

LTO-IT Queries: Indra				
PAGE	SECTION	TOR EXCERPT	QUESTION/QUERY	ANSWER
125	IV. PROJECT SCOPE	Transportation Information system (TIS)	1. What is the scope of this system? 2. What type of information should it provide? 3. What is the functionality of this system?	The Transportation Information System is a reporting module that shall be distinguished as to Public and Private Transportation systems. The information that will be required for each will depend on the nature of the query but may include searches vital for law enforcement, for public infrastructure planning, and for traffic planning requirements. The reporting must be from LTO Office level to Regional and National and must be on demand or on request.
137			Is the generation of cards on an annual basis included in the scope? If so, please detail how many cards on a yearly basis of each type (Driving License and Vehicle Certificate of Registration) the provider has to supply.	Drivers License is not included in the scope. The generation of cards shall be on demand. The number of MV Registration can be found in Bid Bulletin GBB No. 004
103	Appendix B - Supplies Management	The service provides for the PROVIDER to assist the CLIENT in the processes to acquire, inventory and distribute items that are used in the operations. It must balance the need to have items on hand when required with maintaining adequate inventory, allowing the CLIENT to carry less overhead. It shall cover all relevant supplies for the issuance of driver's license, plates, stickers, equipment repairs, and any other items that are used internally for the ongoing function.	Is the Solutions provider responsible only for sourcing, procuring, and acquiring of LTO License plates and stickers, and is not required to manufacture such items as part of the supply chain? What is part of scope? System to keep track of tickets and plates only or including actual production of tickets and plates?	No, the TSP will only be responsible for the management and monitoring of these supplies. The procurement of all supplies shall be the responsibility of DOTC-LTO. Please refer to Subsection E of Section VII Technical Specifications.
137	M. Drivers License and Vehicle Certificate of Registration System	The card system shall consist of: 1. Database (SW & HW). The card system must be able to interface with the front-end & back-end systems. 2. Centralized, personalization system that will perform printing on the card (to print the name & vehicle data). 3. Security features that can store the photo &/or biometric info. 4. Capability to store relevant data needed for verification & renewal such as: name, personal details, biometrics, vehicle details, receipt number, violations etc. All Offices must have one (1) ID Card System.	Will the format/code/access for reading other agencies ID Card be provided? (SSS, GSIS, etc.)	No this will not be provided. TSP must do its own due diligence.

PAGE	SECTION	TOR EXCERPT	QUESTION/QUERY	ANSWER
137	M. Drivers License and Vehicle Certificate of Registration System		<p>As outlined in bullets 1-4 these are the features of the card system, can LTO clarify what it means with the statement "All Offices must have one (1) ID Card System.", do we just mean Card/Document readers?</p> <p>Referring to bullet number 2, wherein centralized printing of ID will be done, how will the printed card or vehicle card be returned to the transacting person/entity? Are they required to go back to the office where they transacted or will these be sent via courier? Is the winning bidder required to include courier services as part of his services?</p> <p>On bullet #4, how much historical data should be stored in the card? For example the initial set of info name, address, and changes to name (via marriage) and changes in address, all receipt numbers issued, all violations/citation?</p>	The card specifications were provided in SBB No. 002-2012. As to the data to be stored, this will be discussed with the winning bidder
128	F. Supply, Deliver, Testing, Documentation and Installation of appropriate Computing Products	19. Desktops / Laptops	How many users are to be given laptops? Will you require wireless access points (wifi) or will all laptop user be required to be wired in?	60 Laptops for Top Management and Technical Support
126		Public Utility Franchising DB	Which front end application is associated to this?	Motor Vehicle Registration
151	Project Scope	Letter KK-Proof of Concept. During the post qualification stage, LTO shall require TSP to demonstrate a proof of concept...	Kindly advise the target date for the Proof of Concept.	During Post-Qualification period, you will be sent a notice for presentation.
119	Schedule of Requirement/s		For the project plan and UAT tests procedure, LTO has alloted 5 days to review the documents. Does this mean that we can allot 5 days for the review of Technical Documents (e.g. ETL, Functional Design Document)?	<p>Please refer Technical Specifications (Section VII, Sub-section HH, Project Management)</p> <p>"The BIDDER must provide the proposed Project Implementation Plan in Microsoft Project format and Project Management methodology. The BIDDER must identify the Critical Path/s in the Project Plan."</p>
119	Schedule of Requirement/s	Task Number 3	The submission of user acceptance procedure is the day after the approval of the project plan. Normally UAT procedures are submitted after the approval of Business requirements document and other technical documents (ETL, functional design) so the date for the submission of the user acceptance should be October or November. Kindly explain why there is a need to submit the user acceptance document by July 27, what are the expected contents of the document?	The most important date is Feb 2013 when the system must be operational.

PAGE	SECTION	TOR EXCERPT	QUESTION/QUERY	ANSWER
119	Schedule of Requirement/s	Task Number 9 – User Acceptance Tests	The lead-time for UAT is only 1 week. This is very tight so we plan to increase the duration by shortening the development lead-time. If we shorten the development time, we can schedule the UAT at an earlier date. Are we allowed to change the UAT start date?	
120	Schedule of Requirement/s	Task Number 17 – Overall Acceptance	Under task 17, overall acceptance is scheduled in June 2014. However, in page 118, the end date for phase 7 is Aug 2014. Is the acceptance date June or Aug 2014?	August 2014 is for completion of ISO certificate. June 2014 is for the overall acceptance of the system. These dates are tentative.
Batch II May 4, 2012				
123	III. Project Objectives B. Specific Objective	To design and implement web-enabled system for drivers' license application and renewal, motor vehicle inspection and registration, smoke emission tests and medical & drug test requirements that will minimize/eliminate queues in LTO transaction applications;	Can we provide a multi-biometric capture and a 1:1 face biometric verification instead of fingerprint (AFIS)?	Fingerprint is necessary, other features nice to have
123	III. Project Objectives B. Specific Objective	To design and implement a web-based biometric verification system for both duly authorized medical examiner and license applicants to prevent fraudulent medical reports during medical & drug testing procedures	In general, verification is 1:1, is identification 1:N will be part of the solution? What will be the response time for the adjudication if we will consider 1:N?	1:1 verification is mandatory.
126	III. Project Scope B. design & implementation 1. Motor Vehicle Registry DB B. design & implementation 2. Driver's license DB B. design & implementation 3. Public Utility Franchise DB B. design & implementation 4. Law Enforcement and Traffic Adjudication DB	a. Digital copy of submitted docs	Do we have Optical Character Recognition (OCR) for document management? How many indexes for each documents? How many users?	The BIDDER must propose the appropriate solution . The digital document can be as simple as scanned documents.

PAGE	SECTION	TOR EXCERPT	QUESTION/QUERY	ANSWER
129-130	A. General Technical Requirements		Can you provide a detailed list of offices, including addresses and their designation (i.e. regional office, district office, field office, or DLRC)? What is the size of the user base? Can you provide the number of users per office/building/location? Does the 98% availability for the entire infrastructure include the end nodes such as workstations, printers, scanners, etc.?	Please refer to Bid Bulletins GBB No. 004 and SBB No. 002-2012
139	P. Structured Cabling Systems		Please provide the floor plan of the different offices. Will the necessary civil works and renovations of LTO Regional and Branch offices be part of the bid scope? (The bid document does not mention civil works in LTO branches especially for cabling and the LAN.)	The Bidder can conduct an ocular inspection. The cabling and LAN of all offices is included in the scope of work.
139	Q. Data Communications Network (Local Area and Wide Area Network)		WAN - Kindly provide information about the current network connectivity per office (DSL, wireless, leased line, speed, etc.) as well as current provider. Will these WAN providers be maintained and re-used?	The BIDDER must provide the LAN and WAN design. A conceptual design can be found in Page 158. The existing LAN and WAN infrastructure is not owned by DOTC-LTO
118	Certification		Which departments do they want to cover for SMS?	Initially the Short Messaging System shall be used for sending GSM/SMS notification messages for network-related alerts only. In the future, the DOTC-LTO is open for any process improvements.
128	K. IT services		Is the new DC facility to be retrofitted within an existing building or a new structure need to be constructed within DOTCs compound? If the new DC & DR facilities to be retrofitted, can DOTC provide floor, electrical and mechanical As-Built plans? If both facilities to be retrofitted, what is the total building power demand and what is the total capacity provided?	LTO will provide the appropriate space for the Main Data Center. TSP shall provide all the necessary equipment and civil works for the proper operation of the system, please refer to Sub-section V to Sub-section BB of Section VII Technical Specifications. The proposed floor plan must be provided in the bid technical documents.
			For the electrical fit out, are we covering the upstream system or only the downstream? a. Upstream – includes the installation of feeder lines from the power house/substation up to termination b. Downstream – UPS tap off point to termination	As long as you can ensure the availability, then do whatever is necessary
			What is the incoming voltage? 380-400vAC 3-phase or 460vAC 3-Phase?	Responsibility of the winning bidder to conduct ocular inspection.

PAGE	SECTION	TOR EXCERPT	QUESTION/QUERY	ANSWER
			Can DOTC/LTO provide Chilled Water System for the DC/DR? If so, can these run 24x7x365? If Chilled Water is not possible, what is the estimated distance of the ledge where the PACU condensing unit will be installed to the indoor unit?	The BIDDER is required to design and proposed the most appropriate solution to the requirement of DOTC-LTO
			Any plans to have the DC facility certified by TIA, Uptime, ISO, LEED, etc.?	Please refer to Bid Bulletin SBB No. 002-2012
			Is the building or complex equipped with BMS (Bldg Management System)?	No
			What is the DR type? Hot, warm or cold?	Please refer to Bid Bulletin SBB No. 002-2012
			Will DOTC require seats allocation for its DR Response team? If so, how many seats?	No
			Does LTO have a BCP roadmap in place? If so, can they share?	None. The BIDDER is required to design and proposed the most appropriate solution to the requirement of DOTC-LTO
			How many LTO/DOTC offices need to be wired for CCTV? What are the areas of concern?	Please refer to Bid Bulletin SBB No. 002-2012
146	Z. Uninterruptible Power Supply	3. Minimum two (2) hours battery backup at full load	TOR mentioned 2-hours battery back up time at full load. This is too much because load transfer from utility to back up (Meralco to generator set) will take less than 20 seconds; typically, standard battery backup time for UPS for tier 3 is only 15 mins. What is the rationale why 2-hours UPS battery time is needed?	The two(2) hours battery backup is for all UPS in all sites except the data centers where generators are mandatory. The two (2) hours backup shall ensure that any queue existing at the time of the outage will be properly served and with enough time for proper shutdown of the system. This is especially required in sites where there are no generating sets, and worse, where there is a very unstable commercial power source (regular fluctuations from 150VAC to 220VAC).
			TOR mentioned that the generator set must have 100% back-up in case of failure; this means that genset redundancy is required; pls confirm	Please refer to Bid Bulletin SBB No. 002-2012
			TOR mentioned about the provision of Comfort coolers or standard ACCUs are to be used the DC facility; this is not ideal because DCs require controlled environment, controlled temp & humidity levels; Can we deviate and instead propose PACUs?	Yes, the BIDDER must propose the most appropriate solution.
			Is DOTC expecting the TSP to also construct/retrofit the call center/help desk facility? If so, for how many seats?	Yes, 20 seats
Batch III May 6, 2012				
116 & 143	Phase 3 and U.	Supply, Delivery, Testing, Documentation and Installation of	Please provide breakdown of number of required (for all LTO offices -	Please refer to Bid Bulletin SBB No. 002-2012 and Annex G

PAGE	SECTION	TOR EXCERPT	QUESTION/QUERY	ANSWER
	Computing Peripherals (Servers, PCs, Printers, Scanners, and Licensed Software)	<p>appropriate Computing Products and other resources relative to the implementation of the project on DOTC/LTO IT Infrastructure and Environment facilities such as:</p> <ol style="list-style-type: none"> 1. Data and Voice Communication Equipment; 2. Cloud based equipment platforms; 3. Structured Cabling System; 4. Unified Threat Management; 5. Queue Management System; 6. Card/Document Readers; 7. Driver's License ID and Vehicle Certificate of Registration ID Card; 8. Network and Communication products; 9. Special Devises and other peripherals; 10. eMail System; 11. Short Messaging System; 12. Servers; 13. Desktop Computers; 14. Fire, Temperature and Humidity Detection and alarm systems for the Data Centers; 15. Environment Monitoring Solutions for Data Centers; 16. Creation and maintenance of LTO Configuration Management Database; 17. Uninterruptible Power Supply(UPS); 18. Generator/s for Data Centers; 19. Data Center Air Conditioning (A/C) Systems; 20. Desktops/Laptops; 21. Closed Circuit Television. 	<p>Central, Regional, Dist, Ext., OSS, DLRC, etc):</p> <p>item#13. Desktop Computers;</p> <p>item#20. Desktops/Laptops;</p> <p>How many of the following will be used purely for front-office, back-office applications? Or for both front & back office apps?</p> <p>Please provide count per LTO office (Central, Regional, District, Extension, OSS, DLRC, etc.)</p> <p>How is a desktop computer different from a desktop/laptop in the requirement, please clarify?</p> <p>Who will be qualified to be issued with a laptop, provide breakdown per office?</p> <p>Will all desktop computers and desktop/laptop be given internet access? or will these be determined via their login credentials?</p> <p>As stated in page 143, only back-office PCs will be provided with licenses for with licenses for business applications such as word processing, spreadsheet, messaging, presentations and anti-virus.</p> <p>This is why we need exact count. Or please clarify if there are front office PCs that will require the same licenses.</p>	
page 135	H. Electronic Traffic Violation Ticketing System	The Bidder must provide 500 handheld ticketing terminals.	Does LTO require a one-time roll-out of all 500 handhelds? Or can this be phase 100units/month starting Dec. 2012?	It can be phased.

PAGE	SECTION	TOR EXCERPT	QUESTION/QUERY	ANSWER
page 99	Application Criticality	Electronic Traffic Violation Ticketing System - 24x7 - 98% - Critical	Is the mobile connectivity included in the measure? If yes this does LTO expect the provider to setup mobile wireless base stations to provide redundant links between LTO mobile agents and LTO central/regional offices? As we all know the mobile connectivity will heavily rely on public telco infra (3G, public wifi hotspots) which are beyond the control & management of the TSP? Including this in the SLA measure will require TSP to invest heavily on such an equivalent/similar infrastructure provided by the telcos. The ETVTS can actually upload citations at the end of day to the main system, only credit card online payments will be affected including any field verification of DL or MV data (if covered in ETVTS implem).	Mobile connectivity will not be included. Uploading of citations at the end of the day to the main system is a mandatory requirement regardless of mobile connectivity (as defined in Subsection H Section VII Technical Specification).
137	M. Drivers License and Vehicle Certificate of Registration System		Who will be responsible for operating the centralized card printing facility? TSP? LTO? Or a team composed of TSP and LTO? Or will a third part service provider be tapped to operate the printing facility? Please provide details on how LTO envisions the operation of such a facility and clarify also what is meant by centralized - Central office only? Regional? Or centralized within a LTO office (all types of offices)?	DOTC-LTO personnel will operate. Centralized means head office only. Pls refer to Bid Bulletin SBB No. 002-2012
137	M. Drivers License and Vehicle Certificate of Registration System		Is biometric data required to be stored in the card? Fingerprint biometric data only? What other biometric data is required or will be required in the future?	The Driver's License ID System is not included. Only the capture of finger biometric is required and shall be stored in the central database. However, the 128 kb chip may still store other data as needed.
138	N. Card/Document Readers		For the card reader system, will the LTO provide the required information/standards/method/decryption algorithm necessary to read & decode the encrypted data (if any) stored in other government issued cards?	It is both a Card and Document Reader must able to read both the information on the magnetic strips, barcode etc of the card and the printed information on the card including the image printed on it. And it must also be able to read standard printed documents. The other information about other government cards shall be discussed with the winning bidder. The BIDDER should be responsible for the required information/standards/method/decryption algorithm necessary to read & decode the encrypted data in other government issued cards.

PAGE	SECTION	TOR EXCERPT	QUESTION/QUERY	ANSWER
109	System Support	Systems server support for the following applications & services: <ul style="list-style-type: none"> · Driver Licensing System · Motor Vehicle Registration System · Manufacturers, Assemblers, Importers and Distributors Reporting System · Law Enforcement and Traffic Adjudication System · Revenue Collection System · Administrative system (Finance, Human Resources, etc.) · eMail · Short Messaging System · Queue Management System · Card/Document 	In addition to sending out alerts on operational concerns and notifications for expiring licenses, MV registrations, what other type of inbound or outbound SMS-based transactions are expected to be supported by the SMS facility in the near or long-term? Can you provide details on these transactions? Is DOTC-LTO open to a revenue share mechanism between Telco, TSP and LTO be allowable and setup?	Initially the Short Messaging System shall be used for sending GSM/SMS notification messages only. In the future, the DOTC-LTO is open to any process improvements. Yes, DOTC-LTO will be open to revenue share mechanism with Telco
126	Reporting Systems		1. What is required for Executive Information System as a Progress and Projection Tool? Does this require us to include a forecasting tool in EIS?	Please provide your solution that will match the requirements of a "progress and projection tool." Projection means forecasting.
			2. In what format do you receive the data survey/customer satisfaction results required under the Executive Information System?	The data survey/customer satisfaction in both electronic and paper format. In case of customer satisfaction it can come from the Queue Management System, Web Site, Paper Survey Forms or SMS Messages.
			3. Can you please provide us details regarding the expectations for the Transportation Information System?	The Transportation Information System is a reporting module that shall distinguish Public and Private Transportation.
			Please define for both Private and Public TIS.	The reporting must be from LTO Office level to Regional to National and must be on demand or on request. There must also be a search mechanism using Motor vehicle File Number, Plate Number, Chassis Number and Engine Number for matching purposes
			4. How many users are required for the Executive Information System and Transformation Information System?	Twenty (20) Concurrent Users
			Would you be able to define how many are the intended Power Users or Report Authors? And how many would be mere report viewers?	Fifteen (15) concurrent power users and five (5) concurrent report viewers
137			Please confirm if the Driver License or the Vehicle Certificate of Registration should have a chip. If so, please detail its technical specifications.	Please refer to Bid Bulletin SBB No. 002-2012. Driver's License is not included

PAGE	SECTION	TOR EXCERPT	QUESTION/QUERY	ANSWER
			Is the generation of cards on an annual basis included in the scope? If so, please detail how many cards on a yearly basis of each type (Driving License and Vehicle Certificate of Registration) the provider has to supply.	Please refer to Bid Bulletin SBB No. 002-2012 and Annex G
			Please confirm how many offices should have one ID Card System.	Please refer to Bid Bulletin SBB No. 002-2012 and Annex G
			Please confirm how many enrolment stations in each office are needed for the ID Card System.	Please determine the number of stations based on the number of transactions per office.
			Please confirm how many cards per hour should the ID Card System issue. Can this rate be achieved with more than one ID Card printer?	The bidder must propose the appropriate solution as long as the minimum number of cards per day are printed
			Is it safe to assume that once the Driver's license card and the motor vehicle card is printed at the central site, only read functions will be done in regional, satellite and mobile locations?	Read and write must be done in the site offices. The site offices must be able to write any new data on the card as one re-registers the car, for MVRS. Driver's License is not included.
137			Please define for both Private and Public TIS.	<p>The Transportation Information System is a reporting module that shall distinguish Public and Private Transportation.</p> <p>The reporting must be from LTO Office level to Regional to National and must be on demand or on request.</p> <p>There must also be a search mechanism using Motor vehicle File Number, Plate Number, Chassis Number and Engine Number for matching purposes</p>
			Would you be able to define how many are the intended Power Users or Report Authors? And how many would be mere report viewers?	Fifteen (15) concurrent power users and five (5) concurrent report viewers