

PROJECT: SUPPLY, INSTALLATION, CUSTOMIZATION AND CONFIGURATION OF INTERNAL AUDIT MANAGEMENT SYSTEM (IAMS) INTO OPERATIONAL STATE

A. Queries/Clarifications during the Pre-bid Conference:

	Queries/Clarifications	TWG/BAC Secretariat
1.	Just a question regarding the licensing, it says enterprise and perpetual licenses, does that mean the expectation is for perpetual type of license, would you not accept subscription basis?	We require a perpetual license that is for life, not a subscription.
2.	Will you allow us to use the credentials and the personnel from our principal for the project if we win the quotation? So we can't use our principal's credentials and resources unless we have a joint-venture agreement?	If you will use the credentials and personnel of your principal company, there is a requirement in RA 9184 or the Procurement Law that you have to enter a joint-venture agreement. Yes.
3.	Clarification for Non-Disclosure Agreement (NDA) accounts: Because our clients are hesitant and agitated when called by our procurement entities, is it possible that we will include them but instead of calling them, we will simply provide a copy of the contract and cover some sensitive information there, because the only validation that needs to be done is the existence of the account's on-going contracts? Can we get an advance notice on which clients SSS will be calling so we can notify them? In our case, we have at least 50 ongoing projects; so that we can notify them for validation ahead of time? I'm hoping we can work it out.	Following verification with the GPPB, the submissions of project with non-disclosure agreement is still a requirement for procurement under public bidding. The projects listed in your on-going/completed contract are required for the computation of NFCC. Bidders need to fill-out the form no. 5 in the Bidding Documents for the validation of the percentage of the outstanding value of the contract. GPPB RA 9184, requires the validation of all the documents stated in the submitted lists of on-going government and private contract. GPPB advises us, if we can also advise our bidders, to simply inform your clients that we will verify the project's existence, so that they will know that SSS will call them during the post-qualification evaluation period.

		That was also our concern, but the law requires that all ongoing projects submitted or stated in your documents must be validated, which is why the Technical Working Group is having a hard-time validating those projects. We'll just keep working on it.
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4.	Request for an extension for the submission on May 12, 2022 for bidders with joint-venture with their principal?	The deadline for the submission and opening of bids is re-scheduled from 12 May 2022 to 26 May 2022.
5.	If Phil-GEPS is not available on the day of submission, can we submit the Class A documents for the meantime and to follow the Phil-GEPS on post-qualification?	The GPPB has already passed a resolution lifting the suspension of Class A document submission and requiring the mandatory submission of Phil-GEPS registration at the time of submission, and for RA 9184, the Phil-GEPS certificate of registration must be valid at the time of submission.

B. Written Queries

	Queries	TWG
1.	Can we provide 8 hours x 5 days support instead of the 24 hours x 7 days support?	No. Technical support services shall be available twenty-four (24) hours, seven (7) days a week via web, email and telephone.
2.	Teammate is a COTS (commercial-off-the-shelf) software, like Microsoft. So any bugs will be submitted and a fix will be built in next 1 or 2 releases. Will you agree if we do not commit 2 days resolution time?	The technical problems or issues mentioned in GCC Clause 1, sub-item d), Section V. Special Conditions of Contract, page 23 of the bidding documents refers to technical problems or issues regarding the customized functionalities of the IAMS, which the supplier should resolve within 2 days/48 hours.

3.	Do we have any limitation on the existing servers and MS SQL licenses?	<p>The allocations of Windows Server 2019 (Hyperconverged Infrastructure) for IAMS are:</p> <p>Processor : up to 16 vCores Memory : up to 32GB Storage : up to 4TB</p> <p>There is no limitation on the existing MS SQL Licenses.</p>
4.	May we know the existing specifications allocated to this project?	Refer to item B.a.3.
5.	May we request for an extension of submission for at least 2-3 weeks since we need an ample time to complete the JVA documents since it was discussed in the Prebid that we are not allowed to use our principal's credentials and resource (personnel) for the project implementation.	Refer to item A.4.

6.	The current indemnity clause is too open. Can you provide a focused clause to limit the scope/coverage (Item No. 13, page 23 of the Bidding documents)?	<p>The said provisions simply mean that in case of any injury, death, loss or damage to SSS' employees, property or third person due to supplier's employees' fault or negligence during the duration of the contract for the implementation of the procurement project, the supplier shall assume full responsibility and hold SSS free and harmless from any and all claims, damages, expenses, fines, penalties and/or liabilities arising from such injury or damage.</p>
7.	Can we request Word version of the Forms for ease of fill in?	Yes. Bidders will be provided with the soft copy of the Forms.
8.	What are hardware specifications of the servers where the solution will be installed?	<p>The allocations of Windows Server 2019 (Hyperconverged Infrastructure) for IAMS are:</p> <p>Processor : up to 16 vCores Memory : up to 32GB Storage : up to 4TB</p>

9.	On page 31 of the TOR, why is there a Microsoft SQL Server 2019 Enterprise Edition for the database? Will this specific database store the data needed to connect to the proposed solution?	Yes. The Microsoft SQL Server 2019 Enterprise Edition will be used to store the data to be used by the IAMS.
10.	On page 32 of the TOR, C. Other Requirements and System Capabilities #7: "Interface with other application systems of the SSS". What are the other application systems of the SSS?	The IAMS will be extracting records from the databases of different application systems of the SSS, such as, but not limited to the following: a. Membership Registration System b. Contributions Collection System c. Member Benefits System d. Loans Management System e. Accounts Management System f. Automated Records Management System g. Service Delivery System h. Customer Relationship Management System i. Human Resource Management System j. Procurement and Inventory Management System
11.	On page 32 of the TOR, C. Other Requirements and System Capabilities #9: "Interface with other analytics tools". What are the other analytics tools?	The Internal Audit Service Group (IASG) of the SSS is currently using the Arbutus Software for data extraction and data analysis.
12.	On page 32 of the TOR, C. Other Requirements and System Capabilities #11: "Allow audit online and offline 24/7" Why is there a need for Offline 24/7 audit? Can this be changed to 8-5?	No. The proposed solution (IAMS) should allow audit online and offline 24/7. The IAMS should have an offline mode 24/7 because the conduct of audit offsite is not limited to the usual workdays and office hours. Thus, auditors deployed on field need 24/7 offline access to the system.
13.	Can we extend the deadline by another week from May 12, 2022 to May 19, 2022?	Refer to item A.4.
14.	Will SSS accept subscription plan instead of perpetual licenses?	No. The requirement is perpetual licenses for at least 50 auditors.

15.	Will SSS accept partial product submission or only full solution?	No. Partial product submission is not allowed.
16.	What customization will be needed?	Refer to Annex A. Scope of Works of the Bidding Documents.

C. Other Instructions

Bidders are reminded of the instructions indicated in Section VII. Technical Specifications, page 31 of the Bidding Documents, as follows:

“Bidders must state here either “Comply” or “Not Comply” against each of the individual parameters of each Specification stating the corresponding performance parameter of the equipment offered. **Statements of “Comply” or “Not Comply” must be supported by evidence in a Bidders Bid and cross-referenced to that evidence.** Evidence shall be in the form of manufacturer’s un-amended sales literature, unconditional statements of specification and compliance issued by the manufacturer, samples, independent test data etc., as appropriate. A statement that is not supported by evidence or is subsequently found to be contradicted by the evidence presented will render the Bid under evaluation liable for rejection. A statement either in the Bidder’s statement of compliance or the supporting evidence that is found to be false either during Bid evaluation, post-qualification or the execution of the Contract may be regarded as fraudulent and render the Bidder or supplier liable for prosecution subject to the applicable laws and issuances.”

Hence, bidders should properly label the evidence/s and cross-referenced with the statement of compliance.