



Bids and Awards Committee

Bid Bulletin No. 1

RENEWAL OF SUBSCRIPTION TO GOOGLE E-MAIL SERVICES

All Prospective Bidders are hereby informed of the following amendments to the SEC Bidding Document:

Item No.	SEC Requirements	Amendments/Responses
Bid Data Sheet: 5.3 Page 21 Clarification: 1) Please confirm that by SIMILAR contract, SEC requires the SLCC to be for the "Subscription and Commissioning of GWS licenses".	a. referred to the Renewal of Subscription to Google E-Mail Services	a. referred to the Subscription to Google Workspace License.

Clarifications:


Item No.	Clarification	Remarks
	2) As a post qualification document, please confirm that, in lieu of the END USER CERTIFICATE OF POC, the bidder can submit either the COPCA or user acceptance document associated with the SLCC.	Bidder shall attach the following documents in the SLCC: 1. Approved Contract or Purchase Order 2. Certificate of Completion or Acceptance from bidder's client or Official Receipt issued for the contract covering the full amount of the contract
Section VI. Schedule of Requirements Page 30	3) Please confirm that the Schedule of Requirements form in page 30 is to be accomplished and submitted as part of the Bid despite it not appearing in the checklist.	Yes, The bidder shall accomplish the Schedule of Requirements in page 30 of the bidding document.

Section VII. Technical Specifications	4) Please confirm that to fully accomplish the COMPLY/Not Comply column of the Technical Specifications form. All the bidder needs to specify is the word COMPLY across each technical specification (i.e. no need to cross reference vs material or technical documentation as proof of the feature in GWS).	Yes, Comply or Not Comply only on the Statement of Compliance column.
	5) Please confirm that the whole section on FRAMEWORK Agreements is NOT Applicable in this bid.	Framework Agreement is Not Applicable
Section VII. Technical Specifications	6) Please provide us with your preferred template for the TIMELINE FOR TRANSITION being required of the bidder (see pg 32).	Please see Annex B - Suggested Format for Timeline
Section VII. Technical Specifications	7) Please provide us with a copy of the "Pre-approved SLA for SEC" (please refer to page 33).	Please see Annex A - Service Level Agreement for E-Mail Services
	11) Please confirm the current number of current licenses.	The current number of licenses is Google Workspace Business Starter – 300 licenses Google Workspace Enterprise Standard – 550 licenses
	12) Please confirm how many admin and end users will be trained.	There are 5 (five) admin users and 25 end users will be trained.
	13) Please confirm the expected date of delivery.	Within 30 days upon receipt of Notice to Proceed
	14) Please confirm if there will be migration of users from the old plan to the new one.	There will be no migration of users.

This Bid Bulletin No.1 shall form an integral part of the Bidding Document.

May 4, 2022

Prepared by:



Margery V. Abuyog
BAC Secretariat

Reviewed by:



Rodel Presco
End-User Representative

Noted by:



Norlan M. De Las Alas
BAC Secretariat

Approved by:



Armando A. Pan Jr
BAC Chairman

Service Level Agreement for E-Mail Services

- 1) Services web interface will be operational and available to SEC at least 99.9% of the time in any calendar month.
- 2) Guaranteed response time of 15 minutes from receipt of notice by phone.
- 3) Guaranteed repair time of 100% within 6 hours
- 4) Submission of incident report within 24 hours from resolution of faults encountered
- 5) SEC can avail of rebates or service credit if system inaccessibility or interruption of service occurs.
- 6) Rebate is computed starting upon official receipt of complaint by phone.

Table of Rebate

Monthly Uptime Percentage	Days of Service added to the end of the Service term (for offline billing) or monetary credit equal to the value of days (for online billing), at no charge to SEC
< 99.9% - >= 99.0%	3
< 99.0% - >= 95.0%	7
< 95.0%	15

"Monthly Uptime Percentage" means total number of minutes in a calendar month minus the number of minutes of Downtime suffered in a calendar month, divided by the total number of minutes in a calendar month.

Suggested Format for Timeline

