



Supplemental Bid Bulletin NO. 23-01

FOR THE

Procurement of Operations and Maintenance (O & M) Services and Cloud Subscription Services for the NEA Business Intelligence Technology (NEA-BIT) System

In accordance with Section 22.5.2 of the Revised Implementing Rules of RA 9184, this Supplemental Bid is hereby issued to clarify, modify or amend the following:

Section/Item No. in the TOR	Issue in the Bidding Documents/Technical Specifications	Clarification/Amendment
F.1 Operations & Maintenance		
Transition Planning		
<ul style="list-style-type: none"> The Training, shadowing, and transfer of technology must be provided to NEA Technical staff before the end of the contract. 	What is the timeline?	One month or more than before the end-of-contract
<ul style="list-style-type: none"> The Vendor shall fully assist, cooperate and support during the transition if the project will be awarded to another Provider by allowing them to study and assess the existing NEA BIT System prior to procurement. 	What is the timeline?	One month or more than before the end-of-contract
G.1 User Management		
<ul style="list-style-type: none"> The Service Desk (SD) will serve as the single point of contact (SPOC) for all IT concerns / issues of the users from NEA and the ECs. The SD shall provide Level 1 IT Support 	Is OTRS required?	Yes, Vendor can use a Free Software or With-Pay Software. Free Software will be turned over to client/NEA after end-of-contract
J.2.b Transfer of Technology (Cloud Services)		
<ul style="list-style-type: none"> The provider shall train NEA's technical personnel on the cloud's basic administration, configuration, and troubleshooting and provide regular updates on technical matters. 	What is the timeline?	One month or more than before the end of contract



Section/Item No. in the TOR	Issue in the Bidding Documents/Technical Specifications	Clarification/Amendment
NEA-BIT System Application Background	Not included in the TOR	Provided. Pls. see the attached files.
Transition period after NOA and NTP	What is the timeline?	One month transition only

Issued this 4th day of September 2023 for guidance and information of all concerned.

ATTY. ALEXANDER PAUL T. RIVERA
Chairperson, Bids and Awards Committee (BAC)