



Republic of the Philippines
OFFICE OF THE OMBUDSMAN
Agham Road, Diliman, Quezon City, 1105

**MINUTES OF THE PRE-BID CONFERENCE FOR THE PUBLIC BIDDING FOR
THE ONE (1) YEAR LICENSE SUBSCRIPTION AND TECHNICAL SUPPORT FOR
OMB-WIDE CONNECTIVITY (SILVER PEAK) FOR THE OFFICE OF THE
OMBUDSMAN (PB 2020-11)**

**APPROVED BUDGET FOR THE CONTRACT:
TWO MILLION NINE HUNDRED SEVENTY-FOUR THOUSAND THREE
HUNDRED PESOS
(PHP2,974,300.00)**

13 November 2020, Online via Microsoft Teams app, 1:30 P.M.

The Pre-Bid Conference started at 1:45 p.m. with an invocation and introduction of the parties in attendance by Ms. Joan DC. Escalada, Member, BAC Secretariat, to wit:

The Bids and Awards Committee:

DIR. ADORIE T. CORNITO	- Vice-Chairperson
DIR. NELLIE P. BOGUEN-GOLEZ	- Member
DIR. MARY RAWNSLE V. LOPEZ	- Member
ATTY. LORENZO G. VERGARA	- Member
ATTY. JULIEVER ROQUE LAMUG	- Member
ATTY. JANET CABIGAS-VEJERANO	-Member

The Technical Working Group:

MR. ISAGANI L. OSIO	- Chairperson
MR. DONNOVAN T. BAUTISTA	-Member

BAC Secretariat:

MS. JOSEPHINE S. VARGAS	- Head
MS. JOAN DC. ESCALADA	- Member

Witnesses:

MR. RON KRISTOFFER SILVA	-OODO Representative
MS. CANDY BRIGADE CRIZALDO	- COA Representative

Ms. Escalada likewise announced the presence of one (1) prospective bidder, to wit: 1) MICROGENESIS BUSINESS SYSTEMS, represented by Ms. Norjana Abdullah and Ms. Roxanne E. Santiago.

A PowerPoint presentation was presented by Ms. Josephine S. Vargas, Head, BAC Secretariat in compliance with the requirement of R.A. No. 9184:

- 1) The Invitation to Bid was posted at the PhilGEPS, Ombudsman Website and BAC Bulletin Board on 08 October 2020;
- 2) Letters of Invitation for the Pre-Bid Conference, Opening of Bids and Post-Qualification were sent and received by the following Witnesses and Observers:
 - a. Hon. Edilberto G. Sandoval (Acting Overall Deputy Ombudsman, OODO);
 - b. AO Pilarita T. Lapitan (Assistant Ombudsman, OMB-Proper);
 - c. Mr. Crisanto S. Frianeza (Secretary General, Phil. Chamber of Commerce and Industry);
 - d. Ms. Ma. Asuncion M. Golez (National President, Philippine Institute of Certified Public Accountants);
 - e. Mr. Joey I. Bernardino (State Auditor IV, Audit Team Leader, COA); and
 - f. Mr. Nolasco B. Ducay (President, OMBEA)

- 3) Supplemental/Bid Bulletin no. 1 was issued on November 12, 2020 for the Postponement and Rescheduling of the Pre-Bid Conference and Deadline of submission of Bids.

With the presence of the Vice-Chairperson and five (5) Members of the Bids and Awards Committee and the two (2) Members of the Technical Working Group (TWG) with the Chairperson in attendance, a quorum to transact business was manifested by Ms. Vargas.

The Pre-Bid Conference was called to order by Dir. Adorie T. Cornito, BAC Vice-Chairperson. She then asked Ms. Escalada to read the Mechanics of the Pre-Bid Conference. Dir. Cornito then turned over the discussion to the TWG.

Mr. Donovan T. Bautista, TWG Member to discuss the Invitation to Bid, Checklist of the Technical and Financial Documents and Post-Qualification documents.

She then asked the prospective bidder if she had questions on the presentations. There being no question on the presentation the BAC Secretariat presented the Technical proposal.

The following were the issues / questions raised and the corresponding reply / comments of the BAC and TWG:

PARTICULARS	ISSUES / QUESTIONS RAISED	REPLY / ADDITIONAL COMMENTS
TECHNICAL SPECIFICATIONS	MICROGENESIS BUSINESS SYSTEMS (Ms. Norjana Abdullah): on the item no.2 Hardware preventive maintenance for all interrelated devices particularly on <i>“Quarterly preventive maintenance activity to check the overall performance of the whole system including hardware stability and system health check”</i> question, can we do this via remotely? Because given the 8 sites have the Office of the Ombudsman, 6 sites outside metro manila so if this will be via on-site visit it will in tail cost and most likely we would exceed the ABC. Considering we have so many sites and the sites are too far from one another with this we need to travel since majority of the resources is in manila.	TWG: this is like a license renewal, the suggestion was acceptable, considering we are experiencing a new normal. Actually, the previous contract doesn’t have a quarterly preventive maintenance only this procurement we include this. So, since this is only a preventive maintenance and this is not a troubleshooting it can be done via remote. In case there is really have a problem physically then it will need an on-site visit.
TECHNICAL SPECIFICATIONS	MICROGENESIS BUSINESS SYSTEMS (Ms. Norjana Abdullah): still on the item no. 2 <i>“Replacement of the defective unit/s is within 4 hours (Metro Manila) and within 24 hours (Visayas and Mindanao) upon the determination of the malfunctioning device that requires repair and pull out”</i> we have a concern on the replacement within 24 hours this is too tight because usually the replacement of the machine usually from	BAC: The TWG will take note of the observation and will issue a Supplemental/Bid Bulletin, if necessary.

	<p>the manufacturer which is from other country. What we usually do is to offer a service unit on our client but the service unit will still be coming from manila office so we need to ship out. If it will be going to Visayas or Mindanao we really need to ship out and we have just experience this recently given the current situation we got a problem on the shipping. But normally the shipping will not reach 24 hours for the shipping of the machine and the only thing to comply is to have a service unit per site wherein it can cost so much and would definitely exceed the ABC if that will be the timeline for the replacement within 24 hours.</p>	
<p>TECHNICAL SPECIFICTIONS</p>	<p>TWG (Mr. Donovan Bautista: asked if what is the enough time for the prospective bidder to accommodate the replacement because we didn't know per management level on what is there thinking or if the Mindanao or Cebu can if they will be down within 1 business day in able for them to connect to our systems like CCMS, IP Phone and NGAS. So, we need to know from the side of Microgenesis if how many days.</p> <p>I know we have another service unit that is the supposedly in Pangasinan the box that we did not use, we can use that.</p> <p>What if, since we will be having 2 service unit, because the critical is the Ombudsman Davao and Cebu. Is it possible the 2 units will be deployed now in Ombudsman Davao and Cebu? So you can meet the 24 hours replacement of the unit.</p>	<p>MICROGENESIS BUSINESS SYSTEMS (Ms. Norjana Abdullah): actually, sir previously, it was the first time we have reach 1 week before the equipment had been ship, I am not sure if it's because of the pandemic, that time we our under GCQ. So, we are not really sure of the impact if we are not in GCQ. Because the previous in Iloilo already consume 1 week before the ship out, even in Tacloban we also did not meet the 24 hours we consume a week too. Because there has papers we need to declare, So it really takes time since we need to file the equipment to the insurance. It just happens that we have an Iloilo branch, so our branch in Iloilo received the equipment.</p> <p>Yes, we can allocate that, but still the machine is from Manila. Actually, the shipping will be the concern; this is our only concern, because on the other site like Cebu and Davao we have Offices. Our only concern will be the shipping unlike here in Manila you can immediately deliver the equipment we can comply with the 24 hours</p>

		<p>replacement of the unit though we have allocated 1 service unit allocated to your agency still it is in Manila.</p>
<p>TECHNICAL SPECIFICTIONS</p>	<p>MICROGENESIS BUSINESS SYSTEMS (Ms. Norjana Abdullah): under item no. 3. Technical Support and other Professional Services states here is” <i>Response time is within 2 hours and problem resolution is within 24 hours”</i> On the problem resolution within 24 hours, for the technical concern or issues the resolution time would vary on the concern or technical issues because usually if it’s beyond our capability we raise it to the manufacturer, so we are bothered with the problem resolution within 24 hours.</p>	<p>TWG: We cannot lower the 24 hours the resolution time because the system availability is very crucial especially in Central office.</p>
	<p>MICROGENESIS BUSINESS SYSTEMS (Ms. Norjana Abdullah): on the item no. 4. Implementation guidelines <i>“The technical engineer/s that would provide support and services must have a valid industry certification and/or a certified professional”</i> Is its okay, because just in case outside the Metro Manila Offices the one who will be assisting in case we need an on-site is none Silverpeak certified engineer, but He/She will be assisted by a certified engineer remotely, Is it okay? In able for the fast communication.</p>	<p>TWG: that is okay, because it is only states here in the requirement is the staff must be guided by a certified engineer and must also be indorsed by a certified engineer.</p>

The Mr. Isagani L. Osio, also presented the financial proposal (Ombudsman Bid Form no. 2) and schedule of prices attached on their financial proposals failure to submit the said documents shall be ground for the rejection of their bid. They also showed a short video / presentation on how the bidders should prepare their bids.







The BAC Vice-Chairperson also reminded the prospective bidders that if they have any clarifications/questions on this procurement after the Pre-Bid Conference it should be conveyed in writing within 10 days before the opening of bids submitted to BAC Secretariat.

There being no further queries, the Pre-Bid Conference for the Public Bidding for the One (1) Year License Subscription and Technical Support for OMB-Wide Connectivity (Silver Peak for the Office of the Ombudsman (PB 2020-11) was adjourned at 2:44 P.M.

Prepared and attested by:


JOSEPHINE S. VARGAS

BIDS AND AWARDS COMMITTEE

 JULIEVER ROQUE LAMUG GIPO II, DO-LUZON PROPER Member	 JANETTE CAMARAS-VEJERANO GIPO III, PAMSA-E, PAMO II Member
 LORENZO G. VERGARA GIPO III, OLA Member	 MARY RAWNSLEY V. ... Acting Director, PIM Member
 NELLIE P. BOISEN-DEL ... Director, PIAB-D, PAMO II Member	 ADORIE T. CORNITO Acting Director II, FMS Vice-Chairperson

MARIBETH T. PADIOS
Assistant Ombudsman, PIEMS
Chairperson
