



Republic of the Philippines
Department of Health
CENTRAL OFFICE BIDS AND AWARDS COMMITTEE

BID BULLETIN NO. 1
14 December 2020

MAINTENANCE AGREEMENT FOR THE DEPARTMENT OF HEALTH (DOH)
DOCUMENT MANAGEMENT AND ARCHIVING SYSTEM (DMAS)
IB NO. 2021-059

This Bid Bulletin is being issued to announce the new schedule for the submission and opening and to clarify all issues and concerns raised during the Pre-bidding Conference conducted last 03 December 2020. This Bid Bulletin shall form an integral part of the Philippine Bidding Document posted in the PhilGEPS website for the Maintenance Agreement for the Department of Health (DOH) Document Management and Archiving System (DMAS) under IB No. 2021-059.

1. New Schedule of Activity

FROM	TO
Submission and Opening of Bids 16 December 2020; 9:00AM	Submission and Opening of Bids 23 December 2020; 9:00AM

2. Changes in Section VI. Schedule of Requirements and Terms of Reference

FROM	TO
Contract Duration: The contract duration is twelve (12) months but not later than January 31, 2020 and shall commence immediately upon receipt of approved Notice to Proceed	Contract Duration: The contract duration is twelve (12) months but not later than January 31, 2022 and shall commence immediately upon receipt of approved Notice to Proceed

3. Response to the queries discussed during the Pre-bidding Conference:

Particular	Issue	Response
Technical Specification	1. Hardware requirement if there's any;	No hardware requirement for this project
	2. Volume of data to be covered in the archiving;	Uploading of documents is continuous and increasing daily
	3. Number of years of retention.	Documents to be uploaded are archive or permanent documents

Attached is the revised Schedule of Requirements and Terms of Reference for prospective bidders' reference and use.

All other provisions of the bidding documents which are not affected shall remain in effect.

For guidance and information of all concerned.



GERARDO V. BAYUGO, MD, MPH, CESO I
Undersecretary of Health
COBAC-B Chairperson

Section VI. Schedule of Requirements

The delivery schedule expressed as calendar days stipulates hereafter a delivery date which is the date of delivery to the project site.

Lot Number	Description	Quantity	Total ABC (PhP)	Delivery Site	Contract Duration
1	Maintenance Agreement for the Department of Health (DOH) Document Management and Archiving System (DMAS)	1 Lot	700,000.00	KMITS - DOH Central Office	The contract duration is twelve (12) months but not later than January 31, 2022 and shall commence immediately upon receipt of approved Notice to Proceed

***Please include the attached Terms of Reference with signature of the duly authorized representative as part of the submission of the bid proposal.**

Signature over Printed Name
[date of signing]

In the capacity of:
Duly authorized to sign bid for and on behalf of:

[title or other appropriate designation]
[Name of Company]
[Complete office address]
[Contact No.]
[Fax No.]
[Email Address]

TERMS OF REFERENCE

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Project Title: Contract of Service for the One (1) Year Maintenance Agreement for the Department of Health (DOH) Document Management and Archiving System (DMAS)

I. Background/Rationale

In June 2017, the DOH DMAS was developed to strengthen the system of management and administration of records and archives of the DOH Central Office. It was also intended to respond to the demands of various stakeholders for fast and reliable access to information by making it more user-friendly with improved features and functionalities.

The project involved the integration of the two (2) previous document management systems namely OnBase and DocuVu wherein the existing databases were migrated to the DMAS. Currently, a total of seventeen (17) offices are using the system for storing and accessing their vital and archive records. The Administrative Issuance System (AIS) Billboard which is the main source of both internal and external clients for DOH policies and guidelines is linked to the AIS database of the DMAS. It is also very actively used for the maintenance of personnel files. The workflow module of the system is also being considered to be used for paperless processing of documents.

To ensure efficiency of the DMAS, it is necessary that the system should be updated with the latest system versions and enhancements and comprehensive adaptive, preventive and corrective maintenance be conducted regularly. As such, it is crucial that a service provider that could provide expert technical maintenance and support services for the DMAS should be hired.

II. Objectives

General objective:

To provide one (1) year comprehensive preventive and corrective maintenance of the DOH DMAS.

Specifically, this service aims to:

1. Provide expert technical maintenance and support for the DOH DMAS;
2. Enhance the system with the installation of updated version of the system;
3. Provide assistance/training to the system administrators/end users in the management of the new versions/releases of the system

III. Scope of Work

The Service Provider (SP) shall:

1. Ensure service availability
 - a) 24/7 telephone and email technical support
 - b) Onsite support within four (4) hours response time on regular office days/hours
2. Provide system update or upgrade software components as soon as a new version/release of the current DMAS (InfoRouter) is available
3. Train/assist concerned DOH staff with new system versions of the current DMAS (InfoRouter) when needed
4. Conduct onsite visit to check and do preventive/adaptive/corrective maintenance of the current DMAS (InfoRouter) as needed
5. Conduct regular system and database backups of current DMAS (InfoRouter)
6. Submit Service Level Agreement (SLA) together with the procedures on support and problem escalation and contact persons/numbers
7. Provide progress report on all works done

IV. Expected Outputs or Deliverables

ACTIVITY #	SCOPE OF WORK	DELIVERABLES
1	Development/submission of the following: a. Inception Report b. Non-Disclosure Agreement c. Service Level Agreement (SLA) including procedures on support and problem escalation	a. Inception Report b. Signed Non-Disclosure Agreement c. SLA including procedures on support and problem escalation
2.	a. Installation and configuration of DMAS updates/enhancements b. Conduct of adaptive, preventive and corrective maintenance of the system c. Training of system administrators and end-users (if applicable) d. Regular system and database back-up	a. 1 st quarter Progress Report (for activities a, b & c) b. Back-up copy of database (DVD or external drive)
3	a. Installation and configuration of DMAS updates/enhancements b. Conduct of adaptive, preventive and corrective maintenance of the system c. Training of system administrators and end-users (if applicable) d. Regular system and database back-up	a. 2 nd quarter Progress Report (for activities a, b & c) b. Back-up copy of database (DVD or external drive)

4	a. Installation and configuration of DMAS updates/enhancements b. Conduct of adaptive, preventive and corrective maintenance of the system c. Training of system administrators and end-users (if applicable) d. Regular system and database back-up	a. 3 rd quarter Progress Report (for activities a, b & c) b. Back-up copy of database (DVD or external drive)
5	a. Installation and configuration of DMAS updates/enhancements b. Conduct of adaptive, preventive and corrective maintenance of the system c. Training of system administrators and end-users (if applicable) d. Regular system and database back-up e. End of Project	a. 4 th quarter Progress Report (for activities a, b & c) b. Back-up copy of database (DVD or external drive) c. Project Terminal Report

Standard Requirements:

1. Progress reports are reportorial requirements for monitoring the project. Progress reports shall be submitted once every quarter.
2. Three (3) hard copies and three (3) softcopies (stored in CD media) of the deliverables shall be provided.

V. Project Duration

The contract duration is twelve (12) months but not later than **January 31, 2022** and shall commence immediately upon receipt of approved Notice to Proceed.

VI. Project Sites: KMITS - DOH Central Office

VII. Implementation Arrangement

A. Contact persons:

All communications and reports must be addressed to:

ENRIQUE A. TAYAG

Director IV

Knowledge Management and Information Technology Service (KMITS)

Department of Health

Bld. 9 San Lazaro Compound, Sta. Cruz, Manila

Tel. 6517800 loc. 1926&1927

ATTENTION:

MS. CHARITY L. TAN

Chief, Knowledge Management Division

Knowledge Management and Information Technology Service (KMITS)

Department of Health

Bldg. 9 San Lazaro Compound, Sta. Cruz, Manila

Tel. 6517800 loc. 8000

CORAZON S. DELA CRUZ

Information Officer III

Knowledge Management and Information Technology Service (KMITS)

Department of Health

Bldg. 9 San Lazaro Compound, Sta. Cruz, Manila

Tel. 6517800 loc. 1903

B. Project Management or Contract Administration Arrangement

The Head of the Knowledge Management Division shall provide clear directions in the development of the outputs required in the TOR, and manage and supervise the SP in their implementation of the project.

C. Reporting Obligations, notices and approval process including minimum or essential reports' contents:

The SP shall report directly to the Head of KMITS who is the authorized person to approve notices and acceptance of deliverables based on the TOR, activities, and other related tasks.

VIII. Roles and Responsibilities

A. Within the duration of the project, Knowledge Management And Information Technology Service-Knowledge Management Division (KIMTS_KMD) shall:

1. Be responsible for the timely provision of resources needed by the SP to implement the project;
2. Provide day-to-day contact person for the duration of the project namely:

CORAZON S. DELA CRUZ

Information Officer III

Knowledge Management and Information Technology Service (KMITS)

Department of Health

Bldg. 9 San Lazaro Compound, Sta. Cruz, Manila

Tel. 6517800 loc. 1903

MARIA CRISTINA P. RIVERA

Administrative Assistant VI

Knowledge Management and Information Technology Service (KMITS)

Department of Health

Bldg. 9 San Lazaro Compound, Sta. Cruz, Manila

Tel. 6517800 loc. 1901

3. Facilitate access to information, documents, facilities, among others needed by the SP to perform required services;
4. Approve the proposed working schedule of the SP;
5. Grant authorized representative access to premises as well as equipment and all

facilities located therein to perform the SP's obligations;

6. Help secure working permit during scheduled visit of the SP;
7. Process the payment of the SP the amount due upon submission and receipt of claim supported with the required documents/reports.

B. Within the duration of the project the SP shall:

1. Perform services professionally based on industry standards and always protect the interest of the government in general and the DOH in particular;
2. Provide list of certified technical support team with addresses and contact numbers, involved in the project;
3. Secure for the DOH permits, licenses and approvals which are or maybe necessary to perform services;
4. Provide a chief officer or program manager who will be directly in charge of managing the project, and day-to-day contact personnel in charge of operations;
5. Submit a proposed working schedule for approval in order for DOH to inform the involved parties and secure security pass and working permit;
6. Protect privacy of the DOH and ensure that all confidential information and data on its ICT infrastructure are kept confidential;
7. Ensure all documents necessary for processing of payments are submitted to the DOH on a timely manner.

IX. Qualification of the Service Provider:

1. Extensive knowledge, background and technical experience in document management and archiving system covering software installation, configuration and maintenance;
2. Should have been engaged for at least three (3) years in document automation system and project management;
3. Must have been in the business or working in IT services sector for at least five (5) years.

X. Proposed Terms of Payment by Major Outputs:

PAYMENT #	DELIVERABLES	PERCENTAGE
1	Upon submission and acceptance of Inception Report, signed Non-Disclosure Agreement and Service Level Agreement including support and escalation procedures	15%
2	Upon submission and acceptance of: a. First (1 st) quarter progress report b. Back-up copy of database	20%
3	Upon submission and acceptance of: a. Second (2 nd) quarter progress report b. Back-up copy of database	20%
4	Upon submission and acceptance of: a. Third (3 rd) quarter progress report b. Back-up copy of database	20%
5	Upon submission and acceptance of : a. Fourth (4 th) quarter progress report b. Back-up copy of database c. Project terminal report	25%
		100%

XI. Approved Budget:

The financial proposal shall not exceed the Approved Budget for the Contract of **Seven Hundred Thousand Pesos (PhP 700,000.00)** inclusive of taxes and duties.

XII. Data Privacy

This project shall comply with the pertinent provisions of the Data Privacy Act of 2012.

Signature over Printed Name

[date of signing]

In the capacity of :

Duly authorized to sign bid for and on behalf of :

[title or other appropriate designation]

[Name of Company]

[Complete office address]

[Contact No.]

[Email Address]

[Fax No.]