

**LIST OF ISSUES & CONCERNS**

**APPENDIX "A"**  
**Bid Bulletin No. 1**  
**10.03.2025**

<i>Prospective Bidder</i>	<i>Provision</i>	<i>Description</i>	<i>Specification</i>	<i>Appeals/Requests</i>	<i>BAC 's DECISION</i>	<i>For Bid Bulletin Y/N</i>
1 Multibiz International Corporation	Section VII: Technical Specifications	1	Please see pages 35-38 of the Philippine Bidding Documents	They sought clarification whether they would provide a machine (demonstration units) for the toners.	For the said item, it has been noted by the BAC about the provision of three (3) units free-to-use brand new or rebirthed/remanufactured multifunction color printer, with one (1) unit to be located at Department of Education Central Office, DepEd Complex, Meralco Avenue, Pasig City, and two (2) units to be located at Department of Education, Techzone Building, Sen. Gil Puyat Avenue, Makati City. Provided, the units shall be fully compatible with DepEd's existing Ricoh iM C4500 toner set (with black, cyan, magenta, and yellow).  <b>Please see attached Bid Bulletin No. 1.</b>	Y
		2		They followed-up with a query considering that the prospective supplier would be the one who will provide the said demonstration units, then in case that the machine needs a repair, the prospective supplier would shoulder it.	For the said item, it has been noted by the BAC about the additional provisions indicated in the Updated/Revised Technical Specifications, which are as follows: : 1) free on-site labor and spare parts replacement within the total consumption of thirty (30) sets of toners should be shouldered by the prospective supplier; 2) the prospective supplier shall be responsible for the regular maintenance of all machines, including the provision of relevant insurance coverage. Further, the prospective supplier shall deploy the necessary service technician/s to troubleshoot any malfunctions; and that 3) the prospective supplier shall provide free monthly preventive maintenance to be conducted by authorized technicians.  <b>Please see attached revised Technical Specifications reflected in Bid Bulletin No. 1.</b>	Y
		3		With the said confirmation from the TWG with regard to the abovementioned concern, they stated that they would cover it in their costing.	The BAC acknowledged.	N
		4		They asked if they could offer a higher model as long as it is compatible with the machine.	For the said item, it has been noted by the BAC about the multifunction printer models shall be fully compatible with DepEd's existing Ricoh iM C4500 toner set (with black, cyan, magenta, and yellow).  <b>Please see attached revised Technical Specifications reflected in Bid Bulletin No. 1.</b>	Y
		5		They suggested whether the End-User could consider having service level time such as response time in the project's TOR, considering that the units were owned by the prospective supplier.	For the said item, it has been noted by the BAC about the provision of a service level agreement/response time, an additional provision indicated in the Updated/Revised Technical Specifications.  <b>Please see attached revised Technical Specifications reflected in Bid Bulletin No. 1.</b>	Y
		6		In relation with the response of the BAC Secretariat, the End-User clarified that the said provisions would be considered as additional provisions in the project's TOR, then any provisions indicated in the Technical Specifications in the posted PBD would not be altered.	The BAC acknowledged.	Y

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		7			One of the TWG members asked for clarification whether the three (3) demonstration units would stay all throughout the Contract or be pulled-out as long as the product (toners) had been tested and approved with End-User's/DepEd's Ricoh Machine.	For the said item, it has been noted by the BAC that preferably with the End-User's benefit, once the thirty (30) sets of toners had been exhausted/used-up already, they could return the demonstration units to the Supplier considering it is part of the two parties' agreement.	N
		8			One of the BAC Members recommended to the End-User to secure documentary requirements with the Supplier in any of their agreements. In an instance, there is a demonstration unit need to be repaired or replaced, the Supplier should cover the replacement or repair considering that the End-User did not have an allocated budget for any repair of it.	For the said item, it has been noted by the BAC about the provision that the prospective supplier shall cover for the repair and maintenance of the machines and in cases where that the unit cannot be repaired within the three (3) working days, a replacement unit shall be delivered to the end user's office immediately, an additional provision indicated in the Updated/Revised Technical Specifications.  <b>Please see attached revised Technical Specifications reflected in Bid Bulletin No. 1.</b>	Y
		9			The End-User asked the prospective bidder whether they could include in the Terms of Reference that there were demonstration units that would be placed in DepEd Central Office and DepEd's office site in TechZone located in Makati.  The prospective bidder confirmed.	For the said item, it has been noted by the BAC about the additional delivery site of the two (2) machines in Department of Education, Techzone Building, Sen. Gil Puyat Avenue, Makati City.  <b>Please see attached Bid Bulletin No. 1.</b>	Y