PROJECT: **MESSAGE BLAST SERVICE FACILITY**

QUERIES/CLARIFICATIONS RAISED DURING THE PRE-BID CONFERENCE:

	Query/Clarifications	TWG/BAC Reply
1.	Is this a new project or a renewal from an existing set up?	This is not a new project, and this is a renewal of the existing.
2.	We are still studying the Bid Documents, is there a deadline for any clarification that we need to submit to SSS?	Yes. The deadline for written queries will be on Monday, October 7,2024.

WRITTEN QUERIES

	Query/Clarifications	TWG/BAC Reply
PLDT		
1.	For provision, "2. automatic sending of email notification to concerned SSS personnel on the confirmation that the files uploaded through the SFTP have been successfully processed." - WHAT FILE OUTPUT FORMAT?	*Automatic sending of email notification to concerned SSS personnel on the confirmation that the files uploaded through the SFTP have been successfully processed. Should there be unsent text messages, the reason for being unsent (e.g., invalid mobile number format, mobile number inactive or international mobile number used by sender) must be stated in the email as well as the file name/s of the file/s transferred by SSS for sending.* *File Output Format is Comma Separated Values in CSV.* *Cellphone_no, Unique_message_ID, Masked_SS_Number, THE SMS CONTENT* *This amends page 24, no. 2 of item X.*

INNOVE			
1.		For the single largest completed contract, may we request to use 2 contracts equivalent to 50% of the ABC?	*No. We maintain our requirement for one completed contract for SLCC.*
2.		For the schedule of activities, since the pre-bid conference was moved from 26 September 2024 to 04 October 2024, may we request the submission of bids to be moved accordingly as well?	The Submission and Opening of Bids will be on Thursday, 24 October 2024, 2:00 P.M.
	Special Conditions:		
		b. Under scope of Service/Work:	
3.		Iv. The winning bidder must guarantee sending out all messages within the period of forty-eight (48) hours from the receipt of the text messages by the winning bidder: please clarify if (1) this is telco-acknowledgement and not handset delivery guarantee; and (2) narrow further the "all messages" as sending is subject to validity and correctness of each message: e.g. Correct mobile number format, allowed routes of mobile numbers, allowable/valid message format, etc.	*1.) Yes. Telco-acknowledgement and not handset delivery.* 2.) Provision Item. IV will be retained. "all messages" must be sent to all mobile numbers.
4.		Rebates computation, related to iv. Please confirm if Telco-acknowledged.	*Confirmed, with telco-acknowledgement*
5.		Generated reports/files must be available in pdf and excel format (sftp, API) – are the reports required to be generated from the platform by SSS or can be done by the winning bidder?	*Generated reports/files must be available in pdf and excel format (sftp, API The reports must be generated by SSS from the winning bidder's platform and can also be provided manually by the winning bidder.* This amends page 24, item XII

6.	Please clarify logs of all SSS message blast service API activities/transactions coming from the messaging suite/individual messaging platform. Is this all transactions? Is this different from X and XII? What is the extent of retention and coverage? Is the format going to be the same with X and XII?	*These are logs of activities/transactions made by the platform users in the messaging platform; this is different from items x and XII;* *XIII. Logs of all SSS Message Blast Service API activities/transactions coming from the messaging suite/individual messaging platform, with a three (3) months retention period and the file formats are excel and pdf.* This amends page 24, item XIII
7.	What is the existing system?	*SSS has files (with existing file format) ready to be provided to the winning bidder as input for message blast.*
8.	Who will conduct the configuration and integration?	*The winning bidder must conduct the configuration and the integration.*
9.	Is there a capping in the branches for SMS use? How many SMS will they send in a month?	*No. There is no capping imposed in the branches for SMS use.* *No limit on the volume of SMS will be sent in a month.*
10.	"Provisioning features capable of issuing an initial 2,500 individual user accounts who can log in and use the system at the same time" – how many offices or branches are covered?	*The number of offices or branches covered in the initial count is 368 units. Assignment of the number of user accounts for each unit has no limit.*
11.	Are the replies part of the estimated SMS count?	*Yes.*

12.	For the replies, is SSS going to require a dedicated number? Or a shared number will suffice?	*Dedicated/unique number/sender id for each unit will be required.*
13.	How many sender ids are needed?	*In anticipation of the creation of the new SSS units, SSS would require an estimated number of 500 sender ids.*
14.	Will SSS require SMS capping on a monthly basis?	*Please refer to item #9.*
15.	How will we go about the billing, in case of excess usage?	*The MBS usage shall be confined within the ABC. SSS has internal control and conducting regular monitoring of usage of the service to avoid excess usage and to ensure that the cost of the usage will be confined within the ABC.*
16.	Is the text circle/group for instant group messaging within the platform? Can this be relaxed?	*Yes.* *No. Provision #7 will be retained.*
17.	Please clarify the additional features such as security add-ons, sender ids and availability of access codes	*These are features that will enable SSS to ensure security in sending SMS by assigning specific ids, codes and the integration of multi-factor authentication.*
18.	Is SSS also willing to sign the winning bidder's standard service agreement and forms related to the activation and implementation of the service?	*This will be subject to evaluation.*
	3. For the Schedule of Requirements:	

19.	May we request to extend the delivery lead time of 60 days? With the extent of development based on the requirement, our request is 180 days.	*Delivery period changed from 60 calendar days to 90 calendar days* *This amends page 33, Schedule of Requirements*
20.	By any chance 180 days is not accepted, what would be the acceptable extension on the delivery lead time?	60 calendar days with a 30-day extension.

ADDITONAL REQUIREMENTS:

Special Conditions of Contract:

XX. The winning bidder must be capable of blocking text messages that contain links.