PROJECT: ACQUISITION AND INSTALLATION INTO OPERATIONAL STATE OF ICT HELPDESK & ASSET MANAGEMENT SYSTEM (REPLACING THE OLD SERVICE DESK-LANDESK) (RE-ADVERTISEMENT)

QUERIES RAISED DURING THE PRE-BID CONFERENCE:

	Query/Clarifications	TWG/BAC Reply
1	Clarification regarding technical submission of certification of compliance: Do we need to submit one certificate per line item or only one certificate for all?	One certification per line item.
2	SLCC clarification: Can we use any IT projects, if allowed?	No. Please refer to "insert here reference to similar projects in BD"
3	What if the ICT Help Desk is incorporated inside BPO operations, will that be allowed?	As long as it is ITIL 3 or 4, it will be allowed and the cost component is equal to at least 50% of the total ABC of this project, excluding your BPO project cost.
4	Clarification regarding documentary requirements: Do we still need to attach copies of our NTP, NOA and contracts?	No need, just a statement of your on-going contracts, provided you fully filled up all the details in the form.
5	Can we e-mail other queries in the future?	We will answer your query during the discussion of the schedule.

WRITTEN QUERIES:

	QUERIES/CLARIFICATIONS	TWG RESPONSE
1	In Section VI Item 1.c, we want to clarify about the provision of end-point licenses since it is technically not a component of the ICT Helpdesk and Asset Management System. Do you have technical specifications for these end-point licenses?	This statement only states that a minimum of 7,500 licenses for endpoints can access and use the system for reporting problem request.
2	In Section VI Item 2.c, can we clarify what is referred to as "Categories" and "Groups" for common understanding?	Categories and Groups are customizable parts of ITSM under IT Infrastructure Library (ITIL) model.
3	In Section Vi Item 4, the required training appears to be online. However, there is also a note to schedule training in batches to ensure SSS personnel availability. Can the winning bidder propose a combination of on-site and online trainings?	Yes.
4	In Section VII Item A, is there any specific requirements for ITIL v4 that you are interested at?	Refer to Section VII. Technical Specifications, Item A. Functional Requirements, (Numbers 1 to 11).
5	Also in Section VII Item A, a few of the functional requirements will need some	All the items in Section VII. Technical Specifications, Item A. Functional

	customization. One is the Service Catalogue. Can we consider this item as "Compliant"?	Requirements shall be customized based on SSS business process. Refer to Annex A, Scope of Works and Services Required, Item 1 for details.
6	In Section VII Item B.4. Our system is in My SQL server. My SQL also works with RDBMS. Is there any specific feature of Microsoft SQL Server, that we need to verify with My SQL?	This project requires MS SQL Server Database since this is the Database being used in our Hyper Converge Server. Licenses shall be provided by the bidder.
7	If we have any other clarifications, can we still email these to the SSS BAC?	Deadline of submission of bidder queries was on October 14, 2022, as stated in the Pre-Bid conference.

8	Annex B; General requirements; Warranty Period, Page 53: C. During the warranty period, the Supplier shall provide onsite maintenance support, consisting of Preventive Maintenance and Remedial Services at no additional cost to SSS. Do we need to allocate a Tech personnel to be onsite and should be present 8x5 for the 2 years warranty period OR a Helpdesk support and deployment of personnel onsite if there are any issues, should suffice?	No. The service provider shall provide onsite support during preventive maintenance services and during remedial services during the warranty period. The technical personnel should be present onsite only during the actual performance of the required services.
9	Section 6; Schedule of Requirements, Page 27: Within one hundred sixty (160) calendar days from receipt of Notice to Proceed and Purchase Order Is there a chance to extend the delivery days of 160 calendar days? What will be the acceptable number of delivery days for SSS?	Delivery period will be extended up to 240 calendar days from the receipt of Notice to Proceed and Purchase Order. This amends items 1-5 in Section VI Schedule of Requirements, to read as follows: Within two hundred forty calendar days from receipt of Notice to Proceed and Purchase Order/Signed Contract.
10	Technical Specifications under Certifications and other requirements, Certificate of Warranty, Page 31: Certificate of Warranty for a period of two (2) years issued to SSS by the Supplier/Distributor/Manufacturer. Instead of Certificate of Warranty, can a letter of warranty be acceptable?	Yes. Certificate of Warranty or Letter of Commitment/Letter of Warranty for a period of two (2) years issued to SSS by the Supplier/Distributor/Manufacturer. This amends Section VII Technical Specification Item C.5.

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11	Annex A: Scope of Work and Services Required, Servers, Page 52: Installation and customization for both system (Help Desk and Asset Management) in SSS existing Hyper-Converged Infrastructure (HCI) Servers on a virtualized environment running in Windows Server 2019: Server capacity allocated shall be: a. CPU: 16 Cores b. RAM: 16GB c. Storage: 1TB Is it possible for the Help Desk and Asset/Endpoint Management to have a separate server and, DB server? This means that there will be 3 servers needed.	Yes, we can provide you with 3 virtualized servers.
12	Annex A: Scope of Work and Services Required, Servers, Page 52: Installation and customization for both system (Help Desk and Asset Management) in SSS existing Hyper-Converged Infrastructure (HCI) Servers on a virtualized environment running in Windows Server 2019: Server capacity allocated shall be: a. CPU: 16 Cores b. RAM: 16GB c. Storage: 1TB If machines outside the SSS network are included, is it ok to have an additional server to act as a management gateway server to connect to machines outside that are not connected to the SSS network?	No. Only IT Resources within the SSS network shall be covered by the ITSM.
13	Annex A: Scope of Work and Services Required, Servers, Page 52: Installation and customization for both system (Help Desk and Asset Management) in SSS existing Hyper-Converged Infrastructure (HCI) Servers on a virtualized environment running in Windows Server 2019: Server capacity allocated shall be: a. CPU: 16 Cores b. RAM: 16GB c. Storage: 1TB	

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		Can we increase the specification of the server based on the RFP or that's the only allowed specs?	As stated in the Bidding Document, Server capacity allocated shall be: a. CPU: 16 Cores b. RAM: 16GB c. Storage: 1TB Changes in the specification of the server can be discussed during the Project Implementation Planning Sessions.
14	Section 6: Schedule of Requirements, Endpoint Licenses, Page 27: Installation and customization for both system (Help Desk and Asset Management) in SSS existing Hyper-Converged Infrastructure (HCI) Servers on a virtualized environment running in Windows Server 2019: Server capacity allocated shall be: a. CPU: 16 Cores b. RAM: 16GB c. Storage: 1TB	
	The 7500 devices include machines that are outside the SSS network or just the machines within the network?	The 7500 devices are inclusive of machine within LAN and outside the SSS network with DSL and Leased line connections.
15	Section 6: Schedule of Requirements, Endpoint Licenses, Page 27: c) Provision for a minimum of 7,500 End-Point Licenses	
	Is it okay to install an agent on all 7500 endpoints to collect all the data from the endpoints for the Asset/Endpoint Management?	Yes, as long as you can assure that it will not cause significant increase in traffic in our network infrastructure.
16	Forms, Forms, Page 27: Are the notarize forms we submitted in August 11 still valid for this submission?	Yes.
17	Section 7: Technical Specifications, Certificates, Page 32; Item 2: Certificate from the manufacturer that the proposed product has been released or announced for market purposes within a twelve-month period from date of submission of the proposal. Will a write up from our principal's website enough?	No.

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18	Section 7: Technical Specifications, Certificates, Page 32; Item 4: Certificate from the manufacturer stating that the proposed product is ITIL Version 4 compliant. Can we submit a write up from our principal's website stating that our proposed product is ITIL version 4 compliant?	No.
19	Section 7: Technical Specifications, Certificates, Page 32; Item 5: Certificate of Warranty for a period of two (2) years issued to SSS by the Supplier/Distributor/Manufacturer. Can we submit a notarized letter of warranty?	Notarization is not required. Please refer to Item 3 Above.
20	Bid Security: Bid Security (Cash or LC- 2% of the ABC per lot or Surety Bond- 5% of the ABC OR Bid Securing Declaration) Can we use manager's check instead?	Yes

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