



MEMORANDUM

23 October 2024

TO : **ALL PROSPECTIVE BIDDERS**

SUBJECT : **BID BULLETIN NO. 1**

FOR : **PROCUREMENT FOR THE SUPPLY AND DELIVERY OF 949 UNITS OF TONER CARTRIDGE FOR SMALL MULTI-FUNCTION MONO PRINTER**

This Bid Bulletin is hereby issued for the information and guidance of all prospective bidders, and for inclusion in the Bid Proposal to be submitted to the LRA-BAC for Non-Infrastructure (LRA-BAC Non-Infra) for the **Supply and Delivery of 949 Units of Toner Cartridge for Small Multi-Function Mono Printer**.

These changes, revisions, modifications, or clarifications shall become an integral part of both the Contract and Bidding Documents, and shall be taken into account in the submission of sealed proposals.

I. The issues and concerns raised by the prospective bidders are as follows:

Delsan Office Systems Corporation

1. Certification of Genuine Toner: “May we ask if the technical specification as to the genuineness/authenticity of the toners is required to be stated in the Certification to be issued by the Manufacturer?”

ANSWER: The Committee resolved that it requires the submission of Certification from the Manufacturer addressed to LRA stating that the toner cartridges to be supplied are genuine and authentic.

2. Authorized Reseller/Dealer Certification: “May we clarify if the technical requirement as to the Certification from the Manufacturer should also state that the bidder is an authorized reseller/dealer of the HP Toners? Should all the Certification from the Manufacturer be addressed to LRA?”

ANSWER: The Committee resolved that it requires the submission of Certification from the Manufacturer addressed to LRA stating that the bidder is an Authorized Reseller/Distributor of HP Toner Cartridges.

3. Toner Warranty and Service Level Agreement: “May we ask about your warranty on the toners and the service level agreement in claiming toner warranty?”

ANSWER: The Committee resolved that the required warranty for the toner is one (1) year upon delivery in the LRA Central office. Any faulty/defective toner cartridges upon opening of the sealed package in

the final destination within the warranty period shall be replaced.

4. Shipment and Handling of Toners: “We know that LRA Central Office will ship some of the purchased toners to your respective offices nationwide, and we would like to inform the Committee that improper handling/shipment of toners may cause product defects. In case there is a product defect, LRA may not claim warranty of the product. Shipment of toners under warranty claim was not considered in the computation of the bid proposal. Can we assume that the shipment for warranty claim is covered by LRA? We highly suggest that a bidder must have a service center in Luzon, Visayas and Mindanao. In this way, LRA can minimize shipment cost in the future in cases of warranty claims and after sales support.”

ANSWER: The Committee resolved that it requires a service center in Luzon, Visayas and Mindanao since we also required this in the procurement of printers. Please refer also to our response in Item #3 above regarding warranty.

5. “Would it be a requirement that a bidder must have a service center in Luzon, Visayas and Mindanao?”

ANSWER: The Committee resolved that it requires a service center in Luzon, Visayas and Mindanao since we also required this in the procurement of printers.

R4L Enterprises

1. “May we ask if all the bidders are required to submit a Certification from the Manufacturer that the toner to be supplied are genuine HP toners in order to avoid incompatible toners?”

ANSWER: The Committee resolved that it requires the submission of Certification from the Manufacturer addressed to LRA stating that the toner cartridges to be supplied are genuine and authentic.

2. “Does the Service Warranty of the Machine include a toner warranty for this Project? If the winning bidder does not have any service center in the deployment site, would you allow the bidder to ship the machine to LRA Head Office for the conduct of repair?”

ANSWER: The Committee resolved that the required warranty for the toner cartridges is one (1) year upon delivery in the LRA Central office. Any faulty toner cartridges upon opening of the sealed package in the final destination within the warranty period shall be replaced. The Committee requires a service center in Luzon, Visayas and Mindanao since we also required this in the procurement of printer. Therefore, the service center nearest to the Registry of Deeds office shall provide the replacement at the expense of the Supplier. If the service center has no supply of toner cartridges, then it should be the responsibility of the Main Office to supply the replacement at the expense of the Supplier.

Integrated Computer Systems, Inc.

1. "We would like to request if you could extend the delivery period to 45 calendar days in order for the manufacturer to have enough time to process the required quantity."

ANSWER: The Committee resolved that the acceptable delivery period is within 45 days.

2. "As to SLCC, we would like to request if you could lower the required completed year into five (5) years since our existing contracts which meet the required ABC have not yet been paid as of this writing."

ANSWER: The Committee resolved that the required completed year is set to five (5) years.

3. "I would like to inquire if there is a need to attach supporting documents like the NOA, Contract, or PO or would a statement pertaining to those would be enough?"

ANSWER: The Committee resolved that for SLCC it requires the submission of NOA, NTP and PO as proof of completed contract.

II. LRA-BAC Non-Infra Reminders:

This Supplemental Bid Bulletin No. 1 shall form part of the Bidding Documents and must be included in the submission of the Bid Proposal. Any provisions in the Bidding Documents inconsistent herewith are hereby amended, modified and superseded accordingly.

End of Bid Bulletin No. 1 [Supply and Delivery of 949 Units of Toner Cartridge for Small Multi-Function Mono Printer]

sgd.

MARY JANE G. YSMAEL

Chairperson, LRA-BAC for Non-Infrastructure