

BIDS AND AWARDS COMMITTEE
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SUPPLEMENTAL / BID BULLETIN No. 1

Project : Procurement of and Email Management Service
Reference No. : PB-GS-31-2018
ABC : PhP 6,570,000.00
Date : 23 November 2018

This supplemental/bid bulletin is issued to provide information to the prospective proponents/bidders on the following changes to the Bidding Documents:

I. Invitation to Bid (Section I)

6. The DFA-BAC has scheduled the following activities for the said Project:

Deadline for Submission and Receipt of Bids	Bid Opening	Post-Qualification
27 November 2018, Tuesday, 12:00 noon 04 December 2018, Tuesday, 12:00 noon	November 2018, Tuesday, 2:00 p.m. 04 December 2018, Tuesday, 2:00 p.m.	29 November 2018, Thursday, 2:00 p.m. 06 December 2018 Thursday, 10:00 a.m.

II. Technical Specifications (Section VII) – The Technical Specifications (Section VII) of the Bidding Documents is superseded by ANNEX A of this Supplemental/Bid Bulletin No. 1 after considering inputs from End-User, BAC Members and prospective bidders during the pre-bid conference on 14 November 2018.

The Bidding Documents is amended accordingly.

For the information and guidance of all concerned.

(Sgd.)
IMELDA M. PANOLONG
BAC Chairperson

ANNEX A

Technical Specifications

PROCUREMENT OF AN EMAIL MANAGEMENT SERVICE

I.	Background	
	The Department of Foreign Affairs relies on email communications as the primary means of electronic messaging for its personnel in the Home Office, Foreign Service Posts, Satellite Offices and Consular Offices.	
II.	Objective	
	Procure email subscription from a reliable and technically qualified provider of email subscription with integrated support applications for group collaboration across the Department.	
III.	Scope of Work	Statement of Compliance
	<p>The Contractor shall provide subscription for Two Thousand Seven Hundred Ten (2,710) mailboxes, as follows:</p> <ul style="list-style-type: none"> i) All mailboxes shall have at least 30GB of storage space per account; ii) One Hundred Fifty (150) mailboxes of the 2,710 mailboxes shall be provided with a Storage Account with unlimited storage space, for archiving and file storage; iii) Mailboxes and Storage Accounts shall be transferable. 	
IV.	Technical Specifications	
A.	Mailbox Specifications	
	Each Mailbox account shall:	
	1. Maintain @dfa.gov.ph (DFA’s official domain name).	
	2. Provide anti-spam and anti-virus functions for all incoming emails and provide anti-virus function for all outgoing emails;	
	3. Provide Information Rights Management (IRM), Transport Layer Security (TLS) enforcement, Phishing prevention;	

	4. Support verification of Sender Policy Framework (SPF) protocol for authenticity purpose and Simple Mail	
	Transfer Protocol over Transport Layer Security (SMTP over TLS) protocol for secure transmission encryption;	
	5. Provide two-factor authentication composed of but not limited to password requirement and SMS verification code;	
	6. Comply with the following international operations standard and controls: a) ISO 27001 (Information security management), b) ISO 27017 (Security controls for cloud services), c) ISO 27018 (Cloud privacy protection overview), d) Service Organization Control (SOC) 2 and e) Service Organization Control (SOC) 3	
	7. Send and receive emails with attachments of different file types including but not limited to video, audio and image files;	
	8. Provide Office document creation, sharing and collaboration, offline/online editing, import and export of data files, revision/versioning through a browser;	
	9. Search, through Optical Character Recognition (OCR) and image recognition;	
	10. Create electronic forms to conduct survey and questionnaire online;	
	11. Provide an online social platform for information sharing and employee engagement;	
	12. Allow transfer from one service provider to another without loss of current data;	
	13. Be accessed through Android, iOS, Windows Phone, and Blackberry devices, Windows, MacOS desktops and laptops;	
	14. Be accessed through a cloud-based platform which can be accessed through popular web browsers including, but not limited to, Chrome, Firefox, Safari, Internet Explorer 11 and Edge;	
	15. Be accessed through Internet, Local Area Network (LAN), Wi-Fi, and hotspot environment by mobile devices;	
	16. Provide instant messaging and video conferencing (audio, video) through LAN, internet, Wi-Fi, and hotspots;	
	17. Provide shareable calendar services among users and guests;	
	18. Adopt current IT network setup and settings, and no new hardware/software requirements are needed to avail of the service;	

	19. Provide Mobile Device Management (MDM) and policy-based browser security management;	
	20. Be accessed 24x7, 365 days a year, at least 99.9% monthly uptime guarantee of the services;	
	21. Setup disaster recovery plans and secured back-up facilities or disaster proof facility to provide uninterrupted service; and	
	22. Customize, relative to DFA’s requirements, userfriendly menus (mailbox organization).	
B.	Storage and Archiving Specifications (for the 150 mailbox with unlimited storage)	
	Each Storage account shall be capable of:	
	1. Archiving, e-discovery and information management capabilities;	
	2. Defining retention policies that are automatically applied to your email and chat messages;	
	3. Archiving of email and chat messages according to email system policies defined by the user preventing inadvertent deletions; and	
	4. Running reports on user activity and actions in the archive wherein searches, message views and exports are shown.	
IV.	Contractor’s Responsibility	
	The Contractor shall provide the following:	
	1. 24 x 7 technical support through telephone, email and/or chat with a maximum response time of two (2) hours from the posting/submission of support request;	
	2. Trainer/s to conduct a one-day administrator’s training for twenty (20) OAMSS-ITCRD personnel and users’ training for at least seven (7) one-day sessions;	
	3. Initial setup and configuration services for the DFA and shall ensure that proposed mail domain (*@dfa.gov.ph) is functioning normally.	
V.	Contractor’s Eligibility	
	1. Contractor shall present Certificates and/or Authorization to represent Original Product Manufacturer or proof of Authority for Distributorship, or Re-seller Dealership.	

	<p>2. Foreign-based Contractor shall be required to provide an authorized representative registered with the Department of Trade and Industry (DTI) or Securities and Exchange Commission (SEC).</p> <p>Documentary requirements for conduct of Public Bidding under R.A. 9184 shall also be required from the authorized representative.</p>	
VI.	Duration	
	<p>1. The Contractor shall provide the email services and corresponding support applications for the DFA for a period of twelve (12) months commencing on 02 January 2019 to 31 December 2019.</p> <p>2. The Contractor shall allow the extension of the contract for a period not exceeding twelve (12) months;</p>	
VII.	Delivery	
	<p>1. The Contractor shall provide and activate the accounts within one week before the effectivity of the contract, 02 January 2019.</p>	
VIII.	Confidentiality	
	<p>1. The Contractor shall ensure that each of its personnel assigned to provide support service for the Department's Email Management Service executes and signs a Non-Disclosure Agreement which is to be submitted to the Department prior to commencement of the service.</p>	
	<p>2. The Contractor shall not disclose any confidential information accessed through the use of its services in relation to the official functions or operations of the Department without prior consent from the latter.</p> <p>3. The Contractor shall immediately inform the Department of breaches, attacks or other form of cyber threats/activities that may contribute to disclosure of any confidential information.</p> <p>4. Failure to comply with the confidentiality clause shall be subject to penalties provision of Republic Act No. 10173 – Data Privacy Act of 2012 and all other relevant existing rules and regulations.</p>	
IX.	Payment	
	<p>1. Payment shall be made on a quarterly basis for a period of one (1) year commencing on 02 January 2019 up to 31 December 2019.</p>	

	<p>2. The Contractor shall be paid within thirty (30) working days upon the submission of the sales invoice, or its equivalent complete with supporting documents examined by the Office of Financial Management Services-Financial Resource Management Division (OFMS-FRMD). Payments shall be made through List of Due and Demandable Accounts Payable (LDDAP).</p>	
	<p>3. All payments shall be inclusive of all applicable taxes and other lawful charges.</p>	

Note:

Bidder must state compliance to each of the provisions in the Terms of Reference/Technical Specifications, as well as to the Schedule of Requirements. The Statement of Compliance must be signed by the authorized representative of the Bidder, with proof of authority to sign and submit the bid for and in behalf of the Bidder concerned. If the Bidder is a joint venture, the representative must have authority to sign for and in behalf of the partners to the joint venture. All documentary requirements should be submitted on or before the deadline for the submission of bids.

Bidders must state here either “Comply” or “Not Comply” against each of the individual parameters of each Specification stating the corresponding performance parameter if the equipment offered. Statements of “Comply” or “Not Comply” must be supported by evidence in a Bidders Bid and cross-referenced to that evidence. Evidence shall be in the form of manufacturer’s un-amended sales literature, unconditional statements of specification and compliance issued by the manufacturer, samples, independent test data, etc., as appropriate. A statement that is not supported by evidence or is subsequently found to be contradicted by the evidence presented will render the Bid under evaluation liable for rejection. A statement either in the Bidders statement of compliance or the supporting evidence that is found to be false either during Bid evaluation, post-qualification or the execution of the Contract may be regarded as fraudulent and render the Bidder of supplier liable for prosecution subject to the provisions of **ITB** Clause 3.1(a)(ii) and/or **GCC** Clause 2.1(a)(ii).

Conformé:

[Signature/s]
 [Name of Bidder’s Authorized Representative]
 [Position]
 [Date]