



Republic of the Philippines  
**Department of Agriculture**  
**AGRICULTURAL CREDIT POLICY COUNCIL**  
28/F One San Miguel Avenue (OSMA) Bldg.,  
San Miguel Avenue corner Shaw Blvd.,  
Ortigas Center 1605 Pasig City  
Tel. Nos. 8634-3320 to 21; 8634-3326 / Fax Nos. 8634-3319; 8584-3691



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## **BIDS AND AWARDS COMMITTEE**

### **BAC Resolution No. 2022-24**

#### **“RECOMMENDING AWARD OF CONTRACT FOR THE PROCUREMENT OF ONLINE HELPDESK SYSTEM FOR TWELVE (12) USERS THROUGH NEGOTIATED PROCUREMENT (SMALL VALUE PROCUREMENT) UNDER SECTION 53.9 OF THE REVISED IMPLEMENTING RULES AND REGULATIONS (IRR) OF REPUBLIC ACT (RA) NO. 9184”**

**WHEREAS**, on April 7, 2022, Executive Director (ED) Jocelyn Alma R. Badiola, as Head of Procuring Entity (HoPE), approved the purchase request for the Procurement Online Helpdesk System for Twelve (12) Users;

**WHEREAS**, with an Approved Budget for the Contract (ABC) of Nine Hundred Ninety-Nine Thousand Pesos (PhP 999,000.00), the “Procurement Online Helpdesk System for Twelve (12) Users” will be acquired pursuant to Section 53.9 (Small Value Procurement) of the 2016 revised Implementing Rules and Regulations (IRR) of Republic Act (RA) No. 9184.

**WHEREAS**, the BAC, thru its Secretariat, posted the Request for Quotation on April 20, 2022 at the Philippine Government Electronic Procurement System (PhilGEPS) and set the deadline of submission of bids on April 25, 2022 and received nine (3) price quotations, namely:

<b>SUPPLIER</b>	<b>BID AMOUNT</b>
HANDLINK INC	<b>₱ 320, 000.00</b>
INTELLYX IT SOLUTIONS	<b>₱ 600,000.00</b>
THINKBLINK INC	<b>₱ 998,887.68</b>

**WHEREAS**, after the deadline of the submission of bids the ISMD/End-user unit requested to the Head of Procuring Entity (HoPE) and the Bid and Awards Committee (BAC) to conduct a Technical Evaluation to verify the capability of the bidders to supply the service based on the Terms of Reference (TOR).

**WHEREAS**, the HoPE and BAC approved the request of ISMD/End-user unit to conduct a Technical Evaluation through a BAC Resolution No. 2022-20, “Delegation of Authority to the End-User unit to Conduct a Technical Evaluation for the Procurement of Online Helpdesk System for Twelve (12) users”.

**WHEREAS**, the ISMD/End-user unit submitted to the BAC TWG the result of the Technical Evaluation and recommended the award of contract to the to the most qualified bidder based on the Terms of Reference (TOR).

**WHEREAS**, per Technical Evaluation, the expertise of **THINKBLINK, INC.** found to be compliant to the system functionality as stated in the TOR per End-user unit requirements and as per system demonstration.

**WHEREAS**, the End-user unit recommended the engagement of **THINKBLINK, INC.** amounting to ₱ 998,887.68 to provide the service for the Online Helpdesk System.

**WHEREAS**, Section 12 of R.A. No. 9184 mandates that the BAC shall recommend the award of contract to the Head of the Procuring Entity of his/her duly authorized representative.

**THEREFORE, BE IT RESOLVED AS IT HEREBY RESOLVED**, for and in consideration of the foregoing, we, the members of ACPC-BAC, hereby recommend the following:

- 1) **AWARD OF CONTRACT** via Small Value Procurement to **THINKBLINK, INC.** for the Procurement Online Helpdesk System for Twelve (12) Users in the amount Nine Hundred Ninety-Eight Thousand Eight Hundred Eighty-Seven Pesos and 68/100 (PhP 998,887.68) inclusive of appropriate taxes and fees.

**By:**

**THE BIDS AND AWARDS COMMITTEE:**

  
\_\_\_\_\_  
**DIR. MAGDALENA S. CASUGA**  
Chairperson

  
\_\_\_\_\_  
**DIR. MA. CRISTINA G. LOPEZ**  
Vice Chairperson

  
\_\_\_\_\_  
**DIR. NORMAN WILLIAM KRAFT**  
Member

  
\_\_\_\_\_  
**NOEL CLARENCE M. DUCUSIN**  
Member

\_\_\_\_\_  
**KENNEDY A. GARABIAG**  
Member



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24 May 2022

**MEMORANDUM**

FOR : **BIDS AND AWARDS COMMITTEE (BAC)**

THRU : **BAC-TECHNICAL WORKING GROUP**

FROM :   
**JOEL Q. MATIRA**  
ISMD (End-user)

SUBJECT : **Results of Technical Evaluation of Interested Suppliers of an Online Helpdesk System**

This is in relation to the technical evaluation conducted by the ISMD in coordination with CPAD on the three interested suppliers of an online helpdesk system as per summary of quotations prepared by the BAC Secretariat. The activity covered verification of the contractor's qualifications and system demonstration. Below is the summary of results of the evaluation:

Particulars	Interested Supplier		
	Handlink, Inc.	Intellyx IT Solutions	Thinkblink, Inc.
System's Functionality (as stated in the Terms of Reference and as per system demonstration)	The supplier backed out due to non-compliance to Contractor's Qualifications as per the attached e-mail.	Noncompliant to system functionality specifically on the following: <ul style="list-style-type: none"><li>• Not capable to integrate with ACPC Facebook messenger, ACPC e-mail, and ACPC Website</li><li>• No capability for private notes/ comments on a ticket for team collaboration</li><li>• Not ready for SMS full integration</li></ul>	Compliant to system functionality as stated in the terms of reference per end-users requirements and as per system demonstration.
Contractor's Qualifications		Compliant	Compliant

Based on the above results, we recommend the engagement of Thinkblink, Inc. to provide the service for the online helpdesk system.

Thank you.

*A food-secure Philippines*  
with prosperous farmers and fisherfolk







ACPC-Joel Matira &lt;jqmatira@acpc.gov.ph&gt;

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## Procurement of Online Helpdesk System

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**Wilma Benedicto** <wilma.benedicto@handlink.ph>

Mon, May 16, 2022 at 11:36 AM

Reply-To: Wilma Benedicto &lt;wilma.benedicto@handlink.ph&gt;

To: ACPC-Joel Matira &lt;jqmatira@acpc.gov.ph&gt;

Cc: Gino Ecalnir &lt;rcecalnir@acpc.gov.ph&gt;, "Ma. Cathrina Pelagio" &lt;mcrpelagio@acpc.gov.ph&gt;, Rachel Bustamante &lt;rabustamante@acpc.gov.ph&gt;

Hi Sir,

Good Morning,

Sorry for the inconvenience, We would like to inform you that we're not going to pursue our meeting tomorrow because we are not complying with the Contractor Qualifications. We overlook the requirements needed before we submit the proposal.

We would also like to share our company profile for your reference.

We are hoping to do a project with you soon.

Thank you!

Regards,

**Wilma Villanueva Benedicto***Account Manager***HANDLINK INC.**

Address: 6F AIC Centre Building, 204 Escolta St., Binondo, Manila, Philippines 1006

Telephone : (+632)528-8787 / Dou: (02)959-2901

Mobile Number: +63917-155-0981

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**2 attachments****HANDLINK PRESENTATION .pdf**

1512K

**HANDLINK COMPANY PROFILE-FINAL.pdf**



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**BAC TWG Members:**

  
**Emmalyn J. Guinto, CPAD**  
TWG Member

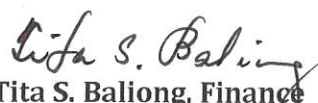
  
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TWG Member

  
**Annalyn R. Garay, MD**  
TWG Member

  
**Jenny T. Aspilan, PRPS**  
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**Cynthia Q. Policios, FMD**  
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**Tita S. Baliong, Finance**  
TWG Member

  
**Glydel Anne Salanio, Admin**  
TWG Member

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