

**LIST OF ISSUES & CONCERNS**

*Appendix "A"*

	<b>Prospective Bidder</b>		<b>Provision</b>	<b>Description</b>	<b>Specification</b>	<b>Appeals/Requests</b>	<b>BAC's Decision</b>
1	Inventive Transformation Philippines, Inc	1	Section III. Bid Data Sheet	ITB Clause 5.3  SLCC	For this purpose, contracts similar to the projects shall be: a. Supply and Delivery of Cloud Hosting Services b. completed within seven (7) years immediately prior to the deadline for the submission and receipt of bids.	Can we relax the requirement to "Projects involving Cloud Based Solutions and/or Cloud Management" to allow more bidders to join the project?	<b>AS IS</b>
	Inventive Transformation Philippines, Inc	2	Section VI. Schedule of Requirements	Delivery Schedule	The Migration (if required) should be done using native solution that can migrate the workload ecosystems within a two-hour window and less than an hour downtime for all workloads.	Can we extend the migration period to "at least 2 weeks with less than an hour downtime for all workloads" The 2hours migration period will limit the bidding to the only one cloud service provider	<b>AS IS</b>
	Inventive Transformation Philippines, Inc	3	Section VII. Technical Specifications	IV. General Requirements	The prospective service provider must have at least (5) Cloud Certified: Administrator Associate; (3) Cloud Solutions Architect Expert/Professional.	These certifications are specific to only one Cloud Service Provider. Can we offer equivalent certifications from other CSP?	The prospective service provider must have at least <b>five</b> (5) Cloud Certified: Administrator Associate, <b>and three</b> (3) Cloud Solutions Architect Expert/Professional. <b>They can either be in country or in region as long as they can comply with the requirements.</b>
	Inventive Transformation Philippines, Inc	4	Section VII. Technical Specifications	V. Technical Requirements  DevOps	The cloud solution provide must be in the 2023 Gartner Leader for DevOps Platform	Can we remove these specification as this points to only one Cloud Service Provider	<b>Please see Bid Bulletin No. 1</b>
2	iConnect Systems Integration Inc.	5				May we know if this requirement is a renewal or new subscription	<b>New Subscription</b>
	iConnect Systems Integration Inc.	6				Can you please provide a breakdown of the 4,400 cloud subscription credit quantity/license requirement? [the detailed list of products or licenses/credits and corresponding quantities (e.g. 100 Windows Servers, 100 Azure Credits, etc.)]	<a href="https://tinyurl.com/DepEdSubs">https://tinyurl.com/DepEdSubs</a>
	iConnect Systems Integration Inc.	7	Section VI. Schedule of Requirements	Delivery Schedule	The Migration (if required) should be done using native solution that can migrate the workload ecosystems within a two-hour window and less than an hour downtime for all workloads.	Please confirm that there was an industry-standard feasibility study done, that supports a 2-hour migration for the 4,400 cloud subscription if the interested bidders will propose other Public Cloud Solutions like Google, Alibaba, Huawei, etc?	<b>As is. This is the requirements of DepEd.</b>
	iConnect Systems Integration Inc.	8	Section VII. Technical Specifications	V. Technical Requirements  DevOps	The cloud solution provide must be in the 2023 Gartner Leader for DevOps Platform	We understand that this requirement must be in 2023 Gartner Leader for DevOps Platform narrows down vendor options, would DepEd consider to relax its options to open the tender to more vendors? (e.g. open for both local and international vendors competition to get the best possible offer)	<b>Please see Bid Bulletin No. 1</b>
	iConnect Systems Integration Inc.	9	Section VII. Technical Specifications	IV. General Requirements	The prospective service provider must have at least (5) Cloud Certified: Administrator Associate; (3) Cloud Solutions Architect Expert/Professional.	Are other Public Cloud Vendors/Principals open to join this bid? If your answer is yes, please also allow to relax the certification requirement based on their equivalent certifications especially on Item no. 2 of the General Requirements	The prospective service provider must have at least <b>five</b> (5) Cloud Certified: Administrator Associate, <b>and three</b> (3) Cloud Solutions Architect Expert/Professional. <b>They can either be in country or in region as long as they can comply with the requirements.</b>
	iConnect Systems Integration Inc.	10	Section I. Invitation to Bid	Bid Opening	Bid opening shall be on December 6, 2023, 9:00 A.M. at Bulwagan ng Karunungan, Ground Floor, Rizal Building, DepEd Complex, Meralco Ave., Pasig City	Can we also request a one (1) week extension of the submission of bid upon the issuance of the final bid bulletin?	<b>Please see Bid Bulletin No. 1</b>
3	Crayon Philippines	11	Section III. Bid Data Sheet	ITB Clause 19	In case of a joint venture, the NFCC shall be computed based on the Audited Financial Statement of the LOCAL LEAD PARTNER, unless it is shown by clear proof that the other partners to the joint venture have infused capital investment to support the operation of the local lead partner to ensure compliance with the obligations under the contracts in this project, in which case the NFCC of the foreign joint venture or the minority partner of the joint venture shall be computed.	If there is a joint venture, can any of the local partners provide NFCC or CLC?	<b>Sec. 23.1.b. Class "B" Documents. Each partner of the joint venture shall submit their respective PhilGEPS Certificates of Registration in accordance with Section 8.5.2 of this IRR. The submission of technical and financial eligibility documents by any of the joint venture partners constitutes compliance: Provided, That the partner responsible to submit the NFCC shall likewise submit the Statement of all of its ongoing contracts and Audited Financial Statement Section 23.4.1.5 If the bidder submits a committed Line of Credit, it must be at least equal to ten percent (10%) of the ABC to be bid: Provided, That if the same is issued by a foreign.</b> <b>[NPM No. 13-2017]</b> <b>Accordingly, even if the bidder opts for the submission of a committed Line of Credit to support its financial eligibility for goods and services procurement it shall likewise submit the Statement of all ongoing contracts as part of his technical documents. To provide compliance with the technical requirements of the procurement project, the PE shall check the performance of the bidder, during the post-qualification stage, in all of its ongoing contracts identified in the said Statement. A finding of any of the aforementioned occurrence shall be ground for the bidders' disqualification.</b>

Prospective Bidder		Provision	Description	Specification	Appeals/Requests	BAC's Decision
Crayon Philippines	12	Section VII. Technical Specifications	IV. General Requirements Item Number 1	Item Number 1 The cloud hosting provider must be an authorized distributor of the cloud computing platform, as attested through a signed manufacturer's certification.	Can we clarify if the Cloud Hosting Provider is referred as the prospective bidder or the cloud vendor? If the cloud hosting provider is the prospective bidder, should the local bidder hold the status of current Large Solution Provider or LSP who can provide Enterprise Agreement or EAS to DepEd?	The <b>Prospective bidder</b> must be an authorized distributor of the cloud computing platform, as attested through a signed manufacturer's certification.
Crayon Philippines	13	Section VII. Technical Specifications	IV. General Requirements Item Number 2	The prospective service provider must have at least (5) Cloud Certified: Administrator Associate, and (3) Cloud Solutions Architect Expert/Professional.	Should the personnel be in country or locally employed or at least a majority number of resources? Can a single person fit all the required certifications, or does it have to be separate individuals?	The prospective service provider must have at least <b>five (5)</b> Cloud Certified: Administrator Associate, <b>and three (3)</b> Cloud Solutions Architect Expert/Professional. <b>They can either be in country or in region as long as they can comply with the requirements.</b>
Crayon Philippines	14	Section VII. Technical Specifications	IV. General Requirements Item Number 3	The cloud hosting provide must provide knowledge transfer	Are you referring to the cloud vendor or prospective bidder? How many individuals are we going to train? Is this face to face, online or hybrid?	The <b>Prospective bidder</b> must provide knowledge transfer
Crayon Philippines	15	Section VII. Technical Specifications	IV. General Requirements Item Number 4	The cloud hosting provider must have implementation and deployment experience in a public cloud environment	Are you referring to the cloud vendor or prospective bidder?	The <b>Prospective bidder</b> must have implementation and deployment experience in a public cloud environment
Crayon Philippines	16	Section VII. Technical Specifications	IV. General Requirements Item Number 5	The cloud hosting provider must have contracting experience with the Government for at least 12 years	Are you referring to the cloud vendor or local prospective bidder? If you are referring to the prospective bidder, as a subsidiary of the global company, will the Global experience count? Does contracting experience refer to cloud hosting only?	The <b>Prospective bidder</b> must have contracting experience with the Government for at least <b>10</b> years
Crayon Philippines	17	Section VII. Technical Specifications	IV. General Requirements Item Number 6	The cloud hosting provider must have an experience and expertise in Infrastructure, Security, Management and Data Management with Artificial Intelligence and Machine Learning.	Are you referring to the cloud vendor or prospective bidder?	<b>AS IS</b>
Crayon Philippines	18	Section VII. Technical Specifications	V. General Requirements Item Number 10	The cloud hosting provider must be compliant with the international and industry-specific standards	Are you referring to the cloud vendor or prospective bidder?	<b>AS IS</b>
Crayon Philippines	19	Section VII. Technical Specifications	V. General Requirements Item Number 38	The cloud hosting provider must be certified on international and industry-specific compliance standards, including: <ul style="list-style-type: none"> <li>• ISO 9001:2015</li> <li>• ISO 22301:2019</li> <li>• ISO 27001:2013</li> <li>• ISO/IEC 27017:2015</li> <li>• ISO/IEC 27018:2019</li> <li>• ISO 27701:2019</li> <li>• ISO 27018</li> <li>• SOC 1 Type 2 and SOC 2 Type 2</li> </ul>	Are you referring to the cloud vendor or prospective bidder? If you are referring to the prospective bidder, we would like to request if you are open to relax to provide local certification to at least 2 certifications that are critical and applicable to cloud hosting which are ISO 27001, and ISO 27701? Will you require a local certification for local bidder?	<b>End-User reply:</b> The cloud hosting provider must be certified on international and industry-specific compliance standards, including: <ul style="list-style-type: none"> <li>• ISO 9001:2015</li> <li>• ISO 22301:2019</li> <li>• ISO 27001:2013</li> <li>• ISO/IEC 27017:2015</li> <li>• ISO/IEC 27018:2019</li> <li>• ISO 27701:2019</li> <li>• ISO 27018</li> <li>• SOC 1 Type 2 and SOC 2 Type 2</li> </ul> <b>AND</b> <b>The Prospective bidder must be certified on international and industry-specific compliance standards,</b> <ul style="list-style-type: none"> <li>• <b>ISO 27001:2013</b></li> <li>• <b>ISO 27701:2019</b></li> </ul>
Crayon Philippines	20	Section VII. Technical Specifications	V. General Requirements Item Number 39	The cloud hosting provider must comply to the security, privacy, compliance, and risk management requirements defined by the Cloud Security Alliance (CSA) in Cloud Controls Matrix (CCM) version 1.2	Are you referring to the cloud vendor or prospective bidder?	<b>AS IS</b>
Crayon Philippines	21	Section VII. Technical Specifications	V. General Requirements Item Number 40	The cloud hosting provider must comply with Payment Card Industry (PCI) Data Security Standards (DSS) Level 1 version 3.0 and PCI 3DS	Are you referring to the cloud vendor or prospective bidder?	<b>AS IS</b>
Crayon Philippines	22	Section VII. Technical Specifications	V. General Requirements Other Requirements Item Number 1	The cloud hosting provider should provide the following documents to DepED: <ul style="list-style-type: none"> <li>• Architecture Documents</li> <li>• Implementation and Configuration Documents</li> <li>• Handover/Knowledge Transfer Documents</li> <li>• Operations Monitoring Documents</li> <li>• Backup and Restore Documents</li> <li>• Inventory/Resource List of Resources and Services</li> <li>• Cost Analysis Reports</li> </ul>	Are you referring to the cloud vendor or prospective bidder?	The <b>Prospective bidder</b> should provide the following documents to DepED: <ul style="list-style-type: none"> <li>• Architecture ...</li> </ul>
Crayon Philippines	23	Section VII. Technical Specifications	V. General Requirements Other Requirements Item Number 2	The cloud hosting provider should provide hands-on technical training, Basic Cloud Certification Training and complete knowledge transfer to DepED-ICTS	Are you referring to the cloud vendor or prospective bidder? How many individuals are we going to train? Is this face to face, online or hybrid?	The <b>Prospective bidder</b> should provide <b>Face-to-Face</b> hands-on technical training, Basic Cloud Certification Training and complete knowledge transfer to <b>15</b> DepED-ICTS <b>personnel</b>

Prospective Bidder		Provision	Description	Specification	Appeals/Requests	BAC's Decision
Crayon Philippines	24	Section VII. Technical Specifications	VI. Technical Support Item Number 8	A designated Customer Success Account Manager, personalized service in the planning and handling of both proactive and resolution services. Regular checkpoints to drive initiatives, getting the support and Service Delivery Planning to accelerate outcomes.  <ul style="list-style-type: none"> <li>• Provide Operations Transformation Readiness Assessments. These assessments should be focused on ICTS current state, performing a gap analysis against the recommended practices as applied to the cloud environment, and providing prioritized, actionable recommendations for closing the gaps as well as an implementation roadmap.</li> <li>• Provide Operational Assessment Framework, Engagement Approach, Discovery, Report, and Executive Presentation.</li> <li>• Assist, provide guidance, and recommendations to</li> </ul>	Are you referring this as a requirement to the cloud vendor or prospective bidder?	<b>AS IS</b>
Crayon Philippines	25	Section VII. Technical Specifications	Technical Requirements	Bidder's Actual Offer	On Bidder's Actual Offer, are we going to provide the Brand that we will bid?	<b>YES, BRAND should be provided in the bid.</b>
Crayon Philippines	26		Funding		We would like to clarify if the funding is now available within DepEd? If not, what is the process of disbursement and how long will it take to complete the process?	<b>YES, funding is available.</b>
Crayon Philippines	27		Foreign Bidder Clarification	In case of foreign bidders, a Certificate of Authentication from the Department of Foreign Affairs shall be required for each document submitted, i.e. the Class "A" documents or its equivalent that are written in foreign language, translated to English, and duly authenticated by the appropriate Philippine foreign service establishment/post or the equivalent office having jurisdiction over the foreign bidder's affairs in the Philippines.	Do you require these documents for the bidder who is foreign-majority owned but locally registered in SEC?	<b>Who are eligible to participate are either a foreign bidder whose country has the reciprocal rights as the Philippines, or a foreign entity that will enter into a joint venture with a Filipino-owned company</b>
Crayon Philippines	28		Schedule of Requirement	4,400 Licenses/Quantities	Please clarify the 4,400 licenses in the Schedule of Requirement? Will this quantity be required as a proof of delivery? What is the breakdown?	<a href="https://tinyurl.com/DepEdSubs">https://tinyurl.com/DepEdSubs</a>
Crayon Philippines	29	Section VII. Technical Specifications	Scope of Work Item No. 2 Cloud Hosting and Services	A total of 6,123 different resources hosted on the Cloud.	Is 6,123 different resources existing in the cloud or to be targeted as possible cloud migration?	A total of 6,123 different resources <b>are existing and</b> hosted in the Cloud <b>and targeted as possible for migration.</b>
Crayon Philippines	30	Section VII. Technical Specifications	V. Technical Requirements Data and AI Item Number 1		Do you require managed SOC for the duration of the contract?	<b>Managed Security Operation Center (SOC) can be included but not required.</b>
Crayon Philippines	31	Section VII. Technical Specifications	V. Technical Requirements Data and AI Item Number 5	The solution must provide pre-built models for decision, language, speech, vision, forms recognition, search and metrics advisor.  <ul style="list-style-type: none"> <li>• Must support REST API</li> <li>• Must have container support.</li> <li>• Must have SDK for programming languages (e.g. .NET, Node.js, Python, Java, Go)</li> </ul>	Can you be more specific on the pre-built model being required, such as to which specific cases, scenarios, etc? Are you referring to statistical model?	<b>The pre-built models are generative AI and large language models that can perform the tasks mentioned.</b>
4 PLDT Enterprise	32	Section VII. Technical Specifications			Requesting for detailed inventory and breakdown with specifications (this is needed for proper sizing and pricing) a. Preferred as JSON export; if not available, as Excel i. For JSON export, we can provide script to extract and export if needed b. DepEd must Include all IaaS and PaaS on Azure on the inventory c. Inventory must also have the list of applications and OS licenses running and include any databases running	<a href="https://tinyurl.com/DepEdSubs">https://tinyurl.com/DepEdSubs</a>
PLDT Enterprise	33	Section VI. Schedule of Requirements	Delivery Schedule	Within seven (7) calendar days from the date of the receipt of the Notice to Proceed (NTP)	If the Schedule of Requirements can be relaxed into maximum of 30 days for migration purpose	<b>AS IS</b>
PLDT Enterprise	34	Section VI. Schedule of Requirements	Delivery Schedule	For migration (if required) must be done within two (2) hours and downtime must not be more than an hour (1).	For migration (if required) must be done within two (2) hours and downtime must not be more than an hour (1). - is this pertaining to the whole inventory or per VM / Application	For migration (if required) must be done <b>for the whole inventory</b> within two (2) hours and downtime must not be more than an hour (1).

	Prospective Bidder	Provision	Description	Specification	Appeals/Requests	BAC's Decision	
	PLDT Enterprise	35	Section VII. Technical Specifications	V. Technical Requirements	The cloud solution provide must be in the 2023 Gartner Leader for DevOps Platform	Gartner for DevOps can be relaxed to any in the Quadrant ("Leader" to be relaxed)	<b>Please see Bid Bulletin No. 1</b>
	PLDT Enterprise	36	Section III. Bid Data Sheet	DevOps ITB Clause 5.3 SLCC	For this purpose, contracts similar to the projects shall be: a. Supply and Delivery of Cloud Hosting Services b. completed within seven (7) years immediately prior to the deadline for the submission and receipt of bids.	For the SLCC, can this be relaxed into any cloud subscription	<b>AS IS</b>
	PLDT Enterprise	37	Section VI. Schedule of Requirements			4,400 credits / licenses (how is this being calculated)	<a href="https://tinyurl.com/DepEdSubs">https://tinyurl.com/DepEdSubs</a>
	PLDT Enterprise	38	Section VII. Technical Specifications	V. Technical Requirements Security		Does the vendor need to provide Deped with access to a SIEM? (Item 15, bullet 20; technical requirements, Security, item 5)	<b>Yes, the cloud hosting provider needs to provide Deped with access to a Security Incident and Event Management (SIEM)</b>
	PLDT Enterprise	39	Section VII. Technical Specifications			What is DepEd's external data science and machine learning lakehouse platform?	<b>The DepEd platform is designed to streamline and enhance the processes involved in developing, training, testing, deploying, and managing data science and machine learning models in a unified, secure and governed approach from all data sources that integrate with existing investment of licenses.</b>
	PLDT Enterprise	40	Section VII. Technical Specifications	V. Technical Requirements Data and AI		Can we propose Transformer models that use other authentication other than Azure RBAC (Data and AI, item 5)	<b>Yes, as long as it unifies governance from data to the transformer across our existing RBAC tools with no additional cost to DepEd.</b>
5	Software One	41	Section VII. Technical Specifications	Technical Requirements		In the list of the Cloud services, given that the SKUs and specifications of the resources were not specific, what is the expected output from the bidder specifically on the "Bidder's Actual Offer"? Can we request an example?	<a href="https://tinyurl.com/DepEdSubs">https://tinyurl.com/DepEdSubs</a>
	Software One	42	Section VII. Technical Specifications	Technical Requirements		Under Technical Specifications, should the bidder indicate the supporting document/links in the "Statement of Compliance" column or in the "Bidder's Actual Offer" Column?	<b>Bidder's Actual Offer</b>
	Software One	43	Section VII. Technical Specifications	Technical Requirements		Under the "Other Requirements", should the bidder craft or create the following items listed in the TOR for DepEd? Or the listed documents are already available and the winning bidder should just collect it from the principal cloud provider or from the previous cloud subscription fulfiller?	<b>Bidder will create the items listed in the TOR</b>
	Software One	44	Section VII. Technical Specifications	Other Requirements		Under the "Other Requirements", considering that the winning bidder will provide the following documents listed in number 1, can we request list of the applications being considered for this bidding scope?	<a href="https://tinyurl.com/DepEdSubs">https://tinyurl.com/DepEdSubs</a>
	Software One	45				In a scenario wherein the requested credits depleted before the end of the contract, what will be DepEd's approach? Will the agency topup more Azure credits?	<b>No top-up of credits</b>
	Software One	46	Section VII. Technical Specifications	Other Requirements		In the requested training provided in the TOR, this is for how many pax?	The <b>Prospective bidder</b> should provide <b>Face-to-Face</b> hands-on technical training, Basic Cloud Certification Training and complete knowledge transfer to <b>15</b> DepED-ICTS <b>personnel</b>
	Software One	47	Section VII. Technical Specifications	Other Requirements		Align to the requested training again, does the bidder need to cost out the certification vouchers? If yes, for how many?	The <b>Prospective bidder</b> should provide <b>Face-to-Face</b> hands-on technical training, Basic Cloud Certification Training and complete knowledge transfer to <b>15</b> DepED-ICTS <b>personnel</b>
	Software One	48	Section VII. Technical Specifications	Other Requirements		In connection with the training, we would like to confirm the ff: 1. Number of attendees 2. Frequency of the training 3. Preferred venue	<b>1. 15 personnel</b> <b>2. at least 5 days face-to-face certification training</b> <b>3. DepEd premises</b>
	Software One	49	Section III. Bid Data Sheet	SLCC	For this purpose, contracts similar to the projects shall be: a. Supply and Delivery of Cloud Hosting Services b. completed within seven (7) years immediately prior to the deadline for the submission and receipt of bids.	Regarding the SLCC: 1. Is the private sector acceptable? 2. Can cloud subscription like Microsoft O365 and M365 be considered? 3. Would DepEd consider multiple project to meet the requirement?	<b>1. YES</b> <b>2. NO</b> <b>3. NO</b>
	Software One	50	Section I. Invitation to Bid	Bid Opening	Bid opening shall be on December 6, 2023, 9:00 A.M. at Bulwagan ng Karunungan, Ground Floor, Rizal Building, DepEd Complex, Meralco Ave., Pasig City	We kindly request to reschedule the bidding to a later time. This is to allow more time for bidders to prepare necessary documents and meet other requirements. Considering the calendar, we have only 5 working days before the scheduled bidding date.	<b>Please see Bid Bulletin No. 1</b>
6	Busybee	51				Please see attached letter	The <b>Prospective bidder</b> must have contracting experience with the Government for at least <b>10</b> years