

PROJECT: TWO-YEAR CONTRACT FOR MESSAGE BLAST SERVICE

I. QUERY/CLARIFICATION RAISED DURING THE PRE-BID CONFERENCE ON AUGUST 04, 2022

Item No.	Query/Clarification	TWG/BAC Reply
1	<p>Question from MyBusyBee:</p> <p>Can we amend the Single Largest Completed Contract (SLCC) of Message Blast Service? Based on MBS PBD, similar contract shall refer to bulk text blast message service. They are asking if it can be web development.</p>	<p>No. We maintain ITB Clause 5.3 of Bid Data Sheet, as stated below:</p> <p><i>“For this purpose, contract similar to the Project shall be:</i></p> <p><i>a. Similar contracts shall refer to services for bulk text blast message.</i></p> <p><i>Bulk text blast message is defined as a mass SMS campaign comprising of at least 100,000 messages sent to large group of recipients at once.”</i></p>

II. WRITTEN QUERIES

	Query/Clarifications	TWG/BAC Reply
1	<p>Can we remove the requirement to indicate delivery status as invalid/inactive number? There is currently no platform response to indicate if message is inactive or invalid except for invalid format (lacking or exceeding the count of digits).</p>	<p>Yes. The requirement to indicate “Mobile Number Inactive” as reason for unsent text messages will be removed.</p> <p>This amends Item No. 2 of the Scope of Service/Work under Special Conditions of Contract:</p> <p><i>“2. The Winning Bidder must provide an email notification to concerned SSS personnel on the confirmation that the files uploaded through the Secure File Transfer Protocol (SFTP) has been successfully processed. Should there be unsent text messages, reason for unsent text messages (Invalid Mobile Number format Mobile Number Inactive or International Mobile Number) must</i></p>

	<p>Another scenario is if the mobile number is not connected to the network at time of sending which the network will retry within 9 hours and if still unsuccessful, it will be returned as Expired. This will also affect the error report to be generated since the Messaging Platform will have to wait for the final status of all messages which may take up to 9 hours.</p>	<p><i>be stated in the email as well as the file name/s of the file/s transferred by SSS for sending.</i></p> <p>All available items for reporting should be submitted immediately to SSS except for items for re-sending which can be reported after completion of the re-sending/re-tries.</p>
2	<p>Please confirm the requirement to send out 2.5M messages within 48 hours will apply to production or only during the POC?</p>	<p>As stated under item C of Scope of Service/Work (Special Conditions of Contract), the 2.5M text messages shall be sent during the performance testing and not during the POC. Quoted below is Item C of Scope of Service/Work:</p> <p><i>Scope of Service/Work</i></p> <p><i>“c. The initial Message Blast Service volume of 2,500,000 shall be sent via black hole sending for performance testing purposes. (Black hole sending refers to the performance testing to be conducted by the SSS wherein the Winning Bidder shall process bulk SMS transactions without sending the SMS to the recipients. The purpose of this activity is to test if the Winning Bidder can process a large number of SMS transactions coming from SSS.)”</i></p>
3	<p>MYBUSYBEE INC would like to ask for the acceptance of MYBUSYBEE, INC’s SLCC of any Web Development project which is in the same category and complies with the 50% of the ABC.</p>	<p>No. We maintain ITB Clause 5.3 of Bid Data Sheet, as stated below:</p> <p><i>“For this purpose, contract similar to the Project shall be:</i></p> <p><i>a. Similar contracts shall refer to services for bulk text blast message.</i></p> <p><i>Bulk text blast message is defined as a mass SMS campaign comprising of at least 100,000 messages sent to large group of recipients at once.”</i></p>
4	<p>On the SLCC, may we request for the completion of the contract within</p>	<p>We maintain the SLCC as stated under ITB Clause 5.3.b of Bid Data Sheet and</p>

	<p>5 years prior to the deadline of submission and opening of bids? Moreover, may we also request for the amount to be equivalent to at least 25% of the ABC?</p>	<p>Item 5.3.a of Eligible Bidders under Section II. Instructions to Bidders:</p> <p><i>“Bid Data Sheet</i></p> <p><i>b. Completed within three (3) years prior to the deadline for the submission and receipt of bids.”</i></p> <p><i>“Eligible Bidders</i></p> <p><i>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.”</i></p>
5	<p>Intellectual Property Rights - can this be omitted if not applicable?</p>	<p>Intellectual Property Rights is a standard provision in our PBD.</p>
6	<p>Can we also include limitation of liability of Supplier:?</p> <p>i. Innove shall not be liable to the Customer for any special, indirect, consequential or incidental damages, including loss of profits or revenues or loss of prospective business advantage, regardless of whether Innove had been advised of such damages or whether that liability arises in contract, tort, strict liability, breach of warranty, or otherwise.</p> <p>ii. Without prejudice to the applicability of indemnity/compensation in the event of breach relating to Use of Service Clause, neither party will be liable for direct damages in excess of what has been paid by the Customer within the twelvemonth period immediately prior to the event of claim.</p> <p>Use of Service Clause: Customer shall use the Innove facilities and/or Innove services provided only for the purpose herein stated and shall not use the same to conduct any service such as callback, unauthorized audiotex, International Simple</p>	<p>Liability of the Supplier indicated in the Special Conditions of Contract is a standard provision in our PBD.</p>

	Resale (ISR), and other analogous services which are prohibited in the Philippines, or which operation or service constitutes a bypass defrauding Innove and/or its interconnect partners of the rightful access/termination charges due them.											
7	May we clarify the specification of the existing blasting platform, including its timeframe to set-up, configure and integrate?	<p>Please refer to Items J and K of Scope of Service/Work under Special Conditions of Contract for the specifications of the existing Message Blast Service platform.</p> <p>For the timeframe to set-up, configure and integrate, kindly refer to Item No. 1 of the Schedule of Requirements.</p> <p style="text-align: center;">Section VI. Schedule of Requirements</p> <p style="text-align: center;"><small>The delivery schedule expressed as weeks/months stipulates hereafter a delivery date which is the date of delivery to the project site.</small></p> <table border="1"> <thead> <tr> <th>Item Number</th> <th>Description</th> <th>Quantity</th> <th>Total</th> <th>Delivered, Weeks/Months</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>Provision of Message Blast Service for bulk and individual messaging</td> <td>One (1) lot</td> <td>One (1) lot</td> <td>Within 60 calendar days upon receipt of Notice to Proceed and Signed Contract</td> </tr> </tbody> </table>	Item Number	Description	Quantity	Total	Delivered, Weeks/Months	1.	Provision of Message Blast Service for bulk and individual messaging	One (1) lot	One (1) lot	Within 60 calendar days upon receipt of Notice to Proceed and Signed Contract
Item Number	Description	Quantity	Total	Delivered, Weeks/Months								
1.	Provision of Message Blast Service for bulk and individual messaging	One (1) lot	One (1) lot	Within 60 calendar days upon receipt of Notice to Proceed and Signed Contract								
8	How will the performance stress test for the blackhole sending of 2.5M messages be handled? What is the nature of messages to be sent? Priority or broadcast?	During performance testing, SSS will provide test data for bulk messaging and the messages to be sent are priority and broadcast.										
9	Is the window time for no sending of text messages fixed at 9:00pm to 6:00am?	Yes.										
10	Is manual extraction for the log of all SSS message blast service API activities/transactions allowed?	Yes. Through individual messaging platform.										
11	Can we limit the number of permission-based roles for non-Admin accounts to 3?	No. This should be customizable based on SSS requirements.										
12	What will be the nature of messages to be sent? OTP and/or broadcast/promotional?	Messages to be sent are broadcast/promotional and transactional.										
13	What will be the services required for the web platform? Is this purely blasting or 2-way/polling?	The individual messaging platform/Web platform should be 2-way/polling (with Inbound and Outbound messages).										
14	What are the current rates with the incumbent?	c/o BAC										
15	What is the monthly volume?	You may compute the monthly average based on the yearly estimated transactions indicated in the Bid Breakdown.										

16	May we clarify if there will be 2 solutions to be positioned for requirement? I.e SMS API and/or DIY?	The solution must be capable of bulk and individual messaging.
17	Is this going to be OTC or monthly replenishment of SMS?	This is monthly charge based on the actual usage of SSS. You may refer to Item 2.2 of GCC Clause under Special Conditions of Contract.
18	On the performance/acceptance testing, is the 30-calendar day performance testing period included in the 60 calendar day delivery? May we align this with the timeframe of configuration and integration to existing platform?	The message blast service should be ready for performance and acceptance testing within sixty (60) calendar days upon contract signing and Issuance of Notice to Proceed and the testing for a period of thirty (30) consecutive calendar days should commence on the first Monday immediately following the day when the Advice of Complete installation is submitted by the Supplier.