

**BIDS AND AWARDS COMMITTEE (BAC) FOR GOODS
RESOLUTION NO. BG2018-027**

**RENEWAL OF THE CURRENT PABX SYSTEM
AT THE BCDA CORPORATE CENTER**

WHEREAS, on 27 December 2017, BCDA and PLDT entered into a Five (5)-Year Lease Agreement for BCDA's Private Automatic Branch eXchange (PABX) Phone System in the amount of Pesos: Two Hundred Two Thousand Forty-Eight Pesos & 00/100 (PhP202,048.00) per month, with the following configuration and services:

1. 1x E1 Integrated Services Digital Network (ISDN) PRI and 100 locals (Breakdown as follows: 5 units Executive IP Phone with 1 unit Satellite Microphone, 95 units IP Phones, Call Accounting Software, VPN Concentrator, Audio Conferencing, Web Conferencing);
2. 10 units Mobility License;
3. 5 units POE Switch 24 ports;
4. 4 Ports GSM Gateway; and,
5. 5 ports Fax to Email.

WHEREAS, Article V TERM AND TERMINATION of the Lease Agreement states, to wit:

5.1 The initial contract term shall be valid for one year from the date of acceptance of the Service as indicated in the Acceptance of Service Form by BCDA's authorized signatory and shall be automatically renewed from year to year until five (5) years. Should BCDA pre-terminate before the end of the five (5) year term, BCDA shall be obliged to pay pre-termination fee on the remaining life of the Agreement.

5.2 These terms and Conditions shall be valid and in effect for a period of SIXTY (60) months, subject to renewal annually based on the conditions of GPPB Guidelines (Resolution No. 019-2006), reckoned from the date of its execution by the parties herein or from the Acceptance of the PABX Equipment by the BCDA, whichever is later, and shall be deemed automatically renewed under the same terms and conditions unless sooner terminated by either party pursuant to these Terms and Conditions.

WHEREAS, Appendix 21 of the Revised Implementing Rules and Regulations of Republic Act No. 9184 and GPPB Resolution No. 019-2006 "Guidelines on the Procurement of Water, Electricity, Telecommunications and Internet Service Providers, provide that:

"3.2.1 Contractual agreements previously entered into with telecommunication companies shall be respected.

BACG Resolution no. BG2018-027
Renewal of the Current PABX System at the BCDA Corporate Center
October 2018



Page 1 of 3

3.2.1.2 At the end of each year, however, the procuring entity must assess the quality of service provided by its telecommunication service provider. For instance, it must compare the cost charged by its existing telephone or cellular phone service provider and the range of services it offers as against other service providers in the area.

3.2.1.3 If results of said assessment or cost-benefit analysis continue to favor the existing service provider, then the procuring entity may simply renew its services. If it does not, then the procuring entity should bid said services in accordance with Subsection 3.2.2 of these guidelines.”

WHEREAS, based on the foregoing guidelines, the ICTD conducted a survey within its team, specifically those that handle the maintenance of the PABX to determine the quality of service provided by PLDT, the degree of satisfaction and the performance of the PABX equipment and ISDN line. Based on the survey, PLDT garnered an overall rating of “Satisfactory” with strengths on (1) Availability of Contact Persons; (2) Professionalism; (3) Responsiveness; (4) Appearance and Courtesy; (5) Complaint Handling; and, (6) Performance. Another survey was conducted across the whole BCDA to further determine the quality of service provided by PLDT and the performance of the deployed PABX equipment. ICTD was able to receive 30 responses resulting in an overall rating of “Satisfactory.” (memo endorsing the results hereto attached as **Annex “A”**)

WHEREAS, the ICTD also requested a quotation from the other major telecom service provider: Globe Telecoms but the said network failed to submit their quotation even after several follow-ups.

WHEREAS, the summary of the results of the assessment conducted by the ICTD are as follows:

1. Overall “Satisfactory” rating;
2. Getting a new provider would entail changing of the trunk and direct lines which is not a good business practice as it disconnects the company from its clients and stakeholders creating undue inconveniences and possible loss of business;
3. Changing providers will mean new telephone numbers, which will entail additional costs to the company because of the necessary media announcements and changes in the collaterals used (e.g. letterheads, envelopes and calling cards);
4. Maintenance and support which would entail additional cost will continue to be covered by PLDT for the remainder of the lease agreement;
5. Ownership of the equipment will be transferred to BCDA upon completion of the full lease term;
6. Extension of service and full compatibility with the PABX in the Clark office can be achieved leading to costs savings for both the BGC and Clark office; and,
7. The other network is unresponsive or disinterested in providing service to BCDA.

WHEREAS, upon deliberation based on the representations made by ICTD, the BAC-G found that the assessment continue to favor PLDT;

NOW, THEREFORE, foregoing premises considered, we, the members of the Bids and Awards Committee for Goods, hereby **RESOLVE**, as it is hereby **RESOLVED**, to affirm the assessment of the ICTD showing that BCDA's existing service provider, PLDT, complied with its obligation under the Lease Agreement and passed the quality of service required by BCDA. Hence, the BAC-G finds no reason to pre-terminate the Lease Agreement.

RESOLVED, at the BCDA Corporate Office this 30th day of October 2018.

BIDS AND AWARDS COMMITTEE (BAC) FOR GOODS

BGEN CARLOS F. QUITA (RET)
Chairperson

on leave

MARIA SOLEDAD C. SAN PABLO
Vice Chairperson

SAMUEL JOHN L. VIDALLON
Member

GISELAZ. KALALO
Member

CHRISTIAN PAOLO R. QUILLAMOR
Member

Approved By:

AILEEN AN. R. ZOSA
Executive Vice President

BACG Resolution no. BG2018-027
Renewal of the Current PABX System at the BCDA Corporate Center
October 2018

Page 3 of 3