REPUBLIKA NG PILIPINAS
KAGAWARAN NG KATARUNGAN
PANGASIWAAN SA PATALAAN NG LUPAIN
(LAND REGISTRATION AUTHORITY)
East Avenue cor. NIA Road, Diliman, Quezon City

MEMORANDUM
19 October 2026

TO	:	**ALL PROSPECTIVE BIDDERS**
SUBJECT	:	**BID BULLETIN NO. 1**
FOR	:	**Transition Operations and Maintenance Services (Rebidding)**

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 - Special Bids and Awards Committee (SBAC) for the **Transition Operations and Maintenance Services (Project ID No. LRASBAC-2026-03) - Rebidding.**

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

Query #	PROVISION ON THE BID DOCS	QUERY	ANSWER
1	**"TOR Clause 15 (p. 169):** 15. Ownership, Intellectual Property, and Data Rights LRA retains exclusive ownership of all data and buildings. The incumbent service provider retains ownership of their proprietary systems, including associated intellectual property and source code, IT equipment, support facility equipment, and movable fixtures, subject to existing contractual arrangements. The Service Provider shall not modify, reverse engineer, disclose, or exploit any third-party intellectual property, including proprietary systems, without explicit	"TOR Clause 15 states that the incumbent owns the existing IT equipment, support-facility equipment, and movable fixtures, while TOR Clause 11 requires the bidder to commit to providing and deploying all required IT equipment. Please clarify the following: *(a) Does the bidder need to provide new equipment, such as servers, storage, workstations, POS, printers, scanners, switches, generators, and UPS, at all sites from the start of the contract, or can the existing equipment be used during the six-month contract period?* *(b) If the existing equipment can be used, please clarify how it will be made available*	**(a)** The bidder is not required to replace all existing equipment with brand-new units solely upon commencement of the Contract. Existing equipment may be used during the six-month contract period, subject to authorization from its owner, compliance with the TOR's minimum technical requirements, and continued serviceability. The Service Provider shall provide additional or replacement equipment as necessary to meet the required service levels. **(b)** The bidder shall be responsible for ensuring the availability and functionality of all required equipment necessary for the performance of the contract, in accordance with the Terms of Reference (TOR) and technical specifications. Existing equipment may be utilized during the six-month contract period, provided that such equipment meets the required performance standards and service levels specified in the TOR.

	authorization from LRA and relevant intellectual property owners, in compliance with applicable law. All LRA data, records, backups, logs, documents, and operational outputs produced or processed under this Terms of Reference (TOR) are classified as confidential government information and shall be turned over to LRA or its designated successor upon contract expiration or termination. **TOR Clause 11 (extract) (p. 162):** 11. IT Infrastructure Deployment and Service Continuity Management: The Service Provider shall submit documentation demonstrating its capability to provision, deploy, maintain, and sustain the required IT infrastructure and operational assets throughout the Contract period. The following documents shall be submitted: • IT Equipment Provision and Deployment Plan, identifying all required IT equipment, quantities, technical specifications, deployment locations, and delivery/deployment schedules. ... • Proof of Availability or Procurement Commitment, such as supplier commitments, purchase arrangements, inventory certifications, availability certifications, or equivalent documentary evidence demonstrating the bidder's ability to provide the required equipment. • Signed Commitment to Provide and Deploy All Required IT Equipment, executed by the bidder's authorized	*to the bidder (through transfer to LRA, lease, or purchase). If the bidder is required to lease or purchase the equipment from the incumbent service provide, please provide the applicable costs and pricing details so that bidders can accurately estimate the expenses.* *(c) Who will be responsible for ownership of the incumbent's equipment after the LTCP contract ends in October 2026?"*	Any replacement, upgrade, or provision of new equipment shall be undertaken by the bidder as needed to maintain compliance with the TOR and ensure uninterrupted operations at all sites. **(c)** As provided under TOR Clause 15, the incumbent retains ownership of its IT equipment, support-facility equipment, and movable fixtures, subject to existing contractual arrangements. Expiration of the LTCP contract in October 2026 does not, by itself, transfer ownership to LRA or the succeeding Service Provider.

	representative. ... **TOR Annex A (introductory sentence) (p. 172):** Annex A: IT Equipment Inventory and Technical Specifications. The following table details the minimum technical specifications and inventory requirements for all IT equipment under the scope of this project: [table lists categories - servers, storage, workstations and POS, printers, scanners, barcode readers, network switches - with minimum specifications only; no quantities are stated]"		
2	**"TOR Clause 4.1 (Immediate Takeover - Assessment & Discovery) (p. 138): T** The Service Provider shall conduct an initial inventory, validation, and condition assessment of the LTCP IT Facilities and related operational environment made available to or placed under its responsibility. The assessment shall cover, as applicable: • IT equipment; • support equipment; • sites and facilities; • applications and systems; • databases; • network infrastructure; • backups and recovery arrangements; • licenses and subscriptions; • operational documents; • configurations; • system dependencies; • third-party services; and • other assets or resources identified by LRA. The Service Provider shall document discrepancies, deficiencies, risks, missing information, unsupported equipment, expired or expiring	"TOR Clause 4.1 requires the bidder to document discrepancies, missing information and unsupported equipment found at takeover, but does not say who bears the cost of items found damaged, missing or with serial-number mismatches. *Please confirm that:* *(a) a joint inventory and baseline signed by LRA, the incumbent and the bidder will be prepared at takeover;* *(b) liability for any shortfall recorded in it rests with LRA/the incumbent and not the bidder; and* *(c) SLA penalties under TOR Clause 6.1 will not apply to equipment recorded as faulty or unsupported at takeover."*	**(a)** The Winning Bidder, in coordination with the incumbent service provider, shall conduct an inventory during the Operational Discovery and Baseline Phase. Any damaged, missing, or unsupported equipment, as well as serial number discrepancies, shall be documented and acknowledged by all parties. **(b)** Responsibility for discrepancies identified at takeover shall be determined based on the validated inventory and applicable contractual obligations. The winning bidder shall remain responsible for undertaking the necessary arrangements and providing the resources required to fulfill the TOR. **(c)** Recording equipment as faulty or unsupported at takeover shall not automatically exempt the Service Provider from the applicable SLA requirements or penalties. Any request for relief shall be supported by documentary evidence and subject to LRA's evaluation and approval in accordance with the Contract.

	licenses, and other findings and shall submit the required assessment report to LRA."		
3	**TOR Annex A (introductory sentence) (p. 172):** Annex A: IT Equipment Inventory and Technical Specifications. The following table details the minimum technical specifications and inventory requirements for all IT equipment under the scope of this project: [table lists categories - servers, storage, workstations and POS, printers, scanners, barcode readers, network switches - with minimum specifications only; no quantities are stated] **TOR Clause 4.3.2 (p. 140):** 4.3.2 IT Equipment The Service Provider shall operate and maintain desktops, laptops, workstations, printers, scanners, mobile devices, and related peripherals, including deployment, configuration, inventory management, preventive and corrective maintenance, repair, replacement, and lifecycle management.	TOR Annex A provides the minimum specifications for IT equipment but does not specify quantities. TOR Clause 4.3.2 also includes laptops and mobile devices, which are not listed in Annex A. *Please provide a site-wise inventory of all IT and support-facility equipment to be maintained, including category, make/model, quantity, age, warranty/AMC status, and location. This information is required to estimate maintenance, repair, and replacement costs accurately*	The site-wise inventory of IT and support-facility equipment, including the quantities of equipment and components listed in Annex A of the Bidding Documents, shall be established and validated in coordination with LRA during the Operational Discovery and Baseline Phase.
4	**TOR Clause 3.2 (p. 135):** 3.2 Systems, Licenses, and Third-Party Services The Service Provider shall: 1. Manage, maintain, renew, support, or coordinate required subscriptions, licenses, service accounts, software tools, hosting arrangements, and third-party services necessary for the continued operation of LTCP services, subject to LRA approval and the applicable Contract provisions; 2. Maintain accurate records of licenses, subscriptions,	TOR Clause 3.2(2) requires the bidder to maintain records of licences, subscriptions, certificates, domains, service accounts, and expiry dates. Section VI also requires services to start within one day of the NTP. *Please provide, before the bid submission deadline, the details of all domain accounts, software licences, and third-party licences, including product/vendor name, quantity, current subscription status, expiry date, renewal cost, and End-of-Life (EOL) status.* *This information is required to*	The detailed records of domain accounts, software and third-party licences, subscriptions, certificates, and related expiry dates, including available information on vendors, quantities, subscription status, renewal costs, and End-of-Life (EOL) status, shall be disclosed to the winning bidder during takeover, subject to applicable confidentiality and access requirements. The winning bidder shall undertake the necessary coordination and arrangements to ensure service commencement within the prescribed period and uninterrupted operations throughout the Contract.

	certificates, domains, service accounts, warranties, contracts, and expiration dates; 3. Promptly notify LRA of any impending expiration, renewal requirement, service interruption, or third-party dependency that may affect operations; and 4. Ensure that no critical service or system is allowed to lapse due to failure to monitor or timely report applicable renewal requirements within the Service Provider's responsibility. **Section VI - Schedule of Requirements (p. 70):** The delivery and provision of the required goods and services shall commence within one (1) day from receipt of the Notice to Proceed (NTP) and shall continue for six (6) months from the date of commencement, subject to the terms and conditions of the Contract. **TOR Clause 5 - Phase 1 (item 9) (p. 143):** 9. Validate existing IT assets, licenses, subscriptions, warranties, leases, operational administrative cost, configurations, and related records.	*plan the takeover within one day, estimate renewal costs, and identify any licences or subscriptions that may expire during the contract period.*	
5	**TOR Clause 4.3.2 (p. 140):** 4.3.2 IT Equipment The Service Provider shall operate and maintain desktops, laptops, workstations, printers, scanners, mobile devices, and related peripherals, including deployment, configuration, inventory management, preventive and corrective maintenance, repair, replacement, and lifecycle management. **TOR Clause 4.3.4 (p.**	TOR Clauses 4.3.2 and 4.3.4 require equipment to be replaced as necessary, and the SLA requires critical equipment to be replaced within 48 hours. *Please clarify the following:* *(a) Is the cost of replacing failed or end-of-life equipment included in the bid price? Also, who will own the replacement equipment at the end of the contract?* *(b) Please define "critical IT equipment" for the purpose of the 48-hour replacement*	**(a)** The bidder shall include in its financial proposal the costs of equipment replacement necessary to fulfill the TOR and maintain the required service levels throughout the Contract. Ownership of replacement equipment shall be governed by the Contract and the applicable acquisition arrangements. **(b)** "Critical IT equipment" refers to equipment whose failure would cause an interruption of essential LRA services or materially affect system availability, transaction processing, data integrity, or security. This includes servers, storage systems, core network devices, and

	141): 4.3.4 Repair and Maintenance The Service Provider shall perform corrective and preventive maintenance, repair, troubleshooting, and replacement, as necessary, for IT equipment, facilities infrastructure, and operational support systems to maintain optimal functionality and minimize service interruptions and downtime. **TOR Clause 6 - SLA table (IT Equipment Replacement) (p. 149):** Minimum Requirement: The Service Provider shall promptly identify failed, defective, or obsolete critical IT equipment and provide and deploy suitable replacement equipment to prevent or minimize service disruption. Target: Replacement of critical units within 48 hours from confirmation of failure, unless otherwise approved by LRA **TOR Clause 11 (Service Continuity Plan item) (p. 163):** Service Continuity Plan, including hot-spare inventory, spare equipment locations, rapid-response deployment procedures, and service restoration workflows.	*requirement.* *(c) Please specify the required quantity of hot-spare equipment under the Service Continuity Plan in TOR Clause 11, by equipment category and site.*	essential power-support equipment where their failure has such an impact. **(c)** The bidder shall determine and propose the appropriate quantities and distribution of hot-spare equipment by category and site under its Service Continuity Plan. These shall be sufficient to meet the prescribed replacement timelines and SLA requirements, taking into account equipment criticality, site locations, and deployment lead times.
6	**TOR Clause 15 (p. 169):** 15. Ownership, Intellectual Property, and Data Rights LRA retains exclusive ownership of all data and buildings. The incumbent service provider retains ownership of their proprietary systems, including associated intellectual property and source code, IT equipment, support	TOR Clause 15 states that the incumbent retains ownership of the source code of its proprietary systems. *Please clarify the following:* *(a) Whether the bidder's application-related work is limited to administration and L1/L2 support, without access to the source code.* *(b) Who will be responsible for fixing code-level issues if*	**(a)** The Service Provider's application-related responsibilities shall cover the requirements specified in the TOR and shall not be limited to administration and L1/L2 support. Access to proprietary source code shall be subject to authorization from its owner and applicable agreements. **(b)** The Service Provider shall remain responsible for incident management and service restoration, including

	facility equipment, and movable fixtures, subject to existing contractual arrangements. The Service Provider shall not modify, reverse engineer, disclose, or exploit any third-party intellectual property, including proprietary systems, without explicit authorization from LRA and relevant intellectual property owners, in compliance with applicable law. All LRA data, records, backups, logs, documents, and operational outputs produced or processed under this Terms of Reference (TOR) are classified as confidential government information and shall be turned over to LRA or its designated successor upon contract expiration or termination. **TOR Clause 4.3.5 (p. 141):** 4.3.5 System Administration The Service Provider shall administer, configure, monitor, secure, troubleshoot and maintain operating systems, enterprise applications, directories, user accounts, system resources, and platform services to ensure operational stability, availability, and security.	*changes are required to restore the application or service.* *(c) Whether LRA will arrange access to the necessary documentation, build and deployment procedures, and development environment through the incumbent.* *(d) Whether SLA penalties will be excluded for incidents that cannot be resolved without source-code changes, where the required access or support is not available to the bidder.*	coordinating with the proprietary system owner or its authorized support provider for issues requiring source-code changes. **(c)** LRA shall facilitate coordination with the incumbent for access to available documentation, build and deployment procedures, and relevant environments, subject to applicable ownership rights, confidentiality requirements, and access authorizations. **(d)** Incidents requiring source-code changes shall not automatically be excluded from SLA requirements or penalties. Any request for relief shall be supported by documented dependencies, coordination efforts, mitigation measures, and the resulting impact on service restoration, subject to LRA's evaluation in accordance with the Contract.
7	**TOR Clause 4.2 (Continuity of Existing Incumbent Service Provider Services - Service Management & Support) (p. 139):** The Service Provider shall be responsible for providing, continuously delivering, and maintaining the following services to support LTCP operations. ... Service Management & Support: • Service desk operations • Technical support • Site support • Incident and	TOR Clause 4.2 includes Change and Release Management, and TOR Clause 4.3.5 covers the administration of enterprise applications, but the application scope is not clearly defined. *Please confirm whether change requests, application enhancements, patches, and version upgrades for the LTCP/LRA applications are included in the bidder's scope.* *Also, please provide the list of applications, including their*	Change requests, patches, version upgrades, and application enhancements necessary to maintain existing functionality, security, compatibility, and service continuity shall form part of the Service Provider's scope, subject to LRA's approval and applicable proprietary rights. New application development or major functional enhancements beyond the TOR shall be subject to separate evaluation and applicable contractual procedures. The detailed application inventory,

	Problem Management • Change and Release Management • Capacity and Availability Management • Monitoring and Performance Management • Service Level Management (SLA Monitoring and Reporting) • Project Management / Project Coordination **TOR Clause 4.3.5 (p. 141):** 4.3.5 System Administration The Service Provider shall administer, configure, monitor, secure, troubleshoot and maintain operating systems, enterprise applications, directories, user accounts, system resources, and platform services to ensure operational stability, availability, and security. **TOR Clause 4.3.6 (p. 141):** 4.3.6 Database Administration The Service Provider shall perform database administration, monitoring, performance tuning, backup, troubleshoot, recovery, patching, security management, and maintenance to ensure data integrity, security, performance, and availability.	*names, technology, versions, databases, and number of users, along with the average number of change requests received per year over the last three years. This information is required to assess the scope of work and estimate the required resources and costs.*	including available information on technologies, versions, databases, user counts, and historical change requests, shall be disclosed to the winning bidder during takeover, subject to applicable confidentiality and access requirements. The bidder shall provide sufficient resources to fulfill the TOR and maintain the prescribed service levels throughout the Contract.
8	**TOR Clause 4.1 (Immediate Takeover - Coordination & Transition) (p. 139):** The Service Provider shall coordinate with LRA, the incumbent service provider, LRADTP representatives, the successor service provider, and other authorized stakeholders as necessary to ensure an orderly transition of operational responsibilities. Such coordination shall be	TOR Clauses 4.1 and 15 do not allow the bidder to use the incumbent's proprietary systems without permission. The SCC Patent Rights clause also makes the bidder responsible for any IP infringement claims. *Please confirm that:* *(a) LRA will obtain written permission from the incumbent and IP owners before issuing the NTP, allowing the bidder to operate and support these systems.*	**(a)** The Service Provider shall ensure that its use, operation, and support of proprietary systems are covered by appropriate written authorizations and applicable agreements. **(b)** Liability shall be governed by the Contract, applicable agreements, and the circumstances of the claim. The winning bidder shall operate strictly within the rights and permissions granted. **(c)** Changes requiring access to proprietary source code or the grant of

	undertaken without transferring or assuming ownership of intellectual property, proprietary systems, software, documentation, or other assets belonging to the incumbent service provider, except where such transfer or use is lawfully authorized and expressly covered by the Contract or by LRA's authority. **TOR Clause 15 (p. 169):** 15. Ownership, Intellectual Property, and Data Rights LRA retains exclusive ownership of all data and buildings. The incumbent service provider retains ownership of their proprietary systems, including associated intellectual property and source code, IT equipment, support facility equipment, and movable fixtures, subject to existing contractual arrangements. The Service Provider shall not modify, reverse engineer, disclose, or exploit any third-party intellectual property, including proprietary systems, without explicit authorization from LRA and relevant intellectual property owners, in compliance with applicable law. All LRA data, records, backups, logs, documents, and operational outputs produced or processed under this Terms of Reference (TOR) are classified as confidential government information and shall be turned over to LRA or its designated successor upon contract expiration or termination. **SCC (GCC Clause 6.2) - Patent Rights (p. 69):** The Supplier shall indemnify the Procuring	*(b) The bidder will not be held liable for any IP infringement claims arising from the use of these systems with LRA's authorisation.* *(c) If any changes, modifications, or upgrades are required in the existing applications, but the source code and necessary IP rights are not available to the bidder, please clarify who will be responsible for carrying out such changes and upgrades, as the bidder may not be able to do so without the required access and rights.*	additional IP rights may be subject to separate agreements with the IP owner.

	Entity against all third-party claims of infringement of patent, trademark, or industrial design rights arising from use of the goods or any part thereof.		
9	**TOR Clause 3.8 (p. 137):** 3.8 Operational Setup of the Ten (10) Registry of Deeds The Service Provider, in coordination with the concerned Registry of Deeds (RD), shall be responsible for the supply and setup of IT equipment, installation and configuration of structured cabling, commissioning, operational testing, and network reconnection to start operations of the transferred Registry of Deeds offices. These activities shall be carried out to ensure that the offices are fully operational and able to resume normal services with minimal disruption. The Service Provider shall promptly notify the Procuring Entity of any site condition or deficiency that may affect the installation, commissioning, connectivity, or operational readiness of the transferred RD. Such notification shall not relieve the Service Provider of its responsibility to complete all activities within its contractual scope. The ten (10) Registry of Deeds (RDs) shall be disclosed to the winning bidder.4	TOR Clause 3.8 covers IT equipment, structured cabling, commissioning, testing, and network reconnection, and states that the details of the ten Registries of Deeds (RDs) will be disclosed to the winning bidder. *Since the setup cost depends on location, site conditions, logistics, and the quantity of equipment required, please provide the list and locations of all 10 RDs, along with the site-wise scope of work, quantities of IT equipment (servers, workstations, POS, printers, scanners, barcode readers, switches, and UPS), and the number of cabling points before the bid submission deadline of 26 October 2026.* *Please also confirm whether office rent, civil works, renovation, furniture, air-conditioning, electrical works, and power backup are excluded from the bidder's scope and will be provided by LRA or the host RD. If any of these items are within the bidder's scope, kindly provide the relevant specifications and quantities.* *If these details cannot be provided before the bid deadline, please clarify the pricing assumptions that bidders should use while preparing their bids.*	The identities and locations of the ten (10) RDs, together with available site-specific requirements, shall be disclosed to the winning bidder. Detailed equipment quantities and cabling requirements shall be validated in coordination with LRA and the concerned RDs. The bidder shall account for the equipment, structured cabling, installation, configuration, commissioning, testing, network reconnection, and related power and connectivity components required under the TOR. For pricing purposes, bidders shall cover the operational setup of all ten (10) RDs and include the resources and logistical requirements necessary to complete the prescribed activities. Any site condition or deficiency affecting implementation shall be promptly reported to LRA for coordination and resolution.
10	**TOR Clause 14 (opening paragraphs) (p. 163):** 14. Key Personnel The Service Provider shall provide the following minimum service domain staffing complement. The minimum staffing complement as defined in this matrix is mandatory and shall be maintained	TOR Clause 14 specifies 521 personnel, including 205 Site Support personnel and 25 Kiosk Office personnel, but does not mention the 10 RD offices. *Please confirm whether the staff required for the 10 RD offices is included in the 521 personnel or will be additional.*	The staffing requirements for the ten (10) RD offices are included in the prescribed 521-personnel complement. An additional forty (40) reserve personnel shall be required to ensure service continuity and address contingencies and operational needs. Please refer to the table below Reserve Workforce distribution. The allocation of

	at all times to ensure uninterrupted LTCP operations. This matrix establishes the minimum required personnel by service domain or role group based on current LTCP operational coverage requirements, number of supported sites, required service hours, service-level obligations, cybersecurity and continuity requirements, transition risks, and operational support needs. The specified headcount shall not limit the Service Provider's obligation to provide additional qualified personnel where required to meet service levels, support 24x7x365 operations, address operational risks, support transition activities, maintain site coverage, or ensure uninterrupted LTCP operations. All personnel shall remain subject to LRA review and acceptance based on qualifications, experience, role suitability, availability, security considerations, and compliance with this TOR. The Bidder's proposed key personnel shall be evaluated based on relevant professional experience and certifications applicable to each position. Only personnel meeting the mandatory minimum qualifications shall be eligible for comparative scoring, supported by verifiable documentary evidence; a CV alone shall not suffice. Mandatory qualifications shall not earn comparative points. LTCP-related experience, where considered, shall not be treated as an exclusive or restrictive requirement. Equivalent experience in comparable nationwide government IT	*Also, please provide the number of staff required at each RD, their roles, and working hours.*	personnel per RD, their roles, and working hours shall be coordinated with LRA based on operational requirements. The table below lists the forty (40) reserve personnel. **Position / Function** — **Minimum Reserved Personnel** Service Desk — 4 Technical Support L3 — 2 Data Conversion Team — 5 Mapping Team — 5 Site Support - NCR — 2 Site Support - North Luzon — 2 Site Support - South Luzon — 2 Site Support - Visayas — 2 Site Support - Mindanao — 2 Kiosk Team — 2 Security Service — 6 Janitorial Services — 6 **Total** — **40**

	operations, land registration or records management systems, registry systems, mission-critical public service platforms, transition operations, or large-scale managed IT service environments shall be accepted, provided that such experience is documented, position-relevant, verifiable, and applicable to the role being proposed. The criterion shall be applied uniformly to all Service providers and shall not favor incumbent personnel, a particular service provider, a specific bidder, or any personnel group. The Service Provider shall have the option to offer staffing levels that exceed the baseline requirements outlined in the personnel matrix. Any supplementary personnel submitted shall be assessed and competitively scored by LRA during evaluation, provided that the scoring methodology is stated in the Bidding Documents and applied consistently to all Bidders. **TOR Clause 14 - Personnel matrix (extract) (p. 168-169):** Roles 14-15: Data Conversion, Production and Mapping Supervisor - 1; Data Conversion Team - 40. Role 18: Site Support - 205. Role 19: Kiosk Offices - 25. Role 20: Security Service - 80. Role 21: Janitorial Service - 46. TOTAL MANPOWER PERSONNEL: 521.		
11	**TOR Clause 3.8 (p. 137):** 3.8 Operational Setup of the Ten (10) Registry of Deeds The Service Provider, in coordination with the concerned	TOR Clauses 3.8 and 5 do not specify the dates for setting up the 10 RD offices, while Section VI limits the contract period to six months.	The planned setup dates and implementation sequence for the ten (10) RD offices shall be coordinated with LRA and incorporated into the Winning

	Registry of Deeds (RD), shall be responsible for the supply and setup of IT equipment, installation and configuration of structured cabling, commissioning, operational testing, and network reconnection to start operations of the transferred Registry of Deeds offices. These activities shall be carried out to ensure that the offices are fully operational and able to resume normal services with minimal disruption. The Service Provider shall promptly notify the Procuring Entity of any site condition or deficiency that may affect the installation, commissioning, connectivity, or operational readiness of the transferred RD. Such notification shall not relieve the Service Provider of its responsibility to complete all activities within its contractual scope. The ten (10) Registry of Deeds (RDs) shall be disclosed to the winning bidder.4 **Section VI - Schedule of Requirements (p. 70):** The delivery and provision of the required goods and services shall commence within one (1) day from receipt of the Notice to Proceed (NTP) and shall continue for six (6) months from the date of commencement, subject to the terms and conditions of the Contract. **TOR Clause 5 (opening paragraphs) (p. 142):** 5. Transition-In and Transition-Out Timelines The Service Provider shall comply with and execute all transition-in, stabilization, transition	*Please provide the planned dates and sequence for setting up the 10 RD offices. Also, please confirm that LRA will ensure the buildings are ready and provide power and access before the bidder starts the work. Any delays caused by site-related issues reported under TOR Clause 3.8 should be treated as excusable delays and should not be considered the bidder's fault.*	Bidder's approved Work Plan. Reporting site-related issues under TOR Clause 3.8 shall not automatically render the resulting delays excusable. Any request for relief shall be supported by documentation of the cause, impact, and mitigation measures undertaken, subject to LRA's evaluation under the Contract.

	support, gap-period continuity, transition-out, and final handover activities in accordance with the timelines approved by the Land Registration Authority (LRA). The transition timelines indicated below shall serve as the minimum required activities and deliverables. LRA may adjust the specific schedule, sequence, or duration of activities as may be necessary based on the procurement schedule, LRADTP implementation timeline, operational risk assessments, system and infrastructure readiness, and the readiness of the successor Service Provider. The Service Provider shall ensure that all required activities and deliverables are completed within the timelines approved by LRA, unless otherwise authorized in writing by LRA.		
12	**TOR Clause 4.1 (Immediate Takeover - Operational Responsibility, items 1-2) (p. 137):** The Service Provider shall: 1. Assume operational responsibility for the applicable LTCP services, including personnel, processes, facilities, cloud infrastructure and services, accounts, system access, documentation, tools, inventory, third-party services, and other operational requirements included in the Contract; 2. Manage and coordinate the required utilities and services assigned to the Service Provider under the Contract, including electricity, water, internet connectivity, cloud	TOR Clause 4.1 (Item 2) requires the bidder to manage and coordinate internet connectivity, other utilities, and related operational costs. *Please clarify whether the internet/WAN connections for the central office, data centers, kiosks, and RD offices will be arranged and paid for by the bidder or LRA.* *If the bidder is responsible, please provide the details of the existing connections, including location, current link speed/bandwidth, ISP name, contract expiry date, and other relevant technical details. Also, please confirm whether the existing contracts will be transferred to the bidder.*	The Winning Bidder shall arrange, manage, and maintain the internet/WAN connectivity required within its contractual scope and include the corresponding costs in its financial proposal. Available details of existing connections, including locations, bandwidth, service providers, contract expiry dates, and relevant technical information, shall be disclosed to the winning bidder during takeover, subject to confidentiality and access requirements. Existing connectivity contracts shall not be presumed to transfer automatically. Any transfer, renewal, or replacement shall be coordinated with LRA and the relevant service providers, subject to applicable contractual terms and approvals. The winning bidder shall undertake the necessary arrangements to ensure uninterrupted connectivity.

	services, subscriptions, licenses, courier services and other related operational costs; **TOR Clause 6 - SLA table (Network Downtime) (p. 148-149):** Minimum Requirement: The Service Provider shall maintain stable and reliable network and online connectivity and shall implement immediate response and restoration procedures for network interruptions. Target: >= 99.9% network uptime		
13	**TOR Clause 4.1 (Immediate Takeover - Operational Responsibility, item 7) (p. 138):** 7. Ensure the timely and continuous supply, delivery, replenishment, and availability of required office supplies, consumables, and accountable security papers (CCV Forms) at all designated sites. **TOR Clause 4.2 (Specialized Services & Logistics) (p. 140):** • Mapping Services • Data Conversion • Supplies • Consumables • Communication • Taxes • Licenses • Subscriptions • Hosting Service • Insurance • Security Forms (CCV Forms) • Operational utilities (including electricity and water) • Courier services **TOR Clause 6 - SLA table (Supplies and Consumable Deliveries) (p. 148):** Minimum Requirement: The Service Provider shall ensure the timely and continuous delivery, replenishment, and availability of required office supplies, consumables, and accountable security	TOR Clauses 4.1 and 4.2 make the bidder responsible for providing supplies and consumables at all designated sites, but the required quantities are not specified. *Please provide the list of all designated sites, monthly transaction volumes for each site, average pages per transaction, and current monthly consumption of paper, toner/ink, and other consumables, including for the 10 RD offices. This information is required to estimate the costs and prepare an accurate bid.*	The list of designated sites, including the ten (10) RD offices, together with available historical transaction volumes, printing requirements, and consumption records for paper, toner/ink, and other consumables, shall be disclosed to the winning bidder during takeover and Operational Discovery and baseline phase. The bidder shall include in its financial proposal sufficient provision for the supplies and consumables necessary to fulfill the TOR and ensure their continuous availability at all designated sites throughout the Contract. Historical consumption figures shall serve as reference and shall not constitute fixed or maximum quantities.

	papers at all designated sites. Target: 100% on-time delivery in accordance with approved schedules and quantities		
14	**ITB Clauses 5.4-5.5 (p. 21):** 5.4 The Bidder must have completed, within a period of ten (10) years from the submission of the bid, unless a shorter period is indicated in the Invitation to Bid and BDS, a Single Largest Completed Contract (SLCC) that is similar to the procurement project to be bid, and whose value must be equivalent to at least fifty percent (50%) of the ABC, adjusted to current prices using the Philippine Statistics Authority (PSA) consumer price indices. 5.5 If the Procuring Entity determines that it is necessary to adopt a different SLCC requirement to ensure broader Bidder participation while establishing their technical capacity, it may allow Bidders to present a combination of contracts completed within the same period, provided their total value is at least fifty percent (50%) of the ABC, thus: a) The Bidder should have completed at least one (1) similar contract amounting to at least 25% of the ABC; and b) The Bidder should have completed other contracts, whether similar or not, with an aggregate amount of at least 25% of the ABC. For this purpose, the Procuring Entity may clarify in the BDS the definition or description of what it considers to be a similar project, which must be germane to the kind, class, or genus of goods or services to be	ITB Clauses 5.4–5.5 and BDS Clauses 5.4–5.5 require completed similar contracts to meet the SLCC requirement. *Please confirm whether a Philippine subsidiary can use the completed contracts and Statement of SLCC of its foreign parent company, including contracts completed outside the Philippines.* *If allowed, please provide the list of required supporting documents, such as proof of the parent-subsidiary relationship, a parent company undertaking or guarantee, client completion certificates, and apostilled documents, if applicable.*	No. Only the experience and credentials of entities participating (directly or through a Joint Venture) in the bid shall be accepted.

	procured, guided by the principle of proportionality and fit-for-purpose approach. BDS Clauses 5.4-5.5 (p. 45): 5.4 The Bidder must have completed at least one (1) contract similar or equivalent to the Project within the last five (5) years prior to the deadline for the submission and receipt of bids. The total contract amount of the similar project must be at least fifty percent (50%) of the ABC. The Procuring Entity shall also allow the Bidder to present a combination of contracts completed within the same period, provided their value is at least fifty percent (50%) of the ABC, thus: (a) The Bidder should have completed at least one (1) similar contract amounting to at least 25% of the ABC; and (b) The Bidder should have completed other contracts, whether similar or not, with an aggregate amount of at least 25% of the ABC. 5.5 A similar contract means a completed project involving IT Operations and Maintenance, technical support, or managing IT services of comparable nature and scope to the requirements of this procurement. IT operations, maintenance, managed services, infrastructure support and similar government IT or public service IT projects may qualify even if they do not include software development provided they meet the threshold requirements. Similar projects completed outside the Philippines may also qualify provided they meet the same requirements and are		

	supported by a proper document.		
15	**ITB Clauses 8.1-8.3 (p. 25):** 8.1 Unless otherwise specified in the BDS, the Bidder may subcontract portions of the Goods to an extent as may be approved by the HoPE and as stated in the BDS. However, the subcontracted portion shall not exceed twenty percent (20%), or a different percentage of the ABC, on a per project basis, as approved by the GPPB. 8.2 Subcontracting of any portion of this Project shall not relieve the Bidder from any liability or obligation that may arise from the contract. 8.3 Subcontractors must meet the eligibility criteria and submit the same eligibility documents as the general contractor. Failure of a subcontractor to meet the eligibility criteria does not affect the eligibility of the general contractor for the Project. In such case, the portion intended to be subcontracted to the ineligible subcontractor shall be assumed by the general contractor. **BDS Clause 8.1 (p. 46):** 8.1 Subcontracting is allowed. The following services may be subcontracted: (1) Data Conversion Team (2) Site Support Team (3) Kiosk Offices (4) Security Service (5) Janitorial Service (6) IT equipment service providers The total value of all subcontracted portions shall not exceed the twenty (20%) of the ABC. The general contractor shall remain liable for the subcontractor's actions, defaults, delays, and negligence.	BDS Clause 8.1 allows subcontracting of six specified services up to 20% of the Approved Budget for the Contract (ABC), while TOR Clauses 13–14 specify requirements for key personnel, certifications, and equipment authorisations. *Please clarify whether a bidder can use the personnel, professional certifications, technical resources, and equipment authorisations of its foreign parent company or affiliates to meet the requirements of TOR Clauses 13–14, without formally appointing them as subcontractors.* *If this is allowed, please clarify the following:* *(a) Whether the parent company or affiliate can provide its personnel, certifications, and equipment authorisations to support the bid and contract implementation, and what supporting documents are required.* *(b) Whether the parent company or affiliate must be included as a Joint Venture (JV) member, formally appointed as a subcontractor, or can provide support through a parent company undertaking or resource-sharing agreement.* *(c) If the parent company or affiliate is treated as a subcontractor, whether the value of its services will count towards the 20% subcontracting limit under BDS Clause 8.1.* *(d) Whether the use of parent company or affiliate resources is permitted for meeting the technical and staffing requirements, while the Philippine bidder remains fully responsible for contract delivery and performance.*	(a) A bidder may propose personnel and technical resources from its foreign parent company or affiliates, provided that their availability, assignment to LRA-designated locations/sites, and commitment to the Project are explicitly established. Required supporting documents include individual CVs, valid professional certifications, signed Letters of Commitment, and a formal resource-sharing or secondment agreement detailing the specific resources, deployment arrangements, and support duration. Professional certifications must belong to the personnel proposed. Equipment authorisations must expressly cover the bidder, the Project, or the proposed supply arrangement; affiliation alone shall not make an authorisation transferable. (b) Support from external entities (parent company or otherwise) shall only be through a JV arrangement or a Sub-contracting arrangement. (c) If the arrangement constitutes subcontracting, the value of the subcontracted services shall count toward the twenty percent (20%) limit under BDS Clause 8.1 and shall be subject to the permitted scope and subcontractor eligibility requirements. (d) The Philippine bidder shall remain fully responsible for the availability, qualifications, deployment, supervision, and performance of all proposed resources and for complete contract delivery. Use of group company resources shall not waive any mandatory technical, staffing, certification, authorisation, or applicable work-permit requirement.

	TOR Clause 13 (p. 163): 13 Staffing and Organization Proposal • Proposed organization structure and reporting lines. • Staffing Plan showing key personnel, roles, responsibilities, qualifications, certifications where applicable, deployment locations, work schedules, escalation coverage, backup personnel, and scenario-based scale-up approach. • Curriculum vitae or personnel profiles for key personnel, subject to procurement rules and LRA requirements. • Personnel replacement, vacancy management, knowledge transfer, and continuity coverage approach.	This clarification is required to determine the acceptable arrangement for using group company resources while complying with the bidding requirements.	
16	**ITB Clauses 5.4-5.5 (p. 21):** 5.4 The Bidder must have completed, within a period of ten (10) years from the submission of the bid, unless a shorter period is indicated in the Invitation to Bid and BDS, a Single Largest Completed Contract (SLCC) that is similar to the procurement project to be bid, and whose value must be equivalent to at least fifty percent (50%) of the ABC, adjusted to current prices using the Philippine Statistics Authority (PSA) consumer price indices. 5.5 If the Procuring Entity determines that it is necessary to adopt a different SLCC requirement to ensure broader Bidder participation while establishing their technical capacity, it may allow Bidders to present a combination of contracts completed within the same period, provided their total value is at least	BDS Clause 5.5 allows similar projects completed outside the Philippines if supported by proper documents. *Please clarify the acceptable supporting documents, such as client completion certificates, contract copies, and apostilled or translated documents, where applicable.* Also, ITB Clause 5.4 requires the SLCC value to be adjusted using PSA Consumer Price Indices, while BDS Clause 5.4 does not mention this adjustment. *Please confirm whether the CPI adjustment applies and, if so, specify the applicable base date and index to be used.*	Acceptable supporting documents shall include Certificates of Satisfactory Completion, Certificates of Acceptance, and other equivalent official documentation. For projects completed outside the Philippines, these documents shall be subject to applicable rules on apostilled documents. Pursuant to ITB Clause 5.4, the SLCC value shall be adjusted to current prices using the Philippine Statistics Authority (PSA) Consumer Price Index (CPI). The base date for the adjustment shall be the month and year of completion of the project, using the All Items CPI published by the PSA as of the date of bid submission.

	fifty percent (50%) of the ABC, thus: a) The Bidder should have completed at least one (1) similar contract amounting to at least 25% of the ABC; and b) The Bidder should have completed other contracts, whether similar or not, with an aggregate amount of at least 25% of the ABC. For this purpose, the Procuring Entity may clarify in the BDS the definition or description of what it considers to be a similar project, which must be germane to the kind, class, or genus of goods or services to be procured, guided by the principle of proportionality and fit-for-purpose approach. **BDS Clauses 5.4-5.5 (p. 45):** 5.4 The Bidder must have completed at least one (1) contract similar or equivalent to the Project within the last five (5) years prior to the deadline for the submission and receipt of bids. The total contract amount of the similar project must be at least fifty percent (50%) of the ABC. The Procuring Entity shall also allow the Bidder to present a combination of contracts completed within the same period, provided their value is at least fifty percent (50%) of the ABC, thus: (a) The Bidder should have completed at least one (1) similar contract amounting to at least 25% of the ABC; and (b) The Bidder should have completed other contracts, whether similar or not, with an aggregate amount of at least 25% of the ABC. 5.5 A similar contract means a completed project involving IT Operations		

	and Maintenance, technical support, or managing IT services of comparable nature and scope to the requirements of this procurement. IT operations, maintenance, managed services, infrastructure support and similar government IT or public service IT projects may qualify even if they do not include software development provided they meet the threshold requirements. Similar projects completed outside the Philippines may also qualify provided they meet the same requirements and are supported by a proper document.		
17	**Invitation to Bid, Clause 3 (extract) (p. 11):** Bidding will be conducted through competitive bidding procedures using a non-discretionary "pass/fail" criterion as specified in the IRR of RA No. 12009. The award of contract shall be based on the Lowest Calculated Responsive Bid (LCRB), consistent with the evaluation and post-qualification procedures specified in the Bidding Documents. **TOR Clause 14 (opening paragraphs) (p. 163):** 14. Key Personnel The Service Provider shall provide the following minimum service domain staffing complement. The minimum staffing complement as defined in this matrix is mandatory and shall be maintained at all times to ensure uninterrupted LTCP operations. This matrix establishes the minimum required personnel by service domain or role group based on current LTCP operational coverage requirements, number of supported	Invitation Clause 3 states that the evaluation will be on a pass/fail basis, with the contract awarded to the Lowest Calculated Responsive Bidder (LCRB). However, TOR Clause 14 refers to “comparative scoring” of key and supplementary personnel, while the BDS does not provide any scoring methodology. *Please clarify whether comparative scoring will apply. If yes, please issue the evaluation methodology, criteria, and weightings through an addendum before the bid submission deadline.*	Comparative scoring shall not apply. Evaluation of the proposed personnel shall be conducted on a pass/fail basis against the minimum qualifications and documentary requirements prescribed in the TOR, as amended by this Bid Bulletin. Accordingly, references to “comparative scoring” under TOR Clause 14 are hereby deleted. No scoring criteria or weightings shall apply. The contract shall be awarded to the Lowest Calculated Responsive Bidder (LCRB), subject to compliance with all applicable bidding and post-qualification requirements.

	sites, required service hours, service-level obligations, cybersecurity and continuity requirements, transition risks, and operational support needs. The specified headcount shall not limit the Service Provider's obligation to provide additional qualified personnel where required to meet service levels, support 24x7x365 operations, address operational risks, support transition activities, maintain site coverage, or ensure uninterrupted LTCP operations. All personnel shall remain subject to LRA review and acceptance based on qualifications, experience, role suitability, availability, security considerations, and compliance with this TOR. The Bidder's proposed key personnel shall be evaluated based on relevant professional experience and certifications applicable to each position. Only personnel meeting the mandatory minimum qualifications shall be eligible for comparative scoring, supported by verifiable documentary evidence; a CV alone shall not suffice. Mandatory qualifications shall not earn comparative points. LTCP-related experience, where considered, shall not be treated as an exclusive or restrictive requirement. Equivalent experience in comparable nationwide government IT operations, land registration or records management systems, registry systems, mission-critical public service platforms, transition operations, or large-scale managed IT service environments shall be accepted,		

	provided that such experience is documented, position-relevant, verifiable, and applicable to the role being proposed. The criterion shall be applied uniformly to all Service providers and shall not favor incumbent personnel, a particular service provider, a specific bidder, or any personnel group. The Service Provider shall have the option to offer staffing levels that exceed the baseline requirements outlined in the personnel matrix. Any supplementary personnel submitted shall be assessed and competitively scored by LRA during evaluation, provided that the scoring methodology is stated in the Bidding Documents and applied consistently to all Bidders.		
18	**TOR Clause 6 - SLA table (System Availability) (p. 148):** Minimum Requirement: The Service Provider shall maintain continuous availability of production systems and services, except during LRA-approved maintenance windows and events covered by applicable force majeure provisions. Target: >= 98% Uptime **TOR Clause 6 - SLA table (Network Downtime) (p. 148-149):** Minimum Requirement: The Service Provider shall maintain stable and reliable network and online connectivity and shall implement immediate response and restoration procedures for network interruptions. Target: >= 99.9% network uptime **TOR Clause 6 - SLA**	TOR Clauses 6, 6.1, 3.7, and 8.3 specify different or unclear requirements for system availability, network uptime, and disaster recovery. *Please clarify the following:* *(a) What is the single binding availability requirement: 98%, 99.5%, or 99.9%? Please also specify how availability will be measured, including whether it will be calculated monthly and separately for each system or site.* *(b) Please confirm that the Recovery Point Objective (RPO) must be less than one hour, as stated in TOR Clause 6, or clarify whether bidders are required to propose their own RPO under TOR Clause 8.3.* *(c) Please specify the binding Recovery Time Objective (RTO) that the bidder must meet, as TOR Clause 8.3 asks bidders to propose RTO and RPO without clearly defining the required targets.*	(a) As provided in TOR Clause 6, the following SLA requirements shall apply: ● System Availability: At least 98% uptime. ● Network Availability: At least 99.9% network uptime. (b) The RPO shall be less than one (1) hour, as specified in TOR Clause 6, unless otherwise approved by LRA. (c) TOR Clause 8.3 does not prescribe a fixed numerical RTO. The Service Provider shall propose system-specific RTOs based on Operational Discovery and Baseline findings, system and data criticality, operational impact, technical feasibility, and available facilities, for LRA's review and approval.

	table (Backup and Recovery) (p. 148): Minimum Requirement: The Service Provider shall monitor and verify backups, maintain backup logs, conduct periodic restoration and recovery tests, document results, and immediately report failed or incomplete backups and other exceptions to LRA. Target: 100% backup success rate and RPO of less than 1 hour, unless otherwise approved by LRA **TOR Clause 6.1 (SLA Penalty Computation Methodology) (p. 149-150):** For every validated breach of an applicable SLA or performance standard, the corresponding contractual penalty shall be computed as follows: Penalty Amount per Occurrence = Applicable Penalty Rate x Monthly Service Fee. ... Critical Failure: Severity 1 response or resolution delay, or system availability below the required 99.5% uptime - 5% to 10%. Monthly Penalty Cap: The sum of all penalties for any single month cannot exceed 30% of the total Monthly Service Fee. **TOR Clause 8.3 (p. 158):** 8.3 Recovery Targets and Testing The Service Provider shall propose Recovery Time Objectives, Recovery Point Objectives, restoration priorities, and testing frequency for LRA review and approval based on Operational Discovery and Baseline findings, system criticality, data criticality, operational impact, technical feasibility, and available		

	facilities. Until specific targets are approved, the Service Provider shall apply the most protective practical recovery approach to prevent data loss, minimize service interruption, and preserve evidence and audit trails.		
19	**Section VI - Schedule of Requirements (p. 70):** The delivery and provision of the required goods and services shall commence within one (1) day from receipt of the Notice to Proceed (NTP) and shall continue for six (6) months from the date of commencement, subject to the terms and conditions of the Contract. **TOR Clause 1 (extract) (p. 134):** The LTCP contract is scheduled to expire at the end of October 2026, and LRA will not extend the contract with the incumbent service provider. **Invitation to Bid, Clause 9 (extract) (p. 13):** 9) Bid opening shall be on 26 October 2026 at 2:00 P.M. (Philippine Standard Time) at the 4th Floor, RD/DRD Conference Room, LRA Building, East Avenue corner NIA Road, Diliman, Quezon City. **TOR Clause 5 (opening paragraphs) (p. 142):** 5. Transition-In and Transition-Out Timelines The Service Provider shall comply with and execute all transition-in, stabilization, transition support, gap-period continuity, transition-out, and final handover activities in accordance with the timelines approved by the Land Registration Authority (LRA). The transition timelines indicated below	Section VI requires the services to commence within one (1) day of the Notice to Proceed (NTP), while the bid opening is scheduled for 26 October 2026 and the existing LTCP contract ends in October 2026. However, TOR Clause 5 requires assessment, baseline establishment, and stabilisation phases before the services can be fully operational and SLAs can be properly measured. *Please clarify the following:* *(a) What is the expected date of issuance of the NTP and commencement of services?* *(b) Will a reasonable mobilisation period and an overlap period with the incumbent be allowed to ensure a smooth transition and proper handover of systems, data, equipment, and operations?* *(c) Please confirm that SLA penalties and liquidated damages will apply only after completion of Phase 3 and formal establishment of the agreed SLA/KPI baseline, allowing the bidder sufficient time to assess the existing environment and stabilise the services.*	(a) The date of issuance of the NTP shall be determined by LRA upon completion of the applicable procurement and contract execution requirements. Services shall commence within one (1) day upon receipt of the NTP, as prescribed in Section VI. Commencement includes the transition-in activities under TOR Clause 5. (b) Mobilisation, operational discovery, baseline establishment, and stabilisation shall be undertaken in accordance with an LRA-approved transition plan and schedule under TOR Clause 5. Any overlap with the incumbent shall be subject to its availability and the handover arrangements coordinated by LRA. These activities shall be managed to ensure continuity of services. (c) SLA performance measurement and the commencement of corresponding penalties shall be expressly defined in the LRA-approved transition plan, taking into account completion of Phase 3 and formal acceptance of the established SLA/KPI baseline. This shall not constitute a blanket exemption from contractual obligations during transition. Liquidated damages for delays in required services or deliverables shall remain governed by the applicable contract provisions and approved timelines.

	shall serve as the minimum required activities and deliverables. LRA may adjust the specific schedule, sequence, or duration of activities as may be necessary based on the procurement schedule, LRADTP implementation timeline, operational risk assessments, system and infrastructure readiness, and the readiness of the successor Service Provider. The Service Provider shall ensure that all required activities and deliverables are completed within the timelines approved by LRA, unless otherwise authorized in writing by LRA. **TOR Clause 5 - Phase 3: Stabilization (Key Outputs) (p. 144):** 1. Readiness and Acceptance Checklist; 2. Stabilization Report and Updated Risk Register; 3. Operations Report and Issue Tracker; and 4. Established SLA/KPI Baseline.		
20	**BDS Clause 8.1 (p. 46):** 8.1 Subcontracting is allowed. The following services may be subcontracted: (1) Data Conversion Team (2) Site Support Team (3) Kiosk Offices (4) Security Service (5) Janitorial Service (6) IT equipment service providers The total value of all subcontracted portions shall not exceed the twenty (20%) of the ABC. The general contractor shall remain liable for the subcontractor's actions, defaults, delays, and negligence. **ITB Clauses 8.1-8.3 (p. 25):** 8.1 Unless otherwise specified in the BDS, the	BDS Clause 8.1 permits subcontracting of Data Conversion, Site Support, Kiosk Offices, Security, Janitorial, and IT Equipment services, subject to a total subcontracting limit of 20% of the Approved Budget for the Contract (ABC), equivalent to approximately PHP 122.69 million. However, Site Support, Kiosk Offices, Security, and Janitorial services alone account for 356 of the 521 personnel specified in TOR Clause 14. Please clarify the following: (a) Please confirm that the 20% subcontracting limit is calculated based on the total ABC. (b) Considering the large number of personnel required	(a) Under the published BDS Clause 8.1, the 20% subcontracting limit is based on the total ABC of PHP 613,472,503.00. (b) Under Section 7.5.1.1(a) of the 2025 IRR of RA 12009, the statutory cap for subcontracting in Goods contracts is fixed at 20% of the ABC. Accordingly, the 20% limit stands as stated in BDS Clause 8.1 and cannot be increased by the Procuring Entity. (c) Bidders may subcontract any or all of the six (6) permissible services listed in BDS Clause 8.1 (Data Conversion, Site Support, Kiosk Offices, Security, Janitorial, and IT Equipment), provided that the total combined contract value assigned to all subcontractors does not exceed Php 122,694,500.60 (20% of ABC)

	Bidder may subcontract portions of the Goods to an extent as may be approved by the HoPE and as stated in the BDS. However, the subcontracted portion shall not exceed twenty percent (20%), or a different percentage of the ABC, on a per project basis, as approved by the GPPB. 8.2 Subcontracting of any portion of this Project shall not relieve the Bidder from any liability or obligation that may arise from the contract. 8.3 Subcontractors must meet the eligibility criteria and submit the same eligibility documents as the general contractor. Failure of a subcontractor to meet the eligibility criteria does not affect the eligibility of the general contractor for the Project. In such case, the portion intended to be subcontracted to the ineligible subcontractor shall be assumed by the general contractor. TOR Clause 14 - Personnel matrix (extract) (p. 168-169): Roles 14-15: Data Conversion, Production and Mapping Supervisor - 1; Data Conversion Team - 40. Role 18: Site Support - 205. Role 19: Kiosk Offices - 25. Role 20: Security Service - 80. Role 21: Janitorial Service - 46. TOTAL MANPOWER PERSONNEL: 521.	for these services, can the 20% subcontracting limit be increased to allow bidders to engage qualified subcontractors to meet the manpower requirements? (c) If the limit cannot be increased, please clarify whether the manpower for Site Support, Kiosk Offices, Security, and Janitorial services can be deployed through subcontractors while the total subcontracted contract value remains within the 20% limit, or whether the bidder must directly employ these personnel services excluded from it, so that the listed services can be subcontracted.	
21	TOR Clause 13 (p. 163): 13 Staffing and Organization Proposal • Proposed organization structure and reporting lines. • Staffing Plan showing key personnel, roles, responsibilities, qualifications, certifications where applicable, deployment	TOR Clause 13 requires CVs for key personnel, while TOR Clause 14 states that a CV alone is not sufficient. However, the Bidding Documents do not clearly specify the complete set of personnel documents required at the time of bid submission. Please clarify the following:	**Please note that the revised staffing complement consists of 120 Core Personnel and 401 Support Personnel, for a total of 521 personnel.** **(a) Core Personnel:** Bidders shall submit ***individual CVs***, ***relevant professional certifications and***

	locations, work schedules, escalation coverage, backup personnel, and scenario-based scale-up approach. • Curriculum vitae or personnel profiles for key personnel, subject to procurement rules and LRA requirements. • Personnel replacement, vacancy management, knowledge transfer, and continuity coverage approach. TOR Clause 14 (opening paragraphs) (p. 163): 14. Key Personnel The Service Provider shall provide the following minimum service domain staffing complement. The minimum staffing complement as defined in this matrix is mandatory and shall be maintained at all times to ensure uninterrupted LTCP operations. This matrix establishes the minimum required personnel by service domain or role group based on current LTCP operational coverage requirements, number of supported sites, required service hours, service-level obligations, cybersecurity and continuity requirements, transition risks, and operational support needs. The specified headcount shall not limit the Service Provider's obligation to provide additional qualified personnel where required to meet service levels, support 24x7x365 operations, address operational risks, support transition activities, maintain site coverage, or ensure uninterrupted LTCP operations. All personnel shall remain subject to LRA review and acceptance based on qualifications, experience, role suitability, availability,	(a) For the 59 key personnel covering Roles 1–11, please confirm the documents required in the first envelope, including CVs, professional certifications, proof of employment or experience, and Letters of Commitment. (b) For the 462 support personnel covering Roles 12–21, please confirm whether a staffing plan and an undertaking to deploy the required personnel are sufficient at bid submission, with individual names, CVs, and supporting documents to be submitted only during post-qualification or before the issuance of the NTP. (c) Please confirm that bidders will not be disqualified for not submitting individual names and CVs of all 462 support personnel with the initial bid, provided the required staffing plan and undertaking are submitted.	***licenses, proof of qualifications and employment or relevant experience, and signed Letters of Commitment*** in the first envelope at bid submission. An undertaking alone shall not be sufficient. Compliance shall be assessed on a **pass/fail basis**. **(b) Support Personnel:** For personnel classified as Support Personnel under the revised allocation, a staffing and deployment plan and a company undertaking to provide the required qualified personnel shall suffice at bid submission. Individual names, CVs, and supporting documents shall be submitted when required by LRA during post-qualification or before deployment, in accordance with the prescribed schedule. **(c)** Non-submission of individual names and CVs for Support Personnel at bid submission shall not, by itself, constitute grounds for disqualification, provided the required staffing and deployment plan and undertaking are submitted. This allowance shall not apply to personnel classified as Core Personnel under the revised allocation.

	security considerations, and compliance with this TOR. The Bidder's proposed key personnel shall be evaluated based on relevant professional experience and certifications applicable to each position. Only personnel meeting the mandatory minimum qualifications shall be eligible for comparative scoring, supported by verifiable documentary evidence; a CV alone shall not suffice. Mandatory qualifications shall not earn comparative points. LTCP-related experience, where considered, shall not be treated as an exclusive or restrictive requirement. Equivalent experience in comparable nationwide government IT operations, land registration or records management systems, registry systems, mission-critical public service platforms, transition operations, or large-scale managed IT service environments shall be accepted, provided that such experience is documented, position-relevant, verifiable, and applicable to the role being proposed. The criterion shall be applied uniformly to all Service providers and shall not favor incumbent personnel, a particular service provider, a specific bidder, or any personnel group. The Service Provider shall have the option to offer staffing levels that exceed the baseline requirements outlined in the personnel matrix. Any supplementary personnel submitted shall be assessed and competitively scored by LRA during evaluation,		

	provided that the scoring methodology is stated in the Bidding Documents and applied consistently to all Bidders.		
22	SCC Clause 17.3 (p. 69): A Defects Liability/Warranty Period of twelve (12) months shall commence upon the issuance of the Final Acceptance Certificate by the LRA. GCC Clause 17.3 (p. 58): 17.3 To ensure correction of manufacturing defects, the Supplier shall be required to provide a warranty for a minimum period specified in the SCC. At the option of the Procuring Entity, the obligation for the warranty shall be covered by: a) Retention money in an amount equivalent to at least one percent (1%) but not to exceed five (5%) of every progress payment; or b) Special bank guarantee equivalent to at least one percent (1%) but not to exceed five (5%) of the total Contract Price; or c) Other such amount, if so specified in the SCC.	SCC 17.3 sets a 12-month Defects Liability/Warranty Period after the Final Acceptance Certificate, while the contract term is six months and the contract is for O&M services. Please clarify: (a) what this period covers for a services contract; (b) whether it applies only to equipment supplied by the bidder; and (c) which security under GCC 17.3 (retention of 1% to 5% of each progress payment, or special bank guarantee) will be applied.	**(a)** The twelve (12)-month Defects Liability/Warranty Period shall cover the correction of defects in goods supplied and deficiencies attributable to the Service Provider in accepted contractual deliverables. It shall not extend the six (6)-month O&M service term or require continued routine operations and maintenance after contract expiry. **(b)** The warranty shall cover equipment, components, and replacement parts supplied by the Service Provider, together with applicable defects in its contractual deliverables. It shall not impose a new equipment warranty on pre-existing assets merely maintained under the Contract. **(c)** GCC Clause 17.3 provides for either retention money or a special bank guarantee, at LRA's option. SCC Clause 17.3 does not specify the selected form or percentage. LRA shall specify the applicable security and corresponding percentage through the Supplemental/Bid Bulletin before the bid submission deadline.
23	SCC Clauses 10.3, 11.4 and 11.5 (p. 69): 10.3 Monthly payments shall be made upon the satisfactory completion and acceptance of the services for each month, and upon issuance of the corresponding Certificate of Acceptance by the Procuring Entity's authorized representatives, subject to the submission of the required supporting documents and compliance with applicable budgeting, accounting, auditing laws, rules, and regulations. 11.4 "Not applicable" 11.5 "Payment using LoC is not allowed."	SCC 10.3 provides for monthly payment after a Certificate of Acceptance, GCC 11.3 says payment is made 'promptly', and GCC 10.1 does not provide for advance payment for services of this kind. Please confirm: (a) the number of days within which LRA will issue the Certificate of Acceptance and pay after receipt of the invoice; (b) that no mobilisation or advance payment is available; and (c) how one-time costs (equipment deployment, RD setup, transition) are to be quoted and billed: within the monthly fee or as separate payable items.	**(a)** The Bidding Documents do not prescribe a fixed number of days for issuance of the Certificate of Acceptance or release of payment. Monthly payment shall be processed following satisfactory completion and acceptance of the services, issuance of the corresponding Certificate of Acceptance, and submission of complete billing documents, subject to applicable budgeting, accounting, and auditing requirements. **(b)** No mobilisation or advance payment is provided for under this procurement. **(c)** All one-time costs, including equipment deployment, RD setup, and transition activities, shall be included in the total bid price and reflected in the required cost breakdown. Recovery shall be incorporated into the monthly

	GCC Clauses 11.1-11.5 (Payment) (p. 56): 11.1 Payments shall be made only upon a certification by the HoPE that the Goods have been delivered in accordance with the terms of this Contract and have been duly inspected and accepted. Except with the prior approval of the President, no payment shall be made for services not yet rendered or for supplies and materials not yet delivered under the Contract. 11.2 The Supplier's request(s) for payment shall be made to the Procuring Entity in writing, accompanied by an invoice describing, as appropriate, the Goods delivered and/or Services rendered, and by documents submitted pursuant to the SCC provision for GCC Clause 6.2, and upon fulfillment of other obligations stipulated in this Contract; 11.3 Pursuant to GCC Clause 11.2, payments shall be made promptly by the Procuring Entity after submission of an invoice or claim by the Supplier. Payments shall be in accordance with the applicable accounting and auditing laws, rules and regulations. 11.4 Unless otherwise provided in the SCC, all payments to the Supplier under this Contract shall be in Philippine Peso; 11.5 Unless otherwise provided in the SCC, payments using LoC is allowed. For this purpose, the amount of provisional sum shall be indicated in the SCC. All charges for the opening of the LoC and/or incidental expenses thereto shall be for the account of the Supplier.		fees; these costs shall not constitute separately payable items unless expressly provided in the prescribed Price Schedule or Contract.

	TOR Clause 19 (p. 172): 19. Acceptance and Payment • Acceptance shall be based on the Service Provider's compliance with the requirements, deliverables, service levels, performance standards, cybersecurity obligations, reporting requirements, transition obligations, and other contract requirements specified in this TOR. Acceptance shall be supported by LRA's verification and issuance of a Certificate of Service Acceptance, Certificate of Performance, or equivalent certification confirming that the services and deliverables for the billing period have been satisfactorily rendered in accordance with the TOR. • Payment shall be based only on accepted deliverables, validated service reports, and actual services satisfactorily rendered during the billing period. Payment shall be processed on a monthly billing basis upon submission of the required billing documents and LRA certification, subject to applicable taxes, deductions, service credits, and other adjustments expressly provided in the Contract and TOR.		
24	BDS Clauses 16.1-16.3 (p. 47): 16.1 The Bid Security shall be in the form of a Bid Securing Declaration, OR any of the following: 1) The amount of not less than Twelve Million Two Hundred Sixty Nine Thousand Four Hundred Fifty Pesos (Php 12,269,450.00), if bid security is in cash; 2) The amount of not less than Twelve Million Two	BDS Clause 16.1 allows a Bid Securing Declaration or other listed forms of bid security, but the ITB 16.1 table shows “Not Applicable” for the declaration amount, and BDS Clause 16.3 does not allow substitution. Please clarify whether a duly notarised Bid Securing Declaration alone is acceptable or whether the bidder must submit the EMD amount using one of the instruments specified in the RFP.	A duly accomplished and notarised **Bid Securing Declaration alone is acceptable** under BDS Clause 16.1. No accompanying cash deposit or other monetary bid security is required. “Not Applicable” refers to the absence of a monetary amount for this form of security. BDS Clause 16.3 prohibits substitution of the security submitted; it does not prohibit choosing the declaration at bid submission. The declaration shall follow the

	Hundred Sixty Nine Thousand Four Hundred Fifty Pesos (Php 12,269,450.00), if bid security is in cashier's check; 3) The amount of not less than Twelve Million Two Hundred Sixty Nine Thousand Four Hundred Fifty Pesos (Php 12,269,450.00), if bid security is in manager's check; 4) The amount of not less than Thirty Million Six Hundred Seventy Three Thousand Six Hundred Twenty Five Pesos (Php 30,673,625.00), if bid security is in bank draft; 5) The amount of not less than Thirty Million Six Hundred Seventy Three Thousand Six Hundred Twenty Five Pesos (Php 30,673,625.00), if bid security is in guarantee; 6) The amount of not less than Thirty Million Six Hundred Seventy Three Thousand Six Hundred Twenty Five Pesos (Php 30,673,625.00), if bid security is irrevocable LoC; or 7) The amount of not less than Thirty Million Six Hundred Seventy Three Thousand Six Hundred Twenty Five Pesos (Php 30,673,625.00), if bid security is Surety Bond. 16.2 The Bid Security shall be valid for One Hundred Twenty (120) calendar days from Bid Opening. 16.3 Substitution of the bid security is not allowed. ITB Clauses 16.1-16.3 (extract) (p. 30): 16.1 The Bidder shall at its option, submit a Bid Security in the form and amount as stated in the BDS, which may include the following: ... d) Bid Securing Declaration - Amount of Bid Security: Not Applicable. The Bid Security shall be	If the declaration is acceptable, please also confirm the applicable notarisation requirements and the fine amount under the relevant Guidelines.	prescribed form, be signed by the bidder's duly authorised representative, and contain a completed jurat. The signatory shall personally appear before the notary, present competent evidence of identity, and subscribe and swear to the declaration. No fine is payable upon submission. If the declaration is enforced, the applicable fine shall follow the GPPB Guidelines: ● **Before opening the financial envelope:** 2% of the ABC. ● **Single bidder:** 2% of the ABC or the difference between the evaluated bid price and the ABC, whichever is higher. ● **Multiple bidders:** 2% of the ABC or the applicable difference between evaluated bid prices under the Guidelines, whichever is higher. The fine shall be paid within fifteen (15) days from receipt of written demand, without prejudice to applicable blacklisting and other sanctions.

	denominated in Philippine Peso and posted in favor of the Procuring Entity. 16.2 The Bid Security should be valid for the period specified in the BDS. Any bid not accompanied by an acceptable Bid Security shall be considered as non-responsive and rejected by the Procuring Entity. 16.3 ... In case the Bidder is required to extend its bid validity, the Bidder may, at its discretion, substitute a Bid Securing Declaration for the extended period as a replacement of its Bid Security; Provided, that the option to substitute is indicated in the BDS. Section VIII - Bid Securing Declaration Form, paragraph 2 and jurat (extract) (p. 187): 2) I/We accept that: (a) I/we will be automatically disqualified from bidding for any procurement contract with any Procuring Entity upon receipt of your Blacklisting Order; and, (b) I/we will pay the applicable fine provided under the Guidelines on the Use of Bid Securing Declaration, within fifteen (15) days from receipt of the written demand by the Procuring Entity ... JURAT: SUBSCRIBED AND SWORN to before me this ___ day of [month] [year] at [place of execution], Philippines.		
25	TOR Clause 1.1 (extract, LTCP IT Facilities and Major Components) (p. 134): The LTCP covers the following major components, collectively referred to as the LTCP IT Facilities: ... • Data conversion of approximately 24 million titles and more than 100	TOR Clause 1.1 mentions the conversion of approximately 24 million titles and more than 100 million pages. TOR Clauses 3.1 and 4.2 also include Data Conversion and Mapping Services. However, TOR Clause 14 provides only 41 staff for data conversion (1 supervisor and 40 team members) for six months, which may not be sufficient to	**(a)** The approximately 24 million titles and more than 100 million pages cited in TOR Clause 1.1 describe the total volume covered by the LTCP. A substantial portion of these records was already converted during the LTCP, and only the remaining unconverted records shall be processed under this six-month contract, subject to validation during the

	million pages of LRA documents. • Mapping of titles. ... • Supply and delivery of security paper for the Registries of Deeds and kiosk offices. TOR Clause 3.1 (item 6) (p. 135): 3.1 Service Continuity: The Service Provider shall: ... 6. Data Conversion and Mapping Services. TOR Clause 6 - SLA table (Data Conversion) (p. 149): Minimum Requirement: The Service Provider shall perform secure, accurate, and continuous conversion of land titles, records, and related documents in accordance with approved procedures, quality controls, security requirements, and the Work Plan. Target: >99.5% accuracy rate and compliance with the monthly throughput approved in the Work Plan TOR Clause 14 - Personnel matrix (extract) (p. 168-169): Roles 14-15: Data Conversion, Production and Mapping Supervisor - 1; Data Conversion Team - 40. Role 18: Site Support - 205. Role 19: Kiosk Offices - 25. Role 20: Security Service - 80. Role 21: Janitorial Service - 46. TOTAL MANPOWER PERSONNEL: 521.	complete this volume of work within the contract period. Please clarify the following: (a) How many titles and pages have already been converted, and how many remain to be converted under this contract? (b) Will LRA provide the required space, scanners, hardware, storage, power, and other infrastructure for digitisation, or will these be the bidder's responsibility? (c) Can the work be completed in phases with agreed monthly targets, considering the large volume of records and the six-month contract period? (d) Who will provide the additional manpower required to complete the data conversion work? Please confirm whether LRA will provide the additional staff or whether the bidder must arrange them over and above the 521 personnel specified in TOR Clause 14. If additional staff are required from the bidder, please clarify how the additional manpower cost will be covered.	Discovery Phase. **(b)** Available space, equipment, and infrastructure shall be identified during the Discovery Phase. The Service Provider shall provide the resources necessary to fulfil its obligations under the TOR, taking into account the facilities and assets made available by LRA. **(c)** Yes. Data conversion shall be undertaken in phases, with monthly throughput targets established in the Work Plan for LRA's approval, consistent with the validated workload and prescribed quality standards. **(d)** The Service Provider shall arrange any additional personnel necessary to meet the approved Work Plan and contractual requirements. Bidders shall refer to the revised manpower allocation issued with this Bid Bulletin. Costs necessary to meet the stated scope shall be included in the bid price; any proposed work beyond the contractual scope shall be subject to the applicable contract procedures and LRA's prior approval.
26	TOR Clause 1.1 (extract, LTCP IT Facilities and Major Components) (p. 134): The LTCP covers the following major components, collectively referred to as the LTCP IT Facilities: ... • Data conversion of approximately 24 million	TOR Clause 4.1 (item 7) and Clause 4.2 require the bidder to ensure supply and availability of accountable security papers (CCV Forms) at all designated sites, but the paper is not described. Please provide: (a) the specification and security features of the security paper; (b) its use, i.e. the documents	**(a)–(b)** The specifications, security features, and prescribed uses of the accountable security papers (CCV Forms) shall be provided during the **Discovery Phase**, subject to applicable security and confidentiality requirements. **(c)** Historical consumption data and

	titles and more than 100 million pages of LRA documents. • Mapping of titles. ... • Supply and delivery of security paper for the Registries of Deeds and kiosk offices. TOR Clause 4.1 (Immediate Takeover - Operational Responsibility, item 7) (p. 138): 7. Ensure the timely and continuous supply, delivery, replenishment, and availability of required office supplies, consumables, and accountable security papers (CCV Forms) at all designated sites. TOR Clause 6 - SLA table (Supplies and Consumable Deliveries) (p. 148): Minimum Requirement: The Service Provider shall ensure the timely and continuous delivery, replenishment, and availability of required office supplies, consumables, and accountable security papers at all designated sites. Target: 100% on-time delivery in accordance with approved schedules and quantities	issued on it; (c) the estimated monthly and annual quantity per site, based on the last 12 months; and (d) whether the bidder is to procure it (and from which source) or LRA will supply it, and how serial-numbered stock will be accounted for and reconciled.	estimated requirements per site shall likewise be made available and validated during the Discovery Phase. **(d)** The Service Provider shall ensure the supply and availability of CCV Forms in accordance with the TOR. The authorised procurement source and ordering procedures shall be confirmed by LRA during the Discovery Phase. Serial-numbered stocks shall be controlled through receipt, issuance, utilisation, spoilage, and balance records, with periodic reconciliation and reporting in accordance with LRA's prescribed accountability procedures.
27	TOR Clause 4.1 (Immediate Takeover - Operational Responsibility, items 1-2) (p. 137): The Service Provider shall: 1. Assume operational responsibility for the applicable LTCP services, including personnel, processes, facilities, cloud infrastructure and services, accounts, system access, documentation, tools, inventory, third-party services, and other operational requirements included in the Contract;	TOR Clauses 4.1 and 4.3.12 make the bidder responsible for cloud services and cost management, but do not clearly state who will pay the cloud subscription and managed-service charges. Please clarify the following: (a) Who will pay for the cloud services and managed services? Please also provide details of the current cloud provider, services used, monthly usage, and costs. (b) If the cloud provider's services go down, who will be responsible for the SLA	**(a)** The Service Provider shall bear the cloud subscription and managed-service charges assigned to it under the Contract and include these costs in its bid price. Details of the current cloud provider, services, usage, and costs shall be made available during the **Discovery Phase**. **(b)** Responsibility for a cloud outage shall be assessed based on its cause, the Service Provider's contractual obligations, and compliance with required continuity, redundancy, incident response, and recovery measures. A third-party cloud outage shall not automatically exempt the Service Provider from applicable SLA

	2. Manage and coordinate the required utilities and services assigned to the Service Provider under the Contract, including electricity, water, internet connectivity, cloud services, subscriptions, licenses, courier services and other related operational costs; TOR Clause 4.3.12 (p. 142): 4.3.12 Cloud Services Management The Service Provider shall administer, monitor, secure, maintain, and optimize cloud-based infrastructure, platforms, applications, and related services, including resource utilization, performance, availability, security, backup and recovery, and cost management, in accordance with the requirements of the Contract and applicable policies and standards. TOR Clause 6.1 (SLA Penalty Computation Methodology) (p. 149-150): For every validated breach of an applicable SLA or performance standard, the corresponding contractual penalty shall be computed as follows: Penalty Amount per Occurrence = Applicable Penalty Rate x Monthly Service Fee. ... Critical Failure: Severity 1 response or resolution delay, or system availability below the required 99.5% uptime - 5% to 10%. Monthly Penalty Cap: The sum of all penalties for any single month cannot exceed 30% of the total Monthly Service Fee. GCC Clauses 23.1 and 23.3 (Force Majeure) (p.	penalties under TOR Clause 6.1 and liquidated damages under GCC Clause 19? (c) Please confirm that downtime caused by a cloud provider outage beyond the bidder's control will be excluded from SLA and liquidated damages calculations, in line with TOR Clause 6 and GCC Clause 23.	deductions or liquidated damages. **(c)** Downtime shall be excluded only where it qualifies under the contractual SLA exclusions or force majeure provisions, subject to supporting evidence and LRA's verification. The Service Provider shall promptly notify LRA and undertake all required mitigation and recovery measures.

	61): 23.1 For purposes of this Contract, the terms “force majeure” and “fortuitous event” may be used interchangeably. In this regard, a fortuitous event or force majeure shall be interpreted to mean as an event which the Supplier could not have been foreseen, or though foreseen, was inevitable. It shall not include ordinary unfavorable weather conditions, and any other causes the effect/s of which could have been avoided with the exercise of reasonable diligence by the Supplier. Such events may include, but not limited to, acts of the Procuring Entity in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.		
28	Section VI - Schedule of Requirements (p. 70): The delivery and provision of the required goods and services shall commence within one (1) day from receipt of the Notice to Proceed (NTP) and shall continue for six (6) months from the date of commencement, subject to the terms and conditions of the Contract. ITB Clause 13.4 (p. 29): 13.4 Prices quoted by the Bidder shall be fixed during the Bidder's performance of the contract and not subject to variation or price escalation on any account. A bid submitted with an adjustable price quotation shall be treated as non-responsive and shall be rejected. GCC Clause 9 (Prices) (p. 55): 9.1 For goods and	Section VI limits the contract period to six months, while the LRADTP project is currently planned to commence in November 2027. If LRA extends the existing contract to cover the gap until LRADTP starts, please clarify the method for determining the price for the extension period. Will the service provider receive the same contract value and existing rates, or will the contract value and rates be revised for the extension period?	The contract period for this procurement is **six (6) months**. Any extension is not automatic and shall be subject to applicable procurement rules, availability of funds, and the required approvals. If an extension is authorised, its duration, scope, applicable rates, and total payable amount shall be expressly stated in the approved extension agreement. The original six-month contract value shall not automatically apply to the extension period. Bidders shall prepare their bids based on the prescribed six-month term.

	services covered under this Contract, as awarded, all bid prices shall be deemed fixed and not subject to price escalation during contract implementation, except as otherwise provided in the succeeding provisions. 9.2 Prices charged by the Supplier for Goods delivered and/or services performed under this Contract shall not vary from the prices quoted by the Supplier in its bid, unless there is a change in price resulting from Amendment to Order issued in accordance with GCC Clause 28. GCC Clause 28 (Amendment to Order) (p. 64): 28) Amendment to Order No variation in or modification of the terms of this Contract shall be made except by written amendment signed by the parties in accordance with the provisions on Amendment to Order, subject to applicable laws, rules and regulations.		
29	1. Reference: TOR 1.1 and 4.1	May bidders be provided with the complete list of sites covered by the project, including Registries of Deeds, extension offices, kiosks, and data centers?	The complete list of sites covered by the project, including Registries of Deeds, extension offices, kiosks, and data centers, shall be provided by LRA and validated with the Winning Bidder during the Operational Discovery and Baseline Phase.
30	Reference: Annex A	For the IT Equipment Inventory and Technical Specifications under Annex A, may the total quantities of the listed equipment and components be disclosed to bidders?	The site-wise inventory of IT and support-facility equipment, shall be established and validated in coordination with LRA during the Operational Discovery and Baseline Phase.
31	Reference: TOR 4.1, Item 2	Will responsibility for utilities, including electricity, water, and internet connectivity at the Registries of Deeds, be transferred to the service provider, or will the	The applicable utility costs, covered sites, and payment arrangements, including whether payment shall be made directly to utility providers or through reimbursement to LRA, shall be identified and validated during the

		service provider reimburse LRA for these Expenses?	Operational Discovery and Baseline Phase, in accordance with the responsibilities prescribed under the TOR.
		May bidders be provided with the utility billing history for the past six (6) months?	Available utility billing records for the past six (6) months shall be provided by LRA to the Winning Bidder during the Operational Discovery and Baseline Phase, for review and validation.
32	Reference: GCC 7.1(c) (Subcontracting); ITB 12; BDS 8.4	Given the requirement that subcontractors meet the same eligibility criteria as the general contractor, are subcontractors also required to maintain PhilGEPS Platinum membership and submit the documents listed under ITB Clause 12, or will submission of the requirements specified in BDS Clause 8.4 suffice?	Proposed subcontractors are not required to maintain or submit a PhilGEPS Platinum Membership Certificate. Submission of the documents specified in **BDS Clause 8.4 during post-qualification** shall suffice, subject to compliance with the qualifications, licenses, permits, and certifications applicable to their assigned scope of work. The requirements under ITB Clause 12 shall apply to the Bidder.
33	Reference: TOR 3.8 and 9.7	For the ten (10) transferred Registries of Deeds, may LRA specify the floor area or size of each site, the number of workstations required, and whether the scope includes electrical and connectivity components?	The floor area and required number of workstations for each of the ten (10) transferred Registries of Deeds shall be identified and validated during the Operational Discovery and Baseline Phase, in coordination with LRA. The electrical and connectivity components required at each site shall likewise be assessed during this phase, in accordance with the scope prescribed under the TOR.
34	Reference: TOR 3.2 and 4.1, Item 6	Which existing software licenses, subscriptions, warranties, and support contracts will expire during the contract period, and which are perpetual?	The status and validity of existing software licenses, subscriptions, warranties, and support contracts, including their expiration dates and identification of perpetual licenses, shall be established and validated during the Operational Discovery and Baseline Phase.
35	Reference: TOR 11 and 15; Annex A	Does TOR Section 11 require the service provider to supply new equipment compliant with Annex A at all project sites, or only for replacement units and the ten (10) transferred Registries of Deeds?	TOR Section 11 requires the Service Provider to provide and deploy all IT equipment necessary to fulfill the contractual scope and maintain service continuity across all covered sites. It does not expressly require blanket replacement of all existing equipment with new units. The obligation is not limited to replacement units and the ten (10) transferred Registries of Deeds. All equipment proposed for deployment shall comply with the applicable minimum technical specifications.

36	Reference: TOR 4.1, Item 5	May LRA provide the average monthly consumption of forms, office supplies, and printer consumables?	Available historical records regarding the monthly consumption of forms, office supplies, and printer consumables shall be provided to the Winning Bidder to conduct due diligence during the Operational Discovery and Baseline Phase to establish and validate average monthly consumption requirements.
37	Reference: TOR 15	Will the incumbent provider's IT equipment, support facility equipment, and proprietary systems be available to the incoming service provider from the first day of the contract? If so, under what terms and at whose cost?	The Winning Bidder shall be responsible for ensuring the availability of all equipment, systems, and resources required to perform its obligations from the commencement of the contract. Use of the incumbent service provider's equipment and proprietary systems shall be subject to the necessary authorizations and mutually agreed arrangements with the incumbent, including applicable costs, which shall be borne by the Winning Bidder. Such availability shall not be presumed.
38	Reference: TOR 6 and 6.1	The systems availability target is stated as 98% uptime, while the penalty table refers to availability "below the required 99.5%." Which availability threshold shall apply?	Please refer to the System Availability requirement under the TOR Clause 6. The applicable minimum system availability shall be 98% uptime. Accordingly, the Critical Failure description under TOR Clause 6.1 and its corresponding provision in the Technical Compliance Matrix are hereby amended to read: "Severity 1 response or resolution delay, or system availability below the required 98% uptime."
39	Reference: TOR 14; ITB	TOR Section 14 refers to comparative scoring and states that supplementary personnel will be "competitively scored." May LRA confirm whether bid evaluation will be conducted strictly on a pass/fail basis?	Yes. Bid evaluation shall be conducted strictly on a **pass/fail basis**, including assessment of personnel against the minimum qualifications and documentary requirements under the TOR.
40	Reference: TOR 11 and 12	Are all documents enumerated in TOR Sections 11 and 12 required to be submitted with the bid, or only the plans specifically identified in the "Document Required" column of the Technical Compliance Matrix?	All documents enumerated in TOR Sections 11 and 12 shall be submitted as part of the bid's Technical Component, together with those specified in the **"Document Required"** column of the Technical Compliance Matrix. Related requirements may be consolidated into comprehensive plans or manuals, provided that all required

			contents are clearly identified and cross-referenced.
41	Reference: TOR 14	Is there a prescribed format or template for the Undertaking covering the 462 support personnel?	No prescribed template is required. The Bidder may use its own format, provided that the undertaking confirms its commitment to provide the required qualified support personnel. Please note that the revised staffing complement consists of **120 Core Personnel and 401 Support Personnel**, for a total of **521 personnel**; the undertaking shall reflect the revised support personnel count.
42	Reference: TOR 14	For team-based roles, is the prescribed experience requirement assessed based on the team's average experience, or must each proposed member individually meet the requirement?	Experience and qualifications shall be assessed according to the requirement expressly prescribed for each position or team under TOR Clause 14. Where the TOR specifies team-average experience, compliance shall be assessed using the average relevant experience of the personnel proposed for that team. Each member need not individually meet the stated team-average threshold.
43	Reference: GCC 17	Will LRA withhold a retention amount of 1% to 5% from each payment as warranty security, or may the service provider submit a special bank guarantee in lieu of retention?	As stated in Section 17.4 of the General Conditions of the Contract, the retention money or special bank guarantee, or other amount provided in the Special Conditions of the Contract shall only be released by the Procuring Entity after the lapse of the warranty period. The service provider may choose whether it is in the form of a retention money or special bank guarantee considering that the bidding documents did not identify any other amount in the Special Conditions of the Contract.
44	Reference: SCC 10.3; TOR 19	How many calendar days after issuance of the Certificate of Acceptance (CoA) will payment be released?	Payment shall be released based on the LRA's and Government procurement rules, process and timelines.
45	Reference: TOR 4.1 and 4.3	Will LRA make its existing asset database, monitoring platform, and service desk tool available to the service provider, or must the service provider supply and license these systems?	The Service Provider shall ensure the availability of the asset management, monitoring, and service desk systems required under the TOR, including any necessary licenses and subscriptions. Use of existing systems shall be subject to LRA's authorization and applicable ownership and licensing arrangements. Where these systems are unavailable or insufficient, the Service Provider shall provide the required tools at its own cost.

46	Reference: ITB 6.4	Will the bidding document fee paid during the first bidding be recognized for this rebidding pursuant to ITB Clause 6.4, or is a new payment required?	No new payment is required. The bidding document fee paid during the first bidding shall be recognized for this rebidding pursuant to ITB Clause 6.4.
47	Reuse of existing documents	The project is identified as "LRASBAC 2026-03 (Rebidding)." May we confirm whether documents referring only to "LRASBAC 2026-03", without the word "Rebidding," will still be accepted, provided that the Project ID/Reference Number and other project details clearly identify the same procurement project?	The use of "LRASBAC 2026-03" without the designation "(Rebidding)" shall be acceptable, provided that the Project ID/Reference Number and other relevant details clearly identify the same procurement project. The inclusion of the word "(Rebidding)" is not mandatory. However, the bid submission box must be labeled with the word "Rebidding."
48	Status of the previous bid bulletins	Do SBB No. 1 dated 19 September 2026 and Bid Bulletin No. 2 from the terminated procurement apply to the rebidding? Please identify the provisions expressly carried forward and confirm that the revised rebid PBD controls wherever the earlier answers differ, particularly SLCC aggregation and personnel evidence.	All previous Bid Bulletins are not applicable.
49	Participation of Subcontractors in Multiple Bids in relation to Section 21.5 of the ITB	May we clarify whether a proposed subcontractor is allowed to participate or be nominated as a subcontractor in more than one bid for the same procurement project? If so, please confirm that such participation will not affect the eligibility or responsiveness of the concerned bidders considering Section 21.5 of the ITB.	Yes, a proposed subcontractor is allowed to participate or be nominated as a subcontractor in more than one bid for the same procurement project
50	Subcontractor Eligibility Requirements	Page 25 of the Bidding Documents provides that: "Subcontractors must meet the eligibility criteria and submit the same eligibility documents as the general contractor." However, the post-qualification requirements for the proposed subcontractor on Page 46 enumerate the required documents without specifically including a PhilGEPS	At the time of bid submission, only a Letter of Commitment from the proposed subcontractor is required, to be included in the Technical Component. No separate subcontractor eligibility documents, including a PhilGEPS Platinum Membership/Certificate, are required at this stage. The winning Bidder shall submit the applicable subcontractor documents specified on Page 46 during post-qualification.

		Platinum Membership/Certificate. (a) In view of the foregoing, may we confirm that a proposed subcontractor is not required to have or submit a PhilGEPS Platinum Membership/Certificate, provided that it submits the eligibility and post-qualification documents specifically required under the Bidding Documents? (b) Further, may we clarify whether there are separate prequalification or eligibility documents required from the proposed subcontractor at the time of bid submission. If so, may we request confirmation of: 1) the complete list of documents required from the subcontractor; 2) whether these are required during bid submission or only during post-qualification; and; 3) where these documents should be placed in the bid submission (e.g., Technical Component, Eligibility Documents, or a separate section/envelope for the proposed subcontractor).	
51	Current security guard and agency licensing evidence	Please confirm the acceptable agency and individual licensing evidence for Security Service personnel and identify what submissions must be available at bid, post-qualification and deployment.	The applicable law governing security services is RA 11917, which repealed RA 5487. All security agencies and personnel must comply with RA 11917 and applicable PNP regulations. The following requirements shall apply: 1. Bid Submission: Submit the required personnel undertaking, identifying the proposed security subcontractor, if applicable. 2. Post-Qualification: Submit the security agency's valid PNP License to Operate (LTO), applicable permits, registrations, and accreditations. 3. Prior to Deployment: All security personnel must possess valid Licenses to Exercise Security

			Profession (LESP) and other required qualifications and clearances. All licenses and permits must remain valid throughout the contract period.
52	NDA submission stage and execution	Is an executed NDA required with the bid because the TCM security evidence cell lists it, or only from the winning bidder as stated under TCM clauses 15-17? Please provide the prescribed NDA, required signatories, execution deadline and any express notarization or authentication requirement.	The NDA shall be submitted only by the winning bidder and is not required at bid submission. No prescribed NDA format is required.
53	Incumbent's Equipment / Authority to Operate Incumbent-Owned Assets	Under the LRA bidding documents, the incumbent service provider retains ownership of the IT infrastructure, including IT equipment, support facility equipment, and movable fixtures. Is the Winning Bidder allowed to use such equipment, or is there a requirement for a full replacement of the same as part of the scope of work? Is the Winning Bidder required to pay for (procure or lease) the incumbent's equipment?	The Winning Bidder shall be required to provide the IT equipment, support-facility equipment, movable fixtures, and other resources necessary to fulfill the scope of work and meet the service requirements specified in the Terms of Reference (TOR).
54	Application Maintenance, Support and Fixes / Authority to Operate Incumbent-Owned Systems	Under the LRA bidding documents, the incumbent service provider retains ownership of the proprietary applications, systems, source code, and intellectual property. Is the Winning Bidder required to provide application maintenance and technical support covering the different Systems? Is the Winning Bidder required to provide System fixes and patches?	Yes. Application maintenance, support, system fixes, and patches for the relevant systems are included in the scope of services. The Winning Bidder shall be responsible for delivering these requirements and securing all necessary authorizations, licenses, or agreements required to perform the services in accordance with the Terms of Reference.
55	CCV Forms	Will LRA require the Winning Bidder to procure supplies from its existing CCV Form	Yes. The Winning Bidder shall be required to procure the necessary CCV Forms from LRA's existing CCV Form

<table>
<tr><td></td><td></td><td>manufacturer?</td><td>manufacturer to ensure consistency, security, and continuity of operations throughout the contract period.</td></tr>
<tr><td>56</td><td>NTP +1</td><td>The Winning Bidder is required to commence performance and delivery of goods and services within one (1) day upon receipt of the Notice to Proceed (NTP). Please confirm if this shall be across all offices of the LRA nationwide.</td><td>The Winning Bidder shall commence performance and delivery of the required goods and services within one (1) day upon receipt of the Notice to Proceed (NTP), covering all LRA offices nationwide within the scope of the Contract, to ensure uninterrupted operations and service continuity.</td></tr>
<tr><td>57</td><td>11. Qualification equivalence and team averages</td><td>Please state the evidence and assessment method for equivalent or higher certifications and verifiable professional competence under TOR 14. For roles with team-average experience or a minimum number of certified members, how will the average and certification count be computed and verified, particularly where the undertaking route is used at bid stage?</td><td>Core Personnel: Bidders shall submit individual CVs, relevant professional certifications and licenses, proof of qualifications and employment or relevant experience, and signed Letters of Commitment in the first envelope at bid submission. An undertaking alone shall not be sufficient. Compliance shall be assessed on a pass/fail basis.</td></tr>
<tr><td>58</td><td>Core Personnel CVs</td><td>Please confirm our understanding that for Core Personnel, CVs, Certifications and Letters of Commitment are required to be submitted, aside from the Bidder’s Undertaking.</td><td>Yes. For Core Personnel, individual CVs, relevant professional certifications and licenses, proof of qualifications and employment or relevant experience, and signed Letters of Commitment are required at bid submission. An undertaking alone is not sufficient to satisfy this requirement.

For clarity, Core Personnel shall include the following:
<table>
<tr><th>Position / Team</th><th>Headcount</th></tr>
<tr><td>IT Operations and Information Security Head</td><td>1</td></tr>
<tr><td>NOC and Cloud Infrastructure Manager</td><td>1</td></tr>
<tr><td>Information Security and Database Administration Manager</td><td>1</td></tr>
<tr><td>Manager - L3 Technical Support</td><td>1</td></tr>
<tr><td>Database Administrators</td><td>12</td></tr>
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<table>
<tr>
<td></td>
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<td></td>
<td>
<table>
<tr><td>Security Operations Center</td><td>6</td></tr>
<tr><td>System Administrators</td><td>12</td></tr>
<tr><td>Cloud Infrastructure Management</td><td>6</td></tr>
<tr><td>Network Administrators</td><td>6</td></tr>
<tr><td>IT Infrastructure Team</td><td>10</td></tr>
<tr><td>Engineering Team</td><td>3</td></tr>
<tr><td>Service Desk</td><td>20</td></tr>
<tr><td>Technical Support</td><td>20</td></tr>
<tr><td>Data Conversion Production and Mapping Supervisor</td><td>1</td></tr>
<tr><td>Mapping Team</td><td>20</td></tr>
<tr><td>Total</td><td>120</td></tr>
</table>

These positions shall be removed from the Support Personnel category and shall be subject to the documentary requirements for Core Personnel stated above.
a) Service Desk (20)
b) Technical Support (20)
c) Data Conversion Production and Mapping Supervisor (1)
d) Mapping Team (20)
</td>
</tr>
<tr>
<td>59</td>
<td>Support Personnel CVs</td>
<td>Please confirm our understanding that for Support Personnel, CVs, Certifications and Letters of Commitment are NOT required to be submitted and that the Bidder’s Undertaking shall be sufficient for this group.</td>
<td>
CVs, Certifications and Letters of Commitment for Support Personnel are <u>not</u> required. A Bidder’s Undertaking shall be sufficient for this requirement.

For clarity, the following is the listing of Support Personnel:
<table>
<tr><th>Position / Team</th><th>Headcount</th></tr>
<tr><td>Training Team</td><td>5</td></tr>
<tr><td>Data Conversion Team</td><td>40</td></tr>
<tr><td>Site Support Team</td><td>205</td></tr>
<tr><td>Kiosk Office</td><td>25</td></tr>
<tr><td>Janitorial Service</td><td>46</td></tr>
<tr><td>Security Service</td><td>80</td></tr>
</table>
</td>
</tr>
</table>

<table>
<tr><td></td><td></td><td></td><td><table><tr><td>Total</td><td>401</td></tr></table></td></tr>
<tr><td>60</td><td>Reserve Personnel</td><td>Please confirm if Bidders shall also provide Reserve Personnel. If yes, please indicate count and distribution and if the Bidder’s Undertaking should cover this group.</td><td>Yes, forty (40) reserve personnel are required to be provided by the Winning Bidder to ensure continuity of operations and maintain the required staffing coverage during absences, leave, or personnel replacement.

These personnel shall be distributed as follows:

<table><tr><th>Position / Function</th><th>Minimum Reserved Personnel</th></tr><tr><td>Service Desk</td><td>4</td></tr><tr><td>Technical Support L3</td><td>2</td></tr><tr><td>Data Conversion Team</td><td>5</td></tr><tr><td>Mapping Team</td><td>5</td></tr><tr><td>Site Support - NCR</td><td>2</td></tr><tr><td>Site Support - North Luzon</td><td>2</td></tr><tr><td>Site Support - South Luzon</td><td>2</td></tr><tr><td>Site Support - Visayas</td><td>2</td></tr><tr><td>Site Support - Mindanao</td><td>2</td></tr><tr><td>Kiosk Team</td><td>2</td></tr><tr><td>Security Service</td><td>6</td></tr><tr><td>Janitorial Services</td><td>6</td></tr><tr><td>Total</td><td>40</td></tr></table>
CVs, Certifications and Letters of Commitment for Support Personnel are <u>not</u> required. A Bidder’s Undertaking shall be sufficient for this requirement.</td></tr>
<tr><td>61</td><td>Undertaking Declaration for Personnel</td><td>Please confirm if the undertaking shall contain the deployment schedule.</td><td>The deployment schedule shall <u>not</u> be included in the Personnel Undertaking.</td></tr>
<tr><td>62</td><td>Personnel Overtime Cost</td><td>Will the Winning Bidder be responsible for the payment of overtime costs of personnel?</td><td>Yes. The winning bidder shall be responsible for the payment of personnel overtime costs.</td></tr>
</table>

63	Reports and Technical Documents, including timing of submission	Throughout the LRA's Bid Documents, several requirements identify multiple specific plans, manuals, matrices, schedules, or other deliverables, while the corresponding Technical Compliance Matrix sometimes identifies only one consolidated document under the "Document Required" column. Please confirm whether, in such cases, bidders may submit one consolidated document containing all the corresponding components required under the TOR, rather than submitting each component as a separate standalone document? For clarity, we request LRA to provide a list of the Technical Documents that shall be part of the Bid vs. the list of the documents that shall be required after the Bid (note: in the LRA Bid Documents, these are mentioned to be part of implementation, we request that LRA be more specific as to when these shall be required).	Bidders may submit one consolidated document encompassing all required components identified under the Terms of Reference (TOR), provided that each component is clearly labeled and complies with the corresponding requirements. This approach is acceptable where the Technical Compliance Matrix identifies a single consolidated document under the "Document Required" column. a) Bid Submission - Documents expressly required from the Bidder under the Bidding Documents and Technical Compliance Matrix. b) Post-Qualification - Supporting documents required to verify the Bidder's submissions and qualifications. c) Contract Implementation- Reports and deliverables required from the Winning Bidder, following the applicable TOR phases, reporting periods, and LRA-approved timelines. d) Final Handover - Final reports, records, and turnover documents required under the TOR.
64	10 Registries of Deeds	Please provide further details on the scope of work for each Registry of Deeds.	Please refer to Section 9.7 of the Terms of Reference for the scope of work.
65	Cost of Utilities	Please provide a full list of sites where the Winning Bidder shall be required to pay for electricity and water costs. Will this include the 10 RDs?	All sites covered by the LTCP are part of the scope of work. This will include the 10 RDs. The full list of sites where the Winning Bidder shall be responsible for electricity and water costs, including confirmation of whether the ten (10) RDs are covered, shall be identified and validated during the Operational Discovery and Baseline Phase.
66	Financial price schedule for a combined service and equipment lot	Please provide or identify the controlling Price Schedule for this one-lot services/equipment procurement and the required monthly/component breakdown. How should equipment, installation,	Bid requires a single price offer. Indicate "Goods".

		commissioning and training be shown where BDS 13.1 says no incidental services are required? Confirm the permitted use of supporting breakdown sheets while retaining the prescribed form.	
67	Page 122 Educational Qualifications, Relevant Experience, and Certifications Documents of 59 Core Personnel or shall submit an Undertaking confirming that it will provide the required qualified 521 (59 core and 462 support personnel)	May we kindly clarify the following: If the bidder submits the Undertaking, is there no need to submit the CVs and Commitment Letters of the 59 Core Personnel during the bid submission? If the CVs and Commitment Letters are not required during the bid submission, may we confirm that these documents will instead be submitted during the post-qualification stage? May we also request clarification on the timeline or schedule for the post-qualification process, particularly when the submission of the CVs, Commitment Letters, and other required personnel documents will be required?	**(a)** An Undertaking alone shall not suffice for Core Personnel. **Individual CVs, relevant professional certifications and licenses, proof of qualifications and employment or relevant experience, and signed Letters of Commitments** shall be submitted as part of the Technical Component at bid submission. Please note that the revised staffing complement comprises **120 Core Personnel and 401 Support Personnel**, totaling **521 personnel**. **(b)** Submission of the required Core Personnel documents shall not be deferred to post-qualification. These documents shall be assessed on a **pass/fail basis** against the applicable minimum requirements. **(c)** During post-qualification, LRA shall verify the submitted personnel documents and may require originals or additional supporting evidence. The concerned Bidder shall be formally notified of the schedule and deadline for submitting any documents required for verification.
68	For Support Personnel: The Bidder shall submit an Undertaking confirming that it will provide the required qualified 521 (59 core and 462) support personnel in accordance with the staffing, qualification, deployment, and service requirements specified in the TOR. If the support personnel will be subcontracted, the	May we kindly clarify the following: If the bidder submits the Undertaking, is there no need to submit the CVs and Commitment Letters of the 59 Core Personnel during the bid submission? If the CVs and Commitment Letters are not required during the bid submission, may we confirm that these documents will instead be submitted during the post-qualification stage? May we also request clarification on the timeline or schedule for the post-qualification process,	**e**

	undertaking shall likewise identify the proposed subcontractor and confirm its commitment to provide the required personnel.	particularly when the submission of the CVs, Commitment Letters, and other required personnel documents will be required?	
69	Data Privacy, Access Control, and Compliance The Service Provider shall comply with all applicable data privacy, cybersecurity, confidentiality, records management, audit, and government compliance requirements in handling LRA data, personal information, sensitive personal information, privileged information, land registration records, scanned titles, supporting documents, transaction records, audit logs, user records, backups, system records, and any other information accessed, processed, stored, transmitted, generated, or maintained under this TOR.	Does the Land Registration Authority (LRA), currently have a designated Data Protection Officer (DPO)? How many Compliance Officers for Privacy (COPs) are required?	Yes. LRA currently has two (2) designated Data Protection Officers (DPOs).
70	Under 3.5 Data Protection and Information Security, it states that the required document is an Information Security and Cybersecurity Management Methodology Plan.	Could you please clarify if this is a separate document from the Data Protection and Cybersecurity Plan, or if they refer to the same document?	These are two separate documents. Bidders shall submit both documents, each addressing the respective requirements specified in the TOR.
71	Page 69 A Defects Liability/Warranty Period of twelve (12) months shall commence upon the issuance of the Final Acceptance Certificate by the	May we please clarify whether the warranty requirement stated in Section 17.3 and the 12-month Defects Liability/Warranty Period commencing upon issuance of the Final Acceptance Certificate applies to:	The twelve (12)-month Defects Liability/Warranty Period under Section 17.3, commencing upon issuance of the Final Acceptance Certificate, shall apply to new equipment, replacement components, and deliverables supplied and installed by the Service Provider under this Contract, covering defects attributable to its supply or

	LRA. 17.3 To ensure correction of manufacturing defects, the Supplier shall be required to provide a warranty for a minimum period specified in the SCC. At the option of the Procuring Entity, the obligation for the warranty shall be covered by: a) Retention money in an amount equivalent to at least one percent (1%) but not to exceed five (5%) of every progress payment; or Special bank guarantee equivalent to at least one percent (1%) but not to exceed five (5%) of the total Contract Price; or c) Other such amount, if so specified in the SCC.	All existing equipment currently in operation; or Only the new equipment, components, and deliverables supplied and installed under this contract.	workmanship. Existing equipment shall remain subject to the Service Provider's maintenance, repair, and operational obligations under the TOR during the contract term.
72	**Page 49** Valid and applicable licenses, permits, certifications, or accreditations required by law for the provision of the specific services to be subcontracted **Issuing Authority / Law** Securities and Exchange Commission (SEC) / Department of Trade and Industries (DTI) / Philippine Contractors Accreditation Board	May we clarify the "Issuing Authority/Law" indicated specifically the reference to the Securities and Exchange Commission (SEC), Department of Trade and Industry (DTI), and Philippine Contractors Accreditation Board (PCAB)? Are bidders required to submit documents from all the listed authorities, or only the applicable registration, license, permit, certification?	Bidders shall submit only the registrations, licenses, permits, and certifications applicable to their legal form and proposed scope of work. The references to SEC, DTI, and PCAB identify the relevant issuing authorities and do not require every Bidder to submit documents from all three. SEC registration applies to corporations and partnerships, DTI registration to sole proprietorships, and a PCAB license where required for the work to be performed.

	(PCAB) Documents that prove the company is properly registered and legally allowed to provide the required service.		
73		May we clarify the “Issuing Authority/Law” indicated specifically the reference to the Securities and Exchange Commission (SEC), Department of Trade and Industry (DTI), and Philippine Contractors Accreditation Board (PCAB)? Are bidders required to submit documents from all the listed authorities, or only the applicable registration, license, permit, certification?	Bidders shall submit only the registrations, licenses, permits, and certifications applicable to their legal form and proposed scope of work. The references to SEC, DTI, and PCAB identify the relevant issuing authorities and do not require every Bidder to submit documents from all three. SEC registration applies to corporations and partnerships, DTI registration to sole proprietorships, and a PCAB license where required for the work to be performed.
74	Team-Average Experience	For positions with “team average” experience requirements, how should the average be calculated, and does each individual still need to meet a minimum experience threshold?	Experience and qualifications shall be assessed according to the requirement expressly prescribed for each position or team under TOR Clause 14. Where the TOR specifies team-average experience, compliance shall be assessed using the average relevant experience of the personnel proposed for that team. Each member need not individually meet the stated team-average threshold.
75	Individual vs. Team Qualifications	Which requirements must be satisfied individually and which may be satisfied at the team level—particularly education, experience, certifications, and licenses?	Equivalency shall be assessed by LRA on a **pass/fail basis**, using standards applied uniformly to all bidders. An equivalent qualification shall not replace a professional license expressly required by law.
76	Equivalent Qualifications	What constitutes an acceptable equivalent degree, certification, license, training credential, or professional experience where the TOR allows “equivalent” qualifications?	Where the TOR expressly allows equivalent qualifications, an alternative shall be acceptable if it demonstrates a comparable or higher level of relevant knowledge, skills, and competence for the proposed role and LTCP operating environment. The Bidder shall submit verifiable

			supporting documents and explain how the proposed qualification meets the stated requirement. Equivalency shall be assessed by LRA on a **pass/fail basis**, using standards applied uniformly to all bidders. An equivalent qualification shall not replace a professional license expressly required by law.
77	Certification Requirements	Where the TOR specifies a number of certifications "across the team," may the certifications be held by any qualified team members, or must specific personnel hold specific certifications?	Any certification expressly assigned to a particular position or Team Lead shall be held by the person proposed for that role. Compliance shall be assessed on a **pass/fail basis**.
78	Documentary Evidence	What specific documents will LRA accept to substantiate experience—COE, project contracts, client certifications, assignment letters, etc.?	Acceptable evidence may include Certificates of Employment, employer or client certifications, project contracts, assignment or deployment letters, and project completion or acceptance certificates. These shall, individually or collectively, establish the person's role, relevant duties, and duration of experience. A CV alone shall not suffice. Documents shall be verifiable, and compliance shall be assessed on a **pass/fail basis**.
79	CV and Letter of Commitment	Is an individual CV and signed Letter of Commitment required for all 521 personnel, or only for specified categories/personnel?	Under the **revised manpower allocation of 120 Core Personnel and 401 Support Personnel**, Individual CVs, relevant professional certifications and licenses, proof of qualifications and employment or relevant experience, and signed Letters of Commitments shall be submitted for all **120 Core Personnel at bid submission**. For the **401 Support Personnel**, a staffing plan and Bidder's Undertaking shall suffice at bid submission. If subcontracted, the undertaking shall identify the proposed subcontractor and confirm its commitment to provide the required qualified personnel.
80	Reserved Workforce Availability	What does "available for deployment" mean— fully employed, under commitment, on standby, or otherwise contractually available?	Available for deployment" means that the proposed personnel have a documented commitment or contractual arrangement enabling them to report for duty within the required deployment schedule. They need not already be employed by the Bidder at bid submission, provided their availability is supported by signed commitments or equivalent binding arrangements and they have no conflicting obligations that would prevent deployment.

81	Incumbent Personnel / Transition	What information, if any, will LRA provide regarding incumbent personnel to support recruitment, transition, and knowledge transfer?	Knowledge transfer and recruitment arrangements shall remain the Winning Bidder's responsibility.
82	Geographic Deployment	Will LRA provide the required site/location distribution for the 205 Site Support, 25 Kiosk, 80 Security, and 46 Janitorial personnel to support recruitment planning?	LRA shall provide the site/location distribution for these personnel, subject to validation during the **Operational Discovery and Baseline Phase**. The Winning Bidder shall align its deployment plan with the TOR and LRA's operational requirements.
83	Personnel Mobilization Timing	When must the complete manpower complement and Reserved Workforce be available—upon contract signing, transition commencement, or another milestone?	The required manpower complement shall be available for deployment upon commencement of services pursuant to the NTP and the deployment schedule prescribed under the TOR. The **Reserved Workforce** shall be available for mobilization as required to address absences, replacements, additional workload, and service continuity needs.
84	Changes in Personnel Requirements	During transition or operations, can LRA require changes in manpower numbers, skills, or qualifications beyond the stated 521 personnel?	The **521 personnel constitute the mandatory minimum staffing complement**. The Service Provider shall provide additional qualified personnel where necessary to meet the TOR's service levels, site coverage, transition, and continuity requirements. Personnel remain subject to LRA's review and acceptance. Any requirement beyond the contractual scope shall be addressed through the applicable contract modification procedures.
85		Please clarify the required personnel documentation for the 521-manpower complement. Specifically, is an individual Curriculum Vitae/personnel profile together with a signed Letter of Commitment/Undertaking required for all 521 personnel, or only for the designated key personnel identified in the TOR? For the remaining manpower categories, may a company undertaking and manpower deployment schedule be submitted instead?	Under the **revised manpower allocation of 120 Core Personnel and 401 Support Personnel**, Individual CVs, relevant professional certifications and licenses, proof of qualifications and employment or relevant experience, and signed Letters of Commitments shall be submitted for all **120 Core Personnel at bid submission**. An undertaking alone shall not suffice for Core Personnel. For the **401 Support Personnel**, a company undertaking, staffing plan, and manpower deployment schedule shall suffice at bid submission. Where subcontracted, the undertaking shall identify the proposed subcontractor and confirm its commitment to provide the required qualified personnel. Compliance shall be assessed on a **pass/fail basis**.
86	Complete Asset Inventory	Will LRA provide prospective bidders with a complete,	The site-wise inventory of IT and

		validated, and current inventory of all LTCP IT equipment, servers, storage systems, network devices, endpoints, peripherals, licenses, and cloud prior to bid submission? If not, when will this inventory be made available (e.g., only after award / during transition)?	support-facility equipment, including the quantities of equipment and components shall be established and validated during the **Operational Discovery and Baseline Phase**.
87	Condition Assessment & Known Deficiencies	Are there any known deficiencies, end-of-life/end-of-suppor t equipment, expired or expiring licenses/subscriptions, capacity shortfalls, or unsupported systems in the current LTCP environment that the winning bidder will inherit? How will liability and remediation costs for pre-existing defects be allocated?	Existing deficiencies and the corresponding responsibilities and remediation costs shall be assessed and clarified during the Discovery Phase.
88	Network & Connectivity	Please provide an overview of the current nationwide network architecture (WAN/LAN, links to Registries of Deeds and kiosks, bandwidth, redundancy, firewalls, and monitoring tools) that the Service Provider will assume responsibility for.	Details of the current nationwide network architecture shall be made available during the Discovery Phase.
89	Cloud Services & Third-Party Dependencies	What cloud platforms, hosting arrangements, domains, certificates, and third-party subscriptions/services are currently in use and must be managed or transferred? Who currently holds the accounts and contracts?	Details of the cloud platforms, hosting arrangements, domains, certificates, third-party services, and the respective account and contract holders shall be made available during the Discovery Phase.
90	Licenses & Software Inventory	Will a complete list of all software licenses, OS licenses, database licenses, security tools, monitoring tools, and other subscriptions (including expiration	The complete list of software licenses, tools, and subscriptions, including their expiration dates, shall be made available during the Discovery Phase.

		dates)	
91	Please clarify whether LRA requires evidence of the AEP at bid submission or only prior to deployment. For foreign national personnel proposed as Core Personnel, may the Bidder propose such personnel subject to the applicable DOLE Alien Employment Permit (AEP) and Bureau of Immigration requirements, and may the required AEP/work authorization be completed after contract award but prior to actual deployment?		Foreign nationals may be proposed as Core Personnel, provided they satisfy all mandatory qualification requirements and submit the necessary documents including individual CVs, relevant professional certifications, proof of qualifications and employment or experience, and signed Letters of Commitment with the Technical Component at bid submission. Evidence of the applicable AEP and other required work authorizations need not be submitted with the bid. These may be secured after contract award but shall be completed and submitted to LRA **before the personnel's actual deployment**, in compliance with applicable DOLE and Bureau of Immigration requirements.
92	May we clarify whether the templates for the Annex CV and Commitment Letter need to be revised to reflect the term "Rebidding," or should we use the original templates provided in the bidding documents?		Bidders may use the original CV and Letter of Commitment templates provided in the Bidding Documents. Adding the term "Rebidding" to the project title is not required, provided the documents clearly refer to the current procurement and contain all required information. However, the bid submission box must be labeled with the word "Rebidding."
93	Technical Specifications, Page 121 Core Personnel (59 personnel) & Support Personnel (462)	The Bidder is required to submit the undertaking confirming that it will provide the required qualified personnel 521 (59 core and 462 support personnel.) Will LRA provide the format of the undertaking or can the Bidder use its own format? Will the undertaking need to be notarized by the Bidder?	The personnel breakdown is hereby revised from 59 Core Personnel and 462 Support Personnel to **120 Core Personnel and 401 Support Personnel**, maintaining the total requirement of **521 personnel**. Bidders may use their own format for the undertaking, provided that it expressly confirms their commitment to provide the required personnel in accordance with the qualifications and requirements of the TOR. The undertaking shall be signed by the Bidder's duly authorized representative and notarized. For Core Personnel, an undertaking alone shall not be sufficient. Bidders shall submit the necessary documents including individual CVs, relevant

			professional certifications, proof of qualifications and employment or experience, and signed Letters of Commitment which shall be assessed using pass/fail criteria.
94	Technical Specifications, Page 122 Subcontracting of Support Personnel	If the support personnel will be subcontracted, the undertaking needs to identify the proposed subcontractor and confirm its commitment to providing the required personnel. Will LRA provide the format of the undertaking or can the Bidder/proposed Subcontractor use its own format. Will the undertaking need to be notarized by the Bidder.	The Bidder/proposed Subcontractor may use its own format for the undertaking, provided that it identifies the proposed Subcontractor and expressly confirms its commitment to provide the required qualified Support Personnel in accordance with the TOR. The undertaking shall be signed by the Bidder's duly authorized representative and notarized.
95	Conflict of Interest - Section 4 – Page 20	Would a company related to the existing service provider participate as a member of a Joint Venture?	Yes as long as qualified.

I. LRA-BAC Reminders:

1. 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 is hereby amended, modified, and superseded accordingly.
2. Make sure to avail or employ a copy of the revised Omnibus Sworn Statement (OSS) which can be downloadable from the website of the GPPB.
3. All prospective bidders are reminded to carefully review the Bidding Documents and this Bid Bulletin, and to ensure strict compliance with the documentary, technical, and financial requirements prescribed therein.
4. End of Bid Bulletin No. 1 - Transition Operations and Maintenance Services (Project ID No. LRASBAC-2026-03) - Rebidding.

[redacted]

ATTY. JAMES BENEDICT R. GUTIERREZ
Chairperson, LRA Special Bids and Awards Committee