



Republic of the Philippines
NATIONAL PRIVACY COMMISSION
BIDS AND AWARDS COMMITTEE

REQUEST FOR QUOTATION

PRIVATE AUTOMATIC BRANCH EXCHANGE (PABX) SYSTEM WITH IP PHONES /
HANDSET
(2022-0117)

16 September 2022

NOTICE TO ALL PROVIDERS/SUPPLIERS:

The National Privacy Commission intends to procure **PRIVATE AUTOMATIC BRANCH EXCHANGE (PABX) SYSTEM WITH IP PHONES / HANDSET(2022-0117)**. As such, providers or suppliers of known qualifications are hereby invited to submit their quotations/price proposals signed by your authorized representative not later than **5:00 P.M., 20 September 2022**.

The service providers/suppliers must also submit the following requirements:

1. Copy of Valid and Current Mayor's/Business Permit issued by the city or municipality where the principal place of business of the prospective bidder is located;
2. PhilGEPS Registration Number;
3. Notarized Omnibus Sworn Statement with applicable attachments¹;
4. Income/ Business Tax Return of the preceding year; and
5. Manifestation of compliance to the attached technical specification signed by your authorized representative.

Please submit your quotation together with the required documents via e-mail to bacsecretariat@privacy.gov.ph or via mail or courier in a sealed envelope to:

BIDS AND AWARDS COMMITTEE
5th Floor, Ang Kiukok Hall,
PICC Delegation Building, PICC Complex,
Roxas Boulevard Manila 1307

Sincerely,

ATTY. MA. FRANCES AIRA SY
BAC Secretariat Head
National Privacy Commission

¹ **NOTE:** Make sure to use the latest Omnibus Sworn Statement template downloadable from GPPB website (<https://www.gppb.gov.ph/downloadables.php>). Make sure that the "Jurat" of the sworn statement contains the details of the valid government issued ID of the affiant. Lastly, please make sure to submit its necessary attachments:

1. **If a sole proprietorship:** duly notarized Special Power of Attorney (if authorized representative)
2. **If a partnership, corporation, cooperative, or joint venture:** duly notarized Secretary's Certificate, Board/ Partnership Resolution, or Special Power of Attorney (whichever is applicable)

NOTE: Both the Omnibus Sworn Statement (OSS) and its attachment must specifically state the name of this procurement. Attached herein is the latest OSS template.

The original of this document is in digital format
NPC_BAC_RFQ-V1.0, R0.0, 05 May 2021

Ref No.: BAC-22-00300

5th Floor, Philippine International Convention Center, Vicente Sotto Avenue, Pasay City, Metro Manila 1307
URL: <https://www.privacy.gov.ph> Email Add: info@privacy.gov.ph Tel No. 8234-2228

TECHNICAL SPECIFICATION
PRIVATE AUTOMATIC BRANCH EXCHANGE (PABX) SYSTEM WITH IP PHONES /
HANDSET

Item	Unit	QTY	Description/Specifications	Approved Budget of the Contract (Php 630,000.00)		Compliance (Manifest your compliance by writing <u>"COMPLY" in every item</u>)
				Unit Price	Total	
1	lot	1	<ul style="list-style-type: none"> • Please refer to the "Technical Specification" for: 			
			1. Technical Requirements			
			PABX Server(s) 1 or 2 (units)			
			Basic IP Phone (40 units)			
			Operator IP Phone (2 units)			
			FXO Modules (3 units)			
			One (1) year remote extension deployment license (1)			
			Knowledge Transfer / Training <i>Installation, configuration, and training shall be done within 14 calendar days from the delivery of the hardware.</i>			
Delivery Terms: <i>Delivery of the hardware/software licenses must be within 45 to 60 days from the receipt by the supplier of the NTP/NOA/PO.</i>						
Payment and Place of Delivery						
TOTAL						

Instruction to bidders (as applicable):

- I. All prices shall be VAT inclusive.
- II. Compliance must be stated by **writing "COMPLY" in EVERY requirement** mentioned above, failure to do so shall be a ground for disqualification.
- III. Present the original Mayor's Permit and submit Certified True Copy of the eligibility documents and signed Quotation upon the scheduled signing of Notice of Award for inspection and verification.
- IV. Acknowledgement of the Notice of Award shall be within five business (5) days from its issuance.
- V. Payment shall be made when the Goods have been delivered in accordance with the signed contract and instructions and upon issuance of Inspection and Acceptance Report.
- VI. Delivery shall be made to NPC Office at 5F Delegation Building, PICC Complex, Pasay City.
- VII. Delivery of the hardware/software licenses must be within 45 to 60 days from the receipt by the supplier of the NTP/NOA/PO.

- VIII. Payment shall be made when the Goods have been delivered in accordance with the signed contract/purchase order and instructions and upon issuance of Inspection and Acceptance Report by the Inspection and Acceptance Committee and the End-User.

CONFORME: _____
(Name of Supplier/Provider/Date)

BY: _____
(Name/Position/Signature of Representative/Date)



Republic of the Philippines
NATIONAL PRIVACY COMMISSION

TECHNICAL SPECIFICATION

**PRIVATE AUTOMATIC BRANCH EXCHANGE (PABX) SYSTEM WITH IP
PHONES/HANDSET
(APP Item No. 2022 - 0117)**

I. BACKGROUND

The current PABX system of the National Privacy Commission (NPC) was installed and became operational in 2018, it is currently bundled with PLDT Telephone Subscription Services. Since its inception, the PABX system has been proven to be useful tool for NPC, however, the increasing number of users and the need for extension numbers are continuously growing in which the current system could no longer accommodate, therefore further expansion and upgrade are needed, additional justification includes the following reasons:

1. Limited flexibility in customization and configuration for both phone handsets and the PABX Server.
2. No available IP Phones and/or extension numbers allocation for new units/employees.
3. Limited integration with SMTP server and GSM Gateway.

II. OBJECTIVES

The objective of this procurement is to acquire our own PABX system that will allow NPC internal employees communicate both within the organization and external clients, allow a flexible system that will efficiently handle multiple landline calls simultaneously with added capability to receive mobile calls, allow softphone dialer application across the web, desktop and mobile which supports multi-channel communication features, and allow managing the PABX system easily without the third-party provider to assist in the configuration and securing the voice channel.

III. TECHNICAL SPECIFICATIONS / REQUIREMENTS

The scope of this procurement is for **SUPPLY, DELIVERY, INSTALLATION, CONFIGURATION** of the PABX System. The following technical specifications are described below including the required components.

1. Technical specifications for the PABX Server

- a. Must be an enterprise grade unified VoIP communication.
- b. Must support up to 200-300 users.
- c. Must be capable of receiving ten (10) simultaneous calls.
- d. Must have ethernet interfaces.
- e. Must be rack mountable.
- f. Must have a web-based management interface.
- g. Must have a minimum of 16GB internal storage for call recording/voicemails.
- h. Must be capable and compatible with third-party softphone application for VOIP calls over WIFI or 3G/4G/5G.
- i. Must support standard transport and network protocols.
- j. Must support video and audio codecs.
- k. Must support the following features and capabilities:
 - i. Auto-Attendant / Interactive Voice Response
 - ii. Call-Queue
 - iii. Call Forward
 - iv. Call Transfer
 - v. Call Pickup
 - vi. Call Parking
 - vii. Call Waiting
 - viii. Speed Dialing
 - ix. Caller ID
 - x. 3-way calling
 - xi. Conference Call
 - xii. Call Back
 - xiii. Voicemail
 - xiv. Do Not Disturb
 - xv. Time Conditions

2. Technical specifications for the Basic IP Phones

- a. Must have backlit screen.
- b. Must have Function and Navigation Keys.
- c. Must have Standard Phone Digits keys.
- d. Must have Volume Control keys.

- e. Must have HD Voice Quality.
- f. Must support PoE to allow the Basic IP Phones to draw power from the PoE access switch.
- g. Intuitive User Interface with Icons
- h. Must have a LAN cable included.
- i. Must be configurable with Static / DHCP addressing.
- j. Must support VLAN and QoS.
- l. Must support the following features and capabilities:
 - i. Answer / Reject Calls
 - ii. Mute / Unmute
 - iii. Call Hold / Resume
 - iv. Call Waiting
 - v. Caller ID Display
 - vi. Speed Dial
 - vii. Call Forwarding
 - viii. Call Parking
 - ix. Redial
 - x. Do Not Disturb
 - xi. 3-way Conference

3. Technical specifications for the **Operator IP Phone**

- a. Must have LCD color-screen display.
- b. Must have DSS keys with LED.
- c. Same technical specifications of Basic IP Phone from b to p (i-xi).

4. Technical specifications for **Foreign Exchange Office (FXO) Modules**

- a. Must have four (4) RJ-11 ports for PSTN line connection.
- b. Must be capable to interface with ten (10) trunklines.
- c. Must be compatible with the PABX Server.

5. Technical specifications for **Remote Extension Deployment License**.

- a. The License must allow remote extension deployment for both mobile and desktop extensions.
- b. License must be valid for one (1) year only.

6. Functional Requirements

- a. Must be easily integrated into the network infrastructure of NPC.
- b. The PABX server shall be appliance type which shall be managed by a web-based management portal.
- c. The web-based management portal must be secure and must allow multi-level user administration.

- d. The base PABX server and its components shall be equipped with perpetual software license.
- e. The PABX server and its components shall have an SIP based extension protocol which allows third-party SIP-based devices to be connected.

7. Implementation and Configuration Procedures

The supplier / vendor must include the implementation and configuration costing, below are the following stages of implementation and configuration:

- a. Pre-Installation
 - i. Provide detailed work plan with timeline specifying installation, design, detailed activities, and network diagram showing connectivity from the Analog PLDT lines connected to the PABX server and IP Phones (Basic IP Phone and Operator IP Phone).
- b. Actual Installation
 - i. Upon delivery, the supplier must assist in the installation and configuration of the PABX Server and its components into the existing isolated network of NPC.
 - ii. Rewire the two-pair wire (analog) and connect RJ-11/RJ-45 connector to the PABX server.
- c. Testing and Verification
 - i. Testing should be done by the supplier to achieve the functionality and benefits of the PABX Server and its components. The supplier must provide an actual result of the testing of the installed devices.

8. Documentations to be submitted

- a. The supplier must provide to the end-user all manuals and/or technical documentations of all the PABX components.
- b. The supplier must provide documentation of verification and testing results.

9. Knowledge Transfer / Training

- a. The supplier must provide at least one (1) day of training on the operation of the PABX server and its components.

10. Technical Support, Warranty and Service Level Agreement

- a. During the one (1) year warranty period, the supplier shall provide highly technical personnel to the end-user to troubleshoot and fix any PABX issues, including all its components/peripherals whenever and/or related problem should occur.
- b. The supplier / vendor must provide to the end-user instructions or mechanisms on how to report technical issues.

- c. The one (1) year warranty period should cover replacement of the PABX Server, including its components, and modules if found to be faulty or defective.
- d. The one (1) year warranty period shall provide escalation matrix of contact information (Telephone, Mobile Number, Email and Contact Person). The following service level agreement is as follows:
 - i. Level 1: Categorized as **Minor**, the issue must be resolved within one (1) hour after initial report to the service desk or technical support.
 - ii. Level 2: Categorized as **Major**, the issue must be resolved within two (2) hours.
 - iii. Level 3: Categorized as **Critical**, the issue must be resolved immediately within four (4) hours.

11. Supplier's Qualification

- a. Supplier must be PHILGEPS registered.
- b. Mayor's/Business permit.
- c. Notarized Omnibus Sworn Statement with applicable attachments (ABC above Php 50,000.00) and Income/Business Tax Return (ABC above Php 500,000.00)
- d. The technical personnel or team of technical staff of the supplier must have at least two (2) years of practical experience in configuration and installation of PABX server and IP Phone.
- e. The supplier shall comply with all the required documents of the NPC Bids and Awards Committee.
- f. Other documents as needed and prescribed under Revised IRR of Republic Act No. 9184.

IV. PAYMENT AND DELIVERY

Item	Quantity	Date of Delivery	Supporting Documents
1. PABX Server(s)	1 or 2	Delivery of the hardware/software licenses must be within forty-five (45) to sixty (60) calendar days from the receipt by the Supplier of Notice to Proceed (NTP) / Notice	Instruction manual, warranty certificate, online documentation, Inspection and Acceptance Report, and Certificate of acceptance, Billing
2. Basic IP Phone	40		
3. Operator IP Phone	2		
4. FXO Modules	3		

5. One year (1) remote extension deployment license.	1	of Award (NOA) / Purchase Order (PO).	Statement/Sales Invoice/Statement of Account, Delivery Receipt.
6. Knowledge Transfer / Training	-	Installation, configuration, and training shall be done within 14 calendar days from the delivery of the hardware.	Attendance Monitoring Sheet.

Place of Delivery: NPC, 5th Floor, Delegation Building, Philippine International Convention Center, Vicente Sotto Avenue, Pasay City, Metro Manila 1307

Payment shall be made when the Goods have been delivered in accordance with the signed contract/purchase order and instructions and upon issuance of Inspection and Acceptance Report by the Inspection and Acceptance Committee and the End-User.

V. MODE AND NATURE OF PROCUREMENT

This shall be procurement of goods. The mode of procurement shall be:

1. Alternative Mode through Negotiated Procurement - Small Value Procurement

VIII. FUND SOURCE AND APPROVED BUDGET FOR THE CONTRACT (ABC)

Source of Fund : FY 2022 General Appropriation
NPC Annual Procurement Plan FY 2022 (APP Item No. 2022-0117)

ISSP : Endorsed NPC FY ISSP 2021-2023

Approved Budget for the Contract : Approved Budget for the Contract is Six-Hundred Thirty Thousand Pesos Only (Php 630,000.00).

Prepared by:



Digitally signed by
Plandor Lennard Apora
Date: 2022.09.06
10:56:27 +08'00'

LENNARD A. PLANDOR
ITO II, IMISU

Approved by:



Digitally signed
by Magtalas
Kelvin Santos

KELVIN S. MAGTALAS
Vice-Chair, IMISU

PCSO No. 028 s. 2022 Reconstitution of the Interim Management Information System Unit (IMISU)

Omnibus Sworn Statement (Revised)
[shall be submitted with the Bid]

REPUBLIC OF THE PHILIPPINES)
CITY/MUNICIPALITY OF _____) S.S.

AFFIDAVIT

I, [Name of Affiant], of legal age, [Civil Status], [Nationality], and residing at [Address of Affiant], after having been duly sworn in accordance with law, do hereby depose and state that:

1. *[Select one, delete the other:]*

[If a sole proprietorship:] I am the sole proprietor or authorized representative of [Name of Bidder] with office address at [address of Bidder];

[If a partnership, corporation, cooperative, or joint venture:] I am the duly authorized and designated representative of [Name of Bidder] with office address at [address of Bidder];

2. *[Select one, delete the other:]*

[If a sole proprietorship:] As the owner and sole proprietor, or authorized representative of [Name of Bidder], I have full power and authority to do, execute and perform any and all acts necessary to participate, submit the bid, and to sign and execute the ensuing contract for [Name of the Project] of the [Name of the Procuring Entity], as shown in the attached duly notarized Special Power of Attorney;

[If a partnership, corporation, cooperative, or joint venture:] I am granted full power and authority to do, execute and perform any and all acts necessary to participate, submit the bid, and to sign and execute the ensuing contract for [Name of the Project] of the [Name of the Procuring Entity], as shown in the attached [state title of attached document showing proof of authorization (e.g., duly notarized Secretary's Certificate, Board/Partnership Resolution, or Special Power of Attorney, whichever is applicable)];

3. [Name of Bidder] is not "blacklisted" or barred from bidding by the Government of the Philippines or any of its agencies, offices, corporations, or Local Government Units, foreign government/foreign or international financing institution whose blacklisting rules have been recognized by the Government Procurement Policy Board, **by itself or by relation, membership, association, affiliation, or controlling**

interest with another blacklisted person or entity as defined and provided for in the Uniform Guidelines on Blacklisting;

4. Each of the documents submitted in satisfaction of the bidding requirements is an authentic copy of the original, complete, and all statements and information provided therein are true and correct;
5. [Name of Bidder] is authorizing the Head of the Procuring Entity or its duly authorized representative(s) to verify all the documents submitted;
6. *[Select one, delete the rest:]*

[If a sole proprietorship:] The owner or sole proprietor is not related to the Head of the Procuring Entity, members of the Bids and Awards Committee (BAC), the Technical Working Group, and the BAC Secretariat, the head of the Project Management Office or the end-user unit, and the project consultants by consanguinity or affinity up to the third civil degree;

[If a partnership or cooperative:] None of the officers and members of [Name of Bidder] is related to the Head of the Procuring Entity, members of the Bids and Awards Committee (BAC), the Technical Working Group, and the BAC Secretariat, the head of the Project Management Office or the end-user unit, and the project consultants by consanguinity or affinity up to the third civil degree;

[If a corporation or joint venture:] None of the officers, directors, and controlling stockholders of [Name of Bidder] is related to the Head of the Procuring Entity, members of the Bids and Awards Committee (BAC), the Technical Working Group, and the BAC Secretariat, the head of the Project Management Office or the end-user unit, and the project consultants by consanguinity or affinity up to the third civil degree;

7. [Name of Bidder] complies with existing labor laws and standards; and
8. [Name of Bidder] is aware of and has undertaken the responsibilities as a Bidder in compliance with the Philippine Bidding Documents, which includes:
 - a. Carefully examining all of the Bidding Documents;
 - b. Acknowledging all conditions, local or otherwise, affecting the implementation of the Contract;
 - c. Making an estimate of the facilities available and needed for the contract to be bid, if any; and
 - d. Inquiring or securing Supplemental/Bid Bulletin(s) issued for the [Name of the Project].

9. *[Name of Bidder]* did not give or pay directly or indirectly, any commission, amount, fee, or any form of consideration, pecuniary or otherwise, to any person or official, personnel or representative of the government in relation to any procurement project or activity.

10. **In case advance payment was made or given, failure to perform or deliver any of the obligations and undertakings in the contract shall be sufficient grounds to constitute criminal liability for Swindling (Estafa) or the commission of fraud with unfaithfulness or abuse of confidence through misappropriating or converting any payment received by a person or entity under an obligation involving the duty to deliver certain goods or services, to the prejudice of the public and the government of the Philippines pursuant to Article 315 of Act No. 3815 s. 1930, as amended, or the Revised Penal Code.**

IN WITNESS WHEREOF, I have hereunto set my hand this __ day of __, 20__ at _____, Philippines.

[Insert NAME OF BIDDER OR ITS AUTHORIZED REPRESENTATIVE]

[Insert signatory's legal capacity]

Affiant

SUBSCRIBED AND SWORN TO before me this _____ day of _____ 20__ at _____, affiant having exhibited to me his/her _____ issued on/valid until _____.

Doc. No.: _____

Page No. _____

Book No.: _____

Series of 20_____