

ISSUES	AGREEMENTS
<p>3. Additional issues raised by Filmetrics Corporation dated 20 July 2020</p>	<p>➤ Please refer to the attached separate sheet.</p>

Please be guided accordingly.

Thank you.


ATTY. SOLEDAD T. DE LA VEGA-CABANGIS
Chairperson
 Bids and Awards Committee

FILMETRICS CORPORATION ADDITIONAL QUERIES:

#	Section in TOR/TOR Description	Notes and Queries	REPLY
1	Section VII. Technical Specifications TECHNICAL SPECIFICATIONS OF 2 UNITS OF UNIFIED COMMUNICATION SERVER / VoIP PABX SERVER (Page 72)	<p>If Proponent will provide the hardware, will the procuring entity provide the rack space, electricity, LAN, power & cooling system?</p> <p>If Proponent will provide the hardware, where will the server be installed?</p>	<p>The proponent shall provide the hardware. TransCo will provide the rack space, electricity, LAN, power and cooling system.</p> <p>The proponent shall provide the hardware / VoIP PABX server. These hardwares will be installed in the TransCo CISIT data center located at the 3rd floor of the TransCo main building.</p>
3	Section VII. Technical Specifications Must be scalable and optimized for enterprise scale organizations with up to 1000 users (Page 73)	<p>Are the users located in one central location or multiple locations?</p> <p>If users are in multiple locations, how many locations do you have and approximately how many users are there per site?</p>	<p>Most users are located at the TransCo head office in Diliman, Quezon City.</p> <p>The TransCo head office includes the TransCo main building, TransCo annex building, TransCo dormitory and TransCo compound. Some users will be from the TransCo satellite offices, i.e. four (4) sites - Baguio, Bataan, Cebu and Davao, approximately three (3) users per site.</p>
4	Section VII. Technical Specifications Must support up to 2,500 devices.	<p>May we know the range of devices which will use the UCS?</p>	<p>The range of devices which will use the UCS must be less than 2,500 devices. The hardware must still be able to cater up to 2,500 devices for flexibility and scalability.</p>

#	Section in TOR/TOR Description	Notes and Queries	REPLY
	(Page 73)		
5	Section VII. Technical Specifications TECHNICAL SPECIFICATIONS OF 2 UNITS OF VOIP ROUTER (Page 73)	Where will the units be delivered? Where will they be deployed?	At the TransCo head office
6	Section VII. Technical Specifications TECHNICAL SPECIFICATIONS OF 11 UNITS OF ANALOG TELEPHONE ADAPTER (Page 74)	Where will the units be delivered? Where will they be deployed?	At the TransCo head office
7	Section VII. Technical Specifications TECHNICAL SPECIFICATIONS OF 35 UNITS OF VOICEMAIL AND AUTO ATTENDANT FEATURE (Page 74)	Where will the units be delivered? Where will they be deployed?	At the TransCo head office
8	Section VII. Technical Specifications TECHNICAL SPECIFICATIONS OF 202 UNITS STAFF PHONE (Page 75)	Where will the units be delivered? Where will they be deployed?	At the TransCo head office
9	Section VII. Technical	Where will the units be delivered?	At the TransCo head office

#	Section in TOR/TOR Description	Notes and Queries	REPLY
	Specifications TECHNICAL SPECIFICATIONS OF 66 UNITS MANAGER-SECRETARY PHONE (Page 75)	Where will they be deployed?	
10	Section VII. Technical Specifications TECHNICAL SPECIFICATIONS OF 20 UNITS TOP MANAGER PHONE (Page 76)	Where will the units be delivered? Where will they be deployed?	At the TransCo head office
11	Section VII. Technical Specifications TECHNICAL SPECIFICATIONS OF 1 UNIT OPERATOR PHONE (Page 77)	Where will the units be delivered? Where will they be deployed?	At the TransCo head office
12	Section VII. Technical Specifications TECHNICAL SPECIFICATIONS OF 100 LICENSES VIRTUAL PHONE APPLICATION (Page 78)	Where will the units be delivered? Where will they be deployed?	At the TransCo head office: twelve (12) for the satellite offices, three (3) per site.
13	Section VII. Technical Specifications TECHNICAL SPECIFICATIONS OF 5 CLOUD-BASED LICENSES FOR VIDEO CONFERENCING	For cloud hosting requirements, may we know what cloud platform are you using right now? If not yet, do you have any preference?	Microsoft 365. We need 5 cloud-based licenses for video conferencing for the UC system. We do not have any preference.

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	(Page 79)		
16	Section VII. Technical Specifications Support services Inclusive of e-mail, telephone, SMS and on-site 8x5 support services from reseller, distributor and principal for three (3) years with no additional cost. (Page 95)	Is it acceptable to the procuring entity if the issue reporting (ticketing system) is accessible 24/7 and response & resolution be between 8AM - 6PM within Proponent operational hours?	I think the response and resolution time should depend on the severity of the issues or problems. The proponent may need to perform OT when the UC system is down for immediate resolution.
17	Section VII. Technical Specifications Support services Inclusive of e-mail, telephone, SMS and on-site 8x5 support services from reseller, distributor and principal for three (3) years with no additional cost (Page 95)	Is it acceptable to the procuring entity, if after the acceptance of the project, all Proponent access will be revoked and that procuring entity's System Administrators push the patches/updates/software fixes to production servers?	After the acceptance of the project, the proponent must render three (3) years warranty and support services via on-site, phone, SMS, e-mail for free when the need arises.
18	Section VII. Technical Specifications 5.0 PROVIDE TRAINING 5.1 Administration / end-user training (Knowledge Transfer) 5.1.1 Inclusive of three (3) days complete administration	Are there any requirements where the training will be held?	None. Usually administration / end-user training is held at the TransCo Head Office, where the system or project has been deployed and implemented.

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	<p>training of all the functionalities and features of the proposed IP PABX system for four (4) CISIT personnel (meals - breakfast, lunch and snacks (am/pm) must be the responsibility of the reseller / service provider). (Page 95)</p>		
19	Project Management	<p>Will the procuring entity be providing a single point person during the duration of the project esp during the deployment at data center sites? The nominated SPOC is expected to execute internal coordination with their IT Team for any assistance required by the Proponent</p>	<p>Usually, the whole CISIT team coordinates with the proponent during planning, installation, deployment and implementation. There is no single point person.</p>