

PROJECT: SSS MOBILE APP AND TEXT-SSS SERVICE FACILITIES (RE-ADVERTISEMENT)

QUERIES/CLARIFICATIONS RAISED DURING THE PRE-BID CONFERENCE:

	Query/Clarifications	TWG/BAC Reply												
1	Pertaining to Phase 1, it says that the implementation and development should be covered within 90 days. Does that include the inception report that we must give? Or is it in a separate timeline?	<p>The requirement is the submission of Notice of Complete delivery and configuration into operational state. This was mentioned in the Bidding documents under item 4 of the Special Conditions of the contract.</p> <p>The Project Implementation Plan is also required prior to the start of development. This is included in the Bidding documents under item 6 of the Schedule of Requirements.</p>												
2	In regards to Phase 2, just to clarify NTP is stated there. Are you referring to an acceptance report instead of an NTP? Basically, after the Phase 1 we will have an acceptance report and that signals the start of Phase 2 and there is no need for an NTP.	Yes, that is correct. SSS will issue an acceptance/sign-off sheet on the developed services that will signal the start of Phase 2 and there is no need for another issuance of Notice to Proceed (NTP).												
3	Every time there is a request from a BPO, we must do it in 60 days. Does this timeline also include the inception report we have to make for each request?	<p>Yes, that is correct.</p> <p>Please see below Schedule of Requirements.</p> <table><tr><th>Item Number</th><th>Description</th><th>Delivered, Weeks/Months</th></tr><tr><td>1</td><td>SSS Mobile App Service Facility</td><td></td></tr><tr><td>a.</td><td>Development and Implementation of Phase 1 of SSS Mobile App Service Facility</td><td>Within ninety (90) calendar days from receipt and acknowledgement of Notice to Proceed</td></tr><tr><td>b.</td><td>Development and Implementation of Phase 2 of SSS Mobile App Service Facility</td><td>Immediately upon completion and acceptance of Phase 1 up to the sixth (6th) month of the third year of the contract period.</td></tr></table>	Item Number	Description	Delivered, Weeks/Months	1	SSS Mobile App Service Facility		a.	Development and Implementation of Phase 1 of SSS Mobile App Service Facility	Within ninety (90) calendar days from receipt and acknowledgement of Notice to Proceed	b.	Development and Implementation of Phase 2 of SSS Mobile App Service Facility	Immediately upon completion and acceptance of Phase 1 up to the sixth (6 th) month of the third year of the contract period.
Item Number	Description	Delivered, Weeks/Months												
1	SSS Mobile App Service Facility													
a.	Development and Implementation of Phase 1 of SSS Mobile App Service Facility	Within ninety (90) calendar days from receipt and acknowledgement of Notice to Proceed												
b.	Development and Implementation of Phase 2 of SSS Mobile App Service Facility	Immediately upon completion and acceptance of Phase 1 up to the sixth (6 th) month of the third year of the contract period.												
4	In Phase 2, there is a term “not limited to” signifying a flexible or changing scope of work, but the delivery time is fixed. As a service provider, what is our guarantee that the additional scope asked by the BPO is reasonable and will not allow the service provider into doing the work that he cannot perform within the fixed timeline and will not bait the service provider being penalized as we cannot finish the work as mandated due to this reason.	<p>The API/web services will be provided by SSS and the development of services is upon the availability of the API/web services coming from SSS.</p> <p>Please see below item c under other requirements of the bidding documents.</p>												

		<p>VIII. OTHER REQUIREMENTS</p> <p>a. Provision of a system documentation per service implemented and to be implemented in the SSS Mobile App and Text-SSS facilities.</p> <p>b. There should be no personal information from SSS to be stored in the systems of the SSS Mobile App and Text-SSS Service Provider. The data incorporated in the SSS API shall only pass through the Service Provider's system.</p> <p>c. Development of services is upon the availability of web services coming from SSS.</p>
5	The source codes app keys are included in the turnover but not the developer accounts, why is that so?	<p>SSS has its developer account in Google Play Store, Huawei AppGallery, and Apple App Store Connect to be used by the Service Provider in publishing the mobile application of SSS. However, the corresponding fee/s to be paid in the said application stores should be shouldered by the Service Provider.</p> <p>In addition, should there be an application store/s that will exist aside from the mentioned app stores, and SSS decided to publish its mobile app in the new app store, the Service provider shall register SSS' developer account in the new app store.</p>
6	Regarding the SMS app, when the telcos decide to terminate the access number, does SSS have any contingency with that regard?	For the Text-SSS (Text messaging facility), the decision of the telcos to terminate the access number is beyond the control of SSS. If this happens, SSS will advise the public of the unavailability of the access number through information materials.
7	Regarding the Mobile App, is this an enhancement project or do we need to build from ground up?	This is a new project. Hence the new Service Provider shall develop the Mobile App from the ground up.
8	Are we the one providing the Payment Gateway Partner?	SSS will provide the Payment Gateway Partner. We will enter into an agreement with the Payment Gateway Partners.
9	Regarding the advertisement, is the supplier be the one providing it?	The supplier is the one in charge of the advertisement but with the approval of SSS on which type of advertisement will be done.
10	Regarding the SMS App, is this just to develop the system? The SMS credit will not be included?	Please clarify/expound on your query.
11	The 99.9 SLA is part of the system or from the telco sending the message?	It is from the system.
12	Do you have a revenue projection for the next three (3) years that you can share with us?	We do not have that information; we can only provide you what is stated in

		the bidding documents regarding the percentage of sharing.
13	If you don't have revenue projection, do you have any old data you can share with us so we can know what we're looking at in terms of volume?	Please clarify on the old data being requested.

WRITTEN QUERIES:

	Query/Clarifications	TWG/BAC Reply
1	What would be the fallback of SSS if the telco does not support text services anymore?	For the Text-SSS (Text messaging facility), the decision of the telcos to terminate the access number is beyond the control of SSS. If this happens, SSS will advise the public of the unavailability of the access number through information materials.
2	Since only 3rd party content providers accredited by Telco support Value Added Services on Text SSS, where will the revenue sharing come from? Gross or the Net share of Service Providers?	Currently, there is no revenue derived from the Text-SSS. The bidding documents only includes the revenue from the online payment and posting of advertisements in the mobile app.
3	Can we replace resources that initially submitted CVs for? (i.e. resource to be deployed is already working on another project when NTP/NOA is provided)	We request that the latest CVs be submitted.
4	Can you share your revenue projections?	Same response as stated in item 12, page 3.
5	Can you share the estimated volume of daily active users for the mobile app and daily SMS transactions (incoming and outgoing messages)?	We have no facility yet for monitoring the active users of the mobile app at a given time. For the daily SMS transactions, we have no available data since the service has been unavailable due to server issues since December 2023.
6	Who are your payment gateway partners (Maya, Gcash, BPI) that you already have an agreement with and what is the expected revenue share for SSS, Payment Vendor, and winning bidder?	The payment gateways available in the SSS Mobile App are Maya and BPI. The revenue sharing is already indicated in the bidding documents.

7	How will the winning bidder be included in the agreements between SSS and the payment gateway partners? Is the winning bidder expected to separately form an agreement with the partner or will the winning bidder be getting its revenue share from the current share of SSS?	Please refer to Financial and Commercial Terms in the bidding documents.
8	For payment gateway partners without agreements yet, is the winning bidder expected to communicate and form an agreement with the partner or will SSS handle this?	The Service Provider will initiate the forging of the tripartite agreement.
9	If the telco company decides to terminate the access number what is SSS' contingency for the SMS app/service	Same response as stated in item 1, page 3.
10	Phase 1 and Phase 2 have different NTP? Or will an Acceptance Report from Phase 1 suffice to start the Phase 2?	Same response as stated in item 2, page 1.
11	Clarification if 90 Days includes the inception report? Likewise, for every BPO request for Phase 2 which needs to be developed and implemented in 60 Days – does this timeline take into consideration the creation of the inception report?	Same response as stated in item 1, page 1.
12	Projections of SSS revenue for 3 years or any data that may help us forecast the revenue?	Based on the existing payment methods in the SSS Mobile App, the estimated total number of contribution payment transactions per year is 941,000, while for the total amount of contribution to be collected, estimated average amount of contribution collection is Php 2.6 billion per year.
13	For Phase 2, the term "not limited to" signifies a flexible/changing scope of work but the delivery timeline is fixed, what is the Service Provider's guarantee that additional scope asked by the BPOs is reasonable and will not bait the Service Provider into doing work which they cannot deliver within the fixed timeline and thus penalizing the service provider.	Same response as stated in item 4, page 2.

14	Source codes and App Keys, are listed as items to be turned over, but Developer Accounts will stay with the Service Provider?	Same response as stated in item 5, page 2.
----	---	--