

Specifications, Case Management, page 93	chat platforms including Skype.	chat platforms (<i>Skype, Facebook Messenger, Workplace Chat by Facebook, and Google Hangouts.</i>)
Detailed Technical Specifications, Hardware, Network & Infrastructure for Level 1 Agents, Item: Desktop computers, page 104	The Service Provider must have a dedicated desktop computer for each agents with the following minimum specification: <ul style="list-style-type: none"> • Must be a globally recognized known brand and at the top 5 vendor list in the Latest IDC report for Philippine PC shipment • Must have the following minimum requirements <ul style="list-style-type: none"> o Operating System: Windows 10 Professional 64bit o Processor: Intel Corei7 o Memory: 8GB o Hard Disk Drive: 1TB o USB Keyboard and USB Optical Mouse 	The Service Provider must have a dedicated desktop computer for each agents with the following minimum specification: <ul style="list-style-type: none"> • Must be a globally recognized known brand and at the top 5 vendor list in the Latest IDC report for Philippine PC shipment • Must have the following minimum requirements <ul style="list-style-type: none"> o Operating System: Windows 10 Professional 64bit o Processor: <i>Intel Corei5</i> o Memory: 8GB o Hard Disk Drive: 1TB o USB Keyboard and USB Optical Mouse
Detailed Technical Specifications, Hardware, Network & Infrastructure for Level 2 Agents, Item: Project Management, page 105	secure five (5) data plan of fixed wireless broadband service that shall be under DepEd's account	secure five (5) data plan of fixed wireless broadband service (<i>20GB LTE per device per month</i>) that shall be under DepEd's account
Details	Original Provision	Provision, as deleted
Detailed Technical Specifications, Email Facility, page 90	The facility should provide for storage of all emails received and acted upon or replied to by ACD.	<i>The facility should provide for storage of all emails received and acted upon or replied to by ACD.</i>
Details	Original Provision	Provision, as clarified
Detailed Technical Specifications, Level 1 Contact Center Services, Item: Application Support, page 101-102	The service provider must provide full support to all existing applications catering to DepED central office initially with provisions to support regional office, divisions office, and school office level.	Existing applications catering to DepED central office initially with provisions to support regional office, divisions office, and school office level are all web-based. No legacy systems are required in the specific middleware.

	This includes but not limited to guiding users to specific functionalities, user access rights, logging and reporting application bugs and or fixes.	
Detailed Technical Specifications, Hardware, Network & Infrastructure for Level 1 Agents, Item: Server, page 104	The Service Provider must have a dedicated server for DepEd with the following minimum specification (comparable in performance or higher) <ul style="list-style-type: none"> • 1 x 10 core, 2.2 Ghz clock speed Intel Xeon Processor • at least 32 GB of memory • support Linux operating system 	In reference to server stated in the said provision, the following are clarified in terms of: <ol style="list-style-type: none"> 1. Location: With the service provider 2. Ownership at the end of contract: For physical server – stays with the Service Provider For virtual machine – will be turned over to DepEd.

All other provisions not herein modified shall remain in full force and effect.

For your information and guidance.

Atty. REVSEE A. ESCOBEDO
 OIC-Undersecretary and Chairperson