

ANNEX "A"

PROJECT NAME: 1-YEAR MAINTENANCE OF SELF-SERVICE INFORMATION TERMINALS FOR 283 EXISTING UNITS AND 1 UNIT MANAGEMENT SERVER

Issues raised during the Pre-bid Conference:

	Query/Clarifications	SSS Reply
1	Clarification in Technical Specification No. 4	Remove "on all delivered products and/or its components" since there are no products to be delivered, only maintenance. This amends Section VII. Technical Specifications.
2	Clarification in Technical Specification No. 8, is there a minimum/maximum requirement for the number of available technicians/engineers to be submitted by the bidder with detailed resume?	We require the bidder to submit at least four (4) technicians/engineers. This amends Section VII. Technical Specifications.
3	What is the frequency of the maintenance?	Quarterly.
4	Clarification in Technical Specification No. 7	Spare parts should be available in the service provider's warehouse and not to be ordered abroad.
5	On Technical Specification No. 3, does the mentioned software pertains to an upgrade of the Windows 7 (currently in use) to Windows 10?	No.
6	On Response Times, some of the listed cities have safety health protocols, like a requirement for a swab test/RT PCR, that may hamper the travel of the authorized technical engineer, is there a consideration in this case?	The bidder may invoke the provision of Force Majeure as stated in the Bidding Document.
7	Clarification on Technical Specification No. 10, consider the travel restrictions in the required response time of the bidder. Does the cost of swab test inclusive in the ABC? Did the TWG require the bidder to have its service centers in key cities? Expenses in hiring of technical support in key cities by the winning bidder should be covered of the ABC.	The winning bidder may invoke the provision of Force Majeure as stated in the Bidding Document if they failed to follow required response time due to travel restrictions. Cost of Swab test is not included in the ABC but shall be to the account of the winning bidder if required by the LGU. No. Expenses in hiring of technical support in key cities shall be at the expense of the winning bidder, hence it shall be covered by the ABC.

	Will the bidder be disqualified if there are no technical support available locally?	No.
8	On Technical Specification No. 10.f, will it be acceptable if the winning bidder will provide a service unit as temporary replacement while repairing the defective unit?	Yes
9	Clarification in Technical Specification No. 12	The correct maintenance period is one (1) year.

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