REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF BUDGET AND MANAGEMENT
GENERAL SOLANO STREET, SAN MIGUEL, MANILA

SUPPLEMENTAL/BID BULLETIN (SBB) NO. 1

This SBB No. 1 dated October 3, 2017 for the Project, "Helpdesk Management Services," is issued to clarify, modify or amend items in the Bidding Documents. Accordingly, this shall form an integral part of said Documents.

PARTICULARS	CLARIFICATION/AMENDMENT
Section I. Invitation to Bid	**Section I. Invitation to Bid**
xxx	xxx
6. The DBM will hold a Pre-Bid Conference on September 26, 2017, 1:00 p.m., at the BAC Conference Room, Ground Floor, DBM Building III, General Solano St., San Miguel, Manila, which shall be open to prospective bidders.	6. The DBM will hold a Pre-Bid Conference on ~~September 26, 2017, 1:00 p.m.~~ **October 10, 2017, 11:00 a.m.**, at the BAC Conference Room, Ground Floor, DBM Building III, General Solano St., San Miguel, Manila, which shall be open to prospective bidders.
7. Bids must be duly received by the BAC Secretariat at the address below on or before October 10, 2017, 11:00 a.m. All Bids must be accompanied by a bid security in any of the acceptable forms and in the amount stated in **ITB** Clause 18.	7. Bids must be duly received by the BAC Secretariat at the address below on or before ~~Octobber 10, 2017, 1:00 p.m.~~ **October 24, 2017, 10:00 a.m.** All Bids must be accompanied by a bid security in any of the acceptable forms and in the amount stated in **ITB** Clause 18.
Bid opening shall be on October 10, 2017, 1100 a.m., at the BAC Conference Room, Ground Floor, DBM Building III, General Solano St., San Miguel, Manila. Bids will be opened in the presence of the bidders' representatives who choose to attend at the address below. Late bids shall not be accepted.	Bid opening shall be on ~~October 10, 2017, 1:00 p.m.~~ **October 24, 2017, 10:00 a.m.**, at the BAC Conference Room, Ground Floor, DBM Building III, General Solano St., San Miguel, Manila. Bids will be opened in the presence of the bidders' representatives who choose to attend at the address below. Late bids shall not be accepted.

Section III. Bid Data Sheet		Section III. Bid Data Sheet	
ITB Clause	**Description**	**ITB Clause**	**Description**
9.1	The Procuring Entity will hold a Pre-bid Conference for this Project on September 26, 2017, 1:00 p.m.-, at the BAC Conference Room, Ground Floor, DBM Building III, General Solano St., San Miguel, Manila.	9.1	The Procuring Entity will hold a Pre-bid Conference for this Project on ~~September 26, 2017, 1:00 p.m.~~ **October 10, 2017, 11:00 a.m.**, at the BAC Conference Room, Ground Floor, DBM Building III, General Solano St., San Miguel, Manila.
17.1	Bids will be valid until February 7, 2018.	17.1	Bids will be valid until February ~~7~~ **21**, 2018.
18.2	The bid security shall be valid until February 7, 2018.	18.2	The bid security shall be valid until February ~~7~~ **21**, 2018.
24.1	The place of bid opening is at the BAC Conference Room, Ground Floor, DBM Building III, General Solano St., San Miguel, Manila. The date and time of bid opening is October 10, 2017, 11:00 a.m.	24.1	The place of bid opening is at the BAC Conference Room, Ground Floor, DBM Building III, General Solano St., San Miguel, Manila. The date and time of bid opening is ~~October 10, 2017, 11:00 a.m~~ **October 24, 2017, 10:00 a.m.**

Section VI. Schedule of Requirements

Section VII. Technical Specifications

Annex A - Terms of Reference

Section VI. Schedule of Requirements

Attached is the Revised Section VI. Schedule of Requirements

Section VII. Technical Specifications

Attached is the Revised Section VII. Technical Specifications
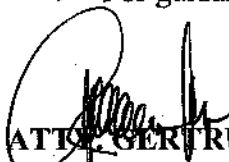
Annex A - Terms of Reference

Attached is the Revised Annex A - Terms of Reference

Bid Form				Bid Form	
Particulars	Quantity/ Units	Unit Cost	Total Cost (in Pesos, inclusive of VAT)	Particulars	Total Cost (in Pesos, inclusive of VAT)
Helpdesk Management Service	1			Helpdesk Management Service	

	Attached is the Revised Bid Form
Statement of Single Largest Completed Contract **which is Similar in Nature**	**Attached is the Revised Statement of Single Largest Completed Contract** **which is Similar in Nature**
Statement of all Ongoing Government and Private Contracts Including Contracts Awarded but not yet Started	**Attached is the Revised Statement of all Ongoing Government and Private Contracts Including Contracts Awarded but not yet Started**

Other Matters:

> The "**No Contact Rule**" shall be strictly observed. Bidders are not allowed to call or talk to any member of the Bids and Awards Committee, Technical Working Group or Secretariat effective October 24, 2017 right after the opening of bids.

> For guidance and information of all concerned.

ATTY. GERTRUDO A. DE LEON
Undersecretary
Chairperson, DBM-BAC

3

Section VI. Schedule of Requirements
(Revised)

The delivery schedule expressed as months stipulates hereafter the date of delivery to the project site.

A. Team Composition

Description	Quantity	Delivery Schedule
One (1) Helpdesk Lead and Five (5) Helpdesk Specialists	6	Before the 2nd month of operation upon receipt of the Notice to Proceed

B. Project Milestone

Project Stage	Description	Delivery Schedule
1	Submission of the following documents: • Approved Inception Report: - Project Schedule - Support Structure - Risk Management Plan - Communications Plan - Transition Plan - Helpdesk Monitoring System Process - Customer Survey Plan - SLA - SOP - Process Flow	Within a month upon receipt of the Notice to Proceed.
2	Installation of required Hardware, Network, PABX and Helpdesk Management Tool	Within the 2nd month to the 3rd month of operation upon receipt of the Notice to Proceed.
3	Knowledge Base Creation and Team Acquisition (a) Complete and updated Knowledge Base of DBM Applications and infrastructure (b) DBM Acceptance on hired Helpdesk Support Personnel	Within the 2nd month to the 4th month of operation upon receipt of the Notice to Proceed.
4	Helpdesk Support Operation • Monthly Reports - Problem/Issue Logs and Resolutions - Incident Report - Customer Satisfaction Survey - Call Accounting - Service Delivery Performance - Knowledge Base Updates	Within the 5th month to the 16th month of operation upon the receipt of the Notice to Proceed.

4

5	Transition and Turnover (c) Turnover of all reports and document (d) Turnover acceptance	Within the 16th month of operation upon receipt of the Notice to Proceed.

Note: Please refer to the attached Annex A for the detailed Project Timeline and List of Deliverables

I hereby certify to comply and deliver all the above requirements.

Name of Company/Bidder	**Signature Over Printed Name of Representative**	**Date**

Section VII. Technical Specifications
(Revised)

Bidders must state here either "Comply" or any equivalent term in the column "Bidder's Statement of Compliance" against each of the individual parameters of each "Specification."

The following outlines the support services to be provided by the Service Provider for all DBM applications and infrastructure.	Bidder's Statement of Compliance
I. **Personnel Qualifications and Deployment Schedules** *(see attached Annex A item 1)*	
II. **Level 1 Support and Troubleshooting** *(see attached Annex A item 2)*	
III. **Approved Inception Reports** *(see attached Annex A item 3)*	
IV. **Knowledge Base Creation** *(see attached Annex A item 4)*	
V. **Environment Setup** *(see attached Annex A item 5)*	
VI. **Customer Support System/Helpdesk Management Tool** *(see attached Annex A item 6)*	
VII. **Reporting Channels** *(see attached Annex A item 7)*	
VIII. **Service Level Agreement** *(see attached Annex A item 8)*	
IX. **Automated Attendant System** *(see attached Annex A item 9)*	
X. **Documentation and Technology Transfer** *(see attached Annex A item 10)*	

I hereby certify to comply with all the above Technical Specifications.

Name of Company/Bidder	Signature over Printed Name of Representative	Date

TERMS OF REFERENCE
(Revised)

I. PROJECT TITLE

Helpdesk Management Service

II. BACKGROUND

Over the years, the Department of Budget and Management (DBM) has developed and implemented several mission-critical applications originally intended for in-house use of DBM Central and Regional Offices as an automation tool in the national budget preparation and in managing the government's personnel service itemization.

As noted, the success of e-commerce drove governments to realize that citizens, now able to undertake transactions online, capable of using email as an important communications tool that sped up and changed the way we communicated with each other. The evolution of the worldwide web in the early 1990s created expectations that if businesses and the population at large could engage in online commerce and share knowledge and information in ways never before conceived, then it was incumbent on governments to provide online services. This phenomenon was a case of governments having to respond to a cultural change in the way people dealt with each other and with groups in society on an international basis. The high expectations of change resulted, by the mid-1990's in rapid development of e-government services.

In essence, because the public liked e-commerce when it worked properly, they began to want their governments to perform in the same way. In terms of services provided, e-government and e-governance developed along the same trajectory as had e-commerce previously. The internal operational aspects of e-commerce included rationalizing supply chains and business rules. This aspect was referred to as "back office" requirements in government, and it focused around rationalized workflow and information sharing.

The Exponential Power of Technology has allowed many advances in the practice of governance in recent years making no exception to DBM. The usage of DBM-developed applications crossed the boundary thus allowing external stakeholders (NGAs, LGUs) to collaborate and initiate participatory services. The paradigm shift in delivering citizen-centric and e-governance services hence now require efficient and effective customer assistance or helpdesk to provide frontline services relative to the application and network-related systems and applications. Thereafter, as more applications and complex network connectivity are developed and implemented consequently increasing user base, supporting the systems has presented challenges that necessitated for a more responsive customer assistance /help desk that is capable of providing application and infrastructure support for all DBM offices, national government agencies, operating units, and the general public when necessary.

The extent of e-governance that DBM extends now to its internal and external stakeholders as an implementer of world-class budget and management systems that enhance transparency, accountability and public participation in governance leads to a must necessity of having a reliable, effective and efficient frontline services to assist stakeholders by providing a single (or multiple) point of contact for users to gain assistance in troubleshooting DBM-supported computer applications and platforms, get answers to questions, solve known problems in a timely and effective manner, and advise on the appropriate action.

III. PROJECT OBJECTIVES

The following are the objectives of the Service Provider for the entire duration of project:

1. To provide full application and infrastructure support to DBM central and regional offices, national government agencies, and operating units in accordance with the Service Level of Agreement (SLA);
2. To ensure a seamless processing of concerns and issues in coordination with the reporting client and the current maintenance service provider;
3. To improve efficiency of issue resolution and monitoring;
4. To provide a customer support system that will serve as the central monitoring and tracking tool throughout the request resolution cycle; and,
5. To reinforce business continuity despite issues and changes, both within and outside the normal course of operations;

IV. SCOPE OF WORK

The following outlines the support services to be provided by the Service Provider for all DBM applications and infrastructure.

1. Level 1 Support and Troubleshooting

    The Service Provider shall maintain a Helpdesk Support team with a fixed number of resources in the DBM premises for the duration of the project. The Helpdesk Support team shall serve as the first level of support capable of taking initial inquiries through walk-in, mobile/phone call and text message, e-mail, facsimile, an online tool, and the revised Job Request Form (JRF) and exert all efforts to resolve all issues arising from the items mentioned below. In the event that issues are encountered, the Service Provider commits to the resolution of the issues in accordance with the SLA to be agreed upon with DBM and the current application maintenance provider. The Service Provider may opt to use physical phones or softphones to render its services.

    1.1 Application Support
        The Service Provider shall provide full application support to all existing applications catering to DBM users and other agencies, as well as applications to be implemented during the duration of the contract. This includes, but not limited to, guiding the users through specific application functionalities, granting user access, logging and resolving reported bugs or enhancements.

    1.2 Infrastructure Support
        The Service Provider shall provide remote support to the IT Infrastructure of DBM catering to DBM head office and regional offices. This includes, but not limited to,

troubleshooting and managing hardware, software or network problems. For hardware or network-related requests due to faulty equipment/parts/components, the Information and Communications Technology System Service (ICTSS) will issue a report attached in the Requisition Issued Slip of the requesting bureau. It will be subject to procurement and request shall remain open until the asset is turned over to the concerned office.

2. Communications and Reporting

The Service Provider shall ensure seamless and effective communication among the units concerned with the helpdesk support. Well-documented reports shall be developed to facilitate effective and efficient communication among the project stakeholders. The approved Inception Report shall include a well-documented project schedule, support structure, Service Level Agreement (SLA), risk management plan, communications plan, Standard Operating Procedures, helpdesk monitoring system process, and customer satisfaction survey plan. The Service Provider shall establish an Incident Management Process that adheres to incident management best practices ensuring minimal impact to day-to-day business. It is the responsibility of the Helpdesk Support team to log all reported concerns in a ticketing system, recognize and escalate more complex problems to the next level of support, and monitor the progress of the issues from opening to resolution. The Service Provider shall generate and submit monthly detailed reports in hard and soft copies to DBM project head showing reviews and statistics of but not limited to the support operations activities such as issues reported, issue status and turnaround time; and service delivery satisfaction assessments to keep the performance of Helpdesk Support team in check. The documentations shall be compiled to serve as future reference.

3. Knowledge Base

The Service Provider shall participate in Knowledge Transfer sessions to be conducted by DBM and the current application maintenance provider. The sessions shall have topics separately introduced and explained with regard to the DBM's existing and additional applications and infrastructure through the available sources of documentations such as user manuals and quick guides; baselines and current issues; process flows; standard communication scripts and among others.

The Service Provider shall eventually establish a Knowledge Base which will serve as central repository and reference on DBM applications, infrastructure and operating procedures. The Knowledge Base shall be built up from information gathered in the Knowledge Transfer and consolidation of previous issues and resolutions. This is to ensure that current and future helpdesk support members have easy access to information to effectively perform their duties. The Knowledge Base has to be constantly updated to reflect changes in the applications, infrastructure, and operating procedures.

4. Environment Setup

The Service Provider shall assign personnel only intended to conduct installation of hardware such as personal computers (PC), servers, phones, and other computer peripherals; and shall supply its own network requirements such as cables, hubs and an Internet Service Access (inclusive of VoIP). The Service Provider shall also provide its own toll-free PABX system for integration in the existing PABX system using the cable entrance facility of DBM when necessary.

5. Customer Support System
   The Service Provider shall utilize a customer support system with the following features:
   a. Ticket Management
   b. Rules-based configuration for ticket routing and Service Level Agreement (SLA)
   c. Automatic email notification for ticket updates to be sent to the reporting client through the working e-mail being provided
   d. Online Customer Portal which DBM has access control that will allow clients who are DBM systems users to submit service requests online and monitor tickets created and updated by the Helpdesk Support
   e. Feedback mechanism that will allow clients to rate ticket resolution

   f. Accessible for the next level of support for tracking approval and documentation of all incident and change reports

6. Reporting Channels
   The reporting clients shall be capable of transacting requests using the mode of accessible communication channels through walk-ins, mobile/phone calls and text messages; electronic platforms such as working e-mail, facsimile, and an Online Customer Portal, and the revised Job Request Form (JRF).

7. Service Level Agreement (SLA)
   The Service Provider shall establish a Service Level Agreement (SLA) in coordination and agreement with DBM and the current application maintenance provider. The SLA will be strictly implemented to ensure that all issues are resolved in a timely manner depending on the severity of the issue as prescribed in the SLA. Furthermore, this will help minimize service outages and provide sustained levels of service to meet business needs.

   Service requests have to be escalated methodically to ensure that they are addressed in a timely manner and at the proper level. DBM has an existing Escalation Procedure between the existing Helpdesk Support team and the maintenance service provider. This may be changed as recommended by the Service Provider. Escalation of problems should be done consistent with the agreed Escalation Procedures.

8. Automated Attendant System
   The Service Provider shall implement additional extension number to the DBM trunkline in which the perspective reporting clients shall be redirected to the Helpdesk Support. The Automated Attendant shall serve as a digital receptionist that is configurable for mobile and phone communication channels to greet and route reporting clients to the appropriate Helpdesk Support Specialist. The Automated Attendant shall also have customizable menus and responses that is available twenty-four (24) hours and calls unanswered shall be redirected to voicemail and shall be responded in the next business hour/day if the Helpdesk Support is unavailable due to scheduled business cut-off, busy lines, special business announcements, holidays and suspensions. The Automated Attendant shall request their reporting client information and contact details in order for Helpdesk Support to provide them with appropriate actions.

9. Documentation and Technology Transfer
   The Service Provider shall employ comprehensive documentation of methodologies, issues, solutions, best practices and other relevant information that could be useful for

DBM and to ensure smooth transition should DBM decide to assume the Helpdesk Support at the end of the project. At the end of the contract, the Service Provider shall turnover the knowledge base data including its Helpdesk Management tool and licenses at no cost to DBM.

V. PROJECT TIMELINE

	Project Stage	Month															
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
PM 1	Project Planning	X															
PM 2	Environment Setup		X	X													
PM 3	Knowledge Base Creation and Talent Acquisition			X	X												
PM 4	Helpdesk Support Operation					X	X	X	X	X	X	X	X	X	X	X	
	Transition and Turnover																X

	Project Stage	Deliverables	Outputs
1	Project Planning	• Identify Plan of Action and Evaluation (ITIL based) • Define, Design, and Review Support Workflow Structure and Processes • Define, Validate, and Document SLA • Conduct Risk Assessment • Form and Mobilize Support Team	• Approved Inception Report: - Project Schedule - Process Flow - Support Structure - Risk Management Plan - Communications Plan - Transition Plan - Helpdesk Monitoring System Process - Customer Survey Plan - Service Level Agreement - Standard Operating Procedures
2	Environment Setup	• Hardware installation such as personal computers, phones, and other computer peripherals • Network installation such as cables, hubs, and Internet Access Service (inclusive of VoIP)	• Installed required Hardware, Network, PABX, and Helpdesk Management tool

	Project Stage	Deliverables	Outputs
		• Toll-free PABX system installation and integration with DBM PABX system • Helpdesk management tool installation	
3	Knowledge Base Creation and Talent Acquisition	• Gather information from existing maintenance support teams - User Manuals and Quick Guides of applications and infra - Frequently Asked Questions (FAQs) - Communication Scripts - Business Processes/Rules • Documentation of Knowledge Base of applications and infrastructure • Orient and Train Support Team in the Processes and the Helpdesk Management tool.	• Complete and updated Knowledge Base of DBM applications and infrastructure • DBM Acceptance of hired Helpdesk Support personnel
4	Helpdesk Support Operation	• On-premise support through communication channels concerning applications and infrastructure • Implement and operate an ITIL based IT Service Management solution • Conduct of regular monthly metrics and reporting	• Monthly Report - Problem/Issue Logs and Resolutions - Incident Report - Customer Satisfaction Survey Result - Call Accounting - Service Delivery Performance - Knowledge Base Updates
	Transition and Turnover	• Creation of Transition Plan and checklist for turnover • Reports assessment vs. SOP and SLA	• Turnover of all reports and documentation • Turnover Acceptance

VI. SERVICE PROVIDER REQUIREMENTS

The Service Provider shall comply with the following requirements as part of their commitment to deliver the services imperative for this project.

1. Team Composition

   The Helpdesk Support shall have a team with a minimum composition of one (1) Helpdesk Lead and five (5) Helpdesk Specialists divided to perform their designated duties: Three (3) Specialists for Application support and two (2) Specialists for Infrastructure support. The lead and specialist qualifications shall be evaluated through the resumes to be attached by the Service Provider to their bid documents.

1.1 Helpdesk Lead (1 Person)

General functions include managing and mentoring the helpdesk team to ensure optimum performance, monitoring reported service requests to ensure that the SLA and escalation procedures are followed, constantly communicate with concerned parties such as DBM, ICTSS, Maintenance Service Provider, and the reporting agencies; providing functional and technical assistance to the helpdesk team when necessary, and conducting analysis and documenting common issues to reduce turnaround time. The Helpdesk Lead shall also receive and resolve issues, create and consolidate monthly reports, and contribute in other Helpdesk Specialists activities.

Qualifications:

a. One (1) year of experience as a Helpdesk Senior Consultant or equivalent work experience
b. Acquired foundation in Information Technology Infrastructure Library (ITIL) or any related internationally recognized standard pertaining to helpdesk management
c. Three (3) years of experience as a Helpdesk Consultant or equivalent work experience
d. Excellent oral and written communication skills
e. Demonstrated leadership ability
f. Ability to maintain a high level of professionalism
g. Supervisory/Management experience
h. Well-rounded IT Helpdesk experience
i. Experience in phone-based technical support
j. Proven ability to complete projects and duties in a self-directed manner
k. Degree holder of BS in Information Technology, Computer Science or any degree course with IT-related background and training

Work Schedule:

The Helpdesk Lead must be available on-site during the regular working hours at DBM Office. The Helpdesk Lead shall employ weekday flexible time schedules starting between 7:00 a.m.-10:00 a.m. until between 4:00 p.m.-7:00 p.m. and must be On-Call 365x24x7 to ensure that the Helpdesk Lead is available to manage the Helpdesk Specialists in receiving requests during regular and extended working hours. The Helpdesk Lead shall provide on-premise support eight (8) hours a day, five (5) days a week with exception but not limited to holidays and suspensions.

1.2 Helpdesk Specialist (5 Persons)

General functions include receiving service requests from various communication channels (walk-in, mobile and phone, e-mail, online tool, and JRF) appropriately directed to either of the needed support type; log requests or issues using a customer support system tool then resolve the issue in accordance with the SLA. The Specialists should be able to evaluate and recognize service requests for escalation to the next level of support and escalate it in accordance with the

escalation procedures. The Helpdesk Specialists shall also document application user and infrastructure manuals, workflows, and other relevant documentation to be made available in the Knowledge Base.

Qualifications:
a. One (1) year of experience in providing Helpdesk support
b. Working knowledge of Helpdesk software, and remote computer
c. Strong client-facing and communications skills
d. Advanced troubleshooting and multi-tasking skills
e. Customer service orientation
f. Degree holder of BS in Information Technology, Computer Science or any degree course with IT-related background and training

Work Schedule:
The Helpdesk Specialists must be available on-site during the regular working hours at DBM Office. The Helpdesk Specialists shall employ weekday shifting schedules starting at 7:00 a.m.- 4:00 p.m. and 10:00 a.m.–7:00 p.m. to ensure that the Helpdesk Support is available to receive requests during regular and extended working hours. The Helpdesk Specialists must provide on-premise support eight (8) hours a day, five (5) days a week and additional Saturday standby support starting at 9:00 a.m.– 6:00 p.m. composed of one (1) Helpdesk Specialist per support type (application and infrastructure), with exception but not limited to holidays and suspensions.

2. *On-Premise Support.* The Service Provider shall be on-premise support intended for urgent requests through walk-ins, complying with the submission of Job Request Form (JRF) for resolution when necessary.

3. *Request for Leaves and Absences.* The Service Provider shall approve request for leaves of the assigned helpdesk resource/s. DBM requires that at least two (2) helpdesk resource/s shall be available on-premise for each support type at any given time to ensure that resource absences will not affect the quality of support.

4. *Request for Replacement.* For approved request for replacement of the assigned helpdesk resource/s, the Service Provider shall provide a replacement with similar capacity within thirty (30) days upon written notification from DBM.

5. *Additional Manpower.* The Service Provider shall deploy additional manpower for Helpdesk Support in accordance to the DBM terms of agreement and policies if necessary.

6. *DBM IT-Related Concerns.* The Helpdesk Support shall handle all concerns coursed through the hotline provided that it is within the scope as discussed above. If concern is non-IT related, knowledge on the general DBM unit functions and directory shall be used and the client shall be redirected to the appropriate unit.

7. *Other Duties and Responsibilities.* The Service Provider shall ensure all defects logged are closed at the end of the project; responsive in monitoring all defects identified during the support period; and provide support and clarification to the application users with regard to application usage and transacting in the application.

8. *Data Security.* The Service Provider shall secure an encryption of the vital information of all reporting clients in accordance to the Data Privacy Act.

9. Other requirements not stipulated are to be considered during the project kickoff and to be included in the Inception Report.

VII.   PROJECT DURATION

The Service Provider shall provide helpdesk support services for a period of sixteen (16) months.

VIII.   PAYMENT TERMS

Milestone	Deliverables/Outputs	Percentage
PM 1 (Project Stage 1)	Completion and acceptance of outputs covering month one (1).	5%
PM 2 (Project Stage 2)	Completion and acceptance of outputs covering months two (2) to three (3).	25%
PM 3 (Project Stage 3)	Completion and acceptance of outputs covering month four (4).	10%
PM 4 (Project Stage 4 to 5)	Submission of the monthly report covering months five (5) to sixteen (16) equally divided to twelve (12) months.	55%
	Submission and turnover of all reports and documentations covering month sixteen (16) or at the end of contract.	5%
	TOTAL	100%

IX.   APPROVED BUDGET FOR THE CONTRACT
The approved budget for the contract is **P16,000,000.00** inclusive of all applicable taxes.

Bid Form
(Revised)

Date: _____

Invitation to Bid No.: DBM-2017-18

To: [name and address of Procuring Entity]

Gentlemen and/or Ladies:

Having examined the Bidding Documents including Bid Bulletin Numbers *[insert numbers]*, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to the DBM, our services for the Project, **"Helpdesk Management Service,"** in conformity with the said Bidding Documents for the sum of *[total Bid amount in words and figures]* details is shown below:

Particulars	Total Cost (in Pesos, inclusive of VAT)
Helpdesk Management Service	

We undertake, if our Bid is accepted, to deliver the goods in accordance with the delivery schedule specified in the Schedule of Requirements.

If our Bid is accepted, we undertake to provide a performance security in the form, amounts, and within the times specified in the Bidding Documents.

We agree to abide by this Bid for the Bid Validity Period specified in <u>BDS</u> provision for **ITB** Clause 18.2 and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

Until a formal Contract is prepared and executed, this Bid, together with your written acceptance thereof and your Notice of Award, shall be binding upon us.

We understand that you are not bound to accept the Lowest Calculated Bid or any Bid you may receive.

We certify/confirm that we comply with the eligibility requirements as per **ITB** Clause 5 of the Bidding Documents.

We likewise certify/confirm that the undersigned, *[for sole proprietorships, insert:* as the owner and sole proprietor or authorized representative of <u>*Name of Bidder,*</u> has the full power and authority to participate, submit the bid, and to sign and execute the ensuing contract, on the latter's behalf for the **Helpdesk Management Service** of the **Department of Budget and Management]** *[for partnerships, corporations, cooperatives, or joint ventures, insert:* is granted full power and authority by the <u>*Name of Bidder,*</u> to participate, submit the bid, and to sign and execute the ensuing contract on the latter's behalf for **Helpdesk Management Service** of the **Department of Budget and Management.**
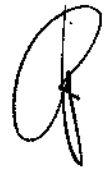
We acknowledge that failure to sign each and every page of this Bid Form, including the attached Schedule of Prices, shall be a ground for the rejection of our bid.

Dated this _____ day of _____ 20_____ .

_____   _____
[signature]   *[in the capacity of]*

Duly authorized to sign Bid for and on behalf of _____

Statement of Single Largest Completed Contract
which is Similar in Nature
(Revised)
(indicate only one)

Business Name: _____

Business Address: _____

Name of Client	Date of the Contract	Kinds of Goods	Amount of Contract	Date of Delivery	End User's Acceptance or Official Receipt(s) Issued for the Contract

Submitted by   : _____
                      (Printed Name and Signature)

Designation   : _____

Date   : _____

Instructions:

a. Cut-off date is October 24, 2017.

Similar contract shall refer to providing customer support related to products and services.

Statement of all Ongoing Government and Private Contracts Including Contracts Awarded but not yet Started
(Revised)

Business Name: _____

Business Address: _____

Name of Client	Date of the Contract	Kinds of Goods	Value of Outstanding Contracts	Date of Delivery
Government				
Private				

Submitted by : _____
                        (Printed Name and Signature)
Designation : _____

Date   : _____

Instructions:

i.   State all ongoing contracts including those awarded but not yet started (government and private contracts which may be similar or not similar to the project being bidded) prior to October 24, 2017.

ii. If there is no ongoing contract including awarded but not yet started as of the aforementioned period, state none or equivalent term.

iii. The total amount of the ongoing and awarded but not yet started contracts should be consistent with those used in the Net Financial Contracting Capacity (NFCC).