

PROJECT: SUBSCRIPTION FOR ONE-TIME PIN (OTP) SERVICES FOR THREE (3) YEARS

QUERIES/CLARIFICATIONS RAISED DURING THE PRE-BID CONFERENCE:

| | Query/Clarifications | TWG/BAC Reply |
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| 1 | With the approximate 1,000 SMS, what is indicated there is for test, is it also the target for weekly or monthly? | No. It is not fixed to 1,000. It is just an initial count to qualify but it will vary depending on the transaction per day or per month. |
| 2 | This will be delivered in your data center, right? Is it also your contact center system or you just need the One-Time Pin (OTP)? | We need the OTP, but you need to deliver the documents in the main office. |
| 3 | Do you still need a contact center system? Yes. Are we going to be your contact center or just the OTP? | No. No. |
| 4 | Scope of Works Can you explain more about the "high availability facility"? | It means that you should always be available, the service should not be disrupted, any minute there should be responses on queries about OTP services. There shouldn't be any downtime. |
| 5 | The requirement is "high availability or redundancy". Does it mean we do not have to install as well the high availability to your disaster recovery? It's a three different set up. Or are we just going to install it only in one site? | You must confirm to us that you have your own high availability facilities, meaning, it depends as to whether you have a D.R. site, you have your main data center and you must also have a D.R. site. Just to ensure SSS that a service will be provided on time. |
| 6 | Regarding the 60 calendar days delivery, is it possible to be extended for 90 calendar days? | NO. |
| 7 | Do you have an existing multi-factor authentication? | None with OTP. But we have multi-factor authentication with other means/systems. |
| 8 | Is OTP just like a two-factor authentication/ two SMS? | Yes. |

WRITTEN QUERIES:

| | Query/Clarifications | TWG/BAC Reply |
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| 1 | <p>Scope of Service/Work</p> <p>a. The Winning Bidder must guarantee sending out of One Time Pin (OTP) within the period of one minute from the receipt of each OTP request and must be able to process replies/responses within five minutes - For clarification of receive otp within 1 minute, if this refers to SSS to SMART?</p> <p>f. The Bidder must provide result/reply generated by a Restful API that shall be submitted in hard copy. - For clarification on “result/reply generated by Restful API”. Do we mean Delivery reports? Our delivery is extracted via Smart’s dashboard and is sent via email [automated] to the registered admin. Is email submission acceptable?</p> <p>h. The winning bidder must provide multiple API accounts to SSS to be utilized by different applications if required. – what is your forecast of api users?</p> <p>j. In case the Winning Bidder failed to send the text messages within the given period (refer to Item b. of scope of service/work), in addition to the liquidated damages, the SSS shall deduct from the monthly billing the amount corresponding to the number of days delayed. One day is equivalent to twenty-four (24) hours.</p> <p>- kindly clarify the meaning of specific "failed" sms – and if this can be bargained to particular SMS statuses only as we do not control sms outside telco subscribers.</p> <p>m. The ONE TIME PIN (OTP) services must have report generation with the following features:</p> <ol style="list-style-type: none"> 1. The Winning Bidder must retain transaction logs for 6 months. - max data retention to 3 months maximum, as we are not allowed to retain data for more than 90 days | <p>a. No. The solution provider must be able to send OTP to the requestor within one (1) minute starting from time requested.</p> <p>f. Yes, automated email report submission is acceptable.</p> <p>h. Please refer to Form-02 Bid breakdown with a minimum transaction forecast.</p> <p>j. We maintain our requirement.</p> <p>m. Yes. We can allow Three (3) months maximum. - This amends Section V. Special Condition Item k of Scope of Work.</p> |

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| | <p>(bound by data privacy policy). Please relax to 3 months maximum?</p> <p>Committed Line of Credit Certificate</p> <p>We would want to know if the note "The amount committed should be machine validated." on Form No. 04 (Credit Line Certificate) be eased because this is not an applicable internal bank process. See screenshot below as proof of coordination with the bank. Also, the CLC is being notarized by Smart to ensure the validity and legitimacy of our documents.</p> | <p>Please comply with the standard template provided by the GPPB.</p> |
| 2 | <p>1.In the Special Conditions of Contract: a. Intellectual Property Rights - can this be omitted if not applicable? b. Can a limitation of liability of a Supplier be included?</p> <p>i. Supplier shall not be liable to the Customer for any special, indirect, consequential or incidental damages, including loss of profits or revenues or loss of prospective business advantage, regardless of whether Innove had been advised of such damages or whether that liability arises in contract, tort, strict liability, breach of warranty, or otherwise.</p> <p>ii. Without prejudice to the applicability of indemnity/compensation in the event of breach relating to Use of Service Clause, neither party will be liable for direct damages in excess of what has been paid by the Customer within the twelve-month period immediately prior to the event of claim. Use of Service Clause: Customer shall use the Innove facilities and/or Innove services provided only for the purpose herein stated and shall not use the same to conduct any service such as callback, unauthorized audio-tex, International Simple Resale (ISR), and other analo-</p> | <p>No.</p> |

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| | <p>gous services which are prohibited in the Philippines, or which operation or service constitutes a bypass defrauding Innove and/or its interconnect partners of the rightful access/termination charges due them.</p> | |
| 3 | <p>1. In the scope of Work:</p> <ul style="list-style-type: none"> ● What is the monthly and annual SMS Volume? ● What if there will be necessary excess sms to be used? What will be the course of action: continue with sending sms or stop because of the fixed budget stated in the RFQ/TOR? ● P. 23 (Scope of Service / Work) b. The Winning Bidder must provide the User Interface (UI) for the data entry of six-digit OTP response. The supplier should provide the platform / middleware? ● The Winning Bidder must implement Restful API Aside from provisioning the API documentation and SMS consumables/credits, the supplier should also be in-charge of implementation work? ● Page 24 (Scope of Service / Work) k. International SMS shall not be charged to SSS. Will there be intentions of sending outside PH? ● Page 25 (Scope of Service / Work) B. PERFORMANCE / ACCEPTANCE TESTING For purposes of acceptance, the Supplier must supply, deliver, implement, and test all components of the OTP | <ul style="list-style-type: none"> ● Please refer to Bid breakdown (Form -02) as to the number of transactions per year. We have no previous reference for the SMS Volume per month or annual. ● Item 2.2 The terms of payment shall be on a monthly basis based on the actual usage of SSS on the applicable month which shall be credited to LBP or DBP provider's account. We will closely monitor the budget allocation and its availability to make sure that the provider will be paid accordingly. ● Yes ● Yes ● Yes, we have international transacting members but should be charged to the requestor not to SSS. ● Yes |

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| | <p>service including integration with the SSS applications.</p> <p>Aside from provisioning the API documentation and SMS consumables/credits, the supplier should conduct implementations, integrations, and testing work?</p> <p>3. In the ITB, schedule of activities, may we request for an extension on the submission of bids from September 7, 2023 to September 14, 2023?</p> <p>1. Under Section 1. Invitation to Bid Schedule of Activities Date/Time; Deadline for Submission and receipt of bids; September 7, 2023 (Thursday) 2:00pm</p> <p>May we request to the Honorable Bids and Awards Committee to accept and approve our request to move the deadline of submission from September 7, 2023 to September 21, 2023 (Thursday) 2:00pm due to the declared holidays (FIBA Basketball World Cup and National Heroes Day) which coincides with the bid preparation and request for adjustment to current prices using the Philippine Statistics Authority (PSA) consumer price indices.</p> <p>Bid Data Sheet ITB Clause 5.3 For this purpose, contract similar to the Project shall be:</p> <p>a. Similar contracts shall refer to services for: One Time Pin (OTP) authentication via SMS.</p> <p>May we request to the Honorable Bids and Awards Committee to relax and accept contract similar to the Project shall be/or:</p> <p>a. Similar contracts shall refer to</p> | <p>3.NO</p> <p>1.NO</p> <p>NO</p> |
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| | <p>services for: One Time Pin (OTP) authentication via SMS Or Two (2) Factor Authentication (2FA)</p> | |
| 4 | <p>1. Concerning the scope of service/work on page 23, item b, it's mentioned that the Winning Bidder must provide the User Interface (UI) for the data entry of the six-digit OTP response. Could you kindly clarify if this UI will be used by SSS Users or Network Admin?</p> <p>2. Could you provide us with the estimated daily and monthly SMS requirements for the OTP service?</p> <p>3. Referring to the scope of service/work on page 24, item d, it's stated that the Winning Bidder should have a high availability facility. Are you open to a cloud-hosted SMS Gateway solution, in addition to the DC DR setup?</p> <p>4. Building upon the previous question, if a DC and DR setup is required, could you confirm if the service will be hosted at SSS premises or at the bidder/supplier's facility?</p> <p>5. If our previous implementation of OTP via hardware token can be considered as proof of successful implementation, or if the compliance requirement is specifically related to SMS OTP?</p> <p>6. To ensure OTP functionality, there should be a validation solution, possibly involving MFA. Could you share the total number of SSS users who will utilize the OTP service?</p> <p>7. Is it permissible for a supplier/bidder who is not directly an OTP service provider but has a collaborative partnership with a vendor for SMS gateway services to participate in the bidding process?</p> <p>8. Regarding the delivery schedule, if feasible, could a 90-day deliverable timeline be accommodated?</p> | <p>1. This will be used by SSS Users.</p> <p>2. Please refer to FORM-02 for the estimated minimum transactions. We have no previous implementation for the volume reference.</p> <p>3. Yes.</p> <p>4. Must be hosted in the bidder/supplier facility.</p> <p>5. Hardware token will not be considered. Only OTP via SMS.</p> <p>6. Please refer to FORM-02 for the estimated minimum transactions. We have no previous implementation for the volume of users who will utilize the OTP service.</p> <p>7. Yes. As long as the vendor and the partner are compliant with all the requirements.</p> <p>8. NO.</p> |

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| | 9. Is participation open to non-telco bidders or resellers? | 9. Yes. |
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