



Republic of the Philippines
OFFICE OF THE OMBUDSMAN
Sen. Miriam Defensor-Santiago Avenue (formerly Agham Road)
Brgy. Bagong Pag-asa, Diliman, Quezon City 1105

**INVITATION TO BID FOR
PUBLIC BIDDING FOR THE SUPPLY AND DELIVERY OF IT
HELPDESK TICKETING SYSTEM WITH ASSET MANAGEMENT
FOR THE OFFICE OF THE OMBUDSMAN**

1. The Office of the Ombudsman, through the General Appropriations Act for CY 2025, intends to apply the sum of **Eight Million Pesos (₱8,000,000.00)**, being the Approved Budget for the Contract (ABC) to payments under the contract for the **Public Bidding for the Supply and Delivery of IT Helpdesk Ticketing System with Asset Management for the Office of the Ombudsman with Project Identification No. PB2025-04**. Bids received in excess of the ABC shall be automatically rejected at bid opening.
2. The Office of the Ombudsman now invites bids for the **Public Bidding for the Supply and Delivery of IT Helpdesk Ticketing System with Asset Management for the Office of the Ombudsman (PB2025-04)**.
3. **Delivery of the Goods and Services or project implementation period is required within one hundred twenty (120) calendar days from receipt of Notice to Proceed**. Bidders should have completed, **within five (5) years** from the date of submission and receipt of bids, a contract similar to the Project. The description of an eligible bidder is contained in the Bidding Documents, particularly, in Section II (Instructions to Bidders).
4. Bidding will be conducted through open competitive bidding procedures using a non-discretionary “pass/fail” criterion as specified in the 2016 Revised Implementing Rules and Regulations (RIRR) of Republic Act No. 9184 (RA 9184), otherwise known as the “Government Procurement Reform Act”.
5. Bidding is restricted to Filipino citizens/sole proprietorships, partnerships, or organizations with at least sixty percent (60%) interest or outstanding capital stock belonging to citizens of the Philippines, and to citizens or organizations of a country the laws or regulations of which grant similar rights or privileges to Filipino citizens, pursuant to RA No. 5183. Interested bidders should be enrolled in the Electronic Filing and Payment System (eFPS) program of the Bureau of Internal Revenue (BIR), pursuant to Executive Order No. 398, RR 3-2005, and must be registered under the Philippine Government Electronic Procurement System (PhilGEPS).
6. Prospective Bidders may obtain further information from the Office of the Ombudsman-Bids and Awards Committee Secretariat-Main (BAC Sec-Main) via email at bac@ombudsman.gov.ph and may inspect the Bidding Documents posted at the Ombudsman and the PhilGEPs websites.
7. A complete set of Bidding Documents may be acquired/downloaded by the interested Bidders starting **15 May 2025 to 09 June 2025 from the address below and upon payment of the applicable fee for the Bidding Documents, pursuant to the latest Guidelines issued by the GPPB, in the amount of Ten Thousand Pesos (₱10,000.00)**. The Procurement Entity shall allow the bidder to present its proof of payment for the fees **through electronic means not later than the submission of their bids**.

The bidding documents may also be downloaded **FREE OF CHARGE** from the websites of PhilGEPS and the Office of the Ombudsman, provided that Bidders shall pay the applicable fee for the Bidding Documents not later than the submission of their bids.

8. The Office of the Ombudsman will hold a **Pre-Bid Conference on 28 May 2025 (Wednesday) at 01:30P.M. through video conferencing via MS Teams application**, which shall be open to prospective bidders. Prospective bidders should signify their intention to participate by sending an **email to BAC Secretariat-Main** through the email address given below. The Meeting Link and other details related to the video conference will be sent to the participants at least one (1) day before the event through email.
9. Bids must be duly received by the BAC Secretariat-Main through manual/physical submission at the designated receiving area with authorized receiving personnel of the **BAC Secretariat Office** of the Office of the Ombudsman on or before **09 June 2025 (Monday) at 02:00P.M. Late bids shall not be accepted. Unsealed or unmarked bid envelopes shall be rejected.** (Reference: Sec. 25.9, 2016 revised IRR of RA 9184).
10. All Bids must be accompanied by a bid security in any of the acceptable forms and in the amount stated in Instructions to Bidders (IB) Clause 14.
11. **Bid opening shall be on 10 June 2025 (Tuesday) at 01:30P.M. through video conferencing via MS Teams application** (face-to-face for the BAC Secretariat Main personnel). The Meeting Link and other details related to the video conference will be sent to the participants at least one (1) day before the event through email. Bids will be opened in the presence of the bidders' representatives who choose to attend the activity.
12. Prospective bidders, who wish to join the pre-bid conference and the bid opening through video conferencing using Microsoft Teams, must send a letter of intent containing the names and email addresses of interested participants to the BAC Secretariat-Main email address: bac@ombudsman.gov.ph.
13. The Office of the Ombudsman reserves the right to reject any and all bids, declare a failure of bidding, or not award the contract at any time prior to contract award in accordance with Sections 35.6 and 41 of the 2016 revised IRR of RA No. 9184, without thereby incurring any liability to the affected bidder or bidders.
14. Please refer to the table below for the cost of the bidding documents and summary of bidding activities:

COST OF BIDDING DOCUMENTS (Non-refundable)	₱10,000.00
INSPECTION/SELLING PERIOD OF BIDDING DOCUMENTS	<p>15 May 2025 to 09 June 2025</p> <ul style="list-style-type: none"> - Bidding documents may be downloaded from the PhilGEPS website and Ombudsman website. - For payment of bidding fees, prospective bidders shall coordinate with the BAC Secretariat Main in securing the Order of Payment, and other payment details. Proof of payment such as deposit slips and transaction receipts may be submitted via email for the issuance of Official Receipt.
PRE-BID CONFERENCE	<p>28 May 2025 (Wednesday) at 01:30P.M.</p> <ul style="list-style-type: none"> - Video Conferencing via MS Teams Application - Prospective bidders should signify their intention to participate by sending an email to BAC Secretariat-Main and MS Teams Meeting

	Link and other details will be provided at least one (1) day before the event.
DEADLINE OF SUBMISSION OF BIDS (Note: Late bids shall not be accepted. Unsealed or unmarked bid envelopes shall be rejected) (Reference: Sec. 25.9, 2016 revised IRR of RA 9184)	09 June 2025 (Monday) at 02:00P.M. - Manual/physical submission of bidding documents at the designated receiving area with authorized receiving personnel of BAC Secretariat Office of the Office of the Ombudsman, Ombudsman Main Building, Senator Miriam Defensor-Santiago Avenue, (Formerly Agham Road), Brgy. Bagong Pag-asa, 1105 Quezon City.
OPENING OF BIDS	10 June 2025 (Tuesday) at 01:30P.M. - Video Conferencing via MS Teams application - Prospective bidders should signify their intention to participate by sending an email to BAC Secretariat-Main and MS Teams Meeting Link and other details will be provided at least one (1) day before the event.

15. For further information, please refer to:

BIDS AND AWARDS COMMITTEE SECRETARIAT-MAIN


Ground Floor Ombudsman Main Building
Sen. Miriam Defensor-Santiago Avenue (Formerly Agham Road)
Barangay Bagong Pag-asa, Diliman, Quezon City 1105
☎ (02) 5317-8300 local 2206/2207
✉ bac@ombudsman.gov.ph
www.ombudsman.gov.ph (See Bid Announcements)

Note: Please communicate through the email addresses or telephone number provided above. Also, all requests should be in writing and addresses to the BAC Secretariat-Main.

16. You may visit the following websites for downloading of Bidding Documents:

- **Office of the Ombudsman Official Website:** www.ombudsman.gov.ph (see links under *Bid Announcements*>*under Invitation to Bid*)
- **Log in at PhilGEPS Website:** <https://notices.philgeps.gov.ph/>

14 May 2025, Quezon City, Philippines.


ADORACION A. AGBADA
 Assistant Ombudsman, OMB-Luzon *dirg*
 Chairperson, Bids and Awards Committee - Main