ANNEX "A"

PROJECT: TWO (2) YEAR CONTRACT FOR THE MESSAGE BLAST SERVICE FACILITY

A. CLARIFICATIONS RAISED DURING THE PRE-BID CONFERENCE:

	Query/Clarifications	TWG/BAC Reply
1	It states in the NTP that we are allowed to deliver the services within 90 days from the Notice to Proceed. However, under Letter B, it states that we shall undergo thirty (30) calendar days of performance testing. Is the 30 calendar days from performance testing already included within the ninety (90) calendar-day period from the issuance of the Notice to Proceed?	Yes. Once the Notice of Proceed is released, you will have a maximum of sixty (60) calendar days for development. After which, SSS will conduct the testing based on the specifications, a maximum of thirty (30) calendar days is alloted. Hence, the thirty (30) calendar day testing period is inclusive of the ninety (90) calendar-day period specified in the Notice to Proceed.
2	In terms of the SMS, may we know the standard number of characters per SMS that can be sent out for this requirement?	The existing standard is 160 characters.
3	Since there is already an existing platform, does this mean that the services of the winning bidder will simply be integrated into the existing platform?	No. The winning bidder will need to develop the system on their own platform.
4	Who is the current provider of Social Security System?	The current provider is Smart Communications.

B. WRITTEN QUERIES:

	Query/Clarifications	TWG/BAC Reply
1	"In relation to the project "TWO (2) YEAR CONTRACT FOR THE MESSAGEBLAST SERVICE FACILITY CONTRACT", we would like to seek clarification regarding the provision under ITB 16.1 of the bidding documents. The provision states that: "The Bid Security shall be in the form of a Bid Securing Declaration, and any of the following."	The Bid Security shall be in the form of a Bid Securing Declaration, **or** any of the following:

	Query/Clarifications	TWG/BAC Reply
	This wording appears to indicate that a Bid Security Declaration (BSD) may be required in addition to another acceptable form of bid security, particularly since corresponding amounts are specified for the other forms of bid security. In this regard, we respectfully request clarification on whether the submission of a duly accomplished Bid Securing Declaration Form alone is acceptable, or whether it is required to be accompanied by another form of bid security as indicated in the bidding documents."	a. Cash or cashier's/manager's check issued by a Universal or Commercial Bank. Two percent (2%) of the ABC or ₱4,488,410.96 b. Surety bond callable upon demand issued by a surety or insurance company duly certified by the Insurance Commission as authorized to issue such security. Five percent (5%) of the ABC or ₱11,221,027.41
2	"May we respectfully request that the definition of a 'similar contract' be broadened to include other IT subscription projects or services, and not be limited solely to bulk text blast messaging services. We believe that allowing relevant IT subscription experience would be consistent with the principles of competition and non-restrictive procurement under the GPPB procurement framework, and would provide wider opportunities for qualified bidders to participate while still demonstrating their capability to deliver the required service."	TWG's reply: The definition of a similar contract shall refer to any system or service that provides alerts or notifications through text/SMS messaging. Other IT subscriptions or solutions involving the sending of SMS alerts, notifications, or message broadcasts shall likewise be considered as similar contracts. This amends ITB Clause 5.5 under Bid Data Sheet
3	Scope of Works Item: VIII a. SS number; b. cellphone number; c. transaction date and time; and d. remarks such as cell phone number is deactivated, number not yet in service, etc. "For item d: We can only have visibility over Smart numbers. For other telco, this is subject for coordination by Smart Inter-Carrier Group."	TWG's reply: Noted. The requirement under Scope of Service/Work Item VIII(d) remains as stated in the Bidding Documents.

	Query/Clarifications	TWG/BAC Reply
4	XII. The winning bidder shall also provide the Message Blast service suite/individual messaging platform, capable of the following: 1. allowing SSS personnel to send messages thru the internet using a web browser; 2. sending and receiving messages from employers and members; 3. allowing automatic and simultaneous delivery of messages in volume via Broadcast module; 4. creating generic and customized message templates; 5. enabling SSS to promptly reply to member concerns, inquiries, or feedback/suggestions; 6. storing all contact details in user accounts for quick access; 7. creating Text Circle/Group for instant group messaging; 8. providing option for stopping/receipt of messages for individual user accounts (inclusion of opt-out instruction message); 9. allowing User provisioning features capable of issuing an initial 2,500 individual user accounts who can log in and use the system at the same time; 10. mass uploading of account creation; "This can be done via request, Smart support to perform the mass uploading of users."	TWG's reply: Noted. The requirement remains as stated in the Bidding Documents. The Message Blast Service suite/individual messaging platform shall be capable of mass uploading for account creation.

5	11. allowing SSS authorized Administrator to manage users and assign sub-users within SSS. Access Level Accounts as follows: a. administrator for creation of user accounts, resetting of password of user accounts, disabling/enabling of user accounts; - an email notification on the creation, resetting of password and disabling/enabling of user accounts shall be sent to the user's email address - for SMS notifications scheduled by SSS users for sending on a later date using the individual messaging platform, the same should be automatically cancelled and deleted after the accounts of the concerned users have been deactivated/disabled. The cost of all the text messages that were still sent after the accounts of the concerned SSS users have been deactivated/disabled shall not be paid by SSS. "Scheduled messages triggered by the user even if the user is deleted, are still saved. This will fall under operational request where in tickets are filled (from the request of SSS) to manually delete scheduled messages from a deleted user."	TWG's reply: Noted. The requirement remains as stated in the Bidding Documents. Scheduled SMS notifications shall be automatically cancelled and deleted once the concerned SSS user's account is deactivated/disabled.