

PROJECT: ACQUISITION AND INSTALLATION INTO OPERATIONAL STATE OF ICT HELPDESK & ASSET MANAGEMENT SYSTEM (REPLACING THE OLD SERVICE DESK-LANDESK)

QUERIES/CLARIFICATIONS RAISED DURING THE PRE-BID CONFERENCE:

	Query/Clarifications	TWG/BAC Reply
1	<p>Is it required to have IT Infrastructure Library (ITIL) 3 or 4 compliant?</p> <p>For the certifications, do All items need to be compliant?</p>	<p>Similar contract should be ITIL version 4 compliant.</p> <p>Yes, bidders may submit either certification or manufacturer's listings or anything which can prove their compliance with the requirements.</p>
2	<p>What about platforms, are you okay with platforms?</p> <p>The hyperconverged infrastructure is virtual?</p>	<p>No, it will be in our existing Hyperconverged Infrastructure which is Microsoft.</p> <p>Yes, and we will be using SQL server for database.</p>
3	<p>To confirm the number of assets, it was mentioned in Section 6 Item I-C provision for the minimum of 7,500 endpoint licenses.</p> <p>Is it 62 plus 10 end-users?</p>	<p>Ten (10) is allotted for Administration Group for non-IT concerns and fifty-two (52) helpdesk and support personnel of SSS.</p>
4	<p>For clarification, if SSS would be open and willing to accept an ITSM solution that is not limited to windows-based platform?</p> <p>If not, is there a way to assist SSS on this limitation?</p>	<p>Other platforms are not acceptable to SSS for cost-effectiveness reasons. It is cheaper for SSS to buy additional licenses than utilize a new set of software.</p>
5	<p>Does it mean that it is not possible for non-windows supplier/provider to participate?</p>	<p>Yes, because SSS' existing LAN Desk is running on windows which is easier to migrate from the old LAN Desk to the new.</p>
6	<p>For the set-up, would you consider a cloud implementation or on-prem only?</p>	<p>The approved APP is only for the on-prem.</p>
7	<p>The training location is within SSS only or is it required outside?</p> <p>What do you prefer for the training materials, hard or soft copy?</p>	<p>It can be within or outside SSS. It will all depend on the planning kick-off agreement between SSS and the winning bidder.</p> <p>Some employees require hard copy for easier browsing, but it depends on the proponents during the implementation.</p>
8	<p>For licensing clarification, named or concurrent, do you have any recommended ratio for the concurrent, like for example out of the 62 licenses do we have 1:3 ratios?</p>	<p>This will be clarified through Bid Bulletin. But the minimum is 62 licenses. The 10 Administration group will come from the 62.</p>

WRITTEN QUERIES:

	Query/Clarifications	TWG/BAC Reply
1	This section of RFP mentions that ITIL v3 is acceptable, however rest of the document only mentions ITILv4.	This clause is about other project that the bidder has engaged into – an ITIL v3 shall be accepted as a “contract similar to the Project” but the acquisition will be ITILv4.
2	Our solution runs on Linux Platform using Oracle Linux 8.5 which is available over the internet, the tool can be deployed on Hyper-V virtual machine.	The application will reside in our existing server, running Microsoft Windows Server; therefore, we are requiring a solution, running in Windows Server Operating System.
3	Our solution uses PostgreSQL which is available over the internet, the tool comes on a VM package which has the OS and DB built-into it and can be deployed on Hyper-V virtual machine.	SSS already has Microsoft SQL Server RDBMS hosted in a Windows Server Environment. RDBMS requirement for this project is to procure additional core licenses that the proposed ITSM Solution will utilize.
4	Migration of existing data to new ITSM tool is a complex procedure as the DB structure and schema will be different. We suggest using both the tools for parallelly a month and do the transition.	Any migration procedure is allowed provided that the data is completely migrated.
5	Do we need to allocate a Tech personnel to be onsite and should be present 8x5 for the 2 years warranty period OR a Helpdesk support and deployment of personnel onsite if there are any issues, should suffice?	Technical personnel is not required to be onsite. A Helpdesk support and deployment of technical personnel onsite if there are any issues will suffice.
6	Is there a chance to extend the delivery days of 160 calendar days? What will be the acceptable number of delivery days for SSS?	Yes. Delivery period shall be within one hundred-eighty (180) calendar days from receipt of Notice to Proceed and Purchase Order. This amends Section VI - Schedule of Requirements of the bidding document.
7	Instead of Certificate of Warranty, can a letter of warranty be acceptable?	No, we retain the requirement of Certificate of Warranty.
8	Is it possible for the Help Desk and Asset/Endpoint Management to have a separate server and, DB server? This means that there will be 3 servers needed?	Yes, Three (3) Windows servers 2019 VMs shall be provided, with total server capacity allocation as follows: CPU: 16 Cores RAM: 16GB Storage: 1TB

9	Can we increase the specification of the server based on the RFP or that's the only allowed specs?	Server capacity can be increased as needed during project implementation.
10	Is it okay to install an agent on all 7500 endpoints to collect all the data from the endpoints for the Asset/Endpoint Management?	Yes.
11	On page 16 of the BDS- For the contract similar to the project, may request to consider supply, delivery and installation of helpdesk system and/or consumer complaints with ticket ID system developed by ISO 9001:2015 certified company. And in connection to this, may we request to consider 2 aggregate contracts for the SLCC.	No. No.
12	Functional Requirements, may we clarify if we need to submit an ITIL version 4 certificate from the ITIL certifying body as evidence. Or is the bidder required only to submit a brochure/ product literature showing the offered solution is ITIL version 4 compliant and compliant with the required practices.	The bidder is required to submit a Certificate from the manufacturer that the proposed product is ITIL Version 4 compliant.
13	Technical Requirements, for the RDBMS licenses that will be included in the bid proposal, may we know if the requirement is Standard or Enterprise?	Either Standard or Enterprise is acceptable.
14	Item 4. Certificate from the Manufacturer that the proposed product is ITIL Version 4 Compliant – May we clarify if this is self-certification issued by the bidder (the bidder is the manufacturer) or by the ITIL Certifying body?	The bidder is required to submit a Certificate from the manufacturer that the proposed product is ITIL Version 4 compliant. If the bidder is also the Manufacturer, then they can issue their own Certificate.
15	May we request that the requirements for the ITIL be relaxed and consider other ISO certifications like the ISO 9001:2015 Quality Management Standards with specific scope standards of: "To provide high-quality solutions for system integration which involves Integration, Implementation and Providing After Sales Service of IT related products and software solutions" which fully covers the entire project from the development to the actual project implementation.	No.

16	Item 6 and 7 – May we clarify if the list of support personnel and list of Project Manager with detailed resume will be submitted together with the bid proposal, or this will be submitted during post-qualification.	List of support personnel and Project Manager shall be submitted together with the bid proposal.
17	Are the capabilities you need on your Asset Management requires Inventory, Patch, Compliance and Deployment?	We require Inventory for Asset Management.
18	What are the Assets to be managed? Example: Desktops, laptops, servers, etc.? Please define all assets.	The assets to be managed include, but shall not be limited to, the following: <ul style="list-style-type: none"> • Laptops • Desktops • Servers • Printers • Etc. Complete listing of assets will be defined during the business walkthrough.
19	On the 62 licenses for the IT Related Concerns, are they all a fulfiller of Change and Release Management, and Incident and Problem Management? If no, How many fulfillers for Change and Release Management? How many fulfillers for Incident and Problem Management?	Yes. But the 62 licenses will be distributed to IT related and Non-IT related concerns.
20	Is data and user segregation required? Meaning IT should not see tickets of non-IT and vice versa. Do you need to generate reports for all records, IT and Non-IT?	Yes. Yes.
21	What is the data retention requirement? Can we archive old data on a separate data storage? Will SSS internal expertise handle configuration on the Microsoft resources side?	None. No. Both the winning bidder and SSS shall handle the configuration on a Microsoft resource.
22	Can the workflows be given to the bidders during RFP or will this be only agreed on? the awardee?	Workflow mapping shall be defined during the Project Implementation Planning Sessions with the winning bidder.
23	What existing data is involved? (Incidents, sr, problem and change records? kb? CIs?)	Existing data include, but not limited to, the following: <ul style="list-style-type: none"> • Unresolved incidents • Resolved incidents

	<p>How about ongoing/open tickets?</p> <p>Are there any attachments stored outside the system related to the ticket, links?</p>	<ul style="list-style-type: none"> • Knowledge base • Existing assets • Service Level Agreements • Service Catalogs • Etc <p>Complete listing of data will be determined during the business walkthrough.</p> <p>Yes.</p> <p>Yes.</p>
24	Please confirm subcontracting of implementation and support resources outside the Philippines is not allowed.	Procuring Entity has prescribed that Subcontracting is not allowed. Refer to Item 7.1 of Section II, Instructions to bidders on page 11 of the PBD.
25	All components front? how about administering the client?	This only pertains to the ITSM software component both from front and back-end clients.
26	Bid Securing Declaration will suffice, or do we still need to provide a Bank guarantee?	Bidder can choose their preferred bid security. Refer to Section III Bid Data Sheet item 14.1
27	Is the 10 personnel for systems configuration/administration included on the 62 licenses?	The ten (10) personnel for System Configuration/Administration refers to the number of SSS personnel to attend/be involved in the Training/Knowledge Transfer requirement. This does not pertain to license distribution.
28	What are the functional expectations for the 7500 End-Point Licenses?	Endpoint licenses pertains to the asset management requirement.
29	Can the training location be at the SSS office?	Training location can be within SSS premises. However, materials, and other logistics such as but not limited to, meals/snacks for the participants shall be to the account of the winning bidder.
30	Do we need to provide hard copies of the training materials and other materials?	Yes.
31	Will there be a provided time for product presentation?	Product presentation is no longer required.
32	Will you still require a POC?	POC is no longer required.
33	Can a cloud solution still be considered?	No.
34	Can a non-Microsoft solution on the server requirements be considered but can provide all functional requirements?	No.