

PROJECT: TWO (2)-YEAR CONTRACT FOR THE RENTAL OF PHOTOCOPYING MACHINES

QUERIES/CLARIFICATIONS RAISED DURING THE PRE-BID CONFERENCE AND WRITTEN QUERIES:

	Query/Clarifications	TWG/BAC Reply
1	We notice that Social Security System is very much keen on the Data Privacy Compliance that will protect its member’s information and transaction inside the agency. In lieu of this, we would like to help you strengthen your requirement by considering adding a CERTIFICATION issued by the National Data Privacy Commission to be included in the submission of bids as part of provider’s evaluation and compliance. In this way, SSS will get an assurance that the equipment to be deployed as well the service provider and its Service Engineers/Technicians are all compliant to the said requirement. This will benefit the agency by getting a full protection form the service provider they are in contract with not just on the equipment they are using.	The Certification from the National Privacy Commission is not required since the nature of the service requirement does not necessarily involve accessing and requiring sensitive personal information of one thousand or more individuals (Section 24 of DPA). As stated in the Scope of Works, the equipment to be leased shall automatically performs the deletion of data after each printing or scanning activity to ensure that data reconstruction is not possible. Further, no operator is required from the service provider to operate the photocopying machine.
2	In the Service Maintenance Clause under Special Conditions of the Contract. You specify that the service provider must have its “Own Service Centers” present at least on the key cities nationwide. But it was also stated that “with valid MOA”. We would like to clarify this one. We assume that MOA is just applicable for a third party provider only not an owned service center. In the case of OWNED SERVICE CENTERS, we do not have to provide a MOA as it was under one company. We would like to know if Third Party Service Center is allowed under the use of MOA or is it	Yes, the MOA is applicable only to third party service centers and not for company owned.

	open only to those with OWNED Service Centers	
3	Owning a service centers located on the key cities will enable the service provider to have a faster turnaround time in terms of service and consumable requests. The consumables and spare parts stocks will now be placed in the service centers/branch offices of the service provider thus resulting to faster response time. We highly suggest to please require an Owned Service Centers/branches nationwide instead of allowing a MOA third party Service Centers.	Considering the nationwide coverage of the rental of photocopying machines, authorized third party service centers are acceptable.
4	Compliance with Labor Laws: We notice that in the past years, SSS do require a NO PENDING CASE Certification from the Department of Labor and Employment in the last six (6) months as part of the compliance of the service providers engaging with SSS. This requirement was now omitted in this bid. As service provider, employer-employee relationship is vital especially in implementing Non-Disclosure of our customer's information as service provider. We found that the NO PENDING CASE Certification necessary to fully support your requirement for the Data Privacy Protection. Establishing a good employer-employee relationship of your Service Provider in effect, will give an assurance that their employees shall comply on the Data Privacy Requirement since there will be human intervention every time that the service provider requests for repairs and services of the machines deployed to SSS.	Certificate of No Pending Case is not a standard requirement in procurement.
5	In terms of product handling, it was stated that the product should be compliant with data privacy. Because this is a managed print service, can we also state that the supplier who provides the product is also in	No. The Certification from the National Privacy Commission is not required since the nature of the service requirement does not necessarily involve accessing and requiring sensitive personal information of one thousand or

	compliance with the Data Privacy Commission of the Philippines?	more individuals (Section 24 of DPA). As stated in the Scope of Works, the equipment to be leased shall automatically performs the deletion of data after each printing or scanning activity to ensure that data reconstruction is not possible. Further, no operator is required from the service provider to operate the photocopying machine.
6	For the delivery schedule, can we extend for at least 90 days because of the global chip shortage?	Yes. This amends the delivery period from 60 to 90 calendar days.