SUPPLEMENTAL / BID BULLETIN No. 1

Project	:	Procurement of Email Subscription for CY 2020
Reference	:	PB-GS-01-2020
ABC	:	PhP 6,500,000.00
Date	:	13 March 2020

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

I. **Technical Specifications (Section VII)** – The Technical Specifications (Section VII) of the Bidding Documents is superseded by ANNEX A of this Supplemental/Bid Bulletin No. 1 after considering inputs from the Committee and potential bidders.

The Bidding Documents is amended accordingly.

For the information and guidance of all concerned.

(Sgd.)
IMELDA M. PANOLONG
BAC Chairperson

ANNEX A

Technical Specification

PROCUREMENT OF AN EMAIL SUBSCRIPTION

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, 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**	**Compliance**

	The Contractor shall provide subscription for **One Thousand Eight Hundred Forty-Two (1,842)** mailboxes which conform with the Department's existing email service (G Suite) as follows:
	   i) **One thousand Five Hundred Sixty-Five (1,565) Basic licenses** with at least 30GB secure cloud-based file storage per account
	   ii) **(Two Hundred Seventy-Seven) 277 Business** licenses with unlimited secure cloud-based file storage and archiving; and
	   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, laptops and tablets;	
	14. Have 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, user-friendly menus (mailbox organization).	
B.	**Storage and Archiving Specifications**	
	Each Storage account shall be capable of:	
	1. Archiving, e-discovery and information management capabilities;	
	2. Defining retention policies that are automatically applied to 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 one (1) administrator's training and five (5) users' training for OAMSS-ITCRD personnel.;**	
	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.	
	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). Documentary requirements for conduct of Public Bidding under R.A. 9184 shall also be required from the authorized representative.	
VI.	**Duration**	

	1. The Contractor shall provide the email subscription and corresponding support applications for the DFA for a period of twelve (12) months. 2. The Contractor shall allow the extension of the contract for a period not exceeding twelve (12) months;	
VII.	**Delivery**	
	1. The Contractor shall provide and activate the accounts within one week before the effectivity of the contract.	
VIII.	**Confidentiality**	
	1. The Contractor shall ensure that each of its personnel assigned to provide support service executes and signs a Non-Disclosure Agreement which is to be submitted to the Department prior to commencement of the service. 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. 3. The Contractor shall immediately inform the Department of breaches, attacks, or other forms of cyber threats/activities that may contribute to disclosure of any confidential information. 4. Failure to comply with the confidentiality clause shall be subject to penalties as provided in Republic Act No. 10173 – Data Privacy Act of 2012 and all other relevant rules and regulations.	
IX.	**Payment**	
	1. The payment shall be made within thirty (30) working days upon full implementation of the system and receipt of the invoice with complete requirements through List of Due and Demandable Accounts Payable (LDDAP).	
	2. All payments shall be inclusive of all applicable taxes and other lawful charges.	
	3. Payment to foreign-based contractors shall be in Philippine Peso which shall be made through its authorized representative.	

Note:

Bidder must state compliance to each of the provisions in the Terms of Reference/Technical Specifications, as well as to the Schedule to 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 of 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 a 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 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 or 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/s]
[Position]
[Date]