

LTO-IT Queries: Kaisa				
PAGE	SECTION	TOR EXCERPT	QUESTION/QUERY	ANSWER
Page 125	Technical Specifications Clause IV, A, 6		What is the nature of the "Vouchers Issuance"?	The system must be able to produce and print the vouchers. The appropriate office will issue these vouchers according to the existing procedure. Only authorize user must be able to electronically print, view and query a particular voucher.
			What information do you require the system to match for the "Procurement-Suppliers Matching"?	Procurement - Suppliers matching means a facility to search for suppliers based on the procurement needs (search keyword) or as simple as tag/s for each supplier.
Page 125	Technical Specifications Clause IV, A, 8	"8. Executive Information System(EIS) a. Performance and Trends of all DOTC/LTO Services and Offices; b. Financial and Revenue Collection performance and Trends; c. Customer Feedbacks and Satisfaction Survey Results; d. Transportation Industry Trends; e. Progress and Projection Tools;"	What is the difference between the reports on trends in item a and b? Both refer to trends and performance revenue.	The difference between Item A and B is that performance in item A would mean all the variables in the operation not including financial performance, which is covered by item B
			What are the "Transportation Industry Trends" that are required in this reporting system? Is the source of this reporting system from the database of the frontend applications? If not, what would be the source of the information?	Yes, the source of the reporting system is the database of the front end applications plus the LTFRB database
Page 127	Technical Specifications Clause IV, D	"D. Integration with the Government Financial Management Information System (GFMIS)"	Which system is the GFMIS require to integrate? Does this pertain to the GL information from FASS being downloaded and uploaded to GFMIS for reporting purposes? We request for more information on the integration requirements for GFMIS.	The GFMIS 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 GFMIS. 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 GFMIS is implemented
Page 132	Technical Specifications Clause V,A	Section on "General Technical Requirements" provides: "...The proposed solution must address both current and future needs of LTO and must have at least 98% availability..."	What are the future needs of LTO? We request for clear business processes in the future that each application needs to address.	The BIDDER must provide a solution that is scalable. The TSP is required to provide and recommend to LTO alternative or better process during the contract duration. As to the future needs, the bidder must be able to provide a rational manner of determining the rate of increase of transactions for the MVRS, DLS and even the LETAS and other modules.

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Page 132	Technical Specifications Clause V,D	"The proposed solution must be able to accept payments either on-line or on-site thru the following: 1. Credit Cards 2. Banks and ATM Cards 3. Payment Centers 4. Remittance Centers"	Will DOTC/LTO apply for accreditation in these financial institutions? The requirements for accreditation can only be complied by the merchant.	The BIDDER shall assist DOTC-LTO in coordinating and negotiating with the Banks and other Payment Facilities on the proper procedure and handling of these transactions.
Page 135	Technical Specifications Clause V,H	Section on "Electronic Traffic Violation Ticketing System" provides: "...The Bidder must provide 500 handheld ticketing terminals..."	Does this mean there are only 500 users for this application? If each handheld will be shared by more than one user, how many users will share each handheld on the average?	This is the initial requirement, LTO may increase the number in the future.
Page 136	Technical Specifications Clause V,K	"LTO Web Site Development and Enhancement"	Is it required to use the existing LTO web site to be enhanced for this requirement? Can the Web Portal in Clause J be the same as the LTO web site developed in this clause?	The BIDDER must develop a new website based on the Subsection K Section VII Technical Specifications. The existing LTO website can only be used as the basis of the new LTO website.
Page 137	Technical Specifications Clause V,L	Section on "Document Tracking System" provides: "In order to ensure the efficient processing of documents, a document tracking system must be implemented."	Which documents used in the backend application will require a tracking system?	This shall include all the documents that are being received and processed at the back office such as correspondences, memos, reports and the like specially those that require actions from the receiving party. The Document Tracking System is required for a faster, more efficient and more effective handling and processing of documents and paper correspondences within DOTC and LTO. It also includes the different transactions for the Front End Applications. The BIDDER must provide the appropriate solution. Please refer to Subsection L Section VII Technical Specification.
Page 144	Technical Specifications Clause V,V	Section on "Data Center" provides: "...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."	Is the civil works for the data center the responsibility of DOTC/LTO? The statement on civil works is incomplete.	Please refer to Bid Bulletin SBB No. 002-2012

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Page 151	Technical Specifications Clause V, KK	<p>Section on "Proof of Concept" provides:</p> <p>"During the Post-Qualification stage, the DOTC/LTO shall require the Bidder or TOTAL SOLUTIONS PROVIDER to successfully present or demonstrate a --Proof of Concept or POC of their proposed solutions to the Driver's License System and the Motor Vehicle Registration System front end components (WEB, Desktop, and Kiosk) using their own computer and network and communication equipment to produce a new driver's license, renewed driver's license, new motor vehicle registration, and a renewed motor vehicle registration."</p>	Does this mean that only developed applications are allowed to bid for the frontend applications? Can a solution to be developed from ground-up at the start of the project be allowed to bid and conduct a POC based on their knowledge of their development tool?	The BIDDER can propose an off the shelf solution or a solution from ground-up as long as it shall be working within the deadlines provided.
Page 98	Appendix A	All hardware and software problems will be covered by the IT problem management process. Data recovery, when required, will be completed in accordance with corporate Business Continuity Planning standards.	What is LTO's Corporate BCP Standards, Can we have a copy for further review of the Technology to be implemented? Can you provide RPO/RTO?	LTO does not have an existing Corporate BCP Standard. The BIDDER must provide a BCP standard based on ISO that shall be implemented by DOTC-LTO. The RPO/RTO should be less than 1 hour
Page 95	Penal Provision		What will be the basis of Network Infrastructure availability report, will it be for individual connections or the average of all network connections?	Average
Page 109	Data Back-up and Retrieval	Data Backups: Defined as the transport of data from data sources to the CLIENT designated location.	Will the location of the back-up be different from the Main data center? How frequent will be the transfer of back-up if so? Is there a back-up and recovery policy set?	Please refer to Bid Bulletin SBB No. 002-2012

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Page 129	General Technical Requirements	All proposed IT solution hardware component must be rated as leaders or visionaries in Gartner's Magic Quadrant for 2011 or 2012.	Not all hardware components have Gartner Magic Quadrant. Can we request for the list of Magic Quadrant documents being referred to?	<p>The following must be included in "Leaders and Visionaries" in the Magic Quadrant:</p> <ol style="list-style-type: none"> 1. Servers 2. Desktop Computers 3. Storage Solution (SAN/NAS/Virtualization) 4. Data Communications (Routers and Switches) 5. Telephony 6. Database Platform 7. Business Intelligence 8. Unified Threat Management 9. Printers 10. Firewalls 11. User Authentication 12. WAN Optimization <p>The latest Gartner Quadrant for 2010 and 2011 shall be used. The BIDDER must show proof that they are included in the list. Other IT research and advisory firms will be accepted provided the BIDDER shows proof it is included in the list.</p>
Page 131	Main LTO Applications, Databases and Process	The minimum storage capacity must at least hold ten (10) years worth of data.	Will this include provision for data migration from previous system? Can we be given the size of the current data from LTO's system and the growth for the past year?	Yes, the current database is about ten (10) Terrabytes. It will be up to the bidder to determine the growth in the database over the seven year period
Page 133	Security		Are the provision for Physical security for the Data Center and Backup datacenter only?	Please refer to Bid Bulletin SBB No. 002-2012 and Annex G
Page 135	Web-Based Training and Examination	The training and examination terminals must be implemented in all designated testing and training centers.	How many testing centers and what are the locations? How many computers per training center as this will affect bandwidth requirements for the particular location?	Please refer to Bid Bulletin SBB No. 002-2012 and GBB No. 04

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Page 137	Document Tracking System		What Business process/application of LTO will this solution address? The proposed DLS/MVRIS etc will have its own workflow status reporting.	<p>This shall include the all documents that are being received and processed at the back office such correspondences, memos, reports and the like specially those the require actions from the receiving party.</p> <p>The Document Tracking System is required for a faster, more efficient and more effective handling and processing of documents and paper correspondences within DOTC and LTO.</p> <p>It also includes the different transactions for the Front End Applications.</p> <p>The BIDDER must provide the appropriate solution. Please refer to Subsection L Section VII Technical Specification</p>
	General Question-Infrastructure		Can we get the breakdown of computer per Office; e.g. how many offices are for licensing and testing?	Please refer to Bid Bulletin SBB No. 002-2012 and Annex G
			Does the current count of Network switches for the offices include provision for kiosks, IP Phone and Testing computers for licensing?	No. Please see Bid Bulletin SBB No. 002-2012 and Annex G for the minimum number required
Page 118	Payment Schedule Clause Ph7	Section on "Phase 7" among others provides: "Obtain ISO 20000 (IT Service Management), ISO 27000 (Information Security Management System) and ISO 9001:2008 (Quality Management System) Certification for and on behalf LTO"	<p>In the Bid Conference, it was mentioned that the ISO 2000 (IT Service Management) certification should be nationwide, which covers all LTO offices. ISO 20000 (IT Service Management) pertains to the IT services standard being rendered by the IT services provider either as part of an Organization or a third part IT Service provider.</p> <p>For this particular standard for this Bid, the ISO 2000 (ITSM) standard is more applicable to the Total Solution Provider and more relevant to the division or group that provides the IT Services.</p> <p>In this regard would DOTC recognize that the ISO 2000 (ITSM) will be applicable only for TSP and/or DOTC-LTO MIS department?</p>	The certification shall just be for the DOTC-LTO IT System and IT Personnel Nationwide.
Page 118	Payment Schedule Clause Ph7	Phase 7 ---ISO Certification relies on the adoption of the Procuring Entity to the ISO standards.	Can this be restated such that only the assistance of the TSP during the first ISO compliance audit is required?	No, TSP should take the lead and provide guidance and implement the ISO

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Page 128	Technical Specifications Clause IV,H	Technical Specifications clause state among other "Within the period of the contract, obtain ISO 20000 (IT Service Management), ISO 27000 (Information Security Management System) and ISO 9001:2008 (Quality Management System) certification for and on behalf of LTO"	Is it correct to assume that the TSP should be at least ISO 20000 and ISO 27000 certified since the project requires that the IT services should be rendered based on the above-mentioned standards? If Yes, does this mean that you will require the bidder to have at least one or two of the ISO certification standards stated here to be able to post qualify?	No, should be done during implementation
Page 128	Technical Specifications Clause IV,L	"Key Performance Indicators shall be covered in a separate Service Level Agreement in accordance with IT Service Management best practice (ISO 20000/BS15000)."	Do the "Key Performance Indicators" here pertain to the KPI items stated in Schedule 1 - Service Level Agreements, Clause 15 of the Bid Documents?	Yes
Page 151	Technical Specifications Clause V, KK	"During the Post-Qualification stage, the DOTC/LTO shall require the Bidder or TOTAL SOLUTIONS PROVIDER to successfully present or demonstrate a --Proof of Concept or POC of their proposed solutions to the Driver's License System and the Motor Vehicle Registration System front end components (WEB, Desktop, and Kiosk) using their own computer and network and communication equipment to produce a new driver's license, renewed driver's license, new motor vehicle registration, and a renewed motor vehicle registration." "The venue of the demonstration shall be at the 16th Floor, The Columbia Tower, Ortigas Avenue, Brgy. Wack Wack, Mandaluyong City."	Given the criticality of the system that is to be deployed in LTO, i.e., Driver's License System and Motor Vehicle Registration System, and the implementation period of 6 months. DOTC-LTO need to ensure that the system; Driver's License System and Motor Vehicle Registration System being proposed has been successfully implemented, a mere demonstration through a "Proof of Concept" will not give a good indication of the capability of the proposed system and proponent in addressing the DOTC-LTO requirement. In this regard to ensure that DOTC-LTO will acquire a highly reliable and proven Driver's License System and Motor Vehicle Registration System, will DOTC-LTO not require that part of the Proof of Concept is for the TSP to show to DOTC-LTO a site with almost similar size of that of LTO, for which the proposed DLS and MVRS systems are installed and being used.	No
Page 65	Special Conditions of Contract GCC 40.2 b	Stated as part of the TSP obligation is the "conversion of documents".	Is it correct to assume that these documents are hard copy documents that are required to be converted? If yes, what conversion output is required please specify e.g. a. Stored scanned copies b. From scanned copies to converted database Relative to previous question please specify the documents that will be converted. Relative to the previous question please specify the volume of documents that will be converted for each of the document type.	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

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	General Request		Can we be provided with a list of exact addresses of LTO location nationwide?	Please refer to Bid Bulletin GBB No. 04
			<p>May we request for a copy of existing rules and regulations; policies and procedures for the following:</p> <ul style="list-style-type: none"> a. Motor Vehicle Registration b. Driver's Licensing c. Law Enforcement and Traffic Adjudication 	The procedures can be found in the LTO Website, in any LTO Office and more information can be found in Section VII Technical Specifications.
	Technical Specifications	Main LTO Applications, Paragraph 6 ["The proposed solution must be able to accept payments either on-line or on-site..."]---	Does this mean that the TSP (Total Solutions Provider) will be the one to apply for the accreditation of DOTC-LTO as a biller partner or merchant payee for payment centers and online banking?	No, The BIDDER shall only assist DOTC-LTO in coordinating and negotiating with the Banks and other Payment Facilities on the proper procedure and handling of these transactions.
			FASS --- What is the nature of the "Vouchers Issuance"? Please provide specific example of the transactions	The system must be able to produce and print the vouchers. The appropriate office will issue these vouchers according to the existing procedure. Only authorize user must be able to electronically print, view and query a particular voucher.
			FASS --- What is meant by "Procurement-Suppliers Matching"? What information do you require the system to match?	Procurement - Suppliers matching means a facility to search for suppliers based on the procurement needs (search keyword) or as simple as tag/s for each supplier.
			<p>What are the material requirements planning strategies used?</p> <p>Reorder Point Planning: capability to set pre-defined reorder point such that procurement is triggered if available inventory dips lower than the reorder point;</p> <ul style="list-style-type: none"> - the reorder point is either set manually, or automatically using consumption data <p>Forecast-Based Planning: capability of using past consumption data and use this to form the basis for planning</p> <ul style="list-style-type: none"> - Time-Phased Planning: capability to plan for materials according to the cycle that the material is usually delivered. 	The procurement shall be based on reorder point and forecast based. This must also comply with the government procurement process as defined under RA 9184