SUPPLEMENTAL BID BULLETIN NO. 2

23 December 2024

Attention: **All prospective bidders for the project**

BID REFERENCE NO. G-2024-48: SUPPLY, DELIVERY, INSTALLATION, COMMISSIONING, AND MAINTENANCE OF PABX SYSTEM AND ANCILLARY SOLUTION FOR THE DEVELOPMENT BANK OF THE PHILIPPINES

(ABC: PhP 60,000,000.00 inclusive of all applicable taxes)

Please be informed of the following:

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

ACTIVITY	DATE AND TIME (Per Supplemental Bid Bulletin No. 1 dated 17 December 2024)	VENUE
Submission of Eligibility, Technical, and Financial Proposals*	**8 January 2025 (Wednesday) ON OR BEFORE 9:00 AM**	6/F BAC Secretariat, DBP Head Office, Makati City
Opening of Eligibility, Technical, and Financial Proposals	**8 January 2025 (Wednesday) 10:15 AM**	12/F Suite 5, DBP Head Office, Makati City or via Zoom Meeting

Late submissions shall not be accepted.

2. **Please refer to Section III. Bid Data Sheet (BDS) of the Philippine Bidding Documents for the detailed procedure and options for the payment of bidding documents and the submission of bids. As indicated in the Invitation to Bid, bidders must settle the required payment for the bidding documents before the deadline of the submission and receipt of bids.**

   Additionally, bidders are encouraged to submit their bid proposals at least one day prior to the deadline to avoid late submissions. Bidders may attend the bid opening through Zoom Meeting App.

3. **Response to the queries or requests for clarification:**

Technical Specifications	Clarifications / Queries	TWG Reply
Page 7 item no. 4 Bidders must have completed a contract similar to the project within the last ten (10) years from the date of submission and receipt of bids, equivalent to at least fifty percent (50%) of the ABC. A contract similar to the project refers to supply, delivery, installation and maintenance of PABX System. The description of an eligible bidder is contained in the Bidding Documents, particularly, in Section II (Instructions to Bidders).	Concern: May we request if possible to consider the aggregated completed project instead of 50%?	The requirement is based on Section 23.4.1.3 of the 2016 Revised IRR of RA 9184 which states: "The bidder must have completed, within the period specified in the Invitation to Bid, an SLCC that is similar to the contract to be bid, and whose value, adjusted to current prices using the Philippine Statistics Authority (PSA) consumer price indices, must be at least fifty percent (50%) of the ABC." Therefore, the aggregated completed project is not accepted.
Page 8 item no. 9 Opening of Eligibility Documents, Technical, and Financial Proposals 3 January 2025 (Friday) 9:45 AM	Concern: May we request for a consideration to extend the schedule of Opening of Bids. The schedule is to tight and will be limited on the access and collaboration with the Principal and Manufacturer due to the Holiday season.	The schedule of the bid opening is moved to January 8, 2025.
Page 43 TAB 17B Safety Certifications and Electromagnetic Compatibility Certification issued by International Standards Body	Concern: May we clarify if the mentioned Certification is pertaining to the PABX system offered?	Yes.
For the item Text Connect System	The specification is pertaining to Cloud Base and Subscription type; is there any chance to	As specified in E.4, the vendor/supplier must be able to provide web-based or client-based SMS Blast facility with the
	consider a Software Base and Client Base Application?	necessary hardware, operating software, and licenses required.

Technical Specifications	Clarifications / Queries	TWG Reply
D.6. Text Connect System (E.4)	Since the requirement is a web based solution, can we disregard the "4-port" written in D.6 and just follow/comply the items listed under E.4?	Yes. For a Text Connect System via web or client-based, the 4-port for the Text Connect System will only be an optional requirement, only if required by the solution being offered.
Text Connect System / SMS Blaster E.4.15 Shall have the capability to detect or identify inactive mobile number. Check the validity and current location of phone numbers	Due to privacy reasons, current location of phone number are usually not being tracked. May we request to remove the requirement of checking the current location of phone numbers?	The E.4.15 requirement will not be removed but will be rephrased as follows: E.4.15 The system shall be able to ensure the mobile number included in the list of recipients is valid before sending messages using the platform.
IP PABX System E.1.7 Must include voice recording function for the following E.1.7.3.23 Recorder Redundancy	Since the requirement is only for 75 endpoints to be recorded, would you consider using a single recorder for a more cost-effective design and adding redundancy later when the number of endpoints significantly increases in the future?	No. The Recorder Redundancy will remain as part of the requirements.

Technical Specifications	Clarifications / Queries	TWG Reply
	What brand is the current PABX system?	Since the requirement is not dependent on any brand, the disclose of the brand of the existing PABX system is not necessary.
	How many PSTN and trunk lines are currently in use?	8
	What is the number of concurrent channels?	180
	How many sites are there?	1
	Is the PSTN type ISDN or SIP Trunk?	Both the ISDN and SIP are specified in requirement.
	Is an on-premise PABX required, or is a cloud PABX acceptable?	On-Premise
	Does DBP have an existing Microsoft or Office 365 subscription? If so, what is the license type (E1, E3, or E5)?	The requirements do not include or dependent to Microsoft Office 365 subscription. The disclosure of such information is not necessary.
	What is the purpose of the 8-port GSM Gateway? Is it for SMS blasts or mobile calls?	The 8-port GSM Gateway is for mobile calls.
	What is the average number of SMS messages sent per day, and how many customers receive each SMS?	Average of 100 SMS messages sent per month and up to 10,000 customers to receive each SMS.
	We have customers to nominate for the SLCC requirement, but the	No, it does not follow. The vendor may propose a different brand.

| | PABX brand varies per customer. If we nominate a customer with an Avaya PABX installed, do we need to propose Avaya to DBP, or can we propose a different PABX brand? | |
| | Could we request an extension for the bidding submission until end of January 2025, due to the upcoming holidays? | The schedule of the bid opening is moved to January 8, 2025. |

Technical Specifications	Clarifications / Queries	TWG Reply
Call Management System (CMS) with Voice Logging/Recording (E.2) Minimum of 15 Agent Licenses	What will the agents use? Hard phone or softphones? Is these licences part of the minimum 2000 IP station Licenses? Or additional?	Softphones. The Agent License is different from the Station License and thus the 15 Agent Licenses is a separate requirement from the 2000 Station Licenses
Call Management System (CMS) with Voice Logging/Recording (E.2) Minimum of 5 Supervisor Licenses	What will the Supervisors use? Hard phone or softphones? Is these licences part of the minimum 2000 IP station Licenses? Or additional?	Softphones. The Agent License is different from the Station License and thus the 5 Supervisor Licenses is a separate requirement from the 2000 Station Licenses
Analog Voice Lines/Stations - 888	Will we supply analog phones for these stations? If yes, what is the minimum specs required.	No, DBP will be reusing the existing analog phones. N/A
Digital Voice Lines/Stations - 64	As this can be replaced by IP lines, will this have the same specs as the New IP Phone Units (E.1.8)? Will this be part of the minimum of 2000 IP Station Licenses or additional?	Yes. The digital voice lines/stations are separate from the IP lines/stations and thus, the 64 licenses are additional on top of the 2000 stations.
Voice Recording (E.1.7) - Minimum of 60 Licenses	What will be the extension to be recorded? IP or Analog?	It will be IP.
Attendant Console complete with PC/Desktop and latest OS. (E.1.6.2.2)	What is the preferred associated phone for the PC-based Attendant console? - IP or Analog?	IP Softphone.
New IP Phone Units (E.1.8) -1000	Will we supply power adaptors? Or do we assume POE switches are available?	Yes. Power adaptors must be included. Refer to E.1.8.22.
E.1.6.3 Must include Session Border Controller for Enterprise for the SIP trunking requirement, and softphone mobile app.	How many SIP Trunks and SIP extension will be handled by SBC?	90 SIP Trunks/Extensions. Refer to D.11
E.1.6.4 Minimum of five hundred (500) licenses for Softphone and/or Mobile App for	Will this be part of the 2000 IP license for IP Phones? Or additional?	Yes. The Softphone and/or Mobile App are part of the 2000 IP licenses.

personal/laptop computers, cellphones, and/or tablets		
E.1.7.1. 15 licenses for Agents and 5 licenses for Supervisors	Will the Supervisors also have agent profiles? Or will they also take calls like the agents?	Supervisors must be able to do both the supervisor and agent roles.
E.1.7.3.7. Smart Inbox to Automate the Delivery of Interactions	Can you help to elaborate on this functionality and requirement?	The system should have automatic filtering and access to interactions that supervisors/QAs are required to evaluate within a specified time period (i.e., per week/month). The system can be configured to push interactions to the Inbox based on predefined rules, which define the attributes of interactions, such as specific hold times, duration, and associated speech analytics categories.
E.1.7.3.8. Distribute Specific Types of Calls to Specific Supervisors	Can you help to elaborate on this functionality and requirement?	The system should be able to set the Inbox to push interactions automatically to Supervisor/QA's Inbox to meet their evaluation quota. These settings include defining the mode, rules, quota, and time range.
E.2.10. Call Center Wallboard	Do you require a physical wall board or can we provide just the interface you can link to any of your LED display? Or do you need us to also supply the LED displays?	The Call Center Wallboard refers to a software/system dashboard. The provision of a physical wallboard is optional. Refer to E.2.10.
E.1.7.3.13. Time Management	Please provide more details explanation for the time management requirement in voice recorder. Elaborate further the requirement.	The recording system should be able to do configuration and management of multiple time zone settings. This allows viewing a specific time setting on reports and charts, and allows users to generate queries according to a specific time.
E.2. Call Management System	Do we need to include non-voice like email and SMS and chat? or just system readiness as Unified platform?	Email, SMS, and chat are not required but the solution must have the readiness to support these features/capabilities in the future.
E.1.7.3.1. Unified Platform with Unique Workflows	Since, workflow is commonly mentioned on the specs, do you require also an IVRS (Interactive Voice Response System) or just a basic automated attendant that will answer the hotline and route them to the specific department of group.	The requirement is not related to IVRS. The recording system (E.1.7) is part of a unified single platform for workforce optimization, security, fraud, and compliance and also can seamlessly integrate with other solutions within the suite, such as Quality Management, Workforce Management, Speech Analytics, and Desktop and Process Analytics, to deliver unique business process workflows that offer greater value to the organization.
Bid Submission/ Opening schedule	Due to holiday season, may we request an extension for the submission/opening of the bid to	The schedule of the bid opening is moved to January 8, 2025.

| | January 15, 2025? Please give us time for the preparation. | |

Technical Specifications	Clarifications / Queries	TWG Reply
Submission of Eligibility Documents, Technical, and Financial Proposals 3 January 2025 (Friday) ON OR BEFORE 9:00 AM	Since the project has highly technical specifications and requirements, may we respectfully request for an extension on the bid submission deadline to give us ample time to prepare the necessary documentation. FROM: 03 January 2025 TO: 15 January 2025	The schedule of the bid opening is moved to January 8, 2025.
5.3 Pursuant to Section 23.4.1.3 of the 2016 revised IRR of RA No. 9184, the Bidder shall have an SLCC similar to the Project the value of which, adjusted to current prices using the PSA's CPI, must be at least equivalent to: a. The Bidder must have completed a single contract that is similar to this Project, equivalent to at least fifty percent (50%) of the ABC within the last ten (10) years.	Can we request for the acceptance of: Completed at least two (2) similar contracts, the aggregate amount of which should be equivalent to at least 50% of the ABC for this Project; and The largest of these similar contracts must be equivalent to at least twenty-five percent (25%) of the ABC for this Project.	The requirement is based on Section 23.4.1.3 of the 2016 Revised IRR of RA 9184 which states: "The bidder must have completed, within the period specified in the Invitation to Bid, an SLCC that is similar to the contract to be bid, and whose value, adjusted to current prices using the Philippine Statistics Authority (PSA) consumer price indices, must be at least fifty percent (50%) of the ABC." Therefore, the aggregated completed project is not accepted.
	May we confirm whether the GSM Gateways should be included in the Detailed Financial Bid? Please take note that it is not included in the Section VIII. Checklist of Eligibility, Technical and Financial Documents; however, it was included in Form 10: DBP Technical Specifications.	Yes. Other items within the Technical Specifications such as the GSM Gateways may be included. As mentioned in Form 14-A the Detailed Financial Bid must include but not be limited to those in the list.

Technical Specifications	Clarifications / Queries	TWG Reply
	Under TAB 17C, how many sms volume duration for the SMS Blaster contract?	Minimum of 100 SMS messages sent per month and up 10,000 customers to receive each SMS. Refer to E.4.4
	Under TAB 15A, We respectfully request if it might be possible to lower this requirement. Instead of requiring a PECE, could an ECE with a valid Identification Card issued by PRC be considered? Teledata has been in business for 29 years, actively participating in Government bids and	No. Only PECE is authorized to sign plans and/or design diagrams (F.1.3) per Section 5.b of RA 9292 (ECE Law).

	successfully completing projects as specified in the TOR. We have consistently supplied, installed, and maintained systems meeting similar requirements with proven success.	
E.1.2 May interoperate and be compatible with the existing voice/telephony physical connectivity/network infrastructure of DBP.	For the existing ISDN / CO Trunk / Analog and Digital Users, can we reuse the existing G450 Gateways and provide Hardware Support and Sparing? Or do we need to replace the gateways and cards?	The existing gateway will not be used in this project. The requirement is the proposed solution may interoperate and be compatible with the existing analog/digital voice/telephony connections and the local area network (LAN) of DBP.
	Attendant Console with PC – 8 units – How many are logged in at the same time?	Must support all the 8 units logged in at the same time.
E.1.6.4 Minimum of five hundred (500) licenses for softphone and/or Mobile app for personal/laptop computers, cellphones, and/or tablets.	Is the 500 softphones users a separate extension users, on top of 2,000 total?	No. The 500 softphones are part of 2,000 licenses.
E.1.9 The IP PABX system and all its component/supplemental equipment/devices must be housed and mounted in a dedicated metal cabinet/enclosure.	Is the Cabinet provided by DBP?	No. DBP will not provide a cabinet/enclosure. It is expected to form part of the solution deliverables.
E.2 Call Management System	Is CMS redundancy required?	No
Call Recording	Will the inbound calls be recorded/monitor and be able to replay by supervisor/manager?	Yes
	Will the outbound calls be recorded/monitor and be able to replay by supervisor/manager?	Yes
	Will the agents pc screen be recorded?	No, but the platform should be capable of screen recording for future requirements.
	Will the storage/archive be included on our end?	Yes
	What is average handling time?	5 mins
	What is the online retention in months?	12 months
	What is the offline retention in months?	60 months
	Under TAB 17A, Safety Certifications and Electromagnetic Compatibility Certification issued by International Standards Body – may we ask if this is still necessary?	Yes.
	Under TAB 17B, Reduction of Hazardous Substance (RoHS) Certification issued by International Standards Body -	Yes, but this is not required to be submitted as part of the necessary documents for bid opening but rather to be part of the contract.

	Could we kindly inquire if this is still required?	
	For the Submission of Eligibility Documents, Technical, and Financial Proposals, we respectfully request to move the schedule to the following week to allow us adequate time to prepare the required bid documents, especially with the upcoming holidays before the bidding date. Additionally, we are dependent on the availability of our Principal and signatories during the preparation of bid documents.	The schedule of the bid opening is moved to January 8, 2025.

4. **Revision on the Scope of Services/Terms of Reference (Please see Revised FORM 10 as attached in this Supplemental Bid Bulletin No. 2 dated 23 December 2024):**

FROM	TO
D. Scope of Works	**D. Scope of Works**
D.6 Text Connect System (E.4) — 4 – port	D.6 Text Connect System (E.4) — 4 – port (optional / only if required by the solution being offered)
Annex A of Form 10	**Revised Annex A of Revised Form 10**
Technical Specifications Compliance Checklist	Revised Technical Specifications Compliance Checklist
D.6 Text Connect System (E.4) — 4 – port	D.6 Text Connect System (E.4) — 4 – port (optional / only if required by the solution being offered)

5. **Revision on the Bidding Forms (Please see as attached in this Supplemental Bid Bulletin No. 2 dated 23 December 2024)**

FROM	TO
FORM 10	**REVISED FORM 10**
Technical Specifications	**Revised Technical Specifications**
Annex A of FORM 10	**REVISED ANNEX A OF REVISED FORM 10**
Technical Specifications Compliance Checklist	**Revised Technical Specifications Compliance Checklist**
FORM 14- A or FORM 42-B	**REVISED FORM 14-A or FORM 14-B**
Detailed Financial Proposal/ Price Schedule	**Revised Detailed Financial Proposal/Price Schedule**

6. **Revision on the Checklist of Requirements** (*Please see Revised Checklist of Requirements as attached in this Supplemental Bid Bulletin No. 2 dated 23 December 2024*):

FROM	TO
TAB 10 Accomplished Certificate of Conformance to the Technical Specifications *per FORM 9,* duly signed by the bidder's authorized representative. The complete Technical Specifications, and its specifications are also attached as *FORM 10.*	**TAB 10** Accomplished Certificate of Conformance to the Technical Specifications *per FORM 9,* **duly signed by the bidder's authorized representative.** The complete Technical Specifications, and its specifications are also attached as **REVISED FORM 10 as attached in the Supplemental Bid Bulletin No. 2 dated 23 December 2024** for reference.
TAB 13B Document listing the following information for each client who has submitted certification in accordance with the requirements of **TAB 12A**: • Company name: • Contact person; • Telephone number; • Email address	**TAB 13B** Document listing the following information for each client who has submitted certification in accordance with the requirements of **TAB 13A**: • Company name: • Contact person; • Telephone number; • Email address
TAB 17 Accomplished Technical Specifications Compliance Checklist (per *ANNEX A of FORM 10*), duly signed by the bidder's authorized representative.	**TAB 17** Accomplished Revised Technical Specifications Compliance Checklist (per **REVISED ANNEX A of REVISED FORM 10 as attached in the Supplemental Bid Bulletin No. 2 dated 23 December 2024**), **duly signed by the bidder's authorized representative.**
TAB 17 B Reduction of Hazardous Substance (RoHS) Certification issued by International Standards Body	**Deleted**

FROM	TO
SECOND ENVELOPE: FINANCIAL PROPOSAL TAB 2 XXX Detailed Financial Bid, must include, such as, but not limited to: 	Particulars	Units/ Quantity	Amount
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IP PABX System		
Station Licenses		
Text Connect System		
Call Management System		
Call Accounting System		
Attendant Console		
IP Phone Units		
Network Switches		
TOTAL		| **Note: The total bid offer shall not exceed the Approved Budget of the Contract (ABC) amounting to PhP60,000,000.00 and must be consistent with the financial bid per TAB 1.**	SECOND ENVELOPE: FINANCIAL PROPOSAL TAB 2 Detailed Financial Proposal/Price Schedule **duly signed by the bidder's authorized representative. Bidders shall use either *REVISED FORM 14-A* or *REVISED FORM 14-B* as attached in the Supplemental Bid Bulletin No. 2 dated 23 December 2024, as template.** Detailed Financial Bid, must include, such as, but not limited to: | Particulars	Units/ Quantity	Amount
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IP PABX System		
Station Licenses		
GSM Gateway		
Text Connect System		
Call Management System		
Call Accounting System		
Attendant Console		
IP Phone Units		
Network Switches		
TOTAL			 **Note: The total bid offer shall not exceed the Approved Budget of the Contract (ABC) amounting to PhP60,000,000.00 and must be consistent with the financial bid per TAB 1.**

7. Bidders are reminded to use the following revised bidding forms as attached in this Supplemental Bid Bulletin No. 2 dated 23 December 2024 and submit together with ALL other required documents for the Submission and Opening of Eligibility, Technical, and Financial Documents:
   a. REVISED FORM 10 as reference for the submission of FORM 9;
   b. REVISED ANNEX A OF REVISED FORM 10 for the Revised Technical Specifications Compliance Checklist
   c. REVISED FORM 14-A or FORM 14-B for the Revised Detailed Financial Proposal

8. Bidders are reminded to use as guide/reference in preparing their Bidding Documents the Revised Checklist of Requirements attached in this Supplemental Bid Bulletin No. 2 dated 23 December 2024

9. The Eligibility, Technical Documents and Financial Proposals **must be properly tabbed** for easy reference and must be submitted in sequence/order per Revised Checklist of Requirements.

10. **The BAC shall no longer entertain any question/request for clarification after the issuance of this Bid Bulletin.**

11. **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.

(SIGNED)

First Vice President and
First Vice Chairperson, Bids and Awards Committee

REVISED FORM 10 (page 1 of 15)

SUPPLY, DELIVERY, INSTALLATION, COMMISSIONING, AND MAINTENANCE OF PABX SYSTEM AND ANCILLARY SOLUTION FOR THE DEVELOPMENT BANK OF THE PHILIPPINES (DBP)

APPROVED BUDGET FOR THE CONTRACT: ₱60,000,000.00
(Inclusive of Taxes)

TECHNICAL SPECIFICATIONS

A. BACKGROUND

The Development Bank of the Philippines (DBP) has an existing Internet Protocol (IP) PABX for its local voice communications/telephony system. It covers the head office and extends to the branches and remote offices nationwide. The upgrade is recommended to address the obsolescence of the existing system and take advantage of new capabilities and features that provide significant benefits to DBP.

B. OBJECTIVE

This document aims to define the specific criteria for selecting the best solution and the most qualified provider for the upgrade of the IP PABX System of DBP.

The general objective of the project is to acquire a new and upgraded IP PABX System to address the deficiencies of the existing facility such as the need for capacity expansion/increase, and capability improvement, and to acquire up-to-date features beneficial to DBP. Specifically, these are as follows:

- **B.1.** Expansion/increase in the license capacity
- **B.2.** Address the obsolescence of the existing system and upgrade to the most recent available capabilities and features. The Bank's existing system is Avaya Aura CM 6.3.
- **B.3.** Integration for mobile cellular wireless communication via GSM gateway
- **B.4.** Call Management System
    - B.3.1 Call Routing and Tracking
    - B.3.2 Call Recording
    - B.3.3 Call Queueing
    - B.3.4 Auto Attendant
- **B.5.** Call Accounting System
- **B.6.** Short Message Service or SMS to support text blasting

C. COVERAGE OF THE PROJECT

The project shall cover the supply, delivery, installation, and commissioning, including migration, testing, administration training, warranty, and relevant documentation to the PABX System Upgrade solution.

D. SCOPE OF WORK

The project implementation shall cover the entire local IP telephony infrastructure of DBP Head Office comprising of the following:

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#	Components		Requirements
D.1	Server Availability Setup (E.1.3)		Dual Server High-Availability
D.2	Communication Manager Software/Firmware Version (E.1.1)		The latest version existing at least within ninety (90) days before the date of bid opening
D.3	Station Licenses (E.1.6.2.1)		Minimum of 2000 Universal Station Licenses
			or Minimum of 1000 Analog Station Licenses and minimum of 2000 IP Station Licenses
D.4	Call Accounting System (E.3)		Minimum of 2000 Station Licenses
D.5	GSM Gateway (E.5)		8 – port
D.6	Text Connect System (E.4)		4 – port (optional / only if required by the solution being offered)
D.7	Call Management System (CMS) with Voice Logging/Recording (E.2)		Minimum of 15 Agent Licenses and Minimum of 5 Supervisor Licenses
D.8	Analog Voice Lines/Stations		888
D.9	Digital Voice Lines/Stations		64
			Can be replaced by IP Lines with corresponding 64 Licenses for the Stations and Call Accounting
D.10	ISDN Line		3 x 30 Channels
D.11	SIP Trunk		3 x 30 Channels
D.12	Direct / Trunk Lines		60
D.13	Voice Recordin g (E.1.7)	Migration licenses from existing audio log	Minimum of 60 Licenses
		Agents and Supervisors	Minimum of 20 Licenses
D.14	Attendant Console complete with PC/Desktop and latest OS. (E.1.6.2.2)		Minimum of 8 Units
D.15	New IP Phone Units (E.1.8)		Minimum of 1000 Units

E. COMPONENT SPECIFIED MINIMUM TECHNICAL REQUIREMENTS

E.1. IP PABX System

E.1.1 Communication Manager with the latest stable software/firmware version at least within ninety (90) days before the bid opening

E.1.2 May interoperate and be compatible with the existing analog/digital voice/telephony connections and the local area network (LAN) of DBP

E.1.3 Must be in High Availability (Duplex/Dual-Server) configuration, all servers will be located at DBP Head Office.

E.1.4 Must be an Industry-Standard Rack-Mountable servers

E.1.5 Must have redundant power supply on each server.

E.1.6 Must support VMware® ESXi 7.0 and later

    E.1.6.1 Must include Platform for:

        E.1.6.1.1 System Manager, Session Manager, and Application Enablement Server

        or

REVISED FORM 10 (page 3 of 15)

IP-PABX Architecture of Communication Server, IP-Media Gateway, and Devices

or

Platform for System Management, Media Gateway, Session Border Controller, and Devices

- E.1.6.2 Must include the following:
  - E.1.6.2.1 2000 Universal Station License Upgrade

    or

    1000 License for Analog Phones and 2000 License for IP Phones
  - E.1.6.2.2 8 x Attendant Console complete with PC/Desktop with the latest Operating System
- E.1.6.3 Must include Session Border Controller for Enterprise for the SIP trunking requirement, and softphone mobile app.
- E.1.6.4 Minimum of five hundred (500) licenses for Softphone and/or Mobile App for personal/laptop computers, cellphones, and/or tablets
- E.1.6.5 The proposed/offered solution must have a 3-year warranty

E.1.7 Must include voice recording function for the following:
- E.1.7.1 15 licenses for Agents and 5 licenses for Supervisors
- E.1.7.2 60 licenses for selected users and business units
- E.1.7.3 Recording must have the following:
  - E.1.7.3.1 Unified Platform with Unique Workflows
  - E.1.7.3.2 Common Interaction Player
  - E.1.7.3.3 Workflows with Performance Management Option
  - E.1.7.3.4 Modern, Intuitive, and Flexible User Interface
  - E.1.7.3.5 Option to Review the Calls That Matter Most
  - E.1.7.3.6 Option to Design flexible, intelligent evaluation forms
  - E.1.7.3.7 Smart Inbox to Automate the Delivery of Interactions
  - E.1.7.3.8 Distribute Specific Types of Calls to Specific Supervisors
  - E.1.7.3.9 Flexibly Search and Select Calls
  - E.1.7.3.10 Application Security
  - E.1.7.3.11 User Management Permissions
  - E.1.7.3.12 Audit Trail
  - E.1.7.3.13 Time Management
  - E.1.7.3.14 System Monitor, Audit Trail and Recording Rules Time Settings
  - E.1.7.3.15 Windows Operating System for Servers support
  - E.1.7.3.16 Microsoft SQL Server support
  - E.1.7.3.17 Internet Information Services (IIS) support
  - E.1.7.3.18 SQL Server Reporting Services (SSRS) support
  - E.1.7.3.19 Virtualization support
  - E.1.7.3.20 Windows Operating System for Desktops support
  - E.1.7.3.21 Web Browsers support
  - E.1.7.3.22 Thin clients and VMware for desktops support
  - E.1.7.3.23 Recorder Redundancy
  - E.1.7.3.24 Option for Data Center Redundancy
  - E.1.7.3.25 Option for Application Server Redundancy
  - E.1.7.3.26 Option for SQL DB Redundancy Redundancy
  - E.1.7.3.27 On-Premise Solution

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E.1.8 The 1000 units (minimum) IP Telephone must be:

    E.1.8.1 At least 2.8" (diagonal) color display—320 x 240 pixels

    E.1.8.2 Multiple line phone with colored indicators around display

    E.1.8.3 4 Context sensitive soft keys

    E.1.8.4 Must have Hard buttons at least for messages, contacts, history or redial, navigation cluster, headset, speaker, volume, and mute

    E.1.8.5 Indicators at least for mute, headset, and message

    E.1.8.6 Wideband audio in handset and wired headset

    E.1.8.7 Must Full duplex speakerphone & handset

    E.1.8.8 Ergonomic hearing aid compatible handset

    E.1.8.9 Must have Message waiting indicator

    E.1.8.10 Mute key with optional mute alerting

    E.1.8.11 Must have incoming call (IC) call alerting with LED indicator

    E.1.8.12 Dual-position or viewing stand, optional wall-mount stand

    E.1.8.13 Must have Gigabit Ethernet (10 / 100 / 1000) line interface

    E.1.8.14 Must Second Ethernet interface 10 / 100 / 1000 Mbps

    E.1.8.15 Must support PoE IEEE Standards 802.3af and 802.3az

    E.1.8.16 Must support AC to 5 volt power supply

    E.1.8.17 Must support SIP protocol

    E.1.8.18 Must support Standards-based codec support: G.722 or Opus

    E.1.8.19 Must be Configurable via Web interface

    E.1.8.20 Must Support for HTTPS, TLS and SRTP for encryption

    E.1.8.21 Recent Call Log must have a minimum of 20 entries

    E.1.8.22 Must include a power adapter for each unit

E.1.9 The IP PABX system and all its component/supplemental equipment/devices must be housed and mounted in a dedicated metal cabinet/enclosure

E.2. Call Management System

E.2.1 Support for at least 5 Supervisors and 15 Agents

E.2.2 Call Center server must run on Red Hat Linux Enterprise, or SUSE Linux Enterprise, or Windows Operating System.

E.2.3 Must be able to provide historical and real-time reports.

E.2.4 Reports must be customizable

E.2.5 Must have at least 200 preformatted reports

E.2.6 Storage interval must be 15, 30 and 60 minutes

E.2.7 Historical database must include tables for intra hour, daily, weekly and monthly data

E.2.8 Must be able to provide supervisor capability to monitor contact center performance remotely and real time

E.2.9 Must support at least Windows 10 and up for supervisor PC

E.2.10 Call Center Wallboard with optional wallboard display monitor

E.2.11 Queue management or Interactive Queue

E.2.12 Service Level Monitoring

E.2.13 Customizable Alerts

E.2.14 Historical data Storage

E.2.15 Multisite Reporting

E.2.16 Call tagging

E.2.17 Web-based Access

E.2.18 Advanced Call Vectoring or Workflow

E.2.19 Automated Call Distribution

E.2.20 Agent Availability Tracking or Presence

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E.2.21 Must support or capable of below call center reports:

    E.2.12.1 Agent reports

    E.2.12.2 Queue/Agent reports

    E.2.12.3 Split Skill or Agent Skill reports

    E.2.12.4 Trunk Group reports

    E.2.12.5 VDN reports, Pilot reports, or Workflow reports

    E.2.12.6 System reports

    E.2.12.7 Vector reports, or Pilot reports, or Workflow reports

    E.2.12.8 Drill-Down reports, or Lifecycle reports

E.3. Call Accounting System

E.3.1 Data Capture and Processing

    E.3.1.1 Built in Data Collector

    E.3.1.2 Capture and store all CDR Call Logging Records from individual PBX, IPT, Gateways on the voice network

    E.3.1.3 CDR interfacing to support any mix of different PBX / IPT / Gateway types from different vendors on single network, single server

    E.3.1.4 CDR data capture to run as a service and shall comprise a separate free-running program independent of all other system modules and functions

    E.3.1.5 Call processing to run as a service and in real time rendering call data immediately available for report generation

    E.3.1.6 Captured call records to be stored in redundant files. Processed data to be stored in MS SQL database or Maria DB

    E.3.1.7 Supports call tracking across multiple Voice Network nodes, reading and matching all relevant CDR records from all nodes to form a complete history for the entire call path, with call charges

        calculated for any charge-bearing call path sectors, billable back to the originating extension on any node

    E.3.1.8 Backup and restore functions for both raw and processed CDR call data

    E.3.1.9 Supports automatic archive of all data.

    E.3.1.10 Capacity to re-compute any batch of call data with updated or alternate rate tables

E.3.2 Reporting

    E.3.2.1 It has Web-based Reporting Presentment that can be accessed on any web browser

    E.3.2.2 Capable of generating the required reports remotely via LAN/WAN from any designated workstations

    E.3.2.3 Reports to be available using both traditional Windows client- server and Web interfaces

    E.3.2.4 Report scheduler function to pre-set selected reports for automatic generation and dissemination to a defined schedule

    E.3.2.5 Report dissemination to printer, to file, to web server, to email distribution

    E.3.2.6 Report output formats to include to screen, .pdf, .xlsx, .docx, HTML

    E.3.2.7 Reports to be available in real time, inclusive of call records

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most recently generated

E.3.2.8 Reports to include detail and summary reports by extension, department or other hierarchy division, cost center, location, trunk line, call destination, PIN code, account code.

E.3.2.9 Basic detail fields to include call date, time, duration, originating extension, dialed digits, destination location, charge rate, call charge.

E.3.2.10 All reports should be definable for specified start and end dates and times, over any time period.

E.3.2.11 Reporting for inward calls and internal calls to be supported

E.3.2.12 All reports to be generatable with user selection of the given call types to be included

E.3.3 Custom Reporting

E.3.3.1 Facility for personal call chargeback to all users. Individual users to have facility to view on desktop browser their own calls placed in a given month and to classify each call as "business" or "personal", enabling administration to produce individual business and personal extension reports and charge vouchers accordingly.

E.3.3.2 Facility to verify accuracy individual call records on carrier bills. Can accept/import machine readable billing data from Telco, correlate and compare all individual calls on Telco bill with corresponding individual CDR records, and generate call variance reconciliation reports to verify accuracy of carrier bills and identify billing errors.

E.3.3.3 Facility to import machine readable mobile call bills and incorporate into user accounts

E.3.4 Company Directory

E.3.4.1 Capacity to import and export telephone directory data and rate data as .xlsx and .csv files

E.3.4.2 Names used to identify carriers, call types and equipped end devices to be user definable

E.3.4.3 Cost-center based accounting structure to be supported in parallel with hierarchy-based structure

E.3.4.4 Capacity to automatically synchronize user account data with company Active Directory

E.3.4.5 User database to provide fields to support any required employee details

E.3.4.6 Configuration interface to provide drag and drop facilities for extensions, users etc.

E.3.4.7 Directory to be fully searchable by username, extension number

E.3.4.8 It should be possible to locate report generation terminals and system administration terminals anywhere on the WAN

E.3.4.9 All terminal access and operator accounts to be fully partitionable and definable for range and role, data access and functions allow

E.3.5 Call Tariff Rating

E.3.5.1 Multiple access codes, multiple carriers, multiple currencies, multiple countries are supported

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E.3.5.2 All charge calculation algorithm to be identical to that used for all carriers for each country on the Voice Network to ensure accurate charge calculation

E.3.5.3 Option to include or exclude any given call types (i.e. Local Calls, Inward Calls, Internal Calls) for individual nodes

E.3.5.4 No limits on definable Call types. Local, LD, IDD, TIE, VPN, etc.

E.3.5.5 Calls can be qualified either by trunk number or by the trunk access code

E.3.5.6 Trunk group can be defined for any group of trunks

E.3.5.7 Connection time adjustment, call filter, surcharge, discount, etc. can be applied to any defined call type

E.3.5.8 Rate tables can be imported from a plain text file of a specified format. For example, it is possible to export the existing rate table to a plain text file and import it into a newer system version

E.3.5.9 A rate table scheduler can be used to schedule the effective date and time of anew tariff. The existing tariffs will automatically be updated with the new rate son the specified date and time

E.3.6 Security

E.3.6.1 Facility to backup raw data, processed database and system database file to any device

E.3.6.2 All system operator and admin logins to be password protected, with all operator logins and activities to be recorded in a secure encrypted log. All passwords to be encrypted

E.3.6.3 System operator/user privileges to be fully definable by Administrator

E.3.6.4 Encrypted configuration for credential and system information

E.3.6.5 Supports System Logging and OS Event Application Logging

E.3.6.6 Supports Backup (both local and NAS)

E.3.6.6.1 Real time alarms to be provided for:

E.3.6.6.2 No CDR data received, settable by hours of day and days of week

E.3.6.7 Hard disk data capacity

E.3.6.8 Calls to selected numbers Calls during specified hours of day

E.3.6.9 Calls exceeding specified cost or duration threshold

E.3.6.10 Alarm treatment options to include screen pop-up, SMS and email

E.4. Text Connect System / SMS Blaster

The vendor/supplier must be able to provide web-based or client-based SMS Blast facility (with the necessary hardware, operating software, and licenses) that is capable of the following:

E.4.1 Shall have the capability to mask into "DBP", i.e., customize the sender ID or caller ID that appears on users' devices at no additional cost

E.4.2 Shall have the capability to send SMS messages direct to all local telecommunications providers.

E.4.3 Auto-selection of the best routes to ensure quality of service, deliverability.

E.4.4 Single/Bulk Messaging- Send single or bulk messages - up to 10,000 SMS in one request on the minimum of 100 SMS sent per month.

E.4.5 Get the brand's own verified account to improve the credibility of your

messaging account

E.4.6 Shall have the capability to send bulk custom and personalized messages, utilizing attributes extracted from DBP database.

E.4.7 Online portal to start sending messages - no API integration required.

E.4.8 Must be integrated to a single platform that can easily add more communication channels including but not limited to the following:

    E.4.8.1 Viber Rich Content

    E.4.8.2 WhatsApp

E.4.9 Message content and Sender IDs are automatically adapted for each delivery channel

E.4.10 Use the same API for SMS and Chat Apps (e.g. WhatsApp, Viber and SMS)

E.4.11 Shall be capable of generating comprehensive reports, including delivery reports and analytics on campaign performance.

E.4.12 Retrieve the API history programmatically to create own reports

E.4.13 Shall be capable of importing contacts from the following formats:

    E.4.13.1 .csv

    E.4.13.2 .xslx

E.4.14 Shall have a message scheduling functionality.

E.4.15 Shall be able to ensure the mobile number included in the list of recipients is valid before sending messages using the platform

E.4.16 Shall be capable of setting the validity period for sending messages up to 48hours.

E.4.17 Shall have the capability for the subscriber to opt-out.

E.4.18 Shall have the capability to prioritize the One Time Pin (OTP).

E.4.19 Shall have API-ready functionality to seamlessly integrate with DBP internal applications/system with no additional cost

E.4.20 Specify custom fields such as contact name or order number in messages via this API or GUI

E.4.21 Shall be configured with role-based access control and can be defined based on user rights.

E.4.22 Should provide 24/7 technical support, ensuring a swift response time of no longer than 2 hours for critical issues, and offering unlimited phone and email support.

E.4.23 99.95% Platform Uptime SLAs

E.4.24 Compliant to Data Privacy Security Certifications including but not limited to the following: SOC 2 Type II, SOC 3 Type II, CSA Cyber Trust, PCIDSS, GDPR, HIPAA

E.5. One (1) Unit 8-Port GSM Gateway

E.5.1 8-port GSM Gateway

E.5.2 Support Web GUI/based configuration

E.5.3 Support http / https / SSH or Network Protocols for TCP/UDP, RTP, ARP, DNS, STUN, HTTP

E.5.4 Optional GSM Voice Codec

E.5.5 Codecs support: G.711A, G.711U, G.729, G.723.1, G.722, G.726, GSM or Voice Codec: G.711A / U law, G723.1, G729A/B

E.5.6 Quad-Band or Frequency of at least GSM 850/900/1800/1900 MHz

E.5.7 Must support the following features:

    E.5.7.1 DTMF Signaling or Management Interface – RFC2833 and/or Inband and/or SIP INFO

    E.5.7.2 API Support – SMS and/or SMSC and/or USSD

    E.5.7.3 Ping and/or Tracer via Web

    E.5.7.4 Syslog to track output information and CDR

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E.6. Two (2) Units of 24-port Layer 2 Non-PoE Switch

- E.5.8 Must have twenty-four (24) BASE-T downlink ports that are capable of supporting 10-100-1000 Mbps
- E.5.9 Must have dedicated four (4) fiber uplink ports that are capable to work as 1- and 10- Gbps
- E.5.10 Must have MACSec 256 encryption on at least two uplink ports.
- E.5.11 Must have hot-swappable power supplies and fans
- E.5.12 Must have front plane stacking up to 8 switches using 10G DAC cable with 40 Gbps stacking bandwidth support
- E.5.13 Must have at least 126 Gbps switching capacity and up to 95 Mpps forwarding rate
- E.5.14 Must have 1x USB-C Console Port, 1x RJ-45 Console Port, 1x OOBM, and 1x USB Type-A Host port
- E.5.15 Must support Bluetooth dongle to be connected to the switch for simple, one touch deployment including stacking configuration using mobile app
- E.5.16 Must have a built-in analytics framework for network visibility to easily identify and troubleshoot issues that may compromise network health and must have WebUI management with no license and extra software download required
- E.5.17 Must support configuration of multiple switches with automation and analytics to ensure deployments are consistent, and free of errors.
- E.5.18 Must support Layer 2 features and static routing
- E.5.19 Must support IEEE 802.1Q with 4094 VLAN IDs
- E.5.20 Must support feature to allow filtering or managing traffic to block unwanted users from entering the network
- E.5.21 Must support user-defined thresholds for protecting against unknown broadcast, multicast, or unicast storms.
- E.5.22 Must support management access that encrypts all access methods using SSHv2, SSL, and SNMPv3.
- E.5.23 Must support jumbo frame size up to 9198 bytes.
- E.5.24 Must support IEEE 802.3ad that supports up to 32 LAGs link aggregation groups (LAGs), each with eight links per group with a user-selectable hashing algorithm.
- E.5.25 Must support IP SLA for Voice monitors quality of voice traffic using the UDP Jitter for VoIP tests
- E.5.26 Must support sFlow (RFC 3176) extensible ASIC-based wire-speed network monitoring and accounting without affecting network performance

F. DELIVERY, INSTALLATION, WARRANTY, MAINTENANCE AND SUPPORT SERVICES

F.1. Delivery Requirements and Scope of the Installation and Commissioning

F.1.1 The following are the deliverables upon receipt of the Notice to Proceed (NTP) with the corresponding maximum delivery or completion period:

Project Milestones/Deliverables	Delivery Period Upon Receipt of the NTP (Calendar Days)	Max. Delivery Period Upon Receipt of the NTP (Calendar Days)
F.1.1.1. Submission of the following documents: • PABX system installation and migration plan with design diagram	Up to 10 days from NTP	Within 10 days

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• Project management plan		
F.1.1.2. Acceptance of the documents specified in **F.1.1.1**	Up to 5 days upon submission of **F.1.1.1**	Up to 15 days
F.1.1.3. Delivery of the PABX system active devices, components, peripherals, and necessary accessories	Up to 45 days upon completion of **F.1.1.2**	Up to 60 days
F.1.1.4. Hardware and Software Acceptance Test (checklist provided by winning vendor based on Section E to be validated by DBP)	Up to 10 days upon completion of **F.1.1.3**	Up to 70 days
F.1.1.5. Conduct of training as specified in item **F.3**	Up to 10 days upon completion of **F.1.1.4**	Up to 80 days
F.1.1.6. Installation, migration, and commissioning	Up to 60 days upon completion of **F.1.1.5**	Up to 140 days
F.1.1.7. Submission of the final as-built plan	Up to 5 days upon completion of **F.1.1.6**	Up to 145 days
F.1.1.8. Issuance of Final Acceptance Certificate upon completion of **F.1.1.1** to **F.1.1.7**	Up to 5 days upon completion of **F.1.1.7**	Up to 150 days

Note: Total of 150 calendar days for the whole project after receipt of NTP.

F.1.2   All the network units shall be delivered directly to DBP Head Office, Makati Avenue Cor. Sen. Gil Puyat Avenue, Makati City, Philippines.

F.1.3   The PABX system installation and migration plan with design diagram (**F.1.1.1**) shall be signed by a Professional Electronics Engineer (PECE) (**H.5.1**)

F.1.4   The project management plan (**F.1.1.1**) shall be signed by a project manager (PM) and be the one to manage the installation, migration, and commissioning (**F.1.1.6**)

F.1.5   The PM must be a certified Project Management Professional by the Project Management Institute (**H.5.2**)

F.1.6   The PM must be employed by the vendor/supplier on a permanent or contractual basis covering the duration of the PABX system upgrade project (**H.5.2**)

F.1.7   The installation and commissioning (**F.1.1.6**) must be done/performed and/or supervised by at least two (2) technical personnel (TP), each must have previously accomplished/completed at least two (2) projects pertaining to the installation, commissioning, and maintenance of a PABX system (**H.5.3**)

F.1.8   The TP must be permanent employees of the vendor/supplier (**H.5.3**)

F.1.9   DBP must be informed in case the assigned PM and TP need to be replaced/substituted and the Notice to Proceed (NTP) has already been issued. The substitute/s must have the same or higher credentials specified in items **F.1.5** and **F.1.7**

F.1.10   The vendor/supplier shall submit to DBP, on an annual basis, a Certification that they have a Business Continuity Plan and are performing a simulation testing, at least annually, for the scenarios such as occurrence of a disaster, calamity (natural or man-made) and other

service disruption including employee strikes, lockdown, etc. to ensure the continuity of services after the occurrence of the said disruption/ disaster / calamities

F.1.11 The vendor/supplier shall provide a hardcopy and softcopy of the product manual

F.1.12 The vendor/supplier shall provide a certificate/certification on the Reduction of Hazardous Substance (RoHS) issued by International Standards Body.

F.2. Warranty, Maintenance and Support Services

F.2.1 The winning vendor/supplier shall provide a three (**3**) years warranty on all the equipment/devices, parts, licenses, cables, and labor

F.2.2 All software-related patches and upgrades (minor and major) shall form part of the 3-year warranty

  F.2.2.1 The Vendor/Supplier shall notify of any released patch updates/upgrades and shall carry out the installation subject to the permission/approval of DBP

F.2.3 The warranty shall be covered by a retention or a special bank guarantee equivalent to five percent (5%) of the contract price

F.2.4 The 3-year warranty period shall commence on the date the Final Acceptance Certificate is issued and a Warranty Certificate must be issued correspondingly within five (5) days thereafter.

F.2.5 In the duration of the 3-year warranty period, the following maintenance and support services are required with no additional cost:

  F.2.5.1 Regular onsite system health check and preventive maintenance with corresponding reports to be done on a quarterly basis

  F.2.5.2 24x7 onsite, telephone and email support

  F.2.5.3 Response time of within thirty (30) minutes once a system problem is reported via telephone or email

  F.2.5.4 System problem/issue resolution time of within four (4) hours

  F.2.5.5 In the duration of performing a resolution or repair activity, the vendor/supplier is required to provide a daily status report

  F.2.5.6 For extended downtime (more than 4 hours), a service unit/s shall be provided within twenty-four (24) hours and with the same or higher configuration & specification as that of the supplied defective unit

  F.2.5.7 For persistent/repeated system problems that occur three (3) times or if the defective unit/s has been unrepairable for ninety (90) calendar days, the supplier shall provide within fifteen (15) calendar days a permanent replacement unit/system with the following specifications:

    F.2.5.7.1 Certified brand new by the manufacturer

    F.2.5.7.2 Have the same or higher configuration than the existing defective unit/system

  F.2.5.8 Must provide onsite support during Business Continuity Plan (BCP)/Disaster Recovery (DR) Activity

  F.2.5.9 Must provide an after-sales support service document that includes the Service Level Agreement and Technical Support Procedures

  F.2.5.10 Must provide onsite technical assistance during a major change or modification in the DBP ICT infrastructure affecting the PABX system and a corresponding reconfiguration is necessary

F.3. Training

F.3.1 The vendor/supplier shall conduct technical knowledge transfer training

for at least one (1) day, and for two (2) batches of participants, each batch consisting of utmost eight (8) DBP personnel

F.3.2 The training must include at least the basic system administration and maintenance of the PABX system

F.3.3 The schedule of the training shall be within seventy-five (75) days upon the issuance of the Notice to Proceed (NTP)

F.3.4 A product certification training shall be provided within three (3) months upon the issuance of the NTP and certification exam with no additional cost within one (1) year for at least two (2) participants who will perform the network system administration and operations.

F.3.5 Technical training for major enhancements or version upgrades shall be conducted when requested by DBP, free of charge.

F.3.6 Training materials, manuals, and lecture presentations shall be provided to all participants.

G. PAYMENT

G.1 The vendor/supplier must open an account with DBP for payment purposes (upon issuance of Notice of Award (NOA), as applicable).

G.2 The schedule of payment shall be as follows:

Completed Activity/Task	Percent (%) of the Total Contract Value
G.2.1 Completion of the project milestones/deliverables specified in the following items aforementioned: F.1.1.1 Submission of the following documents: • PABX system installation and migration plan with design diagram • Project management plan F.1.1.2 Acceptance of the documents specified in F.1.1.1 F.1.1.3 Delivery of the PABX system active devices, components, peripherals, and necessary accessories F.1.1.4 Hardware and Software Acceptance Test	30%
G.2.2 Completion of the project milestones/deliverables specified in the following items aforementioned: F.1.1.5 Conduct of training as specified in item F.3 F.1.1.6 Installation, migration, and commissioning	40%
G.2.3 Completion of the project milestones/deliverables specified in the following items aforementioned: F.1.1.7 Submission of the final as-built plan F.1.1.8 Issuance of Final Acceptance Certificate upon completion of items F.1.1.1 to F.1.1.7	30%
Total	100 %

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H. DOCUMENTS REQUIRED FOR BID OPENING

H.1 Manufacturer's certificate that the bidder vendor/supplier, for the past five (5) years at least, is an authorized seller/reseller of the PABX upgrade solution being proposed/offered

H.2 Certification that the vendor/supplier must have a presence in the industry for at least twenty (20) years

H.3 Certification issued by the client that the vendor/supplier has at least two (2) install-base PABX systems in any of the following local industries:

    H.3.1 Banking/Financial

    H.3.2 Telecommunications

    H.3.3 Government Agency/Institution

    H.3.4 Broadcasting

The vendor/supplier must submit the client's company name, contact person, telephone number, and email address

H.4 Document issued by the vendor/supplier showing the support services escalation plan/process including the local help/service desk contact number providing 24 x 7 technical assistance

H.5 Credentials or certifications of the bidder's personnel to be assigned to the project as follows:

Assigned Personnel	Credentials/Certifications	Issued by:
H.5.1 Professional Electronics Engineer (F.1.3)	Certificate of Registration	Professional Regulations Commission
	PECE Identification Card	
H.5.2 Project Manager (F.1.4)	Project Management Professional	Project Management Institute
	Certificate of Employment	Vendor/Supplier
H.5.3 Technical Personnel (F.1.7)	Accomplished/completed at least two (2) projects pertaining to the installation, commissioning, and maintenance of a PABX system	Vendor/Supplier, duly noted by the Client
	Certificate of Employment	Vendor/Supplier

H.6 Proof or certification that the Vendor/Supplier must have completed a single contract similar to PABX System solution in the last 10 years with equivalent to at least fifty percent (50%) of the ABC of this project. The similar contract shall include supply, delivery, installation, and maintenance of PABX System.

H.7 Notarized Confidentiality and Non-Disclosure Agreement signed by the Vendor/Supplier bidder's authorized representative

H.8 Fully accomplished Technical Specification Compliance Checklist (form attached as Annex A2) accompanied by the following:

Certificates/Certifications	Issued/Provided by:
H.8.1 Safety Certifications and Electromagnetic Compatibility Certifications	International Standards Body

H.8.2	Product brochures and/or technical data sheets of the complete PABX system upgrade solution specified in section E	Vendor/Supplier

H.9 A certification that the Vendor/Supplier has a Business Continuity Plan and are testing it annually for the scenarios such as the occurrence of a disaster, calamity (natural or man-made), and other service disruption including employee strikes, lockdown, etc. to ensure the continuity of services after the occurrence of the said disruption/ disaster / calamities.

H.10 Document specifying the amount for each component and subcomponent at least:

Particulars	Component Details	Amount
IP PABX System	Refer to D.1, D.2, D.7, D8, D.9 D.10, D.11, D12, D.13, and E.1.1 to E.1.7	
Station Licenses	Refer to D.3 and E.1.6.2	
GSM Gateways	Refer to D.5 and E.5	
Text Connect System	Refer to D.6 and E.4	
Call Management System	Refer to D.7 and E.2	
Call Accounting System	Refer to D.4 and E.3	
Attendant Console	Refer to D.14	
IP Phone Units	Refer to D.15	
Network Switches	Refer to E.6	
	Total	

Note: Vendor/supplier may add other items/components if necessary. The total amount must be reflected in the financial bid.

I. **TO BE SUBMITTED BY THE WINNING VENDOR/SUPPLIER TEN (10) CALENDAR DAYS UPON RECEIPT OF THE NOTICE OF AWARD**

I.1 Performance Security in any of the following forms and percentages:

Form of Performance Security	Minimum % of Contract Price
Cash, cashier's/manager's check issued by a Universal or Commercial Bank	Five percent (5%)
Bank draft/guarantee or irrevocable letter of credit issued by a Universal or Commercial Bank; provided, however, that it shall be confirmed or authenticated by a Universal or Commercial Bank, if issued by a Foreign Bank	
Surety Bond callable upon demand issued by a surety or insurance company together with certificate issued by Insurance Commission certifying the surety or insurance company is authorized to issue such surety bond	Thirty percent (30%)

The Performance Security shall remain valid and effective until issuance by the Procuring Entity of the Final Certificate of Acceptance. A retention money or special bank guarantee equivalent to five percent (5%) of the Total Contract Price shall be submitted by the Supplier within five (5) days after issuance of Notice to Proceed to cover the three (3) years warranty and maintenance on the Project and support services.

J. **LIQUIDATED DAMAGES**

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When the supplier fails to satisfactorily deliver goods under the contract within the specified delivery schedule identified in item **F.1.1**, inclusive of duly granted time extensions, if any, the supplier shall be liable for damages for the delay and shall pay the procuring entity specified in item **G.2** respectively as liquidated damages, not by way of penalty, an amount equal to one-tenth (1/10) of one percent (1%) of the cost of the delayed goods scheduled for delivery for every day of delay until such goods are finally delivered and accepted by the procuring entity concerned. The procuring entity need not prove that it has incurred actual damages to be entitled to liquidated damages.

Such amount shall be deducted from any money due, or which may become due to the supplier or collected from any securities or warranties posted by the supplier, whichever is convenient to the procuring entity concerned.

In case the total sum of liquidated damages reaches ten percent (10%) of the total contract price, the procuring entity concerned may rescind the contract and impose appropriate sanctions over and above the liquidated damages to be paid.

K. OGCC REVIEW

The Parties agree to supplement/amend/restate the Agreement including all its amendments/supplements to incorporate the comments/revisions, if any, of the Office of the Government Corporate Counsel with effect from the date of signing thereof.

REVISED ANNEX A OF REVISED FORM 10 (page 1 of 5)

SUPPLY, DELIVERY, INSTALLATION, COMMISSIONING, AND MAINTENANCE OF PABX SYSTEM
UPGRADE SOLUTION FOR THE DEVELOPMENT BANK OF THE PHILIPPINES (DBP)

TECHNICAL SPECIFICATIONS COMPLIANCE CHECKLIST

Item No.	Components		Requirements	Compliance (Pass/Fail)	Reference Documents (Product Brochures, Official and Internet Published)
D.1	Server Availability Setup (E.1.3)		Dual Server High-Availability		
D.2	Communication Manager Software/Firmware Version (E.1.1)		The latest version existing at least within ninety (90) days before the date of bid opening		
D.3	Station Licenses (E.1.6.2.1)		Minimum of 2000 Universal Station Licenses or Minimum of 1000 Analog Station Licenses and minimum of 2000 IP Station Licenses		
D.4	Call Accounting System (E.3)		Minimum of 2000 Station Licenses		
D.5	GSM Gateway (E.5)		8 – port		
D.6	Text Connect System (E.4)		4 – port (optional / only if required by the solution being offered)		
D.7	Call Management System (CMS) with Voice Logging/Recording (E.2)		Minimum of 15 Agent Licenses and Minimum of 5 Supervisor Licenses		
D.8	Analog Voice Lines/Stations		888		
D.9	Digital Voice Lines/Stations		64 Can be replaced by IP Lines with corresponding 64 Licenses for the Stations and Call Accounting		
D.10	ISDN Line		3 x 30 Channels		
D.11	SIP Trunk		3 x 30 Channels		
D.12	Direct / Trunk Lines		60		
D.13	Voice Recording (E.1.7)	Migration licenses from existing audio log	Minimum of 60 Licenses		
		Agents and Supervisors	Minimum of 20 Licenses		
D.14	Attendant Console complete with PC/Desktop and latest OS. (E.1.6.2.2)		Minimum of 8 Units		
D.15	New IP Phone Units (E.1.8)		Minimum of 1000 Units		
E.1.1	Communication Manager with the latest stable software/firmware version at least within ninety (90) days before the bid opening				
E.1.2	May interoperate and be compatible with the existing analog/digital voice/telephony connections and the local area network (LAN) of DBP				
E.1.3	Must be in High Availability (Duplex/Dual-Server) configuration, all servers will be located at DBP Head Office				
E.1.4	Must be an Industry-Standard Rack-Mountable servers				
E.1.5	Must have redundant power supply on each server.				
E.1.6	Must support VMware® ESXi 7.0 and later				
E.1.6.1.1	System Manager, Session Manager, and Application Enablement Server or IP-PABX Architecture of Communication Server, IP-Media Gateway, and Devices or Platform for System Management, Media Gateway, Session Border Controller, and Devices				
E.1.6.2.1	2000 Universal Station License Upgrade or 1000 License for Analog Phones and 2000 License for IP Phones				
E.1.6.2.2	8 x Attendant Console complete with PC/Desktop with the latest Operating System				
E.1.6.3	Must include Session Border Controller for Enterprise for the SIP trunking requirement, and softphone mobile app.				
E.1.6.4	Minimum of five hundred (500) licenses for Softphone and/or Mobile App for personal/laptop computers, cellphones, and/or tablets				
E.1.6.5	The proposed/offered solution must have a 3-year warranty				
E.1.7.1	15 licenses for Agents and 5 licenses for Supervisors				
E.1.7.2	60 licenses for selected users and business units				

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Name & Signature of Bidder's Authorized Representative

REVISED ANNEX A OF REVISED FORM 10 (page 2 of 5)

E.1.7.3.1	Unified Platform with Unique Workflows		
E.1.7.3.2	Common Interaction Player		
E.1.7.3.3	Workflows with Performance Management Option		
E.1.7.3.4	Modern, Intuitive, and Flexible User Interface		
E.1.7.3.5	Option to Review the Calls That Matter Most		
E.1.7.3.6	Option to Design flexible, intelligent evaluation forms		
E.1.7.3.7	Smart Inbox to Automate the Delivery of Interactions		
E.1.7.3.8	Distribute Specific Types of Calls to Specific Supervisors		
E.1.7.3.9	Flexibly Search and Select Calls		
E.1.7.3.10	Application Security		
E.1.7.3.11	User Management Permissions		
E.1.7.3.12	Audit Trail		
E.1.7.3.13	Time Management		
E.1.7.3.14	System Monitor, Audit Trail and Recording Rules Time Settings		
E.1.7.3.15	Windows Operating System for Servers support		
E.1.7.3.16	Microsoft SQL Server support		
E.1.7.3.17	Internet Information Services (IIS) support		
E.1.7.3.18	SQL Server Reporting Services (SSRS) support		
E.1.7.3.19	Virtualization support		
E.1.7.3.20	Windows Operating System for Desktops support		
E.1.7.3.21	Web Browsers support		
E.1.7.3.22	Thin clients and VMware for desktops support		
E.1.7.3.23	Recorder Redundancy		
E.1.7.3.24	Option for Data Center Redundancy		
E.1.7.3.25	Option for Application Server Redundancy		
E.1.7.3.26	Option for SQL DB Redundancy Redundancy		
E.1.7.3.27	On-Premise Solution		
E.1.8.1	At least 2.8" (diagonal) color display-320 x 240 pixels		
E.1.8.2	Multiple line phone with colored indicators around display		
E.1.8.3	4 Context sensitive soft keys		
E.1.8.4	Must have Hard buttons at least for messages, contacts, history or redial, navigation cluster headset, speaker, volume, and mute		
E.1.8.5	Indicators at least for mute, headset, and message		
E.1.8.6	Wideband audio in handset and wired headset		
E.1.8.7	Must Full duplex speakerphone & handset		
E.1.8.8	Ergonomic hearing aid compatible handset		
E.1.8.9	Must have Message waiting indicator		
E.1.8.10	Mute key with optional mute alerting		
E.1.8.11	Must have incoming call (IC) call alerting with LED indicator		
E.1.8.12	Dual-position or viewing stand, optional wall-mount stand		
E.1.8.13	Must have Gigabit Ethernet (10 / 100 / 1000) line interface		
E.1.8.14	Must Second Ethernet interface 10 / 100 / 1000 Mbps		
E.1.8.15	Must support PoE IEEE Standards 802.3af and 802.3az		
E.1.8.16	Must support AC to 5 volt power supply		
E.1.8.17	Must support SIP protocol		
E.1.8.18	Must support Standards-based codec support: G.722 or Opus		
E.1.8.19	Must be Configurable via Web interface		
E.1.8.20	Must Support for HTTPS, TLS and SRTP for encryption		
E.1.8.21	Recent Call Log must have a minimum of 20 entries		
E.1.8.22	Must include a power adapter for each unit		
E.1.9	The IP PABX system and all its component/supplemental equipment/devices must be housed and mounted in a dedicated metal cabinet/enclosure		
E.2.1	Support for at least 5 Supervisors and 15 Agents		
E.2.2	Call Center server must run on Red Hat Linux Enterprise, or SUSE Linux Enterprise, or Windows Operating System.		
E.2.3	Must be able to provide historical and real-time reports.		
E.2.4	Reports must be customizable		
E.2.5	Must have at least 200 preformatted reports		
E.2.6	Storage interval must be 15, 30 and 60 minutes		
E.2.7	Historical database must include tables for intra hour, daily, weekly and monthly data		
E.2.8	Must be able to provide supervisor capability to monitor contact center performance remotely and real time		
E.2.9	Must support at least Windows 10 and up for supervisor PC		
E.2.10	Call Center Wallboard with optional wallboard display monitor		
E.2.11	Queue management or Interactive Queue		
E.2.12	Service Level Monitoring		
E.2.13	Customizable Alerts		
E.2.14	Historical data Storage		

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Name & Signature of Bidder's Authorized Representative

REVISED ANNEX A OF REVISED FORM 10 (page 3 of 5)

E.2.15	Multisite Reporting			
E.2.16	Call tagging			
E.2.17	Web-based Access			
E.2.18	Advanced Call Vectoring or Workflow			
E.2.19	Automated Call Distribution			
E.2.20	Agent Availability Tracking or Presence			
E.2.12.1	Agent reports			
E.2.12.2	Queue/Agent reports			
E.2.12.3	Split Skill or Agent Skill reports			
E.2.12.4	Trunk Group reports			
E.2.12.5	VDN reports, Pilot reports, or Workflow reports			
E.2.12.6	System reports			
E.2.12.7	Vector reports, or Pilot reports, or Workflow reports			
E.2.12.8	Drill-Down reports, or Lifecycle reports			
E.3.1.1	Built in Data Collector			
E.3.1.2	Capture and store all CDR Call Logging Records from individual PBX, IPT, Gateways on the voice network			
E.3.1.3	CDR interfacing to support any mix of different PBX / IPT / Gateway types from different vendors on single network, single server			
E.3.1.4	CDR data capture to run as a service and shall comprise a separate free-running program independent of all other system modules and functions			
E.3.1.5	Call processing to run as a service and in real time rendering call data immediately available for report generation			
E.3.1.6	Captured call records to be stored in redundant files. Processed data to be stored in MS SQL database or Maria DB			
E.3.1.7	Supports call tracking across multiple Voice Network nodes, reading and matching all relevant CDR records from all nodes to form a complete history for the entire call path, with call charges calculated for any charge-bearing call path sectors, billable back to the originating extension on any node			
E.3.1.8	Backup and restore functions for both raw and processed CDR call data			
E.3.1.9	Supports automatic archive of all data			
E.3.1.10	Capacity to re-compute any batch of call data with updated or alternate rate tables			
E.3.2.1	It has Web-based Reporting Presentment that can be accessed on any web browser			
E.3.2.2	Capable of generating the required reports remotely via LAN/WAN from any designated workstations			
E.3.2.3	Reports to be available using both traditional Windows client-server and Web interfaces			
E.3.2.4	Report scheduler function to pre-set selected reports for automatic generation and dissemination to a defined schedule			
E.3.2.5	Report dissemination to printer, to file, to web server, to email distribution			
E.3.2.6	Report output formats to include to screen, .pdf, .xlsx, .docx, HTML			
E.3.2.7	Reports to be available in real time, inclusive of call records most recently generated			
E.3.2.8	Reports to include detail and summary reports by extension, department or other hierarchy division, cost center, location, trunk line, call destination, PIN code, account code.			
E.3.2.9	Basic detail fields to include call date, time, duration, originating extension, dialed digits, destination location, charge rate, call charge.			
E.3.2.10	All reports should be definable for specified start and end dates and times, over any time period.			
E.3.2.11	Reporting for inward calls and internal calls to be supported			
E.3.2.12	All reports to be generatable with user selection of the given call types to be included			
E.3.3.1	Facility for personal call chargeback to all users. Individual users to have facility to view on desktop browser their own calls placed in a given month and to classify each call as "business" or "personal", enabling administration to produce individual business and personal extension reports and charge vouchers accordingly.			
E.3.3.2	Facility to verify accuracy individual call records on carrier bills. Can accept/import machine readable billing data from Telco, correlate and compare all individual calls on Telco bill with corresponding individual CDR records, and generate call variance reconciliation reports to verify accuracy of carrier bills and identify billing errors.			
E.3.3.3	Facility to import machine readable mobile call bills and incorporate into user accounts			
E.3.4.1	Capacity to import and export telephone directory data and rate data as .xlsx and .csv files			
E.3.4.2	Names used to identify carriers, call types and equipped end devices to be user definable			

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Name & Signature of Bidder's Authorized Representative

REVISED ANNEX A OF REVISED FORM 10 (page 4 of 5)

E.3.4.3	Cost-center based accounting structure to be supported in parallel with hierarchy-based structure		
E.3.4.4	Capacity to automatically synchronize user account data with company Active Directory		
E.3.4.5	User database to provide fields to support any required employee details		
E.3.4.6	Configuration interface to provide drag and drop facilities for extensions, users etc.		
E.3.4.7	Directory to be fully searchable by username, extension number		
E.3.4.8	It should be possible to locate report generation terminals and system administration terminals anywhere on the WAN		
E.3.4.9	All terminal access and operator accounts to be fully partitionable and definable for range and role, data access and functions allow		
E.3.5.1	Multiple access codes, multiple carriers, multiple currencies, multiple countries are supported		
E.3.5.2	All charge calculation algorithm to be identical to that used for all carriers for each country on the Voice Network to ensure accurate charge calculation		
E.3.5.3	Option to include or exclude any given call types (i.e. Local Calls, Inward Calls, Internal Calls) for individual nodes		
E.3.5.4	No limits on definable Call types. Local, LD, IDD, TIE, VPN, etc.		
E.3.5.5	Calls can be qualified either by trunk number or by the trunk access code		
E.3.5.6	Trunk group can be defined for any group of trunks		
E.3.5.7	Connection time adjustment, call filter, surcharge, discount, etc. can be applied to any defined call type		
E.3.5.8	Rate tables can be imported from a plain text file of a specified format. For example, it is possible to export the existing rate table to a plain text file and import it into a newer system version		
E.3.5.9	A rate table scheduler can be used to schedule the effective date and time of a new tariff. The existing tariffs will automatically be updated with the new rate s on the specified date and time		
E.3.6.1	Facility to backup raw data, processed database and system database file to any device		
E.3.6.2	All system operator and admin logins to be password protected, with all operator logins and activities to be recorded in a secure encrypted log. All passwords to be encrypted		
E.3.6.3	System operator/user privileges to be fully definable by Administrator		
E.3.6.4	Encrypted configuration for credential and system information		
E.3.6.5	Supports System Logging and OS Event Application Logging		
E.3.6.6	Supports Backup (both local and NAS)		
E.3.6.6.1	Real time alarms to be provided for:		
E.3.6.6.2	No CDR data received, settable by hours of day and days of week		
E.3.6.7	Hard disk data capacity		
E.3.6.8	Calls to selected numbers Calls during specified hours of day		
E.3.6.9	Calls exceeding specified cost or duration threshold		
E.3.6.10	Alarm treatment options to include screen pop-up, SMS and email		
E.4	The vendor/supplier must be able to provide web-based or client-based SMS Blast facility with the necessary hardware, operating software, and licenses required and is capable of the following:		
E.4.1	Shall have the capability to mask into "DBP", i.e., customize the sender ID or caller ID that appears on users' devices at no additional cost		
E.4.2	Shall have the capability to send SMS messages direct to all local telecommunications providers		
E.4.3	Auto-selection of the best routes to ensure quality of service, deliverability		
E.4.4	Single/Bulk Messaging- Send single or bulk messages - up to 10,000 SMS in one request on the minimum of 100 SMS sent per month.		
E.4.5	Get the brand's own verified account to improve the credibility of your messaging account		
E.4.6	Shall have the capability to send bulk custom and personalized messages, utilizing attributes extracted from DBP database.		
E.4.7	Online portal to start sending messages - no API integration required.		
E.4.8	Must be integrated to a single platform that can easily add more communication channels including but not limited to the following:		
E.4.8.1	Viber Rich Content		
E.4.8.2	WhatsApp		
E.4.9	Message content and Sender IDs are automatically adapted for each delivery channel		
E.4.10	Use the same API for SMS and Chat Apps (e.g. WhatsApp, Viber and SMS)		
E.4.11	Shall be capable of generating comprehensive reports, including delivery reports and analytics on campaign performance.		
E.4.12	Retrieve the API history programmatically to create own reports		
E.4.13.1	.csv		
E.4.13.2	.xslx		

Name & Signature of Bidder's Authorized Representative

REVISED ANNEX A OF REVISED FORM 10 (page 5 of 5)

E.4.14	Shall have a message scheduling functionality.		
E.4.15	The system shall be able to ensure the mobile number included in the list of recipients is valid before sending messages using the platform.		
E.4.16	Shall be capable of setting the validity period for sending messages up to 48hours		
E.4.17	Shall have the capability for the subscriber to opt-out.		
E.4.18	Shall have the capability to prioritize the One Time Pin (OTP).		
E.4.19	Shall have API-ready functionality to seamlessly integrate with DBP internal applications/system with no additional cost		
E.4.20	Specify custom fields such as contact name or order number in messages via this API or GUI		
E.4.21	Shall be configured with role-based access control and can be defined based on user rights		
E.4.22	Should provide 24/7 technical support. ensuring a swift response time of no longer than 2 hours for critical issues, and offering unlimited phone and email support.		
E.4.23	99.95% Platform Uptime SLAs		
E.4.24	Compliant to Data Privacy Security Certifications including but not limited to the following: SOC 2 Type II, SOC 3 Type II, CSA Cyber Trust, PCIDSS, GDPR, HIPAA		
E.5.1	8-port GSM Gateway		
E.5.2	Support Web GUI/based configuration		
E.5.3	Support http / https / SSH or Network Protocols for TCP/UDP, RTP, ARP, DNS, STUN, HTTP		
E.5.4	Optional GSM Voice Codec		
E.5.5	Codecs support: G.711A, G.711U, G.729, G.723.1, G.722, G.726, GSM or Voice Codec G.711A / U law, G723.1, G729A/B		
E.5.6	Quad-Band or Frequency of at least GSM 850/900/1800/1900 MHz		
E.5.7.1	DTMF Signaling or Management Interface - RFC2833 and/or Inband and/or SIP INFO		
E.5.7.2	API Support - SMS and/or SMSC and/or USSD		
E.5.7.3	Ping and/or Tracer via Web		
E.5.7.4	Syslog to track output information and CDR		
E.5.8	Must have twenty-four (24) BASE-T downlink ports that are capable of supporting 10-100-1000 Mbps		
E.5.9	Must have dedicated four (4) fiber uplink ports that are capable to work as 1- and 10- Gbps		
E.5.10	Must have MACSec 256 encryption on at least two uplink ports.		
E.5.11	Must have hot-swappable power supplies and fans		
E.5.12	Must have front plane stacking up to 8 switches using 10G DAC cable with 40 Gbps stacking bandwidth support		
E.5.13	Must have at least 126 Gbps switching capacity and up to 95 Mpps forwarding rate		
E.5.14	Must have 1x USB-C Console Port, 1x RJ-45 Console Port, 1x OOBM, and 1x USB Type-A Host port		
E.5.15	Must support Bluetooth dongle to be connected to the switch for simple, one touch deployment including stacking configuration using mobile app		
E.5.16	Must have a built-in analytics framework for network visibility to easily identify and troubleshoot issues that may compromise network health and must have WebUI management with no license and extra software download required		
E.5.17	Must support configuration of multiple switches with automation and analytics to ensure deployments are consistent, and free of errors.		
E.5.18	Must support Layer 2 features and static routing		
E.5.19	Must support IEEE 802.1Q with 4094 VLAN IDs		
E.5.20	Must support feature to allow filtering or managing traffic to block unwanted users from entering the network		
E.5.21	Must support user-defined thresholds for protecting against unknown broadcast, multicast, or unicast storms.		
E.5.22	Must support management access that encrypts all access methods using SSHv2, SSL, and SNMPv3.		
E.5.23	Must support jumbo frame size up to 9198 bytes.		
E.5.24	Must support IEEE 802.3ad that supports up to 32 LAGs link aggregation groups (LAGs), each with eight links per group with a user-selectable hashing algorithm.		
E.5.25	Must support IP SLA for Voice monitors quality of voice traffic using the UDP Jitter for VoIP tests		
E.5.26	Must support sFlow (RFC 3176) extensible ASIC-based wire-speed network monitoring and accounting without affecting network performance		

Name & Signature of Bidder's Authorized Representative

SUPPLY, DELIVERY, INSTALLATION, COMMISSIONING, AND MAINTENANCE OF PABX SYSTEM AND ANCILLARY SOLUTION FOR THE DEVELOPMENT BANK OF THE PHILIPPINES, BID REFERENCE NO. G-2024-48

Price Schedule for Goods Offered from Within the Philippines
[shall be submitted with the Bid if bidder is offering goods from within the Philippines]

Name of Bidder _____ Project ID No._____ Page ___of___

1	2	3	4	5	6	7	8	9	10
Item	Description	Country of origin	Quantity	Unit price EXWp er item	Transportation and all other costs incidental to delivery, per item	Sales and other taxes payable if Contract is awarded, per item	Cost of Incidental Services, if applicable, per item	Total Price, per unit (col 5+6+7+8)	Total Price delivered Final Destination (col 9) x (col 4)

REVISED FORM 14-A (page 1 of 2)

Detailed Financial Bid, must include, such as, but not limited to:

Particulars	Units/Quantity	Amount
IP PABX System		
Station Licenses		
GSM Gateways		
Text Connect System		
Call Management System		
Call Accounting System		
Attendant Console		
IP Phone Units		
Network Switches		
TOTAL		
Note: The total bid offer shall not exceed the Approved Budget of the Contract (ABC) amounting to PhP60,000,000.00		

The total bid must not exceed the total ABC and must be consistent with the financial bid per FORM 13.

Name: _____

Legal Capacity: _____

Signature: _____

Duly authorized to sign the Bid for and behalf of: _____

REVISED FORM 14-B(page 1 of 2)

SUPPLY, DELIVERY, INSTALLATION, COMMISSIONING, AND MAINTENANCE OF PABX SYSTEM AND ANCILLARY SOLUTION FOR THE DEVELOPMENT BANK OF THE PHILIPPINES, BID REFERENCE NO. G-2024-48

Price Schedule for Goods Offered from Abroad

[shall be submitted with the Bid if bidder is offering goods from Abroad]

Name of Bidder _____   Project ID No._____   Page ___ of ___

1	2	3	4	5	6	7	8	9
Item	Description	Country of origin	Quantity	Unit price CIF port of entry (specify port) or CIPnamed place (specify border point or place of destination)	Total CIFor CIPprice per item (col. 4 x 5)	Unit Price Delivered Duty Unpaid (DDU)	Unit priceDelivered Duty Paid (DDP)	Total Price delivered DDP (col 4 x 8)

REVISED FORM 14-B(page 2 of 2)

Detailed Financial Bid, must include, such as, but not limited to:

Particulars	Units/Quantity	Amount
IP PABX System		
Station Licenses		
GSM Gateways		
Text Connect System		
Call Management System		
Call Accounting System		
Attendant Console		
IP Phone Units		
Network Switches		
TOTAL		

Note: The total bid offer shall not exceed the Approved Budget of the Contract (ABC) amounting to PhP60,000,000.00

The total bid must not exceed the total ABC and must be consistent with the financial bid per FORM 13.

Name: _____

Legal Capacity: _____

Signature: _____

Duly authorized to sign the Bid for and behalf of: _____

SUPPLY, DELIVERY, INSTALLATION, COMMISSIONING, AND MAINTENANCE OF PABX SYSTEM AND ANCILLARY SOLUTION FOR THE DEVELOPMENT BANK OF THE PHILIPPINES, BID REFERENCE NO. G-2024-48

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	If the bidder is a joint venture (JV): a. **If bidding as a formed JV:** Submit the existing valid, duly accomplished, signed and notarized JV Agreement (JVA). The JVA must specifically indicate among others, the following: the partner company that will represent the JV, the shareholdings of each partner company 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. Moreover, please likewise note: 1) If the JV is incorporated or registered with the relevant government agency, 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. 2) If the JV is unincorporated, the PhilGEPS Certificate of Registration under Platinum Membership shall be submitted by each of the JV partners, while submission of the technical and financial eligibility documents (Tab 4 onwards) by any one of the JV partners constitutes collective compliance. b. **If bidding as a JV that is yet to be formed: Submit duly notarized Agreement to Enter into Joint Venture (Template per FORM 1).** Please likewise note: PhilGEPS Certificate of Registration under Platinum Membership shall be submitted by each of the JV partners, while submission of the technical and financial documents (Tab 4 onwards) by any one of the JV partners constitutes collective compliance. Please refer to FORM 1-A and FORM 1-B for the sample Secretary's Certificate for each of the JV Partners.

Item	FIRST ENVELOPE: ELIGIBILITY DOCUMENTS AND TECHNICAL REQUIREMENTS (DULY SEALED AND MARKED)
	Each JV partner must submit its duly notarized Special Power of Attorney or Secretary's Certificate, whichever is applicable, indicating therein the following: 1. *The designated/authorized representative who will sign the Joint Venture Agreement (JVA) or the Protocol to Enter into a JVA;* 2. *That they are duly authorized to participate in the bidding as a JV;* 3. *The authorized Lead Company to represent the JV;* 4. *The person designated as the duly authorized representative of the JV to participate in the bidding, sign the bid proposals/bidding documents and sign the ensuing contract with DBP.* *In case a JV partner is sole proprietorship and the proprietor opts to designate a representative, FORM 2-A shall be customized to include provisions such as the authority to sign the Protocol/Undertaking to Enter a JVA.*
TAB 2	Proof of appointment/authority of bidder's representative: a. **Duly notarized Special Power of Attorney** (if the bidder is a sole proprietorship and opts to designate a representative) - ***Template per FORM 2-A*** OR b. **Duly notarized Secretary's Certificate** (if the bidder is a corporation, partnership, cooperative or joint venture), if the bidder is a corporation - ***Template per FORM 2-B*** **In case there are more than one appointed/designated representatives, bidders must tick ONE of the checkboxes provided in the form to identify if acting ANY ONE OF THE SIGNATORIES, ALL OF THE SIGNATORIES, or ANY (NUMBER) OF THE SIGNATORIES.** **FAILURE TO TICK A CHECKBOX SHALL MEAN THAT ALL AUTHORIZED REPRESENTATIVES MUST SIGN THE BIDDING FORMS.**
TAB 3	Valid and current Certificate of PhilGEPS Registration (Platinum Membership), in three (3) pages, including Annex "A" or the List of Class "A" Eligibility Documents required to be uploaded and maintained current and updated in PhilGEPS in accordance with section 8.5.2. of the IRR of RA 9184. **Only the current/updated Certificate of PhilGEPS Registration (Platinum Membership) shall be accepted during the opening of bids. Expired Certificate or any of the Eligibility Documents listed in Annex "A" shall be a ground for failure of the bidder.** Note: The bidders must be in the industry for at least twenty (20) years. If the required years of business is not reflected/indicated in the Annex "A" of Certificate of PhilGEPS Registration (Platinum Membership), bidders must submit a copy of SEC Registration or DTI Registration to prove compliance to the required years in business. The 2024 Mayor's/Business Permit valid until 31 December 2024 shall be accepted for the bid opening. However, if declared as the Lowest/Single Calculated and Responsive Bid, the updated Mayor's Permit shall be required to be submitted before the issuance Notice of Award (NOA).

Following are the related provisions/requirements based on GPPB Resolution 15-2021 dated 14 October 2021 regarding submission of valid/current PhilGEPS Certificate of Registration (Platinum Membership):

Item	FIRST ENVELOPE: ELIGIBILITY DOCUMENTS AND TECHNICAL REQUIREMENTS (DULY SEALED AND MARKED)
	- *LIFT the suspension on the implementation of mandatory submission of the PhilGEPS Certificate of Registration (Platinum Membership) in Competitive Bidding and Limited Source Bidding, thus, fully enforcing Sections 8.5.2 and 54.6 of the 2016 revised IRR of RA No. 9184 starting 01 January 2022;* - *AMEND Sections 23.1(a)(ii) and 24.1(a)(ii) of the 2016 revised IRR of RA No. 9184 to reflect that the submission of the recently expired Mayor's Permit together with the official receipt as proof that the prospective bidder has applied for renewal within the period prescribed by the concerned local government unit shall be accepted by the PhilGEPS for the purpose of updating the PhilGEPS Certificate of Registration (Platinum Membership) in accordance with Section 8.5.2 of the 2016 revised IRR of RA 9184.*

TECHNICAL ELIGIBILITY DOCUMENTS

TAB 4	Statement by the bidder of **ALL** its ongoing government and/or private contracts (including those awarded but not yet started, 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 (**Template per FORM 3**), **duly signed by the bidder's authorized representative.** **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 *(per GPPB NPM 094-2013 dtd. 2013-12-19).* *Copies of the NOA, contract, NTP, or equivalent document for each ongoing contract listed in the statement shall be required to be submitted as part of post-qualification of the bidder declared as the Lowest or Single Calculated Bid.*
TAB 5	Statement of single completed contract of similar nature (government or private contract) within the last ten (10) years equivalent to at least fifty percent (50%) of the ABC of the item being bid, (**Template per FORM 4**), **duly signed by the bidder's authorized representative.** Similar contract refers to **supply, delivery, installation, and maintenance of PABX System** The identified single largest completed contract must be supported by the following: a) Notice of Award (NOA), **OR** Notice to Proceed (NTP), **OR** Contract, **OR** Purchase Order (PO) **AND** b) Any one of the following documents: • Copy of Certificate of Completion **or** Certificate of Acceptance **or** Certificate of Satisfactory Performance issued by the bidder's client. **OR** • 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	Completely accomplished computation of Net Financial Contracting Capacity (NFCC) which must be at least equal to the ABC (**Template per FORM 5**), **duly signed by the bidder's authorized representative.**

Item	FIRST ENVELOPE: ELIGIBILITY DOCUMENTS AND TECHNICAL REQUIREMENTS (DULY SEALED AND MARKED)
	1) The values of the bidder's current assets and current liabilities shall be based on the AFS for **CY 2023**; 2) The value of the NFCC must at least be equal to the ABC of this project. **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.** 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.

	TECHNICAL COMPONENT
TAB 7	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); **any one of the following is acceptable:** 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 (at least 5% of ABC) and a copy of Certificate issued by the Insurance Commission certifying that the surety or insurance company is authorized to issue a surety bond; d. Duly notarized Bid Securing Declaration (**Template per FORM 6**) duly signed by the bidder's authorized representative.

Approved Budget for the Contract (ABC)	Cashier's/ Manager's check, Bank draft/ guarantee or irrevocable letter of credit (2% of ABC)	Surety bond (5% of ABC)	Bid Securing Declaration
60,000,000.00	1,200,000.00	3,000,000.00	No required percentage

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.

Item	
TAB 8	Accomplished Omnibus Sworn Statement (with ten [10] statements) (**Template per FORM 7**), duly signed by the bidder's authorized representative and notarized.
TAB 9	Accomplished Data Privacy Consent Form **per FORM 8**, duly signed by the bidder's authorized representative.

Item	FIRST ENVELOPE: ELIGIBILITY DOCUMENTS AND TECHNICAL REQUIREMENTS (DULY SEALED AND MARKED)
TAB 10	Accomplished Certificate of Conformance to the Technical Specifications *per FORM 9*, duly signed by the bidder's authorized representative. The complete Technical Specifications, and its specifications are also attached as *REVISED FORM 10 as attached in the Supplemental Bid Bulletin No. 2 dated 23 December 2024* for reference.
TAB 11	Certificate issued by the manufacturer stating that the bidder is an authorized seller/reseller of the PABX upgrade solution being offered for at least five (5) years.
TAB 12	Certification issued by the bidder certifying that they are in the business/ industry for at least twenty (20) years, duly signed by the bidder's authorized representative
TAB 13A	Certification issued by two (2) clients stating/confirming that the bidder has install-based PABX systems in any of the following local industries: • Banking/Financial; • Telecommunications; • Government Agency/Institution • Broadcasting
TAB 13B	Document listing the following information for each client who has submitted certification in accordance with the requirements of TAB 13A: • Company name: • Contact person; • Telephone number; • Email address
TAB 14	Support Service Escalation Plan/Process including the local help/service desk contact number providing 24/7 technical assistance, duly signed by the bidder's authorized representative.
TAB 15	List of bidder's personnel (per *FORM 11*) to be assigned to the project if awarded the contract, **duly signed by the bidder's authorized representative**: 1. Professional Electronics Engineer 2. Project Manager 3. Technical Personnel
TAB 15A	Documents required for Professional Electronics Engineer a. Certificate of Registration issued by Professional Regulatory Commission (PRC); and b. Valid PECE Identification Card issued by PRC
TAB 15B	Documents required for Project Manager 1. Certificate as Project Management Professional issued by Project Management Institute; and 2. Certificate of Employment **signed by HR Officer and the bidder's authorized representative**
TAB 15C	Documents required for Technical Personnel **1.** Certification issued by the bidder stating/confirming that the assigned Technical Personnel has accomplished/completed at least two (2) projects pertaining to the installation, commissioning and maintenance of a PABX System, **duly signed by the bidder's authorized representative.** 2. Certificate of Employment **signed by HR Officer and the bidder's authorized representative**
TAB 16	Notarized Confidentiality and Non-Disclosure Agreement (per *FORM 12*), duly signed by the bidder's authorized representative.

Item	FIRST ENVELOPE: ELIGIBILITY DOCUMENTS AND TECHNICAL REQUIREMENTS (DULY SEALED AND MARKED)
TAB 17	Accomplished Revised Technical Specifications Compliance Checklist (per *REVISED ANNEX A of REVISED FORM 10 as attached in the Supplemental Bid Bulletin No. 2 dated 23 December 2024*), duly signed by the bidder's authorized representative.
TAB 17A	Safety Certifications and Electromagnetic Compatibility Certification issued by International Standards Body
TAB 17B	Product brochures and/or Technical Data Sheets of the following PABX System upgrade solution: • IP PABX System • Call Management System • Call Accounting System • Text Connect System/ SMS Blaster • 8- Port GSM Gateway • 24-Port Layer 2 Non-PoE Switch
TAB 18	Certification issued by the bidder stating that they have a Business Continuity Plan and are testing it annually for the scenarios such as the occurrence of disaster, calamity (natural or man-made) and other services disruption including employee strikes, lockdown, etc.. to ensure the continuity of services after the occurrence of the disruption/ disaster / calamities.

Item	SECOND ENVELOPE: FINANCIAL PROPOSAL (DULY SEALED AND MARKED)
TAB 1	Duly accomplished Financial Proposal Form (*Template per FORM 13*), duly signed by the bidder's authorized representative. Note: Total bid shall not exceed the ABC of PhP *60,000,000.00*, inclusive of taxes.
TAB 2	Detailed Financial Proposal/Price Schedule duly signed by the bidder's authorized representative. Bidders shall use either *REVISED FORM 14-A* or *REVISED FORM 14-B as attached in the Supplemental Bid Bulletin No. 2 dated 23 December 2024,* as template. Detailed Financial Bid, must include, such as, but not limited to: {{TABLE}}

Table in TAB 2:

Particulars	Units/Quantity	Amount
IP PABX System		
Station Licenses		
GSM Gateway		
Text Connect System		
Call Management System		
Call Accounting System		
Attendant Console		
IP Phone Units		
Network Switches		
TOTAL		

Note: The total bid offer shall not exceed the Approved Budget of the Contract (ABC) amounting to PhP60,000,000.00 and must be consistent with the financial bid per TAB 1.