

<b>LTO-IT Queries: Eurolink</b>				
<b>PAGE</b>	<b>SECTION</b>	<b>TOR EXCERPT</b>	<b>QUESTION/QUERY</b>	<b>ANSWER</b>
Page 99	List of service items provided in Tabular matrix	Application Criticality	As Quality Measurement is provided for each of the service items, it is assumed that the availability will be calculated only during the time mentioned in this table. Please confirm.	Yes. Please refer to Bid Bulletin SBB No. 002-2012 for further details
Page 99	Tabular Matrix	Application Criticality	What is Quality Measurement Time of Data Center where all applications are hosted?	Please refer to Bid Bulletin SBB No. 002-2012
Page 99	Tabular Matrix	Application Criticality	It is assumed that the Quality Measurement Time of each office for calculation of availability of Network Infrastructure is similar to other service items and is from 8:00 AM to 5:30 PM. Please confirm.	Please refer to Bid Bulletin SBB No. 002-2012
Page 128	Section VII - IV, G	Supply of Hardware, Peripherals, software and consumables	<p>The Clause states that all consumables and recurrent obligations like leased line payments, printing ink, fraud proof clearance certificate papers etc. shall be paid by the bidder. The clause does not give any detail regarding the quantity or the specifications of all consumables.</p> <p>Please provide a detailed list of consumables with the specifications and quantity per year to be provided by the bidder.</p>	<p>Fault-proof clearance certificate/s and standard documents are not included. At least the following consumables must be provided by the TSP:</p> <ol style="list-style-type: none"> <li>1. Printer Inks</li> <li>2. DVD/CD/Tapes</li> <li>3. Papers and Inks for Queue Management System</li> <li>4. Papers and Inks for Electronic Ticketing System</li> <li>6. Batteries (UPS/Generators)</li> <li>7. Supplies for Data Center use</li> <li>8. Inks for MV ID Card Printer</li> </ol> <p>Details regarding the quantity shall be given and agreed upon depending on the solution given by the winning bidder. This is so because solutions that will be proposed by the bidder may vary on the technology they will recommend. This will be discuss with the winning bidder, but it shall be reasonable and limited to the cost of operating and maintaining the IT Operations.</p>
Page 128	Section IV, Point-I	Project Scope	Please indicate the location for deploying the Back up Data Center	The backup Data Center shall be at the NCC. Please refer to Bid Bulletin SBB No. 002-2012.
Page 128	Section IV, Point-I	Project Scope	Please specify the minimum Bandwidth requirement for connectivity from Data Center to Back up to Data Center	The BIDDER must propose the appropriate bandwidth that shall allow real time transfer of data from Production Site to Back Up Site.
Page 130	Section VII, V-A, paragraph 7	Monthly electricity charges	Please confirm that the bidder is required to pay electricity charges for only the IT Infrastructure to be established for this project and not for the entire office.	The TSP shall pay for electricity charges only for IT infrastructure for this project as part of their operations and maintenance contract with the DOTC-LTO

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Pages 137 and 138	Section VII, V-M	Driver License and Vehicle Registration System	<p>It is mentioned that</p> <ul style="list-style-type: none"> <li>* latest card technology is to be used for issuing Driver License/Vehicle Registration System</li> <li>* Centralized personalization system for printing</li> <li>* All offices must have 1 ID Card system</li> </ul> <p>Please confirm the following:</p> <ol style="list-style-type: none"> <li>1. Please specify the type and specification of card to be provided</li> <li>2. Please specify the type and specification of the Card personalization system</li> <li>3. Please confirm that each of the 300 offices is to be provided with 1 Card personalization system</li> </ol>	Please refer to Bid Bulletin SBB No. 002-2012.
Page 140	Point-Q	Data Communication Network	With reference to WAN redundancy requirement, please indicate the time schedule for deploying the secondary communication links with each office.	The TSP must propose the appropriate solution.
Page 140	Point-Q	Data Communication Network	It is mentioned that Twelve (12) 24 ports are required for Central Office/NCR. Please confirm that 12 nos. of 24 port switches are to be provided at Central Office/NCR	This is just a minimum requirement. The BIDDER must propose the appropriate design.
Page 144	Section VII, V-V,	Data center and back up data center	<p>Please confirm that</p> <ul style="list-style-type: none"> <li>* DOTC will provide the necessary built up space, free of cost, to house the Data Center and backup Data Center</li> <li>* All necessary civil, electrical works required for installation of Data Center / Back up Data Center equipment to be done by Bidder</li> </ul>	LTO will provide the appropriate space/location for the Main Data Center. TSP shall provide all the necessary equipment and civil works to ensure the proper operation of the system, please refer to Sub-section V to Sub-section BB of Section VII Technical Specifications.
Page 146	Section VII, V-Z	UPS	Please confirm that UPS with necessary battery back up is required for the Data Center and Back up Data Center and not for all LTO offices	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).
Page 146	Section VII, V-AA	Generator Set	Please confirm that Generator of necessary capacity is required for Data Center and Back up Data Center and not for all LTO offices	Generator of necessary capacity is required for Data Center and Back up Data Center and not for all LTO offices

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Page 147	Section VII, V-BB	Air Conditioners	Please confirm that Air Conditioners of required capacity are required for Data Center and Back up Data Center and not for all LTO offices	Air Conditioners of required capacity are required for Data Center and Back up Data Center and not for all LTO offices
Page 151	Section VII, V-JJ	Warranty	<p>The clause mentions that the warranty shall be 3 years from the date of commissioning. However, as per Schedule 2 - Payment Schedules - Pages 114 to 118, the acceptance of the total system is split in to 7 phases with the 1st and 2nd Phase scheduled in Dec. 2012 and the last phase in August 2012, spanning more than 18 months.</p> <p>In view of this, it is proposed that Warranty to start for the equipment and services phase wise commissioning and acceptance.</p> <p>Please confirm.</p>	Warranty to start for the equipment and services phase wise commissioning and acceptance.
Page 158		Conceptual Network Architecture	With regard to Internet Uplink to be provided at Data Center, please indicate the Bandwidth requirement for the Internet uplink	The BIDDER must propose the appropriate bandwidth based on Section VII Technical Specifications and Bid Bulletin SBB No. 002-2012
Page 158		Conceptual Network Architecture	With regard to Internet Uplink to be provided at Data Center, please confirm that the Internet Uplink is to be terminated at Data center?	The BIDDER must propose the appropriate bandwidth based on Section VII Technical Specifications and Bid Bulletin SBB No. 002-2012
	Section V (Project Requirements and Deliverables)  * D. Main LTO Applications, Databases and Processes	An environment friendly, paperless Motor Vehicle Title ID Card System must be adopted for the Motor Vehicle Registration System	<p>* Should indicate the technological specifications and quantity of cards to be used</p> <p>* Cost greatly varies depending on the technologies and quantities involved thus, comparison and determination of the Lowest Calculated Bid (LCB) through the financial proposal without the prescribed technological specification is not valid</p>	Please refer to Bid Bulletin SBB No. 002-2012 and Annex G
	Section V (Project Requirements and Deliverables)  * F. Security; Item no. 5 Physical Security	<p>a. CCTV</p> <p>b. Environment Monitoring System</p> <p>c. Door Access System</p> <p>d. Fire Detection and Suppression System</p>	<p>* Should indicate minimum specifications and required quantities</p> <p>* Cost greatly varies depending on the technologies and quantities involved thus, comparison and determination of the Lowest Calculated Bid (LCB) through the financial proposal without the prescribed technological specification and quantities is not valid.</p>	Please refer to Bid Bulletin SBB No. 002-2012 and Annex G

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	Section V (Project Requirements and Deliverables)  * I. Web Based Training and Examination; paragraph 4	A web camera must be in all examination terminals to enable the examiner to check the identity of the examinee on-line and on-demand.	* Should indicate the technological specifications and quantity of cards to be used * Cost greatly varies depending on the technologies and quantities involved thus, comparison and determination of the Lowest Calculated Bid (LCB) through the financial proposal without the prescribed technological specification and quantities is not valid	Please refer to Bid Bulletin SBB No. 002-2012 and Annex G
	Section V (Project Requirements and Deliverables)  * L. Document Tracking System	It must have a provision for bar coding of document number for easy access and assignment. It also must provide alert mechanism for a particular document that needs immediate action or response	* Should provide the required Document Flow Specifications * Document Tracking may be in a Scanned Physical Document Type or other scheme that greatly varies with respect to cost * Bar Code Readers should be included * Cost greatly varies depending on the technologies and quantities involved thus, comparison and determination of the Lowest Calculated Bid (LCB) through the financial proposal without the prescribed technological specification and quantities is not valid	The BIDDER must provide the appropriate solution. Please refer to Subsection L Section VII Technical Specification.
	Section V (Project Requirements and Deliverables)  * M. Drivers License and Vehicle Certificate of Registration System	In line with the government's thrust for an environment friendly approach, a paperless system is to be adopted by integrating and utilizing the latest card technology in issuing new Drivers Licenses and Vehicle Certificate of Registration (CR)	* Card Technology must be specified * Should indicate minimum specifications and required quantities * Cost greatly varies depending on the technologies and quantities involved thus, comparison and determination of the Lowest Calculated Bid (LCB) through the financial proposal without the prescribed technological specification and quantities is not valid	Please refer to Bid Bulletin SBB No. 002-2012 and Annex G

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	Section V (Project Requirements and Deliverables)  * N. Card/Document Readers	<p>The proposed solution must include card/document readers. It must be capable to read the existing LTO issued Documents/License and its embedded barcode. The card/document reader must automatically compare the written information on the card and the information on the barcode to detect fraudulent documents/licenses.</p> <p>The proposed solution must also be capable to read information from 1D and 2D Barcode, magnetic strip and other technologies commonly used for government issued identification cards such as SSS, GSIS, Pag-Ibig, PhilHealth, PRC, Passport, etc.</p>	<ul style="list-style-type: none"> <li>* Card Technology must be specified</li> <li>* Should indicate minimum specifications and required quantities</li> <li>* Specifications should be consistent with Readers and Handheld Ticketing Terminals for Law Enforcement Officers</li> <li>* Should indicate whether the Card should follow the Reader/Handheld ticketing terminal specifications or the other way around</li> <li>* Cost greatly varies depending on the technologies and quantities involved thus, comparison and determination of the Lowest Calculated Bid (LCB) through the financial proposal without the prescribed technological specification and quantities is not valid</li> </ul>	Please refer to Bid Bulletin SBB No. 002-2012 and Annex G
	Section V (Project Requirements and Deliverables)  * P. Structured Cabling Systems	<p>The structured cabling system to be implemented in all LTO offices except for DLRC must be an end to end solution utilizing Cat 6 cables and components. The structured cabling solution is not limited to the following</p>	<ul style="list-style-type: none"> <li>* Should provide all Scope Lay outs for assessment</li> </ul>	Please conduct your ocular inspection of the site upon award. Please refer to Bid Bulletin SBB No. 2 and Annex G for the quantity.

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	<p>Section V (Project Requirements and Deliverables)</p> <p>* U. Computing Peripherals</p>	<p>Additionally, all PCs intended for back office or business use must be loaded with licensed business applications such as word processing, spreadsheet, messaging, presentations and anti-virus.</p> <p>The Servers must be rack mountable with US Standard Keyboard and Mouse.</p> <p>The Desktop Computers must consist of at least a 15" LCD Monitor, U.S. Standard Keyboard and Mouse.</p> <p>Flatbed Scanners must be of Industry Standard with a minimum scanning resolution of 1200x1200dpi.</p> <p>Printers must be of industry standard, USB Interface, depending on site requirement and applications, may either be Inkjet or Laserjet.</p> <p>The Webcam must be Industry Standard High resolution with at least 640 x 480 pixels videos at 30 fps and photos, and at least 2x digital zoom</p> <p>Signature Pads must be of Industry Standard, USB Interface, minimum 350 points per second, 400 true points per inch, and forensic-quality for examination and authentication.</p>	<p>* Should indicate required quantities</p> <p>* Cost greatly varies depending on the technologies and quantities involved thus, comparison and determination of the Lowest Calculated Bid (LCB) through the financial proposal without the prescribed quantities is not valid</p>	<p>Please refer to Bid Bulletin SBB No. 002-2012 and Annex G</p>

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	Section V (Project Requirements and Deliverables)  * V. Data Center	A main data center must be established to house application servers, data and voice communications equipment, peripherals and any other equipment that is necessary, including future expansion. The network room must be a self contained secured area. All civil works necessary to construct/remodel the space which includes but not limited to constructing walls and doors with locks, floors, roofs, ceilings, painting, tiling floors, providing lighting and electrical works. 1. Rack/Equipment Cabinets 2. Twelve (12) Nodes of Telecommunication Outlets 3. Environment Monitors 4. Door Access System 5. Fire Detection and Suppression System 6. CCTV 7. Adequately Sized Breakers 8. Adequately Sized Uninterruptible Power Supply 9. Adequately Sized Air Conditioning 10. Adequately Sized Generators	* Should provide minimum floor area requirement / Data Center Lay out / Electrical Lay out as basis * Cost greatly varies depending on the specifications and quantities involved thus, comparison and determination of the Lowest Calculated Bid (LCB) through the financial proposal without the prescribed technological specification and quantities is not valid.	LTO will provide the appropriate space/location for the Main Data Center. TSP shall provide all the necessary equipment and civil works to ensure the proper operation of the system, please refer to Sub-section V to Sub-section BB of Section VII Technical Specifications.
	Section V (Project Requirements and Deliverables)  * Z. Uninterruptible Power Supply	All network and data center/s equipment must be connected to the Uninterruptible Power Supply(UPS).	* Should indicate minimum specifications and required quantities * Cost greatly varies depending on the technologies and quantities involved thus, comparison and determination of the Lowest Calculated Bid (LCB) through the financial proposal without the prescribed technological specification and quantities is not valid.	Please refer to Bid Bulletin SBB No. 002-2012 and Annex G
Pages 121 - 160	Section VII - Technical Specification		* Various application functional modules mentioned in the document correspond to multiple stake holders/application holders who are required to sign off the Requirements Specifications and eventually do the User Acceptance Testing. In such scenario, it is recommended that following need to be ensured for smooth implementation.  * In case any Interface for any application is missing, the DOTC/LTO Project Manager should enable the Bidder's development team with the identification and provision such application owner(s) from Client's side.	Project Management Office shall be an integral component of the project as a standard procedure. The PMO shall be responsible for coordinating with the stakeholders.

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Page 122	Section VII-II- Project Background- SI No. 3	3. LTO Back Office Applications  e. Financial and Administrative Services System (FASS); f. Geographical Information System (GIS); g. Executive Information System (EIS); h. Transportation Information System (TIS) and i. Integration to the Government Financial Management Information System (GFMIS)	* There are some applications, particularly the Back Office Application mentioned do not have much detail beyond their names namely - Integration to the Government Financial Management Information System (GFMIS) (page 127D). * Should furnish detailed requirement specifications for all such back office applications.	The GIFMIS shall be provided by DBM and eventually be integrated with the FASS of the project. The integration is limited to sending relevant information to the GIFMIS. The integration can be as simple as sending flat files or reports or ftp. The Integration will be done during the seven (7) year Operation and Maintenance period and as soon as the GIFMIS is implemented.
Page 127	Section VII-IV- Project Scope - C	Data Migration Validate, Cleanse, Migrate and Maintain existing LTO Database onto the new and equivalent DOTC/LTO Databases.	* Being a major activity, it is required that the LTO provide necessary help in understanding the existing DB schema, and eventually verify the migrated data and give the sign off.	DOTC-LTO can provide the hard copy. The TSP can either: (1) Scan the document using Optical Character Reader (OCR) to automatically input to the database or (2) Manually encode the information from a hard or scan copy to the database  DOTC-LTO shall assist the TSP to cleanse the existing database
Page 149	Section VII-IV- Project Scope - GG	GG. Training and Technology Transfer	* The User Training Workshop are going to be significant activity, hence needs to be planned and executed well in order to roll out the system with in the specified time line. Despite the best effort of the Development Team, the training activities need to anchored, mandated, sponsored by the Client Team. * Similarly, the user(s) group responsible for doing the User Acceptance Testing (UAT) should draw the users from this diverse group.	Please refer to Subsection G Section VII Technical Specifications.  There are two (2) trainings required: (1) Initial Training for required for deployment and will repeated on a need basis. (2) Continuing Education Program which shall be continuous throughout the duration of the contract.
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