

28 November 2017

SUPPLEMENTAL BID BULLETIN NO. 3
TO THE INVITATION TO BID FOR THE PURCHASE OF TWO (2) UNITS
FORENSICATOR PACKAGE FOR OFFICE OF CYBERCRIME (OOC)

ADDITIONAL TERMS OF REFERENCE

Lease of One (1) Unit of Forensic Package

7. Technical Support

7.1 Hardware Support

- Install and setup the new Forensic Workstations
- Troubleshoot issues on hardware and attached standard peripherals
- Unit shall be made operational within twenty-four 24-hours upon receipt of report either through telephone call, text, email or any other mode of communications

7.2 Software Support

- Install, upgrade, and verify supported software such as the operating system, forensic software/tools, and other relevant packages or utilities
- Patch management for all installed and managed software
- Unit shall be made operational and configured within twenty-four 24-hours upon receipt of report either through telephone call, text, email or any other mode of communications

8. End-User

- Shall provide a thorough and detailed account of the problem/service requested
- Understand that the included storage media may be wiped clean during re-installation, if deemed necessary
- Responsible for the storage of important data on DOJ's own centrally-managed and backed-up file servers
- Consent to allow a supplier's technician access to equipment, especially for security issues, and for the technician to temporarily remove the equipment for further troubleshooting, if deemed necessary.

III. DELIVERY DATE

The term of payment will be on a monthly basis subject to billing from the supplier for the one (1) year subscription.

Within 30 calendar days from the receipt of the notice to proceed, supplier must provide Manufacturer Letter of Authorization to bid, and provide demonstrable proficiency in providing technical support for mission-critical forensic systems.

IV. TERMINATION

V. TERMS AND CONDITIONS

1. This TOR defines the coverage of DOJ OOC's requirements for the Forensicator package and does not constitute as a contract of any kind.
2. DOJ-OOC reserves the right to enter negotiations or discussions with other suppliers.
3. DOJ-OOC reserves the right to reject all proposals as it may deem necessary.
4. Any information that will come out because of this tender shall be treated confidentially and may not be distributed to any party under any circumstances.
5. Only officials and personalities that are legally authorized by the organization can sign whatever document pertaining to this tender.
6. Changes and other modifications to the submitted proposal may be allowed if it is prior to the stated deadline.
7. DOJ-OOC will not be obliged to proceed with any transaction related to this bid unless expressed in a written agreement between the two parties.

(Sgd.) RICARDO V. PARAS III
Chief State Counsel
Chairperson, Bids and Awards Committee