Republic of the Philippines
SOCIAL SECURITY SYSTEM
East Avenue, Diliman Quezon City * Trunkline Number: (+632) 8709 7198
Email: usssaptayo@sss.gov.ph * Website: www.sss.gov.ph
BAGONG PILIPINAS

BIDS AND AWARDS COMMITTEE (BAC) III

PROJECT : **SSS OMNIAI CRMS**

ITB NO. : **ITB-NGPA-SSS-GOODS-2026-093**

SUBJECT : **BID BULLETIN NO. 2**

DATE : **28 OCTOBER 2026**

Details of the bidding, as advertised:

Advertisement:	Posting at PhilGEPS & SSS Website & Conspicuous Places 06 October 2026 to 13 October 2026
Approved Budget for the Contract (ABC) and Source of Fund	₱371,551,537.00 Approved 2026 Corporate Operating Budget with Code PAP 2026-0433
Price of BD (non-refundable)	₱42,500.00
Delivery/Completion Period	Within Two Hundred Forty (240) calendar days from receipt of Notice to Proceed and Signed Contract.

This addendum/Bid Bulletin **No. 2** is issued to clarify, modify or amend items in the Bidding Documents (BD) as a result of the Pre-bid Conference on **14 October 2026**. This shall form an integral part of the BD.

Under Section 51.5.3 of the IRR of RA 12009, it shall be the responsibility of all those who have properly secured the BD to inquire and secure Supplemental/Bid Bulletins that may be issued by the BAC.

1. Schedule of activities as the pre-bid conference.

- Deadline for the submission of written queries: **Friday, 16 October 2026**
- Issuance of Bid Bulletin No. 1–reply to queries: **Wednesday, 21 October 2026**
- Pre-Screening of Documents: **Monday, 26 October 2026 (8am to 5pm) at the 11th Floor Bidding Room, SSS Main Building**
- Submission and opening of two (2) envelopes: **Wednesday, 28 October 2026, 2:00 p.m. at the 11th Floor Bidding Room, SSS Main Building, East Avenue, Diliman, Quezon City.**

Revised Schedule

- Issuance of Bid Bulletin No. 1–reply to queries: **Wednesday, 28 October 2026**
- Pre-Screening of Documents: **Tuesday, 03 November 2026 (8am to 5pm) at the 11th Floor Bidding Room, SSS Main Building**
- Submission and opening of two (2) envelopes: **Wednesday, 04 November 2026, 2:00 p.m. at the 11th Floor Bidding Room, SSS Main Building, East Avenue, Diliman, Quezon City.**

2. Amendments/Clarifications – "Annex A"

3. Documentary Requirements

a. **1st Envelope**

a.1 PhilGEPS Certificate of Registration (Platinum Membership).

In case of uploaded document/s, which validity period had already expired, submit the updated document/s.

a.2 Statement of all its Ongoing Government and Private Contracts, including contracts awarded but not yet started, if any, whether similar or not similar in nature and complexity to the contract to be bid;

a.3 Bidders should have completed, within the period of five (5) years from the date of submission and receipt of bids, any of the following:

a.3.1 A Single Largest Completed Contract (SLCC) that is similar to the procurement project to be bid, and whose value, adjusted to current prices using the Philippine Statistics Authority (PSA) consumer price indices, must be at least fifty percent (50%) of the ABC; or

a.3.2 A combination of contracts completed within the same period, provided their total value is at least fifty percent (50%) of the ABC, to wit:

i. The bidder should have completed at least one (1) similar contract amounting to at least 25% of the ABC; and

ii. The bidder should have completed other contracts, whether similar or not, with an aggregate amount of at least 25% of the ABC.

For this purpose, contracts similar to the Projects shall be: cloud-based CRM solutions CRMS, customer engagement platforms, contact center systems, AI-assisted customer service platforms, ticketing and case management systems, and customer experience management solutions, which integrate customer data management, automation, intelligent analytics, and multichannel enterprise application integration, or other substantially similar systems.

SLCC should be a project without a Non-Disclosure Agreement.

a.4 Net Financial Contracting Capacity (NFCC) computation or Committed Line of Credit (form supplied)

a.5 Joint Venture Agreement (JVA), in case of Joint Venture – Class "B" Documents (Each partner of the joint venture shall submit the legal eligibility documents. The submission of technical and financial eligibility documents by any of the joint venture partners constitutes compliance)

a.6 Bid Security

a.6.1 Cash or Cashier's/Manager's Check - 2% of the ABC or
a.6.2 Surety Bond - 5% of the ABC or
a.6.3 Bid Securing Declaration

a.7 Technical Documents

a.7.1 Section VI – Schedule of Requirements
a.7.2 Section VII – Statement of Compliance with the Technical Specifications

a.8 Omnibus Sworn Statement.

a.9 Foreign ownership limited to those allowed under the rules may participate in this Project, provided must submit any of the following:

a.9.1 Copy of Treaty, International or Executive Agreement; Or
a.9.2 Certification from the relevant government office of their country stating that Filipinos are allowed to participate in government procurement activities for the same item or product.
a.9.3 Certification from the DTI if the Bidder claims preference as a Domestic Bidder or Domestic Entity.

b. **2nd envelope**

b.1 Bid Form (form supplied)
b.2 Bid Breakdown / Price Schedule (form supplied)

c. **Additional Requirements to be submitted by the bidder with the Lowest Calculated Bid**

c.1 Registration Certificate from Security Exchange Commission, for corporation including Articles of Incorporation and General Information Sheet, Department of Trade and Industry for sole proprietorship, or Cooperative Development Authority for cooperatives or its equivalent documents.
c.2 2026 Mayor's or Business permit issued by the city or municipality where the principal place of business of the prospective bidder is located, or the equivalent document for Exclusive Economic Zones or Areas.
c.3 Valid Tax Clearance per E.O. No. 398, s2005, as finally reviewed and approved by the Bureau of Internal Revenue (BIR).
c.4 Latest Audited Financial Statement filed through Electronic Filing and Payment System (EFPS)
c.5 Latest Income Tax Return filed through EFPS corresponding to the submitted Audited Financial Statement
c.6 Quarterly VAT (business tax returns) per Revenue Regulations 3-2005 for the last (6) months prior to the submission and opening of bids filed EFPS.

4. Secretary's Certificate/Special Power of Attorney must clearly specify the name and position of the authorized representative who will:

a. submit its bid; and
b. sign the contract (in case of award)

5. The award shall be issued to the bidder whose offer has been determined as the Lowest Calculated and Responsive Bid (LCRB).

6. All documents requiring notarization must be notarized by the Notary Public personally, who is duly commissioned and authorized to perform notarial acts for the current year.

Prepared by:

ROSALYN D. AZUL-CONDAT
Department Manager III
BAC Secretariat Department

Concurred by:

JENNIFER G. CARLOS
Chairperson
Technical Working Group

Approved by:

ATTY. RENATO JACINTO S. CUISIA
Chairperson
Bids and Awards Committee III

BB No.2026-079
dated 28 October 2026