



Republic of the Philippines
BANGSAMORO AUTONOMOUS REGION IN MUSLIM MINDANAO
OFFICE OF THE CHIEF MINISTER
BIDS AND AWARDS COMMITTEE

Bangsamoro Government Center, Governor Gutierrez Avenue, Rosary Heights VII, Cotabato City 9600

**IN RE: PROCUREMENT OF EMAIL SERVICES OF
THE OFFICE OF THE CHIEF MINISTER**

ABC: PHP 1,220,981.00

IB NO.: OCM-BICTO-042023-003

SUPPLEMENTAL BID BULLETIN NO. 2025-05-008

May 15, 2024/ Dhu'l-Qi'dah 7, 1445 AH

Pursuant to the Revised Implementing Rules and Regulations of Republic Act No. 9184 otherwise known as the Government Procurement Reform Act, please be advised of the following clarifications and Modifications on the Bidding Documents with respect to the subject procurement.

SUBJECT	ORIGINAL	AMENDED
1. Invitation to Bid Series number	OCM-BICTO-042023-003	<u>OCM-BICTO-052024-003</u>
2. Schedule of Requirements	Within 30 calendar days upon the receipt of NTP	Within 15 calendar days upon the receipt of NTP
3. Technical Specifications (Terms of Reference)	VI. Technical Specifications 11. Can accommodate up to 250 participants video meetings + recording, noise cancellation	VI. Technical Specifications 11. Can accommodate up to 100 participants video meetings + recording, noise cancellation
	VIII. Contractor's Responsibility 4. Provide free data transfer/migration of OCM-BICTO account to new hosting facility, provider and vice versa after the end of the contract if necessary	VIII. Contractor's Responsibility 4. Provide free data transfer/migration/ Transfer of Token of OCM-BICTO account to new hosting facility, provider and vice versa after the end of the contract if necessary

This Supplemental/Bid Bulletin is issued to modify or amend the corresponding items in the Bidding Documents.

For guidance and information of all concerned.

Originally signed

MOHD ASNIN K. PENDATUN

Chairperson, Bids and Awards Committee

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REVISED SCHEDULE OF REQUIREMENTS

The delivery schedule expressed as weeks/months stipulates hereafter a delivery date which is the date of delivery to the project site.

Item Number	Description	Delivered, Weeks/Months
1	Procurement of Email Services of the Office of the Chief Minister	Within 15 calendar days upon the receipt of NTP

I hereby certify that the statement of compliance to the foregoing technical specifications are true and correct, otherwise, if found to be false either during bid evaluation or post qualification, the same shall give rise to automatic disqualification of our bid.

Name of Company/Bidder

Signature over Printed Name
Authorized Representative

Date

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REVISED TECHNICAL SPECIFICATIONS

Terms Of Reference

PROCUREMENT OF EMAIL MANAGEMENT SERVICE FOR THE BANGSAMORO GOVERNMENT

I. Background

The Bangsamoro Government has strategically embraced the modern era of communication, establishing a robust and efficient system centered around email communications. Recognizing the pivotal role of technology in fostering transparent and swift exchanges, the government has designated email as the principal channel for official correspondence among government ministers and officials across various ministries, agencies, and offices.

This shift towards email as the primary means of electronic messaging aligns with contemporary communication trends, facilitating seamless information flow and collaboration within the administrative framework of the Bangsamoro Government. By adopting this digital approach, the government aims to streamline internal communications, enhance coordination among its officials, and promote a more responsive and agile governance structure.

The reliance on email not only reflects the commitment to embracing technology but also underscores the government's dedication to ensuring secure and traceable communication. Through the implementation of this electronic messaging system, the Bangsamoro Government seeks to leverage the advantages of modern technology to promote efficient decision-making processes, timely dissemination of information, and an overall more interconnected and communicative administrative apparatus.

This annual renewal cycle aligns with the duration of the current contract, which started on July 1, 2023, and is slated to conclude on the same date. This approach ensures continuity and consistency in leveraging Google Workspace as a vital component of the Bangsamoro Government's modern communication infrastructure.

II. Objective

The annual subscription of Google Workspace Business Starter platform aims to:

- Establish a robust email communication system.
- Designate email as the principal channel for official correspondence.
- Align with contemporary communication trends for seamless collaboration.
- Streamline internal communications for efficiency.
- Enhance coordination among government officials.
- Ensure secure and traceable communication.
- Leverage modern technology for efficient decision-making.
- Facilitate timely dissemination of information.
- Create an interconnected and communicative administrative apparatus.

III. Scope of Work

The CONTRACTOR shall provide and complete the following within the prescribed schedule:

Items Particulars Schedule

Two hundred fifty (250) Google Workspace Business Starter with at least 30GB secure cloud-based file storage per account. Renew Within 15 days upon from the issuance of Notice to Proceed.

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The CONTRACTOR shall renew license in the above items on the existing OCM-BICTO Google Workspace Costumer ID C04b5fvun.

The CONTRACTOR shall be paid a one-time payment for the Subscription of Google Workspace Business Starter upon completion of project implementation as indicated in Section VI-A of the TOR and from the submission of the documentary requirements such as, but not limited to the following:

- a. Statement of Account/Sales Invoice.
- b. Certificate of Acceptance issued by the OCM-BICTO.
- c. Licenses certificate or registration named to Office of the Chief Minister – Bangsamoro Information and Communications Technology Office (OCM-BICTO).

IV. Approved Budget for the Contract

The ABC for the project is One Million Two Hundred Twenty Thousand Nine Hundred Eighty-One Pesos Only (Php.1,220,981.00), inclusive of all applicable government taxes and service. The contract price shall include all the costs and profits arising from the or in relation to the services rendered in connection with the engagement and until the end of the contract.

V. Duration of the Contract

The contract for Google Workspace Business Starter subscription is scheduled to renew not later than June 15, 2024, and shall be for a duration of twelve (12) months.

VI. Technical Specifications

Individual Account Specifications

Each Mailbox License account shall:

1. Maintain the @Bangsamoro.gov.ph (Bangsamoro Government Official Domain name).
2. Provide anti-spam and anti-virus functions for all incoming emails and provide anti-virus function for all outgoing emails.
3. Provide Information Rights Management (IRM), Transport Layer Security (TLS) enforcement, Phishing prevention.
4. Support verification of Sender Policy Framework (SPF) protocol for authenticity purpose and Simple Mail.
5. Transfer Protocol over Transport Layer Security (SMTP over TLS) protocol for secure transmission encryption.
6. Provide two-factor authentication composed of but not limited to password requirements and SMS verification code.
7. Comply with any of the following international operations standard and controls:
 - ISO 27001 (Information security management).
 - ISO 27017 (Security controls for cloud services).
 - ISO 27018 (Cloud privacy protection overview).
 - Service Organization Control (SOC) 2.
 - Service Organization Control (SOC) 3.
8. Send and receive emails with attachments of different file types including but not limited to video, audio and image files;
9. Provide Office document creation, sharing and collaboration, offline/online editing, import and export of data files, revision/versioning through a browser.
10. Create electronic forms to conduct survey and questionnaire online.
11. Provide an online social platform for information sharing and employee engagement.
12. Can accommodate up to 100 participants video meetings + recording, noise cancellation.
13. Allow transfer from one service provider to another without loss of current data.

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14. Be accessed through Android, iOS, Windows Phone, Blackberry devices, Windows, MacOS Desktop, Laptops, and Tablets.
15. Have a cloud-based platform which can be accessed through popular web browsers including, but not limited to, Chrome, Firefox, Safari, Internet Explorer 11, and Edge.
16. Be accessed through Internet, Local Area Network (LAN), Wi-Fi, and Hotspot environment by mobile devices.
17. Provide instant messaging and video conferencing (audio, video) through LAN, Internet, Wi-Fi, and Hotspots.
18. Provide shareable calendar services among users and guests.
19. Adopt current IT network setup and settings, and no new hardware/software requirements are needed to avail of the service.
20. Provide Mobile Device Management (MDM) and policy-based browser security management.
21. Be accessed 24X7, 365 days a year, at least 99.9% monthly uptime guarantee of the services.
22. Customize, relative to BICTO's requirements, user-friendly menus (mailbox organization).

VII. Responsibility of OCM-BICTO

The OCM-BICTO shall provide the following:

1. Provide the account information and administrator details account;
2. Responsible for the configuration, operation and maintenance of all contents appearing on the web client;
3. Monitors/ configures storage capacity of individual license and delete or archive as needed;
4. Management of Google Workspace including adding accounts, managing settings, and configuring anti-virus and spam filters;
5. Prepare report of discrepancies and user complaints; and Issue certificate of acceptance and satisfactory service as basis of payment.

VIII. Contractor's Responsibility

The Contractor shall provide the following:

1. Renewal of the OCM-BICTO Google Workspace Costumer ID C04b5fvun and shall ensure that the administrator account to be provided by OCM-BICTO is functioning normally.
2. Renewal will take place not later than June 15, 2024 to ensure that the current subscription is still running until the current contract ends.
3. 24x7 technical support through telephone, email and/or chat with a maximum response time of two (2) hours from the posting/submission of support request;
4. Provide free data transfer/migration/transfer of token of OCM-BICTO account to new hosting facility, provider and vice versa after the end of the contract if necessary;
5. Ensure compliance to data privacy.
6. Notify in writing or email the OCM-BICTO using this email isdms@bicto.bangsamoro.gov.ph of scheduled downtime and maintenance so that there is no disruption of service.
7. Provide the full copy of Certificate of Licenses or registration.
8. Provide Statement of Account / Sales Invoice.

IX. Schedule and Terms

1. The Agreement shall be for a period of one (1) year reckoned from the date of issuance of certificate of Completion and Acceptance (CCA) to the service provider by the OCM-BICTO and can be extended on a month-to-month basis.

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2. Provision of services shall start not later than fifteen (15) days from issuance of the Notice to Proceed (NTP).
3. The acceptance testing will be undertaken for a period of seven (7) days.
4. The email hosting will have no service interruption during the agreed test period.
5. If OCM-BICTO chooses to add an additional mailbox during the contract period, each mailbox will be charged on a prorated basis or less the full year's charge.

X. Confidentiality and Non-Disclosure Agreement

1. All information, including but not limited to, information relating to the OCM-BICTO made available to the Service Provider for the purpose of the email service agreement, are the sole property of the OCM-BICTO. The Service Provider shall treat as confidential and shall not disclose to any person, firm, or corporation during the duration of the agreement, or at any time thereafter.
2. All information, business, technical and personnel information and data, related documentation, in whatever form, which the OCM-BICTO may furnish shall be used by the Service Provider solely for the purpose for which it was furnished, shall be treated in strictest confidence, and protected; and if in tangible form, shall be returned to OCM-BICTO upon termination of the agreement.
3. The Service Provider shall not retain a copy in whatever form of the OCM-BICTO email accounts and messages upon termination of the service agreement.