



REPUBLIC OF THE PHILIPPINES  
**DEPARTMENT OF BUDGET AND MANAGEMENT**  
GENERAL SOLANO ST., SAN MIGUEL, MANILA

**BIDS AND AWARDS COMMITTEE**

**Resolution No. 2025-47**

**WHEREAS**, the Department of Budget and Management-Bids and Awards Committee (DBM-BAC) conducted a Public Bidding for the Project, "Helpdesk Ticketing Tool Subscription," with an Approved Budget for the Contract of P3,700,000.00 through the FY 2025 General Appropriations Act, as reflected in the Supplemental Annual Procurement Plan No. 5, CY 2025;

**WHEREAS**, on May 27, 2025, the Invitation to Bid for the Project was posted on the Philippine Government Electronic Procurement System (PhilGEPS) website, the DBM website, the official DBM Facebook page, and all DBM bulletin boards;

**WHEREAS**, two (2) prospective bidders, namely: (i) Universal Access and Systems Solutions Philippines, Inc. (UAS); and (ii) ALPS Technologies, attended the Pre-bid Conference on June 3, 2025;

**WHEREAS**, during the submission and opening of bids on June 17, 2025, two (2) bidders submitted their bids, namely: (i) UAS; and (ii) CorqSpace, Inc. (CorqSpace);

**WHEREAS**, after preliminary examination of the bids, the DBM-BAC, using non-discretionary "pass/fail" criteria, determined the following:

- 1) The submission of UAS as "passed" for complying with all the eligibility and technical requirements as stated in the Bidding Documents; and
- 2) The submission of CorqSpace as "failed" for CorqSpace's failure to include its Secretary's Certificate in the first envelope as part of the technical component of the bid, as required under Section 25.3(a) of the 2016 Revised Implementing Rules and Regulations (IRR) of Republic Act (RA) No. 9184, and as reiterated in Section VIII. Checklist of Technical and Financial Documents of the Philippine Bidding Documents for the Project;

**WHEREAS**, as stated in Section 30.1 of the 2016 Revised IRR of RA No. 9184, bids that fail to include any requirement or are incomplete or patently insufficient shall be considered as "failed";

**WHEREAS**, after evaluation of the financial component of the bid of UAS, the DBM-BAC declared the submission of UAS as the Single Calculated Bid in the amount of P3,199,998.00;

**WHEREAS**, after verification, validation, and ascertainment of all statements made and documents submitted by UAS, using non-discretionary criteria, as stated in the Bidding Documents, it was determined that the submission of UAS passed all the criteria for post-qualification.

**NOW, THEREFORE**, for and in consideration of the foregoing premises, the DBM-BAC **RESOLVED**, as it is hereby **RESOLVED**, the following:

- 1) To declare the bid of Universal Access and Systems Solutions Philippines, Inc. for the Project, "Helpdesk Ticketing Tool Subscription," in the amount of P3,199,998.00 as the Single Calculated and Responsive Bid, in accordance with Section 34.4, in relation to Section 36, of the 2016 Revised IRR of RA No. 9184; and
- 2) To recommend to the DBM Head of the Procuring Entity that the contract for the Project be awarded to Universal Access and Systems Solutions Philippines, Inc. in the above-mentioned amount, in accordance with Section 37.1.1 of the same IRR.

**ADOPTED**, this 1<sup>st</sup> day of July 2025 at the Department of Budget and Management, General Solano St., San Miguel, Manila.

  
**MARIA FRANCESCA M. DEL ROSARIO**  
*End-user Representative*

not present  
**SHERYLL GRACE S. AROMIN**  
*B.U.D.G.E.T. Representative*

  
**DANTE B. DE CHAVEZ**  
*Member*

  
**ROWEL D. ESCALANTE**  
*Member*

  
**ANDREA CELENE M. MAGTALAS**  
*Member*

  
**RAMON VICENTE B. ASUNCION**  
*Vice Chairperson*

  
**GERARDO E. MAULA**  
*Chairperson*



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

**NOTICE OF AWARD**

14 JUL 2025

**MS. LYSETTE FAYE Q. DIPAD**

Universal Access and Systems Solutions Philippines, Inc.  
Newstreet Building  
Mc Arthur Highway, Balibago  
Angeles City, Pampanga

Dear **Ms. Dipad**:

We are pleased to inform you that the contract for the Project, "Helpdesk Ticketing Tool Subscription," is hereby awarded to Universal Access and Systems Solutions Philippines, Inc. in the amount of P3,199,998.00.

In this regard, you are hereby required to post a performance security, which shall remain valid until the issuance of the Certificate of Final Acceptance by the Department of Budget and Management (DBM), in the amount and form prescribed in Section 39 of the 2016 Revised Implementing Rules and Regulations (IRR) of Republic Act No. 9184 (the Government Procurement Reform Act).

Pursuant to Section 37.2.1 of the same IRR, you have ten (10) calendar days from receipt of this Notice to post the performance security and enter into a contract with the DBM.

Thank you and God Bless.

Very truly yours,

**LEONIDO A. PULIDO III**  
*Assistant Secretary*

*Lysette Faye Q. Dipad*  
*July 15, 2025*



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

**MS. LYSETTE FAYE Q. DIPAD**

Universal Access and Systems Solutions Philippines, Inc.  
Newstreet Building  
Mc Arthur Highway, Balibago  
Angeles City, Pampanga

Dear **Ms. Dipad:**

Pursuant to Section 37.2.1 of the 2016 Revised Implementing Rules and Regulations (IRR) of Republic Act No. 9184 and as provided in the Notice of Award (NOA) which you received on July 15, 2025, you have ten (10) calendar days from receipt of the NOA to post the required performance security and enter into a contract with the Department of Budget and Management (DBM).

Further, as stated in Section 40.1<sup>1</sup> of the same IRR, failure to post the required performance security or enter into a contract with the DBM within the stipulated period shall cause the forfeiture of the bid security and the imposition of appropriate sanctions.

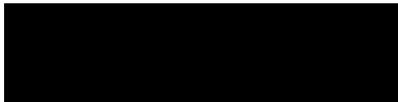
Relative to the foregoing, attached for your signature are eight (8) copies of the contract for the Project, "Helpdesk Ticketing Tool Subscription."

Please submit the signed contract, together with the performance security, on or before July 25, 2025, 2:00 p.m., to the DBM-BAC Secretariat or through the Central Records Division, DBM Bldg. 3, Gen. Solano St., San Miguel Manila.

Thank you.

Very truly yours,

  
**AARON ALBERTO A. ESCALONA**  
*Head, DBM-BAC Secretariat*

  
*Lysette Faye Q. Dipad*  
*July 18, 2025*

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<sup>1</sup> 40.1. If the bidder with the LCRB, HRRB, SCRB or SRRB fails, refuses or is unable to submit the documents required under Section 37.1 of this IRR or to make good its bid by entering into a contract with the Procuring Entity or post the required Performance Security within the period stipulated in this IRR or in the Bidding Documents, the bid security shall be forfeited and the appropriate sanctions provided in this IRR and existing laws shall be imposed, except where such failure, refusal or inability is through no fault of the said bidder.