

**SUPPLEMENTAL/BID BULLETIN NO. 3  
For LBP-ICTBAC-ITB-GS-20231107-01**

**PROJECT** : Supply, Delivery and Installation and Configuration of LANDBANK Service Desk Management Systems with Three (3) years Maintenance Support.

**IMPLEMENTOR** : **ICT-BAC Secretariat Unit**

**DATE** : **January 05, 2024**

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This Supplemental/Bid Bulletin is issued to modify, amend and/or clarify certain items in the Bid Documents. This shall form an integral part of the Bid Documents.

Modifications, amendments and/or clarifications:

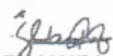

1. The bidder/s is/are encouraged to use the Bid Securing Declaration as Bid Security.
2. Bidder/s is/are reminded to coordinate directly with PhilGEPs to update their requirements for their Certificate of Registration and Membership in accordance with Section 8.5.2 of the IRR of RA 9184.
3. Responses to bidder's query/clarifications per attached Annexes H-6.

  
**ATTY. AUXILLADOR AVITUS D. DOFELIZ**  
HEAD, ICT-BAC Secretariat Unit

**RESPONSES TO BIDDERS' QUERIES AND/OR SUGGESTIONS**

<b>DATE</b>	January 05, 2024
<b>PROJECT IDENTIFICATION NO.</b>	LBP-ICTBAC-ITB-GS-20231107-01
<b>PROJECT NAME</b>	Supply, Delivery and Installation and Configuration of LANDBANK Service Desk Management Systems with Three (3) years Maintenance Support.

<b>ITEM NO.</b>	<b>Reference</b>	<b>Question/s</b>	<b>LANDBANK'S RESPONSE</b>
1.	4. Self-Service Requirements  4.14 Mobile native apps must have the capability to enable biometric authentication login on their mobile devices.	We request that the foregoing item be relax to afford wider participation of qualified bidders, viz.: The said requirement is not native to a known/major solutions provider of service desk application. This inherent capability is proprietary to a certain solution:  <a href="https://support.freshdesk.com/en/support/solutions/articles/50000004077-securing-your-freshdesk-support-desk-ios-app-using-passcode-faceid-or-touchid">https://support.freshdesk.com/en/support/solutions/articles/50000004077-securing-your-freshdesk-support-desk-ios-app-using-passcode-faceid-or-touchid</a>  <a href="https://support.freshdesk.com/en/support/solutions/articles/50000004091-securing-your-freshdesk-android-app-with-fingerprint-and-face-recognition">https://support.freshdesk.com/en/support/solutions/articles/50000004091-securing-your-freshdesk-android-app-with-fingerprint-and-face-recognition</a>	No we cannot relax the said requirement. This requirement is a multi factor security and login for mobile devices.  Also, it is not proprietary function of a single solution.
2.	Schedule of Requirements Delivered, Weeks/Months Delivery Period: Sixty (60) calendar days upon receipt of the Notice to Proceed.	We request that the foregoing item be amended/relax to afford wider participation of qualified bidders, viz.:  "Request to amend to within ninety (90) calendar days from receipt of Notice to Proceed (NTP)" this is to consider the additional workload of application and data migration.	No. We cannot extend another 30 days knowing the urgency of this project since the existing solution will end on July 2024. We will retain the "Sixty (60) calendar days upon receipt of the Notice to Proceed".

<b>Prepared by:</b>	<b>Approved By:</b>
 MARY JANE L. RAMIREZ SITS, DCMD	 JEFFERSON A. VIDA ITO, DCMD

