

PROJECT: REPLACEMENT OF PRIVATE AUTOMATIC BRANCH EXCHANGE (PABX)

QUERIES/CLARIFICATIONS RAISED DURING THE PRE-BID CONFERENCE:

	Query/Clarifications	TWG/BAC Reply
1	Since this is a nationwide project for the preventive maintenance, which is quarterly for the branches, can we do it on remote capacity in the head office?	Yes.
2	Sect. VI-Schedule of Requirements, Item No. 8 Are the training hours for the three batches compressed into forty (40) hours?	No. The training hours shall be a minimum of 40 hours per batch.
3	Since there are training vouchers mentioned, we assume that this is not just knowledge transfer training but a comprehensive training, is this correct?	Yes.
4	Is this going to be conducted on training centers?	Yes.
5	Do we have voice cabling for the branches? Is the site ready and has existing cabling? Should the bidders conduct the decommissioning of the existing PABX?	Yes. Yes. With the existing structured cabling the PC workstations will piggyback on the IP Phones. The winning supplier will conduct the decommissioning of the existing PABX in the Main Office. In the Branches, SSS will conduct the decommissioning.
6	Do we have an existing rack for the system?	Yes.
7	Clarification on the 2.10 PoE Injector, 330 power adapter/injector is needed and not 660?	Must have at least 330 power adapter/injector.
8	Is it okay to use two liner sip phones?	Yes, at least two (2) liners sip phones.
9	Will you allow lower than 256Gbit/s switching capacity?	256Gbit/s is the minimum requirements.
10	Is session border controller being part of the PABX or will you allow another box for the SBC?	It should be integrated within the box.
11	Technical Specifications Clarification on the 60 analog lines, are you referring to analog trunks or analog local?	Analog trunks.

	Query/Clarifications	TWG/BAC Reply
12	Are we going to provide the full license of the 3500 SIP accounts or it is just a capacity?	Yes, must provide the full license of the 3500 SIP accounts.
13	The number of switch ports does not match the number of IP Phones, do we have an existing switch deployed?	Yes.
14	General Requirements, Item No. 1 Are you referring to softphones that can be installed on mobile phones, laptops etc.?	Yes.
15	How many is required for this application?	At least 200 softphone licenses.
16	Are you going to use the “open ports” sip application?	We can do “open ports” or standard.
17	Page 40, Item 2.2 of Bidding Documents Can you elaborate this requirement, “locate people in the organization without talking to a receptionist”?	The internal callers must be able to search for people by name or department and automatically connect to the appropriate extension. For external callers, it must have an interactive voice response feature.
18	Single Largest Completed Contract Can we use any ICT equipment instead, will you consider it?	No. Per Bidding Documents ITB Clause 5.3, the definition of similar contracts shall be: Installation and Implementation of Internet Protocol Private Branch Exchange (IPPBX).
19	Will you accept a similar contract with only a portion of IPPBX, will it be acceptable?	Yes, however the ICT project must have an IPPBX component amounting to 50% of the ABC.
20	Can we use the list of certified professionals of our Joint Venture/partner?	Yes, for joint venture, compliance of one in the technical and financial documents will suffice.
21	Will you consider our Single Largest Completed Contract even when we have a Joint Venture on this project?	Yes.
22	Can you accept less than 50% aggregated contract?	No.

WRITTEN QUERIES:

	Query/Clarifications	TWG/BAC Reply
1	Bid Data Sheet: ITB Clause 5.3 For this purpose, contracts similar to the Project shall be: a. Installation and Implementation of Internet Protocol Private Branch Exchange (IPPBX) b. Completed within five (5) years prior to the deadline for the submission and receipt of bids.	

	Query/Clarifications	TWG/BAC Reply
	May we request your good office to relax the duration of contracts similar to the Project to: Completed within Ten (10) years prior to the deadline for the submission and receipt of bids.	No.
2	<p>E. GENERAL REQUIREMENTS</p> <p>1. The system must be able to handle different tools of communications - mobile clients, smart phones - having the same collaboration experience.</p> <p>Question:</p> <p>Are you referring to Softphone?</p> <p>If yes, how many softphone licenses do you require?</p>	<p>Yes.</p> <p>At least 200 softphone licenses.</p>
3	<p>E. GENERAL REQUIREMENTS</p> <p>1.2 Allows callers to locate people in your organization without talking to a receptionist.</p> <p>Question: Does this feature pertains to when the caller dials the extension/local number of the person, the system automatically routes the call to that extension/local?</p>	<p>Yes.</p> <p>The internal callers must be able to search for people by name or department and automatically connect to the appropriate extension.</p> <p>For external callers, it must have an interactive voice response feature.</p>
4	<p>F. 22 UNITS OF SWITCHES</p> <p>4. Must have at least 256 Gbit/s switching capacity</p> <p>Question: The industry standard POE switch for IP Phones are at least 92 Gbps. SSS requirements is 256 Gbps switching capacity normally falls under a Core switch category. Same goes with the Wattage requirements, 30W per port on a 24 port switch is equivalent to 720W.</p> <p>Can we be more lenient on the switch capacity to 100 Gbps and the overall POE+ capacity to 400W, we believe that this is more than enough specs for the 24 port switch. SSS will benefit on the Capex as well as the Opex since a lower wattage rating saves more energy.</p>	No.
5	Page #45 of the PBD Statement of Single Largest Contract (SLCC) would it be Acceptable/Compliance if the SLCC is under JV contract or project?	Yes.
6	Page #34 of the PBD Section VI. Schedule of Requirements item#1&2 IPPBX for branches 22 units. I would	Yes

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	<p>like to clarify if the network facilities of the branches are ready for voice & data?</p> <ul style="list-style-type: none">• Main Distribution Frame (MDF for PABX)• Structured cabling for voice & data• LAN infrastructure (network switches, firewall, etc.) <p>If not, should they be provided by the prospective bidders?</p> <p>The Scope stated on the PBD that the delivery and configuration cover the following and the branches outside NCR is not mentioned.</p> <ul style="list-style-type: none">○ Winning bidder’s complete delivery and configuration of goods○ Complete installation of IPPBX to the following sites: a) Main Office b) Alabang – Muntinlupa c) Cubao d) Kalookan e) Makati-Gil Puyat f) Pasig Pioneer g) San Francisco Del Monte <p>Decommissioning and hauling of the old PABX (Main Office)</p>	<p>NA</p> <p>SSS will install the IPPBX outside NCR.</p>																
7	Would it be possible to have a site survey to check the facility or location of the PABX to be replace and decommission?	Yes.																
8	<p>Page 26, Item 3 Configuration, Testing and Installation Requirement</p> <p>The products shall be delivered, configured, and tested by the Supplier in:</p> <table><tr><th>BRANCHES</th><th>ADDRESS</th></tr><tr><td>Main Office</td><td>Main Building, East Avenue, Diliman, Quezon City</td></tr><tr><td>Alabang-Muntinlupa</td><td>GF & 2F, Norfil Bldg., 22 National Highway, Brgy. Putatan, Muntinlupa City</td></tr><tr><td>Cubao</td><td>2F, Puregold, Aurora Blvd. cor. Gen. Santos Ave., Brgy. Socorro, Cubao, Quezon City</td></tr><tr><td>Kalookan</td><td>Forward Group Bldg. 317 EDSA cor. Gen. Malvar St., Brgy. 135, Caloocan City</td></tr><tr><td>Makati-Gil Puyat</td><td>ECC Bldg., 355 Gil Puyat Ave., Brgy. Bal-Air, Makati City</td></tr><tr><td>Pasig-Pioneer</td><td>2F, Cromagan Bldg., 8007 Pioneer St., Brgy. Kapitolyo, Pasig City</td></tr><tr><td>San Francisco Del Monte</td><td>3F & 4F, SRF Bldg., 1038 Del Monte Ave., Brgy. Paraiso, Quezon City</td></tr></table> <p>Question 1.1 Do you have available rack space for the new PABX for above sites?</p> <p>Question 1.2: Kindly confirm that the 6 sites above (except Main Office) have an existing PABX thus Telco cabling connection to the PABX location and phone distribution cabling are available for re-used?</p>	BRANCHES	ADDRESS	Main Office	Main Building, East Avenue, Diliman, Quezon City	Alabang-Muntinlupa	GF & 2F, Norfil Bldg., 22 National Highway, Brgy. Putatan, Muntinlupa City	Cubao	2F, Puregold, Aurora Blvd. cor. Gen. Santos Ave., Brgy. Socorro, Cubao, Quezon City	Kalookan	Forward Group Bldg. 317 EDSA cor. Gen. Malvar St., Brgy. 135, Caloocan City	Makati-Gil Puyat	ECC Bldg., 355 Gil Puyat Ave., Brgy. Bal-Air, Makati City	Pasig-Pioneer	2F, Cromagan Bldg., 8007 Pioneer St., Brgy. Kapitolyo, Pasig City	San Francisco Del Monte	3F & 4F, SRF Bldg., 1038 Del Monte Ave., Brgy. Paraiso, Quezon City	<p>Yes except for Main Office.</p> <p>Yes.</p>
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9	<p>Page 26, A. DURING POST QUALIFICATION</p> <p>The bidder being evaluated must provide, deliver and install the demo hardware and software to the Main</p>																	

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	<p>Office within the period specified by BAC to enable the TWG to test the proposed solution's capability to perform the functionalities and features stated under Section VII, Technical Specifications (Items D to E).</p> <p>Question 2.1 <i>Can we use different models of phones during the demo?</i></p>	Yes.
10	<p>Page 34 Section VI Schedule of Requirement, Items 8 Training / Transfer of Technology Requirements</p> <p>System administration, configuration, installation, and maintenance and user training of the proposed product in three (3) batches with minimum aggregate of forty (40) hours of the proposed product/s per batch</p> <p>Training vouchers must be submitted if training participants are unavailable within the one hundred twenty (120) day delivery period, and the vouchers must be valid for one (1) year starting from receipt of NTP and Signed Contract</p> <p>Question 3.1: <i>Is the aggregate 40 hours mentioned per batch?</i></p> <p>Question 3.2: <i>Is this is a comprehensive training conducted by certified engineer and delivered by accredited training center of the proposed brand or just ordinary knowledge transfer?</i></p>	<p>No. The training hours are a minimum of 40 hours per batch.</p> <p>Yes, it is comprehensive training.</p>
11	<p>Page 39 Section VII Technical Specification, Letter E Items 1 The system must be able to handle different tools of communications - mobile clients, smart phones - having the same collaboration experience.</p> <p>Question 4.1: <i>We understand that you are already using Microsoft Teams for internal call communication; will you still need softphones?</i></p> <p><i>If yes, our system supports softphone; however, in our proposed solution, we support all OS except Apple Mobile. Is this acceptable to SSS?</i></p> <p>Question 4.2: <i>Can we also suggest that the quantity of softphones will be 200 licenses to support SSS executives and mobile employees</i></p>	<p>Yes.</p> <p>Yes.</p> <p>Yes.</p>

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	<i>since you already have Microsoft Teams?</i>	
12	<p>Page 41 Section VII Technical Specification, Letter F 22 units of Switches, Item 2. Must have dedicated two (2) SFP based 1G uplink ports with transceivers Item 4. Must have at least 256 Gbit/s switching capacity Item 5. Must have at least 30W power per port</p> <p>Question 5.1: <i>For the transceiver, would it be Single mode or Multimode?</i></p> <p>Question 5.2: <i>With respect to the 256 Gbit/s switching capacity, we would like to know if the switches will be solely for the use of the IP-Phones network?</i></p> <p><i>If yes, it seems that the 256 Gbit/s switching capacity is overkill for this purpose. Based on industry standard, at least 90Gbit/s switch capacity is enough for a telephony data network deployment. Further, this is more than enough even if you will deploy voice with no compression @64kbps. Can you consider 92 Gbit/s switching capacity?</i></p> <p>Question 5.3: <i>We would like to validate if the POE switch will only be exclusively used to power the IP phones. If this is just used for IP phones, please consider to lower down the power rating to industry standard of 15.4W per port?</i></p>	<p>Multimode Transceiver</p> <p>No.</p> <p>NA</p> <p>No.</p>
13	<p>In page 40 item 2.2, "Allows callers to locate people in your organization without talking to a receptionist",</p> <p>Question 6.1: <i>Please confirm if this pertains to the directory information of SSS personnel that can be viewed on the phone? Details that can be viewed includes the department and office location.</i></p>	<p>Yes.</p>
14	<p>Page 25 Item 2.2 The terms of payment shall be one-time payment which shall be credited to the LAND-BANK or DBP account of the service provider.</p> <p>Question 7.1: <i>Since the project requires long period for the completion, Can you consider 50% payment upon complete delivery and 50% payment after project completion and acceptance?</i></p>	<p>No.</p>

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15	<p>In page 26, for the remaining 16 branches, which is not part of the installation of the winning bidder.</p> <p>Question 8.1: <i>As mentioned during Prebid, winning bidder will provide telco MDF patch panel for the trunk connection. We assume that SSS will cover the telco connection up to the MDF location. Please confirm.</i></p>	Yes.
16	<p>Others</p> <p>Question 9.1 <i>Due to the queries above, can we request for a 2 weeks extension on the bid submission and opening? This will give us enough time to come up with accurate proposal for this bid.</i></p>	Yes.