



November 2, 2020

**BID BULLETIN NO. 1**

**PROJECT** : Supply and Delivery of One-Year Subscription for DepEd Commons for Unlimited Users with Support Services

**PROJECT NO.** : 2020c-BLR4(005)-BII-CB-009

This Bid Bulletin is hereby issued for the information and guidance of all prospective bidders. It shall form an integral part of the bidding documents issued earlier relative to above project.

**1. Section I. Invitation to Bid**

Provision	Original Provision	Provision, as amended
Project No., page 7	PROJECT NO.: 2020c-BLR4(003)-BIII-CB-009	PROJECT NO.: <b><u>2020c-BLR4(005)-BII-CB-009</u></b>

**2. Section VII. Technical Specifications, General Requirements/Specifications**

Details	Original Provision	Provision, as amended
<b>Item 6</b> , pages 43-44	<p><b>SUPPORT SERVICES (12 MONTHS)</b></p> <ul style="list-style-type: none"> <li>o Provide 8x7 support to system except on holidays</li> <li>o Receive ICT inquiries or requests for technical support either through email, ticket monitoring or phone base.</li> <li>o Record all support requests and related activities using CRM system.</li> <li>o Ensures all ticket information are accurate and updated</li> <li>o Provide immediate solutions based on tested scenarios and within agreed Service Level Agreement</li> </ul>	<p><b>SUPPORT SERVICES (12 MONTHS)</b></p> <ul style="list-style-type: none"> <li>o Provide 8x7 support to system except on holidays</li> <li>o Receive ICT inquiries or requests for technical support either through email, ticket monitoring or phone base.</li> <li>o Record all support requests and related activities using CRM system.</li> <li>o Ensures all ticket information are accurate and updated</li> <li>o Provide immediate solutions based on tested scenarios and within agreed Service Level Agreement</li> </ul>

	<p>o Report any fraudulent, suspicious acts or unlawful activities or transactions to immediate head to preempt potential risks to DepEd.</p> <p>o Provide solution documentation for maintenance agreement.</p>	<p>o Report any fraudulent, suspicious acts or unlawful activities or transactions to immediate head to preempt potential risks to DepEd.</p> <p>o Provide solution documentation for maintenance agreement.</p> <p><b><u>o Service Level Agreement (application level)</u></b></p> <ul style="list-style-type: none"> <li>• <u>Severity Level 1</u> <ul style="list-style-type: none"> <li>- <u>System is totally down and not delivering the functionalities.</u></li> <li>- <u>Response Time: Within 4 hours upon reporting</u></li> </ul> </li> <li>• <u>Severity Level 2</u> <ul style="list-style-type: none"> <li>- <u>No impact in production</u></li> <li>- <u>Substantially degrades the performance of the equipment/system.</u></li> <li>- <u>Response Time: Within 8 hours</u></li> </ul> </li> <li>• <u>Severity Level 3</u> <ul style="list-style-type: none"> <li>- <u>An Error that causes some functional restrictions, but it does not have a critical or severe impact on operations.</u></li> <li>- <u>Response Time: Within 12 hours</u></li> </ul> </li> <li>• <u>Severity Level 4</u> <ul style="list-style-type: none"> <li>- <u>Minor problem and does not constitute any significant limitation of the equipment/system ability to allow normal business operation.</u></li> </ul> </li> <li>• <u>Within Time: Within 24 hours</u></li> </ul>
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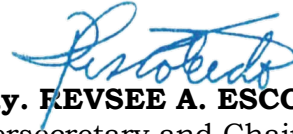
### 3. ANNEX

- Bidders are requested to fill out the checklist in **Annex "E"** and attach the same to the submitted eligibility documents for efficiency of

checking and cross-referencing of BAC. Non-submission of and/or unfilled form shall not render the bidder disqualified. In case of discrepancy, the information in the submitted eligibility documents shall prevail.

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

For your information and guidance.



**Atty. REVSEE A. ESCOBEDO**  
Undersecretary and Chairperson