



**BIDS AND AWARDS COMMITTEE**  
**Supplemental Bid Bulletin No. 1**  
 June 7, 2024

**Procurement of Cyber Defense Solution, and Supply, Delivery, Installation and Configuration of Information Technology Service Management (ITSM) Solution**  
**IB No. 2024-02-G**

This **Supplemental Bid Bulletin No. 1** is issued to modify or amend the item in the Bid Documents. This shall form an integral part of the Bid Documents.

REFERENCE		AMENDMENT/CHANGE/CLARIFICATION													
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Item	Specifications
Lot 2: IT Services Management (ITSM) Solution	...
	Subscription and/or License - Enterprise Edition  - Capable of Working with 1,000 computers <b>and 5 user licenses</b> - Capable of working with 200 servers <b>and 5 user licenses</b> - Capable of working with 150 networks devices

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Lot 2: IT Services Management (ITSM) Solution	...
	Subscription and/or License - Enterprise Edition, <b><u>Perpetual License, bundles with 1 Year Maintenance &amp; Support</u></b> - Capable of Working with 1,000 computers  - Capable of working with 200 servers  - Capable of working with 150 networks devices  - <b><u>With 7 Technical User Administrator licenses for Service Desk Tool</u></b> - <b><u>With 5 Technical User Administrator licenses for Vulnerability Manager and Patch Manager</u></b>

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Item	Specifications
2. Manpower Requirements	...
	Must have at least two (2) ITIL Foundation Certified staffs to comply with the technical requirements of this project. The said ITIL Certified Staffs should be connected with the Bidder/Supplier for at least three (3) years and

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<p>shall be the key personnel who will monitor the installation, configuration, commissioning, completeness of the proposed solution, and should be with the company within the duration of the contract.</p>	<p>shall be the key personnel who will monitor the installation, configuration, commissioning, completeness of the proposed solution, and should be with the company within the duration of the contract.  <b><u>Must submit the following as proof: photocopy of ITIL certification and certificate of employment. Sub-contracting of personnel is not allowed. This should be submitted as part of Bidder's Eligibility and Technical Proposal.</u></b></p>

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Item	Specifications
3. Warranty and After Sales Requirements	
	Twelve (12) months subscription of Cyber Defense Solution
	Twelve (12) months subscription of Information Technology Service Management (ITSM) Solution
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	Twelve (12) months subscription of Information Technology Service Management (ITSM) Solution
	<b><u>As proof of the manufacturer's warranty and after sales support of the offered solutions, the Bidder/Supplier must have and provide a certificate from the principal or manufacturer designating that they are an Authorized Partner of the proposed Cyber</u></b>

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			<p><b><u>Defense Solution (SOC Platform) and/or ITSM Solution. The said certification should be addressed to DOF's BAC Chairperson or BAC Secretariat and must indicate the name of the project. This should be submitted as part of their Eligibility and Technical Proposal.</u></b></p>								
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For guidance and information of all concerned.

**DAKILA ELTEEN M. NAPAO**  
Assistant Secretary and BAC Chairperson