

SUPPLEMENTAL/BID BULLETIN NO. 2
For LBP-ICTBAC-ITB-GS-20240212-02

PROJECT : Three (3) Years Subscription to Messaging Suite Facility
IMPLEMENTOR : ICT-BAC Secretariat Unit
DATE : 03 April 2024

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 are encouraged to use the Bid Securing Declaration as Bid Security.
2. Section VII. Technical Specifications (Pages 41 and 42), Section VIII. Bidding Forms (Pages 47 thru 50), Checklist of Bidding Documents (Pages 64 thru 65) and Terms of Reference (Revised Annexes D-1 thru D-3) have been revised.

Please see attached revised items and specific sections of the Bidding Documents.

3. The deadline for Bid Submission and Opening is on **12 April 2024 (Friday) at 10:00 A.M.** Late bids shall not be accepted.



EVP Leila C. Martin
Chairperson, ICT-BAC

Technical Specifications

Specifications	Statement of Compliance
<p>Three (3) Years Subscription to Messaging Suite Facility</p> <ol style="list-style-type: none"> 1. Minimum Technical Specifications and other requirements per attached Revised Terms of Reference (Annexes D-1 to D-3) 2. The documentary requirements enumerated in Revised Annex D-2 of the Revised Terms of Reference shall be submitted in Eligibility and Technical Component to support the compliance of the Bid to the technical specifications and other requirements. <p>Non-submission of the above documents may result in the post-disqualification of the bidder.</p>	<p>Bidders must signify their compliance to the Technical Specifications/ Terms of Reference by stating below either "Comply" or "Not Comply".</p> <p>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 or supplier liable for prosecution subject to the applicable laws and issuances.</p> <p>Please state here either "Comply" or "Not Comply"</p>

Conforme:

Name of Bidder

Signature over Printed Name of
Authorized Representative

Position

Form No. 2

LBP-ICTBAC-ITB-GS-20240212-02
Revised 04.02.24

SCHEDULE OF PRICES For Goods Offered from Within the Philippines

Name of Bidder _____

Project ID No. LBP-ICTBAC-ITB-GS-20240212-02

1	2	3	4	5	6	7	8	9	10
Item	Description	Country of Origin	Quantity	Unit Price (EXW)	Transportation and Insurance and all other costs incidental to delivery, per item	Sales and other taxes payable if Contract is awarded, per item	Cost of Incidental Services, if applicable, per item	Total Price, per unit (col 5+6+7+8)	Total Price delivered Final Destination (col 9) x (col 4)
1	Three (3) Years Subscription to Messaging Suite Facility	_____	50,400,000 SMS	PhP _____	PhP _____	PhP _____	PhP _____	PhP _____	PhP _____

Name of Bidder

Signature over Printed Name of
Authorized Representative

Position

Please credit payment to:

Account Name: _____

Account Number: _____

LBP Branch: _____

Form No. 2

SCHEDULE OF PRICES

For Goods Offered from Abroad

Name of Bidder _____
20240212-02

Project ID No. LBP-ICTBAC-ITB-GS-

1	2	3	4	5	6	7	8	9	10
Lot No.	Description	Country of Origin	Quantity	Unit Price* (specify port) or CIP named place (specify border point or place of destination)	Transportation and Insurance and all other costs incidental to delivery, per item	Sales and other taxes payable if Contract is awarded, per item	Cost of Incidental Services, if applicable, per item	Total Price, per unit (col 5+6+7+8)	Total Price delivered Final Destination (col 9) x (col 4)
1	Three (3) Years Subscription to Messaging Suite Facility	_____	50,400,000 SMS	PhP _____	PhP _____	PhP _____	PhP _____	PhP _____	PhP _____

Name of Bidder

Signature over Printed Name of
Authorized Representative

Position

Please credit payment to:

Account Name: _____

Account Number: _____

LBP Branch: _____

Checklist of Bidding Documents for Procurement of Goods and Services

The documents for each component should be arranged as per this Checklist. Kindly provide guides or dividers with appropriate labels.

Eligibility and Technical Component (PDF File)

- *The Eligibility and Technical Component shall contain documents sequentially arranged as follows:*

- **Eligibility Documents – Class “A”**

Legal Eligibility Documents

1. Valid PhilGEPS Registration Certificate (Platinum Membership) (all pages)

Technical Eligibility Documents

2. Duly notarized Secretary's Certificate attesting that the signatory is the duly authorized representative of the prospective bidder, and granted full power and authority to do, execute and perform any and all acts necessary and/or to represent the prospective bidder in the bidding, if the prospective bidder is a corporation, partnership, cooperative, or joint venture; or Original Special Power of Attorney of all members of the joint venture giving full power and authority to its officer to sign the OSS and do acts to represent the Bidder. (sample form - Form No. 7).
3. Statement of the prospective bidder of all its ongoing government and private contracts, including contracts awarded but not yet started, if any, whether similar or not similar in nature and complexity to the contract to be bid, within the last five (5) years from the date of submission and receipt of bids. The statement shall include all information required in the sample form (Form No. 3).
4. Statement of the prospective bidder identifying its Single Largest Completed Contract (SLCC) similar to the contract to be bid within the relevant period as provided in the Bidding Documents. The statement shall include all information required in the sample form (Form No. 4).

Financial Eligibility Documents

5. The prospective bidder's audited financial statements, showing, among others, the prospective bidder's total and current assets and liabilities, stamped "received" by the BIR or its duly accredited and authorized institutions, for the preceding calendar year which should not be earlier than two (2) years from the date of bid submission.
6. The prospective bidder's computation for its Net Financial Contracting Capacity (NFCC) following the sample form (Form No. 5), or in the case of

Procurement of Goods, a committed Line of Credit from a Universal or Commercial Bank in lieu of its NFCC computation.

○ **Eligibility Documents – Class “B”**

7. Duly signed valid joint venture agreement (JVA), in case the joint venture is already in existence. In the absence of a JVA, duly notarized statements from all the potential joint venture partners stating that they will enter into and abide by the provisions of the JVA in the instance that the bid is successful shall be included in the bid. Failure to enter into a joint venture in the event of a contract award shall be ground for the forfeiture of the bid security. Each partner of the joint venture shall submit its legal eligibility documents. The submission of technical and financial eligibility documents by any of the joint venture partners constitutes compliance, provided, that the partner responsible to submit the NFCC shall likewise submit the statement of all its ongoing contracts and Audited Financial Statements.
8. For foreign bidders claiming by reason of their country's extension of reciprocal rights to Filipinos, Certification from the relevant government office of their country stating that Filipinos are allowed to participate in government procurement activities for the same item or product.
9. Certification from the DTI if the Bidder claims preference as a Domestic Bidder.

○ **Technical Documents**

10. Bid Security (if in the form of a Surety Bond, submit also a certification issued by the Insurance Commission).
11. Section VI – Schedule of Requirements with signature of bidder's authorized representative.
12. **Section VII – Revised Technical Specifications with response on compliance and signature of bidder's authorized representative.**
13. Duly notarized Omnibus Sworn Statement (OSS) (sample form - Form No.6).

Note: During the opening of the first bid envelopes (Eligibility and Technical Component), only the above documents will be checked by the BAC if they are all present using a non-discretionary “pass/fail” criterion to determine each bidder's compliance with the documents required to be submitted for eligibility and the technical requirements.

- **Other Documents to Support Compliance with Technical Specifications [must be submitted inside the first bid envelope (Eligibility and Technical Component)]**

14. Revised Terms of Reference duly signed in all pages by the authorized representative/s of the bidder.
 15. Certified True Copy of Legislative Franchise/License to operate as Telecommunications or SMS messaging platform provider in the Philippines.
 16. At least two (2) Purchase Orders/Contract Agreements from at least three (3) clients (banks, government agencies or other private institutions) for the last three (3) years, which are similar to this project being bid out.
 17. At least two (2) Certificates of Satisfactory Services for previous successful engagements.
 18. Detailed Escalation Matrix including contact numbers and email addresses.
- **Post-Qualification Documents/Requirements – [The bidder may submit the following documents/requirements within five (5) calendar days after receipt of Notice of Post-Qualification]:**
 22. Business Tax Returns per Revenue Regulations 3-2005 (BIR No.2550 Q) VAT or Percentage Tax Returns for the last two (2) quarters filed manually or through EFPS.
 23. Latest Income Tax Return filed manually or through EFPS.
 24. Original copy of Bid Security (if in the form of a Surety Bond, submit also a certification issued by the Insurance Commission).
 25. Original copy of duly notarized Omnibus Sworn Statement (OSS) (sample form - Form No.6).
 26. Duly notarized Secretary's Certificate designating the authorized signatory in the Contract Agreement if the same is other than the bidder's authorized signatory in the bidding (sample form – Form No. 7).

Financial Component (PDF File)

- ***The Financial Component shall contain documents sequentially arranged as follows:***
 1. Duly filled out Bid Form signed by the Bidder's authorized representative (sample form - Form No.1).
 2. Duly filled out Revised Schedule of Prices signed by the Bidder's authorized representative (sample form - Form No.2).

Note: The forms attached to the Bidding Documents may be reproduced or reformatted provided the information required in the original forms and other requirements like signatures, if applicable, are complied with in the submittal.

TERMS OF REFERENCE

For Engaging the Services of Telecommunication Company /
SMS Messaging Platform Provider

A. Scope of Work

The Customer Care Department (CuCD) of Land Bank of the Philippines (LANDBANK) is seeking to engage the services of a telecommunication company / SMS Messaging Platform provider that offers facility in an efficient way to deliver important and timely announcements, alerts and notifications to a large number of recipients in just one click, using any internet-capable device.

B. Deliverables

The telco / SMS Messaging Platform provider shall deliver the full-featured web-based platform thru subscription which will be used by CuCD to reach a wider client base for message broadcast of the Bank in a timely manner. Specifically, the facility can accommodate a **minimum of 1,400,000** monthly outbound messaging allocation.

C. Technical Specifications

The following are the technical specifications for the short-messaging service facility:

1. Direct telco connectivity – 0 Hop
2. CPaaS provider (Communication Platform as a Service)
3. 1 subscription with 3 available service:
 - a. UI – send SMS messaging anytime and anywhere
 - b. API – integration to client's system
 - c. SFTP
4. Bulk Messaging-send high volume SMS messaging with 2000 shared transaction per second to all network
5. Company name masking – make your message official. Platform that is capable of multiple mask names
6. Two-way messaging – Enable recipients to reply to your messages via a long code / access code
7. Reports – Features a performance dashboard to help you keep track of your messaging activity for analytics and reporting
8. Validity of SMS – Determine how long the portal will attempt to send an unsuccessful SMS message
9. Priority Sending – Prioritize SMS delivery for certain groups in case of emergency and for BCPs
10. Mail-merge – Personalize message content based on contact's database
11. Able to send local and international SMS
12. 99.5% service availability
13. Readily available OTP Authenticator/Generator
14. Capable of having unlimited users and admin across subscription
15. Capable of Hierarchical user management – can be for multiple branches / sites

REVISED ANNEX D-1.

16. Secured Messaging – compliant to DPA and other security certifications and policies
17. Capable of permission control – manage cost center allocations, assign licenses, control sharing for contacts, groups or lists
18. Capable of scheduling and batching of SMS
19. Capable of creating SMS templates
20. Near real time monitoring of message status, send out date and time, mobile number, user, content
21. Capable of generating report for messages: Delivered, Failed, Sent, En Route. Data can be in bulk, monthly, weekly
22. Archival of all messages via pdf or csv

D. Contractual and Payment Stipulations:

- D.1 The subscription service shall be based on a fixed monthly fee basis, with **additional charges applied for usage exceeding the allocated monthly limit.**
- D.2 Contract duration is valid for three (3) years or 36 months, **or until the full contract price is exhausted whichever comes first** with a possibility for graceful exit with a 30 days' period of written notice, without penalties for LBP.
- D.3 For uniformity of bids, prices must be quoted in Philippine Peso inclusive of 12% VAT
- D.4 Vendors must open an account to any LBP Branches.
- D.5 Payment for subscriptions will be credited through provided LBP deposit account.

E. Qualification Requirements and Terms and Conditions:

- E.1 Must have Legislative Franchise / license to operate as Telecommunications or SMS messaging platform provider within the Philippines.
Submission of certified true copy of Legislative Franchise as proof of license validity.
- E.2 Three (3) years relevant experience in provision of services in nature, scale and complexity commensurate with the present terms of reference, with already services possessing features required by these terms of reference. The Vendor must have at least three similar contracts (similar by scope, nature and amount), preferably with private / intergovernmental organizations.
Submission of at least two (2) Purchase Order / Contract Agreement from at least 3 clients (banks, gov't agencies or other private institution) with the same offered services for the last 3 years.
- E.3 Submit at least two (2) Certificates of Satisfactory Performance for previous successful engagements
- E.4 Seven (7) days a week and 24 hours per day coverage for technical assistance and/or helpdesk facilities. Any problem should be attended /acknowledged within an hour upon receipt of the notification from the End User.

F. Delivery Schedule, Site and Contact person

- Contact person is Mr. Samuel E. Acuña, Assistant Vice President, Head of the Customer Care Department located at the 2nd floor of the LANDBANK Plaza, 1598 M. H. Del Pilar corner J. Quintos Streets, Malate, Manila.
- Three (3) year contract to start (2) two calendar days after receipt of Notice to Proceed or on May 31, 2024 whichever comes later.

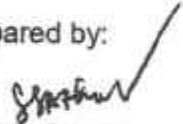
G. Manner of Payment and Period of Engagement

- Subscription cost shall be billed on a monthly basis for the period of 36 months.
- Monthly Statement of Account shall be electronically generated and be sent to official e-Mail address of the Customer Care Department


H. Budget

The budget for the subscription shall be charged against the approved Maintenance and Other Operating Expenses (MOOE) of the Customer Care Department for CY 2024 under Postage, Cable, Telegraph and Telephone (PCT & T)

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REVISED ANNEX D-3 -