 3019K19 04-20

Avaya IP PABX and Audiolog System Maintenance and Support

BIDS & AWARDS COMMITTEE

I. BACKGROUND

The Bank is currently using Avaya/IP PABX to manage the telephone requirement of DBP including the extended local lines for the Branches, Branch Banking Groups and Provincial Lending Centers to minimize long distance charges and to maximize the use of other technologies.

II. COVERAGE

The project shall cover one (1) year maintenance and subscription contract for the IP PABX and Audiolog System upon Notice to Proceed (NTP)

III. BUDGET

The Approved Budget for the Contract (ABC) is ₱3.2M.

IV. PAYMENT

Monthly payment upon issuance of preventive maintenance report from the vendor and certificate of acceptance/completion signed by the Head of ICT Management Group.

V. VENDOR REQUIREMENTS

- a. The vendor must be an authorized Solution Provider and a Platinum/Diamond or same level of partnership with Avaya IP PABX.
- b. The vendor must be an authorized Solution Provider of Verint Audiolog System.
- c. The vendor must have an existing Maintenance Support for Avaya IP PABX and Audiolog System with local business organizations.
- d. The vendor should have at least one (1) dedicated engineer with certification and expertise for each of the following field:
 - IP PABX System and VoIP – IP PABX Certification issued by Avaya
 - Network – Cisco Network Certification issued by Cisco
 - Power (UPS) – Any certification related to the maintenance of Power (UPS) issued by the manufacturer.

Conforme:

Bidder's Company Name

Name & Signature of Authorized Representative

Designation

REVISED FORM 7 (Page 2 of 2)

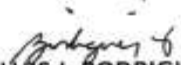
VI. AVAYA IP PABX REQUIREMENT

List of Avaya Equipment to be included in the Maintenance Agreement

Part No.	Description	Qty
303518	DL360PG8 SRVR CM SMPLX AND MID DPLX	4
700506770	DL360PG8 460 WAC PWR SUP	4
700459456	G450 MP80 W/POWER SUPPLY NON-GSA	20
700459498	G450 POWER SUPPLY	20
700459472	80 CHANNEL DAUGHTERBOARD	20
700466626	MM711 ANLG MEDIA MODULE - NON GSA	22
700466634	MM710B E1/T1 MEDIA MODULE - NON GSA	20
700466642	MM716 ANLG MEDIA MOD 24FXS - NON GSA	74
700501048	MM717 24PT DCP MEDIA MODULE NON GSA	6
268687	AURA FOUNDATION SUITE R6	1275
266521	ONE-X ATTD R4 CLNT LIC FOR CM6+	6
266340	ONE-X ATTD R4 CLNT NEW USER LIC	6
273122	OBSLT ADS SAL GTWY SFTW ONLY	1
259401	MEDIA ENCRYPTION R6+/MBT	1
269360	FND SUITE R6 MGMT SITE ADMIN LIC /E	1
272782	FND SUITE R6 ACE BASE LINUX R6 /E	1
	Catalyst 2960-X 24 GigE 4 X 1 SFP, LAN	2
	Audiolog Maintenance Renewal	1 lot

Maintenance and Technical Support

- Avaya IP PABX Support services that will cover both hardware and software support
- Verint Audiolog Support services that will cover both hardware and software support
- Monthly health check
- 24/7 access to the vendor's helpdesk (phone calls, web and Email)
- Service availability 24 by 7 (Inclusive of holidays)
- Phone support response within 30 minutes upon receipt of call by the vendor's Helpdesk.
- Onsite support within 2-4 hours upon receipt of call by the vendor helpdesk.
- With provision of service unit upon the confirmation of the vendor engineer that the unit is defective.
- With parts replacement upon acknowledgement of the vendor engineer that the unit is defective plus lead time for receiving & releasing of equipment.
- Software / Firmware upgrade covered by cross-enrollment contract to manufacturer, upgrade that does not require hardware upgrade not either replacement.
- The vendor shall notify DBP with the Software upgrade (Firmware) and shall assist DBP in installing/upgrading new releases if required.


 VP LUIS J. RODRIGUEZ, JR.
 Head, ICTMG

Conforme:

Bidder's Company Name

Name & Signature of Authorized Representative

Designation

**MAINTENANCE AND SUPPORT SERVICES FOR AVAYA IP PABX AND VERINT AUDIOLOG SYSTEMS
OF THE DEVELOPMENT BANK OF THE PHILIPPINES
Bid Reference No. G-2019-13**

TRANSMITTAL FORM

REVISED CHECKLIST OF REQUIREMENTS FOR BIDDERS

Note: Please fill-out this form and submit directly to the BAC Secretariat outside of the sealed envelopes.

FOR MACHINE STAMP (OFFICIAL TIME) BY THE DBP BAC SECRETARIAT

Received:

Name of Bidder: _____

Complete Address: _____

Submitted by: _____

Landline: _____ Email: _____

Item	FIRST ENVELOPE: ELIGIBILITY DOCUMENTS AND TECHNICAL REQUIREMENTS (DULY SEALED AND MARKED)
LEGAL ELIGIBILITY DOCUMENTS	
TAB 1	<p>If the bidder is a joint venture (JV):</p> <p>a. If bidding as a <u>formed JV</u>: Submit the existing valid, duly accomplished, signed and <u>notarized JV Agreement (JVA)</u>. The JVA must specifically indicate among others, the following: the <u>partner company that will represent the JV</u>, the <u>shareholdings of each partner company</u> in the JV (to determine which partner company and its nationality has the controlling majority share), and the share of each partner company in the JV.</p> <p>Moreover, please likewise note:</p> <p>1) If the JV is <u>incorporated</u> or registered with the relevant government agency, <u>all documents listed in this checklist must be under the JV's name and shall submit the PhilGEPS Certificate of Registration under Platinum Category also under the JV's name.</u></p> <p>2) If the JV is <u>unincorporated</u>, the <u>PhilGEPS Certificate of Registration under Platinum Membership</u> shall be submitted by <u>each of the JV partners</u>, while submission of the <u>technical and financial eligibility documents (Tab 4 onwards)</u> by <u>any one of the JV partners</u> constitutes collective compliance.</p> <p>b. If bidding as a <u>JV that is yet to be formed</u>: Submit duly <u>notarized Agreement to Enter into Joint Venture (Template per FORM 1)</u>. Please likewise note:</p> <p>1) <u>PhilGEPS Certificate of Registration under Platinum Membership</u> shall be submitted by <u>each of the JV partners</u>, while submission of the <u>technical and financial documents (Tab 4 onwards)</u> by <u>any one of the JV partners</u> constitutes collective compliance.</p>
TAB 2	<p>Proof of appointment/authority of bidder's representative:</p> <p>a. Duly <u>notarized</u> Special Power of Attorney (if the bidder is a sole proprietorship) OR</p> <p>b. Duly <u>notarized</u> Secretary's Certificate (if the bidder is a corporation, partnership, cooperative or joint venture)</p>

Item	FIRST ENVELOPE: ELIGIBILITY DOCUMENTS AND TECHNICAL REQUIREMENTS (DULY SEALED AND MARKED)
	<p>IN CASE, THERE ARE MORE THAN ONE APPOINTED/DESIGNATED REPRESENTATIVE, USE OF <u>“AND” shall mean both/all representatives must sign the bid forms (i.e. Statements, TOR, financial bid) to be submitted for the bid opening.</u></p> <p><u>Use of “OR” or “ANY OF THE FOLLOWING” is recommended.</u></p> <p><u>In case of Joint Venture, each proof of appointment must indicate/specify the authorized person to sign the Joint Venture Agreement or the Protocol to Enter into a Joint Venture</u></p>
<p><i>GPPB has issued Circular No. 07-2017 dated 31 July 2017 in relation to the deferment of the implementation of mandatory submission of PhilGEPS Certificate of Registration under “Platinum” Category in Competitive Bidding under Section 8.5.2 of the 2016 Revised IRR of RA 9184 and as required per GPPB Circular No. 03-2016 dated 27 October 2016, to provide prospective bidders with additional time to register with PhilGEPS under the Platinum Membership category.</i></p>	
TAB 3	<p>Valid and current PhilGEPS Certificate of Registration in PLATINUM CATEGORY with Annex “A” or the List of Class “A” Eligibility Documents required to be uploaded and maintained current and updated in the PhilGEPS .</p> <p>“Uploaded” documents under Annex “A” shall mean all of the following required Legal Eligibility Documents are updated or maintained valid and current (TABS 3A-3D):</p>
TAB 3A	<p>Registration Certificate issued by Securities and Exchange Commission (SEC) or Department of Trade and Industry (DTI), or Cooperative Development Authority (CDA);</p>
TAB 3B	<p>CY 2019 Business/Mayor’s permit issued to bidder by the city or municipality where the principal place of business of the bidder is located or the equivalent document for Exclusive Economic Zones or Areas</p>
TAB 3C	<p>Current (not expired on the date of opening of bids) Tax Clearance (<u>valid for Bidding Purposes</u>) per Executive Order 398, Series of 2005, as finally reviewed and approved by the Bureau of Internal Revenue (BIR)</p>
TAB 3D	<p>Audited Financial Statements for 2017 or the latest:</p> <ul style="list-style-type: none"> • Independent Auditor’s Report; • Balance Sheet (Statement of Financial Position); and • Income Statement (Statement of Comprehensive Income). <p>Each of the above statements must have stamped “received” by the Bureau of Internal Revenue (BIR) or its duly accredited and authorized institutions.</p>
<p>(1) Bidders with <u>valid and current</u> PhilGEPS Registration (Platinum membership/ category) where all Eligibility Documents under Annex “A” (of the PhilGEPS Certificate of Registration) are all uploaded/updated, need not to submit documents under TABs 3A, 3B, 3C, and 3D in lieu of the PhilGEPS Certificate of Registration and Membership.</p> <p>(2) For bidders who are NOT YET REGISTERED UNDER PLATINUM MEMBERSHIP/CATEGORY OR UNDER “RED” CATEGORY, MUST SUBMIT COPY/IES OF THE DOCUMENTS PER TABs 3A, 3B, 3C and 3D <i>Provided:</i> that Certificate of PhilGEPS Registration (Platinum Membership) shall remain as a post-qualification requirement to be submitted in accordance with Section 34.2 of the 2016 Revised IRR of RA 9184 which shall be submitted within five (5) calendar days upon receipt of the Notice of the Single or Lowest Calculated Bid (SCB/LCB).</p> <p>(3) For bidders who are already registered under “Platinum” category, however, the uploaded file of Class “A” Eligibility Documents under Annex “A” are not current or updated or in the event that some Class “A” Documents earlier submitted with PhilGEPS already expired, a combination of their PhilGEPS Certificate of Registration</p>	

Item	FIRST ENVELOPE: ELIGIBILITY DOCUMENTS AND TECHNICAL REQUIREMENTS (DULY SEALED AND MARKED)
	<p>under “Platinum” Category AND <u>valid/current/updated</u> Class “A” Eligibility Documents under TABs 3A, 3B, 3C and 3D shall be submitted.</p> <p>The Certificate of PhilGEPS Registration under Platinum Membership with <u>valid/current/updated Annex “A”</u> of Eligibility Documents shall remain as a post-qualification requirement to be submitted in accordance with Section 34.2 of the 2016 Revised IRR of RA 9184 which shall be submitted within five (5) calendar days upon receipt of the Notice of the Single or Lowest Calculated Bid (SCB/LCB).</p>
TECHNICAL ELIGIBILITY DOCUMENTS	
TAB 4	<p>Statement by the bidder of ALL its <u>ongoing</u> government and/or private contracts (<u>including those awarded but not yet started</u>, if any), whether similar or not similar in nature and complexity to the contract to be bid (include all contracts with the DBP for the said period, if any (<i>Template per FORM 2</i>), duly signed by the bidder’s authorized representative.</p> <p>Note: For bidders who have no ongoing government and/or private contracts, kindly indicate in their statement “NONE” to comply with the requirement. Bidders will be rated “failed” if no document is submitted or if the document submitted is incomplete or patently insufficient (<i>per GPPB NPM 094-2013 dtd 2013-12-19</i>)</p>
TAB 5	<p>Statement of single completed contract <u>of similar nature (government or private contract)</u> within the last five (5) years equivalent to at least fifty percent (50%) of the ABC (<i>Template per FORM 3</i>), duly signed by the bidder’s authorized representative.</p> <p>Similar contract refers to “<u>maintenance and support of IP PABX and Audiolog Systems</u>”.</p> <p>Listed completed Contract must be supported by the following:</p> <ul style="list-style-type: none"> a) <u>Notice of Award (NOA), OR Notice to Proceed (NTP), OR Contract</u> AND b) <u>Any one</u> of the following documents <ul style="list-style-type: none"> b.1) Copy of Certificate of Completion or Certificate of Acceptance or Certificate of Satisfactory Performance issued by the bidder’s client. b.2) Copy of Official Receipt/s or Sales Invoice/s issued by the bidder to the client (ORs/ SIs must sum up to the full amount of total contract price of completed project)

FINANCIAL ELIGIBILITY DOCUMENTS	
TAB 6	<p>Copy of 2017 or latest Annual Income Tax Return submitted through BIR’s Electronic Filing and Payment System (EFPS) together with the following Audited Financial Statements for the latest or 2017:</p> <ul style="list-style-type: none"> • Independent Auditor’s Report; • Balance Sheet (Statement of Financial Position); and • Income Statement (Statement of Comprehensive Income). <p>Each of the above statements must have stamped “received” by the Bureau of Internal Revenue (BIR) or its duly accredited and authorized institutions</p>
TAB 7	<p>Completely accomplished computation of Net Financial Contracting Capacity (NFCC) which must be at least equal to the ABC (<i>Template per FORM 4</i>), duly signed by the bidder’s authorized representative.</p> <ol style="list-style-type: none"> 1) The values of the bidder’s current assets and current liabilities shall be based on the 2017 or latest Audited Financial Statements. 2) The value of the NFCC must at least be equal to the ABC of this project. <p><u>IN case of Joint Venture, the partner responsible to submit the NFCC shall likewise submit the Statement of all its ongoing contracts and the Latest Audited Financial Statements</u></p> <p>If the prospective bidder opts to submit a committed Line of Credit, it must be at least equal to ten percent (10%) of the ABC to be bid. If issued by a foreign universal or commercial bank, it shall be confirmed or authenticated by a local universal or commercial bank.</p> <p>Credit line is only applicable for Public Bidding of Goods.</p>
TECHNICAL COMPONENT	
TAB 8	<p>Original Bid Security issued in favor of the Development Bank of the Philippines (must be valid for at least 120 calendar days from the date of bid opening); <u>any one</u> of the following is acceptable:</p> <ol style="list-style-type: none"> a. Cashier’s/manager’s check issued by a Universal or Commercial Bank (at least 2%of ABC) b. Bank draft/guarantee or irrevocable letter of credit issued by a Universal bank: Provided, however, that it shall be confirmed or authenticated by a Universal or Commercial Bank, if issued by a foreign bank (at least 2%of ABC) c. Surety bond callable upon demand issued by a surety or insurance company duly certified by the Insurance Commission as authorized to issue such security (at least 5% of ABC). d. Duly <u>notarized</u> Bid Securing Declaration (<i>Template per FORM 5</i>) duly signed by the bidder’s authorized representative.

Total ABC in (Php)	Cashier's/ Manager's check, Bank draft/ guarantee or irrevocable letter of credit (2% of ABC)	Surety bond (5% of ABC)	Bid Securing Declaration
3,200,000.00	64,000.00	160,000.00	No required percentage

For bidders who opt to submit a surety bond must also submit copy of Certification issued by Insurance Commission that the surety or insurance company is authorized to issue such security.

The Bid Securing Declaration mentioned above is an undertaking which states, among others, that the bidder shall enter into contract with the Procuring Entity and furnish the performance security required under ITB Clause 31, within ten (10) calendar days from receipt of the Notice of Award, and commits to pay the corresponding amount as fine, and be suspended for a period of time from being qualified to participate in any government procurement activity in the event it violates any of the conditions stated therein as provided in the guidelines issued by the GPPB.

TAB 9	Omnibus Sworn Statement (<i>Template per FORM 6</i>), duly accomplished and signed by the bidder's authorized representative and notarized.
TAB 10	Revised Technical Specifications (<i>per REVISED FORM 7 attached in this Bid Bulletin1</i>), duly signed by the bidder's authorized representative for conformance
TAB 11	Notarized Confidentiality and Non-Disclosure Agreement (CNDA) signed by the bidder's authorized representative (<i>Template per FORM 8</i>)
	<p>Requirements as part of the Technical Specifications:</p> <ol style="list-style-type: none"> 1. Valid certificate issued by AVAYA certifying that bidder is an authorized Solution Provider and a Platinum/Diamond partner of AVAYA IP PABX. 2. Valid certificate issued by Verint certifying that bidder is an authorized Solution Provider of Verint Audiolog System. 3. Copy of current/on-going contracts with a local business organization for Maintenance and support for AVAYA IP PABX and Audiolog System. 4. Certificate from the Bidder/ Service Provider identifying/certifying the name of at least three (3) dedicated Engineers. Each of the identified engineers must have the following certification: <ul style="list-style-type: none"> • IP PABX System and VoIP-IP PABX Certification issued by Avaya • Cisco Network Certification issued by Cisco • Power (UPS)- Any certification related to maintenance of Power (UPS) issued by the manufacturer
SECOND ENVELOPE: FINANCIAL PROPOSAL (DULY SEALED AND MARKED)	
TAB 1	Duly accomplished Financial Proposal Form (<i>per FORM 9</i>), duly signed by the bidder's authorized representative. Note: Total bid shall not exceed the total ABC of Php3,200,000.00. Bids in excess of the ABC shall be automatically rejected.

