



BIDS AND AWARDS COMMITTEE FOR GOODS AND SERVICES (BAC4G&S)

Supplemental Bid Bulletin No. 1

SUPPLY AND DELIVERY OF AN ALERTING AND INCIDENT MANAGEMENT PLATFORM

BAC4G&S-2018-006

After considering the queries, clarifications, recommendations and suggestions, the BAC4G&S hereby decides to include, revise, amend, delete and/or adapt the following provisions:

<u>ITEM NO.</u>	<u>QUERY</u>	<u>BAC4G&S RESPONSE</u>
1	<p>2. Deliverables 2.3.4 Maximum emergency response time of thirty (30) minutes for severity 1 incidents</p> <p>Request/Clarifications: Our identified solution provider for this bid can't commit to the required SLA. Instead, they can commit the following SLA: Severity 1 – Two (2) hours; Severity 2 – four(4) hours – for your consideration and approval</p>	<p>For Severity 1 we can only adjust it to 1 hour. Severity 2 will suffice.</p>
2	<p>3. Evaluation Process after Post Qualification 3.1. Proof of Concept 3.1.1. Supplier must provide a demo of the proposed solution/application, showcasing its features as defined in the Technical Specification of this document.</p> <p>Kindly define the POC checklist. This can be done via WebEx session – for your consideration and approval</p> <p>But need to know exactly what you want to see in the POC especially which Monitoring & Ticketing system are you using. If you are using various systems, kindly list your requirements in particularly the integration part.</p>	<p>The POC can be done via WebEx. The list of systems used can be found under technical specifications under 1.9.1.</p>
3	<p>12.1(b)(x) Valid and current ISO 9001 Quality Management System Certificate issued to the manufacturer be an Independent Certifying body</p> <p>The principal provider of the Alerting and Incident Management Platform confirmed that they don't have the ISO 9001 certificate.</p> <p>Can this be removed from the Checklist of Requirement? - For your consideration and approval</p>	<p>Request is granted. Please refer to the table below for the changes in the stipulations stated in the bidding documents.</p>



<u>ORIGINAL PROVISION</u>	<u>AMENDED PROVISION</u>
Section III. Bid Data Sheet	
12(b)(x) Valid and current ISO 9001 Quality Management System Certificate issued to the manufacturer by an Independent Certifying body	This provision is deleted.
Section VII. Technical Specifications	
2.3.4 Maximum emergency response time of thirty (30) minutes for severity 1 incidents	2.3.4 Maximum emergency response time of <u>one (1) hour for severity 1 incidents and 4 hours for severity (2) incidents.</u>
No original stipulation.	<u>3.1.1. As part of the Post Qualification Evaluation, the proponent must provide POC user accounts and must successfully run the existing applications to be used on the Alerting and Incident Management Platform. The bidder shall be given a maximum of three (3) working days to complete the setup and demonstration of the said application and software. Failed POC testing will be ground for post-disqualification.</u>
3.1.1. Supplier must provide a demo of the proposed solution/application, showcasing its features as defined in the Technical Specification of this document.	3.1.2. Supplier must provide a demo of the proposed solution/application, showcasing its features as defined in the Technical Specification of this document. <u>The demo or proof of concept can be done personally or through a web conference. Below is the Script for the POC:</u>
	<u>3.1.2.1. General Guidelines for the Demo / Conduct of Proof of Concept</u> <u>3.1.2.1.1. The Single / Lowest Calculated Bidder (S/LCB) shall be asked to present a demonstration / Proof of Concept (POC) of their proposed Alerting and Incident Management Platform addressing the requirements included in the Technical Specifications.</u> <u>3.1.2.1.2. The S/LCB shall ensure the successful demonstration of the features and integration on their proposed Alerting and Incident Management Platform. All application and/or software will be provided to lowest calculated bidder on the first day of the demonstration.</u>



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<u>ORIGINAL PROVISION</u>	<u>AMENDED PROVISION</u>
	<p><u>3.1.2.1.3. The S/LCB shall ensure that the Video, Audio, and Documents can be viewed and run properly on concurrent sessions.</u></p> <p><u>3.1.2.1.4. The S/LCB shall bring all the necessary components required to demonstrate all the requirements. NGP will not provide any host, client systems, Operating Systems, Network Switches required for the said POC.</u></p> <p><u>3.1.2.1.5. Specific schedule for Demo/POC shall be notified three (3) working days prior to the scheduled date. All the costs required for providing the POC shall be borne by Single / Lowest Calculated Bidder (S/LCB).</u></p> <p><u>3.1.2.1.6. The S/LCB shall ensure that their POC is conducted and completed within the stipulated time allocated for the lowest calculated bidder. The bidder shall be given a maximum of three (3) working days to complete the setup and demonstration of the said application and software.</u></p> <p><u>3.1.2.1.7. For any clarifications required on the Demo/POC script, the S/LCB may contact BAC4G&S at the email address bac4g&s@dict.gov.ph</u></p>

All terms, conditions and instructions to bidders specified in the Bidding Documents inconsistent with this Bid Bulletin are hereby superseded and modified accordingly.

Please use the following forms attached in this Supplemental Bid Bulletin:

- Revised Technical Specifications as of 2 October 2018

For information and guidance of all concerned.

Issued this 2nd day of October 2018.

(Original Signed)

JIEZL GABRIELLE G. REOTUTAR

Vice Chairperson, BAC4G&S



**SUPPLY AND DELIVERY OF AN ALERTING AND INCIDENT MANAGEMENT
PLATFORM
BAC4G&S-2018-006**

**REVISED TECHNICAL SPECIFICATIONS
AS OF 2 OCTOBER 2018**

Bidders must state here either "Comply" or "Not Comply" against each of the individual parameters of each Specification stating the corresponding performance parameter of the equipment offered. 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 provisions of **ITB** Clause 3.1.(a)(ii) and/or **GCC** Clause 2.1(a)(ii).

MINIMUM SPECIFICATIONS	STATEMENT OF COMPLIANCE
1. Technical Specifications	
1.1. Multiple Communications Channels	
1.1.1. Availability of notifications via multiple channels such as email, smartphone app, and SMS.	
1.1.2. Unlimited number of notifications that can be sent	
1.1.3. Unlimited number of Android/iOS push notifications that can be sent	
1.1.4. Supports SMS & voice notifications in the Philippines	
1.1.5. The platform should be available via browser or mobile, with support on Android and iOS notifications	
1.2. Notifications	
1.2.1. Notifications can contain free form text, tags, additional fields, files such as charts logs, runbooks, to provide context for alerts and enable recipients to determine the right course of action.	
1.2.2. Unlimited number of alerts that can be created in the platform	
1.2.3. Provides a single dashboard to define and control notification settings for users	
1.3. Set-up in Minutes	
1.3.1. Cloud-based management system, provided as a service	
1.3.2. User management and creation via a web user interface, email, web API, or command line utilities	
1.4. On-call Schedules. Allows the creation of multiple scheduling roles with daily, weekly and custom rotations.	
1.5. Detailed Tracking	
1.5.1. Provides detailed tracking for each alert - activities such as time/date when the alert was created, who was notified, time/date when the notifications were sent, whether recipients have seen the alert or taken any action	
1.5.2. Tracking is performed seamlessly, without requiring specific user action	
1.5.3. Provides service-level status pages for end-users to view information about the status and progress of incidents	
1.6. Escalations	
1.6.1. Ability to notify multiple users at once	
1.6.2. Ability to define escalation policies to notify users	
1.6.3. Ability to notify large groups of people outside of the ops team	
1.6.4. Routes alerts to different escalations for different alerts at different times	



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1.6.5.	Provides the ability to alert lifecycle from and control who gets notified according to a specified order and timeline.	
1.7.	Alert Actions	
1.7.1.	Provides the ability for end-users to respond to alerts by initiating appropriate actions in the platform's apps.	
1.7.2.	Provides the ability for end-users to specify custom actions for alerts.	
1.7.3.	Enables users to respond to alerts by executive investigative and corrective actions.	
1.7.4.	Has an integration framework to normalize, design, and process alert content	
1.8.	Incident Response	
1.8.1.	Allows the creation of different incident workflows using pre-determined incident templates.	
1.8.2.	Provides additional tools that help streamline incident management through actions such as suppressing or delaying notifications, sending reminder notifications, and escalating alerts	
1.9.	Seamless Integration	
1.9.1.	Provides ready-to-use integration with other ITSM and chat tools such as Slack, Nagios, AWS Cloud Watch, Travis CI, Jira, StatusCake, Zabbix, Redmine, Logstash, Graylog, status.io, Jabber, Jenkins, Splunk, etc.	
1.9.2.	Unlimited number of API requests allowed from the end-user. API requests include Create Alert, List Alerts, Close Alert, Get Schedule, etc., among others	
1.10.	Heartbeat Monitoring	
1.10.1.	Ensures that the entire system, end-to-end, is being monitored from the end-users' perspective, ensuring rapid detection of any problems.	
1.10.2.	Alerting works end-to-end through passive monitoring of the systems forwarding alerts to the platform. The platform should be able to notify the end-user if no response from the system is heard within specified time intervals.	
1.11.	Reporting and Analytics	
1.11.1.	Provides the ability to analyze incident management operations and see trends to improve the team's effectiveness and take preventative actions.	
1.11.2.	Provides the ability to automatically correlate alerts into incidents based on specified conditions	
1.12.	User Management and Permissions	
1.12.1.	Has the ability to use Single Sign-On (SSO) for authentication.	
1.12.2.	Allows customization of user roles for granular management of user rights including administrative activities	
1.12.3.	Provides control alert visibility and management of incident response posture using alert routing rules, escalations, and schedules	
1.13.	Data Retention – Unlimited storage of alert data on the platform's servers	
1.14.	Support Coverage	
1.14.1.	24/7 support through email, chat, or phone	
1.14.2.	Support covers 10 users for 36 months	
2.	Deliverables	
2.1.	Software subscription for 10 users	



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2.2.	Validity of subscription for users must be for 36 months. Activation date of the subscription must be on the same date of the date of acceptance.	
2.3.	Service Level Agreement	
2.3.1.	Technical support for a duration of three (3) years must be provided online (web-based) to resolve technical and other related problems based on a Service Level Agreement with the following inclusions:	
2.3.2.	Access to a customer portal and a web- based support and incident tracker.	
2.3.3.	Maximum web response time of one (1) business day	
2.3.4.	Maximum emergency response time of one (1) hour for severity 1 incidents and 4 hours for severity (2) incidents.	
2.4.	Privacy policy	
3.	Evaluation Process during Post Qualification	
3.1.	Proof of Concept	
3.1.1.	As part of the Post Qualification Evaluation, the proponent must provide POC user accounts and must successfully run the existing applications to be used on the Alerting and Incident Management Platform. The bidder shall be given a maximum of three (3) working days to complete the setup and demonstration of the said application and software. Failed POC testing will be ground for post-disqualification.	
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4. Acceptance/Testing Criteria and Process			
4.1. User Acceptance			
4.1.1. Proposed solution/application must comply with the Technical Specifications written in this document			
5. Timeline for Implementation of the Project			
Activities	Duration	Progress	
Supply and Delivery of an Alerting and Incident Management Platform <ul style="list-style-type: none"> • Software subscription for 10 users • Software subscription valid for 36 months • Service Level Agreement • Privacy Policy 	Within thirty (30) calendar days after receipt of Notice to Proceed (NTP)	100% of the contract price net of 1% for retention	

Name of Company

Signature Over Printed Name
Of Authorized Representative

Date



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DICT BIDS AND AWARDS COMMITTEE
REVISED CHECKLIST OF REQUIREMENTS FOR BIDDERS AS OF 2 OCTOBER 2018

Name of Company : _____
SUPPLY AND DELIVERY OF AN ALERTING AND INCIDENT MANAGEMENT PLATFORM
BAC4G&S-2018-006
Php1,915,118.60

Ref. No.	Particulars	
ENVELOPE 1: ELIGIBILITY AND TECHNICAL DOCUMENTS		
ELIGIBILITY DOCUMENTS		
CLASS "A" DOCUMENTS		
12.1	<p>(a.1.) ELIGIBILITY DOCUMENTS</p> <p>i. Registration Certificate from the Securities and Exchange Commission (SEC) for corporations, Department of Trade and Industry (DTI) for sole proprietorship, or from Cooperative Development Authority (CDA) for cooperatives</p> <p>ii. Valid and Current Business/Mayor's Permit issued by the city or municipality where the principal place of business of the prospective bidder is located OR the equivalent document for Exclusive Economic Zones or Areas;</p> <p style="padding-left: 40px;">In cases of recently expired Mayor's / Business Permits, said permit shall be submitted together with the official receipt as proof that the bidder has applied for renewal with the period prescribed by the concerned local government units, provided that the renewed permit shall be submitted as a post-qualification requirement.</p> <p>iii. Valid and Current Tax Clearance issued by Philippines' Bureau of Internal Revenue (BIR) Accounts Receivable Monitoring Division per Executive Order 398, Series of 2005;</p> <p>iv. Copy of each of the following Audited Financial Statements for 2017 and 2016 (in comparative format or separate reports):</p> <p style="padding-left: 40px;">a. Independent Auditor's Report;</p> <p style="padding-left: 40px;">b. Balance Sheet (Statement of Financial Position); and</p> <p style="padding-left: 40px;">c. Income Statement (Statement of Comprehensive Income)</p> <p>OR</p> <p>Submission of valid and current PHILGEPS Certificate of Registration and Membership (Platinum Registration) together with Annex A in lieu of (Items i., ii., iii., iv.) Eligibility Documents.</p> <p>Note: Bidder must ensure that all Class "A" Eligibility Documents are valid and current at the time of submission of PHILGEPS Certificate of Registration and Membership (Platinum Registration). In case any of the submitted Eligibility Documents are not valid and current at the time of submission of Platinum Registration, bidders are required to submit the valid and current documents together with the Platinum Registration.</p> <p>In case the bidder opt to submit their Class "A" Documents, the Certificate of PhilGEPS Registration (Platinum Membership) shall remain as post-qualification requirement to be submitted in accordance with Section 34.2 of the 2016 Revised IRR of RA9184. "GPPB Circular 07-2017 dated 31 July 2017".</p> <p>v. Statement 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 (Annex I)</p> <p>vi. Statement of Completed Single Largest Contract within the last five (5) years from the date of submission and receipt of bids equivalent to at least fifty percent (50%) of the ABC (Annex I-A).</p> <p>vii. Duly signed Net Financial Contracting Capacity Computation (NFCC)* per Annex II, in accordance with ITB Clause 5.5 or a committed Line of Credit equivalent to at least ten percent (10%) of the ABC from a universal or commercial bank</p> <p style="padding-left: 40px;">*NFCC = [(Current Assets minus Current Liabilities) (15)] minus the value of all outstanding or uncompleted portions of the projects under ongoing contracts, including awarded contracts yet to be started coinciding with the contract to be bid.</p> <p>Notes:</p> <p style="padding-left: 40px;">a) The values of the bidder's current assets and current liabilities shall be based on the data submitted to BIR through its Electronic Filing and Payment System.</p> <p style="padding-left: 40px;">b) Value of all outstanding or uncompleted contracts refers those listed in Annex-I.</p> <p style="padding-left: 40px;">c) The detailed computation using the required formula must be shown as provided above.</p> <p style="padding-left: 40px;">d) The NFCC computation must at least be equal to the total ABC of the project.</p>	
CLASS "B" DOCUMENTS (FOR JOINT VENTURE)		
	i. For Joint Ventures, Bidder to submit either:	



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	<ol style="list-style-type: none"> 1. Copy of the JOINT VENTURE AGREEMENT (JVA) in case the joint venture is already in existence, or 2. Copy of Protocol / Undertaking of Agreement to Enter into Joint Venture signed by 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. (Annex III) <p><u>The JVA or the Protocol/Undertaking of Agreement to Enter into Joint Venture (Annex III) must include/specify the company/partner and the name of the office designated as authorized representative of the Joint Venture.</u></p> <p>For Joint Venture, the following documents must likewise be submitted by each partner:</p> <ul style="list-style-type: none"> • PhilGEPs Certificate of Registration and Membership in accordance with Section 8.5.2 of the IRR, except for foreign bidders participating in the procurement by a Philippine Foreign Service Office or Post, which shall submit their eligibility documents under Section 23.1 of the IRR, provided, that the winning bidder shall register with the PhilGEPs in accordance with section 37.1.4 of the IRR. 								
	For item (ii) to (iv) of the required eligibility documents, submission by any of the Joint Venture partner constitutes compliance.								
TECHNICAL DOCUMENTS									
12.1 (b)(i)	Bid security shall be issued in favor of the DEPARTMENT OF INFORMATION AND COMMUNICATIONS TECHNOLOGY (DICT) valid at least one hundred twenty (120) days after date of bid opening in any of the following forms: <ol style="list-style-type: none"> a) BID SECURING DECLARATION per Annex IV; or b) Cashier's / Manager's Check equivalent to at least 2% of ABC issued by an Universal or Commercial Bank. c) Bank Draft / Guarantee or Irrevocable Letter of Credit issued by a Universal or Commercial Bank equivalent to at least 2% of the ABC: Provided, however, that it shall be confirmed or authenticated by a Universal or Commercial Bank, if issued by a foreign bank d) Surety Bond callable upon demand issued by a surety or insurance company duly certified by the Insurance Commission as authorized to issue such security equivalent to at least 5% of the ABC 								
	Description								
	Qty								
	Total ABC (PhP) (VAT Inclusive)								
	BID SECURITY	<table border="1" style="width: 100%;"> <tr> <td style="width: 60%;">Cashier's / Manager's Check equivalent to at least 2% of the ABC (PhP)</td> <td style="text-align: right;">38,302.37</td> </tr> <tr> <td>Bank Draft / Guarantee or Irrevocable Letter of Credit equivalent to at least 2 % of the ABC (PhP)</td> <td></td> </tr> <tr> <td>Surety Bond equivalent to at least 5% of the ABC (PhP)</td> <td style="text-align: right;">95,755.93</td> </tr> <tr> <td>Bid Securing Declaration</td> <td style="text-align: center;">No required percentage</td> </tr> </table>	Cashier's / Manager's Check equivalent to at least 2% of the ABC (PhP)	38,302.37	Bank Draft / Guarantee or Irrevocable Letter of Credit equivalent to at least 2 % of the ABC (PhP)		Surety Bond equivalent to at least 5% of the ABC (PhP)	95,755.93	Bid Securing Declaration
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	1,915,118.60								
12.1 (b)(ii)	Proof of Authority of the Bidder's authorized representative/s: <ol style="list-style-type: none"> a) FOR SOLE PROPRIETORSHIP (IF OWNER OPTS TO APPOINT A REPRESENTATIVE): Duly notarized Special Power of Attorney b) FOR CORPORATIONS, COOPERATIVE OR THE MEMBERS OF THE JOINT VENTURE: Duly notarized Secretary's Certificate evidencing the authority of the designated representative/s. c) IN THE CASE OF UNINCORPORATED JOINT VENTURE: Each member shall submit a separate Special Power of Attorney and/or Secretary's Certificate evidencing the authority of the designated representative/s. 								
12.1 (b)(iii)	Omnibus Sworn Statements using the form prescribed. (Annex V)								
	a) Authority of the designated representative								
	b) Non-inclusion of blacklist or under suspension status								
	c) Authenticity of Submitted Documents								
	d) Authority to validate Submitted Documents								
	e) Disclosure of Relations								
	f) Compliance with existing labor laws and standards								
	g) Bidder's Responsibility								
	h) Did not pay any form of consideration								
i) Company Official Contact Reference									
12.1 (b)(iv)	Company Profile (Annex VI) . Company printed brochure may be included								



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12.1 (b)(v)	Vicinity / Location of Bidder's principal place of business										
12.1 (b)(vi)	Certificate of Performance Evaluation (Annex VII) showing a rating at least Satisfactory issued by the Bidder's Single Largest Completed Contract Client stated in the submitted Annex I-A;										
12.1 (b)(vii)	Completed and signed Technical Bid Form (Annex VIII)										
12.1 (b)(viii)	Brochure (original or internet download) / Technical Data Sheet or equivalent document										
12.1 (b)(ix)	Valid and Current Certificate of Distributorship / Dealership/ Resellership of the following product being offered, issued by the principal or manufacturer of the product (if Bidder is not the manufacturer). If not issued by manufacturer, must also submit certification / document linking bidder to the manufacturer										
12.1 (b)(x)	Compliance with the Schedule of Requirements as per Section VI										
12.1 (b)(xi)	Compliance with the Revised Technical Specifications as of 2 October 2018 as per Section VII										
ENVELOPE 2: FINANCIAL DOCUMENTS											
13.1 (a)	Completed and signed Financial Bid Form. Bidder must use, accomplish and submit Financial Bid Form hereto attached Annex IX .										
	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 60%;">Description</th> <th style="width: 10%;">Qty</th> <th style="width: 30%;">ABC P (VAT Inclusive)</th> </tr> <tr> <th colspan="2"></th> <th style="text-align: center;">Total</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">SUPPLY AND DELIVERY OF AN ALERTING AND INCIDENT MANAGEMENT PLATFORM</td> <td style="text-align: center;">1 LOT</td> <td style="text-align: center;">1,915,118.60</td> </tr> </tbody> </table>	Description	Qty	ABC P (VAT Inclusive)			Total	SUPPLY AND DELIVERY OF AN ALERTING AND INCIDENT MANAGEMENT PLATFORM	1 LOT	1,915,118.60	
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		Total									
SUPPLY AND DELIVERY OF AN ALERTING AND INCIDENT MANAGEMENT PLATFORM	1 LOT	1,915,118.60									
The ABC is inclusive of VAT. Any proposal with a financial component exceeding the ABC shall not be accepted. Further, the sum of bid for each item indicated in the Detailed Financial Breakdown per Annex X must be equal to the signed and submitted Financial Bid Form per Annex VII.											
13.1 (a)	Detailed Financial Breakdown per Annex X										
15.4(a)(i) & 15.4(b)(ii)	Completed " For Goods Offered from Abroad " and/or " For Goods Offered From Within the Philippine " Forms per Annex XI-A and Annex XI-B, whichever is applicable .										
13.1 (b)	If the Bidder claims preference as a Domestic Bidder or Domestic Entity, a Certification from the DTI, SEC or CDA to be enclosed pursuant to the Revised IRR of R.A. 9184.										
NOTE:	In case of inconsistency between the Checklist of Requirements for Bidders and the provisions in the Instruction to Bidders/Bid Data Sheet, the Instruction to Bidders/Bid Data Sheet shall prevail										