

PROJECT: IT SERVICE MANAGEMENT MAINTENANCE SERVICES

A. QUERIES/CLARIFICATIONS RAISED DURING THE PRE-BID CONFERENCE

	Query/Clarifications	TWG/BAC Reply
1.	Is it possible for the payment to be made before the maintenance is conducted? Since this involves a license, which will be provided on the first day of the maintenance.	<p>We will clarify this with our department to see if it is possible. As per standard practice, the government only pays for services rendered. We do not make advance payments.</p> <p>It would be better if you put your requests in writing so that TWG can coordinate with our Accounting Department and issue a resolution or an addendum, if allowed. Please also indicate in your queries that there should be a break down for instance for installation and maintenance. And we will respond through the bid bulletin.</p> <p>This is not allowed.</p>
2.	Just to make sure we aligned on the bid: we are required to render 320 man-hours, which is equivalent to 40 man days in terms of 8 hours a day	Yes, as practice, it is one day of eight hours.
3.	Under Item No. 2 of the Technical Specifications, the service provider must be at least a Certified Reseller Partner of the existing IT Service Management. The bidder must submit the manufacturer's certification. Would our certification, issued in November 2025, still be considered valid given that it is now three months old? We would like to confirm if this certificate can be submitted for the bidding.	The certification is generally valid for one year. If the certification from the manufacturer was issued in November 2025, it is still valid. We will put that on Bid Bulletin for clarification. But if you will be able to secure the latest certification it would be better.
4.	Would it be possible to reuse the Omnibus Sworn Statement and Secretary's Certificate that were notarized in December 2025? Since the bid name remains the same, we just want to confirm if they would still be valid for submission in February 2026 bidding for the IT Service Management Maintenance Services.	The document must be specific to the project. Each procurement activity is assigned its own ITB number or reference number. Using outdated documents may render them invalid because the indicated ITB number pertains to a different project. We therefore recommend securing updated documents that are expressly specific to the projects.
5.	Until when can we submit our queries?	The schedule of activities will be discussed by the BAC Secretariat.

WRITTEN QUERIES:

	Query/Clarifications	TWG/BAC Reply
1	<p>Page 63 under Special Conditions of Contract section 10.3</p> <p>The terms of payment shall be quarterly based on the completion and successful delivery of quarterly services which shall be credited to the LANDBANK or DBP or any choice of bank account subject to applicable bank charges of the winning service provider, upon submission of the following:</p> <ol style="list-style-type: none"> 1. Quarterly Service Report, as certified/accepted by TSD 2. Billing Statement <p>Payment shall be made after the applicable quarter.</p> <p>The payment shall be subject to retention of Withholding Tax and other applicable taxes in accordance with existing Laws and BIR Rules and Regulations, to be remitted directly to the BIR by the SSS.</p> <p><i>Request to update the terms of payment to Yearly upfront to align on the industry best practice of the principal.</i></p>	<p>Request denied.</p>
2	<p>Page 63 under Special Conditions of Contract section 6.2</p> <p>3. Provision of at least 320 man-hours for subsequent system enhancements and modifications during the maintenance service period.</p> <p><i>To confirm that the 320 man hours = 40 man days</i></p>	<p>All works/services will be charged based on the actual man hours provided</p>