

BIDS AND AWARDS COMMITTEE

BID BULLETIN NO. 1

03 October 2019

Service Level Agreement for Technical Operation Center and Master Control (TOC/MC), Media Asset Management Systems (MAMS) Deep Archives, Ingest servers, Graphics and News Room Computer System (NRCS) of People's Television Network Inc. Broadcast Facilities and I.T. Infrastructures

ITB No. 2019-0013

This bid bulletin is being issued to clarify the concerns and questions raised during the Pre-Bid Conference held at the PMO Offices, 3rdFloor, PTNI Building, Broadcast Complex, Visayas Avenue, Diliman, Quezon City. This bid bulletin will form an integral part of the bidding documents for the above-cited project and public bidding number. Please be informed of the following:

BIDDER'S QUESTION	PTNI RESPONSE
<p>With regards to Q.5 <i>"Bidders and their local partners maintenance and support engineers must be able to provide solutions within 15 Minutes from the time of the reported technical problem."</i></p> <p><i>Is on-call assistance allowed?</i></p>	<p>Yes</p>
<p>With regards to Q.2 <i>"All hardware and software provided by the Bidder/Supplier shall have minimum warranty of 12 months from the date of commissioning."</i></p> <p>The standard replacement warranty period of our principal supplier is only 90 days.</p>	<p>As per agreed, regarding the clause Q.2, page 69. We want to clarify that this means all the Hardware/Software will have a warranty within the SLA Period.</p>
<p>With regards on the "Serial Number and Part Number included in the SLA"</p> <p>Sir, there traceability of items right?</p>	<p>Yes, Please do a tracking procedure and include it on your bid tender.</p>
<p>With regards to F.4 <i>"Provide general maintenance and system health checkup within five (5) working days after commencement of SLA and another general maintenance and system health checkup one (1) month before SLA ends."</i></p> <p>When will the start of <i>"Five (5) working days after commencement of SLA"</i>?</p>	<p>From the receipt of Notice to Proceed</p>
CORRECTION	
FROM	TO
<p>Item k. of Schedule of Requirements,</p> <p>"k. Training for items (a to h)"</p>	<p>"k. Training for items (a to j)"</p>


ADDITIONAL

Additional provisions to be included in the Bidding Document

1. All SLA works that require system shutdown can only be undertaken after sign-off. However, the Service Provider must ensure that the entire system is back to normal operations one (1) hour before sign-on.
2. Additional items in the list of "Serial Number and Part Number included in the SLA."
 - NXS2300SDF7-DHSIHOU-Z1X6BZCJ
 - NXS2300SDF7-DHSIHOU-Z1W3ESS4
 - NXS2300SDF7-DHSIHOU-Z1W3ER01
3. The tools/equipment of the Service Provider must always be complete and available.
4. In case/s when the existing equipment needs an upgraded software which the hardware cannot support or handle, the Service Provider shall be responsible for replacing the hardware to ensure that the upgraded software can run and operate as required.
5. It is the Service Provider's responsibility to look for solutions to fix/repair equipment found to have been discontinued in the market due to obsolescence or any other reason and thus cannot anymore be provided service and replacement by its original supplier or principal.

The Opening of Bids is on **14 October 2019, 10:00 AM** at the Bids and Awards Committee (BAC)/Project Management Office (PMO), 3rd Floor, PTV Main Building, People's Television Network, Inc., Broadcast Complex, Visayas Avenue, Diliman, Quezon City.

For the guidance and information of all concerned.


MARIA ANGELA C. GATAN
Chairperson, Bids and Awards Committee