

SUPPLEMENTAL / BID BULLETIN NO. 2024-01-01

TITLE : PRIMARY INTERNET SERVICE SUBSCRIPTION FOR DSWD FO X REGIONAL AND SUB-REGIONAL OFFICES
ITB NO. : 2024-01-03
DATE : 25 JANUARY 2023

This Supplemental/Bid Bulletin is issued to all prospective bidders announcing the Response on the Question/Clarification of the Prospective Bidders, and the Amendments/Changes in the Bidding Documents, to wit:

I. Response on the Question /Clarification of the Prospective Bidder
Section VII. Terms of Reference

PARTICULARS	QUESTIONS AND CLARIFICATIONS	RESPONSE
Connectivity Requirement	How many reusable Internet Protocol (IP)?	At least one (1) up to Five (5) Internet Protocols
Table 2. Primary Internet Service Specifications	Telephone Bundle *with long distance calls	See attached <i>Annex A</i>

II. Amendment/Changes in the Bidding Documents
Section VII. Terms of Reference

PARTICULARS	FROM	TO
Criteria For Evaluation for Shortlisting, Technical Requirements 1. Bandwidth and Connectivity Support	i. Guaranteed dedicated 1:2.5 ratio symmetrical and bandwidth from clients to the global internet	i. Guaranteed Dedicated Bandwidth with Committed Information Rate (CIR) 1:1 Ratio from Telco provider to client.
Criteria For Evaluation for Shortlisting, Technical Requirements		To include: The bidder must have an existing facility at each site listed in the table. (Table 2. Primary Internet Service Specifications)

Please see attached **updated Section VII. Terms of Reference. Submission of Technical Specifications that did not reflect the amendment/changes shall be ground for disqualification.**

Section VI. Schedule of Requirements

PARTICULARS	FROM	TO
Section VI – Schedule of Requirements	To Remove: For the Schedule of Installation of the above-listed item, it shall be 7 working days from the date upon receipt of Notice to Proceed.	Complete delivery, installation and configuration shall be within thirty (30) to forty-five (45) calendar days from the receipt of the Notice to Proceed.

Please see attached **updated** Section VI. Schedule of Requirements for the information and reference of all prospective bidders.

Section II. Instructions to Bidders

PARTICULARS	FROM	TO
15. Sealing and Marking of Bids	Each Bidder shall submit one (1) original and two (2) more duplicate copies of its Bid.	<p>Each Bidder shall submit one (1) original and two (2) more duplicate copies of its Bid, which shall be properly sealed and marked, to wit:</p> <p>ORIGINAL BID (BLUE ENVELOPE)</p> <p>Enclose the Original eligibility and technical documents in one sealed envelope marked “ORIGINAL – TECHNICAL COMPONENT” and the Original financial component in another sealed envelope marked “ORIGINAL – FINANCIAL COMPONENT”. Seal both envelopes in an outer envelope marked “ORIGINAL BID”</p> <p>COPY 1 (RED ENVELOPE)</p> <p>Enclose the certified true copies of eligibility and technical documents in one sealed envelope marked “COPY 1 – TECHNICAL COMPONENT” and the the certified true copies of financial component in another sealed envelope marked “COPY 1 – FINANCIAL COMPONENT”. Seal both envelopes in an outer envelope marked “COPY 1”.</p> <p>COPY 2 (YELLOW ENVELOPE)</p> <p>Enclose the certified true copies of eligibility and technical documents in one sealed envelope marked</p>



		<p>"COPY 2 - TECHNICAL COMPONENT" and the certified true copies of financial component in another sealed envelope marked "COPY 2 - FINANCIAL COMPONENT". Seal both envelopes in an outer envelope marked "COPY 2".</p> <p>The Original Copy, Copy 1, and Copy 2 Envelopes, shall be CONTAINED in ONE ENVELOPE.</p>
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Please see attached illustrations of the Sealing and Marking of Bids. Improper sealing and marking of bids shall be a ground for disqualification.

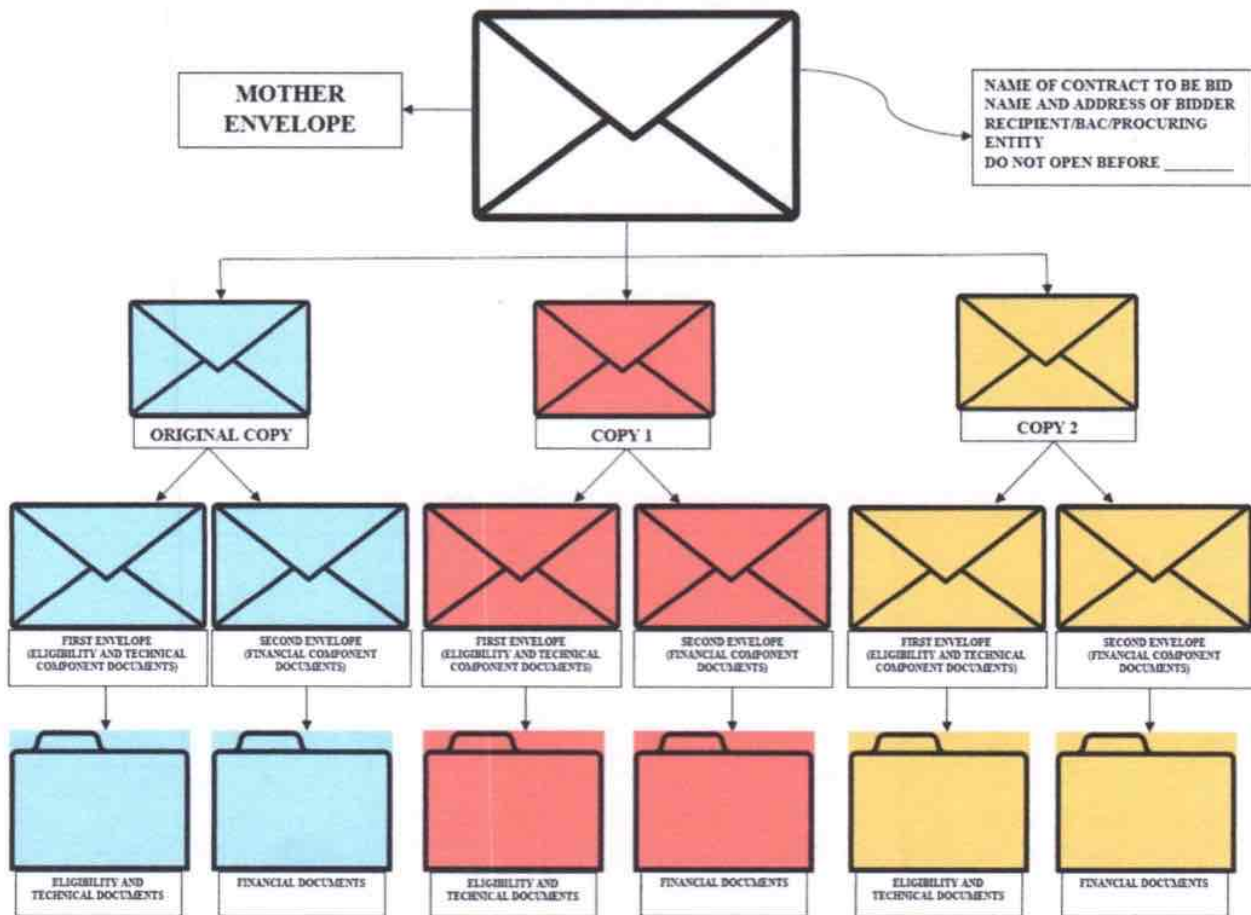


Table 2. Primary Internet Service Specifications

OFFICE	Subscription Type	Bandwidth	Public IP	Telephone Bundle *with long distance calls
REGIONAL OFFICE	Dedicated	1 Gbps	Yes	No
SWAD ILIGAN	Dedicated	50 Mbps	Yes	No
SWAD TUBOD	Dedicated	50 Mbps	Yes	No
SWAD KAPATAGAN	Dedicated	50 Mbps	Yes	No
SWAD MARAMAG	Dedicated	50 Mbps	Yes	No
SWAD GINGOOG	Dedicated	50 Mbps	Yes	No
SWAD VALENCIA	Dedicated	50 Mbps	Yes	No
SWAD KIBAWÉ	Dedicated	50 Mbps	Yes	No
SWAD MALAYBALAY	Dedicated	50 Mbps	Yes	No
SWAD CAMIGUIN	Dedicated	50 Mbps	Yes	No
SWAD OZAMIZ	Dedicated	50 Mbps	Yes	No
SWAD OROQUIETA	Dedicated	50 Mbps	Yes	No
POO MIS. OR	Dedicated	50 Mbps	Yes	No
POO CAMIGUIN	Dedicated	50 Mbps	Yes	No
POO MIS. OCC	Dedicated	50 Mbps	Yes	No
POO LDN	Dedicated	50 Mbps	Yes	No
POO BUKIDNON	Dedicated	50 Mbps	Yes	No
RRCY	Dedicated	50 Mbps	Yes	No
HAVEN	Dedicated	50 Mbps	Yes	No
BAHAY SILUNGAN	Dedicated	50 Mbps	Yes	No



Schedule of Requirements

Primary Internet Service Subscription for DSWD FO X Regional and Sub-Regional Offices

ITEM NO.	ITEM DESCRIPTION	QTY	UNIT	DELIVERY DATE
1	Primary Internet Service Subscription for DSWD FO X Regional and Sub-Regional Offices	1	lot	

Complete delivery, installation and configuration shall be within thirty (30) to forty-five (45) calendar days from the receipt of the Notice to Proceed.

The project covers the installation of **Dedicated Internet Access (DIA) Internet lines** for the **DSWD Field Office X** and **Nineteen (19) sub-regional sites**.

I hereby certify to comply and deliver all of the above requirements within the delivery schedule.

Name of Company/Bidder

Bidder's Signature over Printed Name

Date: _____



Terms of Reference

Primary Internet Service Subscription for DSWD FO X Regional and Sub-Regional Offices

Bidders must state either “Comply” or “Not Comply” in the Statement of Compliance column to each indicated parameter or specification. The bidder’s offered item must also be indicated in the Bidder’s Specifications column. Ensure that the offered item/s must all be compliant to the indicated parameter/s or specification/s to avoid failure of your bids.

ITEM NO.	ITEM DESCRIPTION	QTY	UNIT	STATEMENT OF COMPLIANCE
1	Primary Internet Service Subscription for DSWD FO X Regional and Sub-Regional Offices	1	lot	

Project/Activity Information	PRIMARY INTERNET SERVICE FOR THE DSWD FIELD OFFICE X REGIONAL AND SUB-REGIONAL OFFICES
Proponent	Information and Communications Technology Management Service
Timeline (Installation Period)	1 March 2024 to 1 May 2024
Budgetary Requirements	PHP 4,979,520.00

I. BACKGROUND

In an ever-evolving world driven by technological advancements, the Department of Social Welfare and Development (DSWD) remains dedicated to its mission of improving the lives of the Filipino people, especially those in vulnerable situations. Recognizing the transformative potential of digital technology, DSWD is committed to embracing digital transformation as a means to enhance its services, improve efficiency, and ensure more effective assistance to those in need.

The DSWD has always been at the forefront of providing social services and support to marginalized and disadvantaged sectors of society. However, in the face of rapidly changing technology and the ongoing digital revolution, we understand the need to adapt and harness the benefits of digital transformation. This commitment is a testament to our dedication to better serve our beneficiaries and stakeholders. Thus, as part of this commitment, the DSWD recognizes the need to engage with a reputable Internet Service Provider (ISP) to meet its internet connectivity and networking requirements.

The need to initiate a process to identify, evaluate, and select an ISP that can meet its internet connectivity and networking requirements effectively is vital to the continuity in providing services to the Filipino people. This ToR document outlines the terms, objectives, and expectations for the selection and engagement of an ISP and the successful ISP will play a crucial role in supporting the Organization's mission and facilitating its day-to-day

operations. The DSWD seeks to establish a productive and mutually beneficial partnership with the selected ISP to ensure seamless and secure internet connectivity services.

The DSWD recognizes that digital transformation is not an isolated effort. It requires collaboration with government agencies, private sector partners, and civil society organizations. We will seek partnerships that can help us leverage digital technologies to reach more beneficiaries, streamline processes, and promote innovation.

II. OBJECTIVES

The primary objectives of this Terms of Reference (ToR) document for the selection and engagement of an Internet Service Provider (ISP) are as follows:

- a. **Identify and Select an ISP:** The main objective is to identify, evaluate, and select a reputable ISP that aligns with the **DSWD Field Office X** internet connectivity and networking requirements. The selected ISP should demonstrate the ability to deliver reliable and high-quality internet services.
- b. **Ensure Reliability and Performance:** Ensure that the selected ISP offers a highly reliable internet connection with minimal downtime and consistently delivers optimal performance, meeting or exceeding industry benchmarks.
- c. **Support Diverse Stakeholder Requirements:** Accommodate the distinct connectivity needs of the Organization's various stakeholders, including employees, customers, partners, vendors, and remote workers, with tailored solutions where necessary.
- d. **Enhance Security and Compliance:** Ensure that the internet services provided by the ISP adhere to security best practices and industry compliance standards. This includes safeguarding sensitive data, implementing necessary security measures, and mitigating cybersecurity risks.
- e. **Optimize Cost-Efficiency:** Seek cost-effective internet solutions that offer value for investment, balancing quality and cost-effectiveness in a manner that benefits the Organization's bottom line.
- f. **Enable Technical Support and Maintenance:** Ensure that the ISP provides efficient and responsive technical support and maintenance services to address any technical issues, outages, or connectivity challenges in a timely and effective manner.
- g. **Establish Clear Service Level Agreements (SLAs):** Define and formalize SLAs with the selected ISP to establish clear expectations regarding service quality, response times, and issue resolution procedures.
- h. **Ensure Accountability and Transparency:** Establish a governance framework that ensures accountability and transparency in the relationship between the Organization and the selected ISP.

These objectives collectively guide the selection and engagement of an ISP, emphasizing the critical factors of reliability, security, scalability, cost-effectiveness, and a productive partnership to meet the Organization's connectivity and networking needs effectively.

III. DEFINITION OF TERMS

- a. Internet Service Provider (ISP): The entity selected by the Organization to deliver internet connectivity and related services as outlined in this ToR.
- b. Connectivity Requirements: The specific needs and demands of the Organization for internet services, encompassing bandwidth, reliability, and performance expectations.
- c. Reliability: The ability of the ISP to consistently provide internet services with minimal downtime or interruptions.
- d. Security and Compliance: Adherence to industry standards and regulations concerning data security, privacy, and cybersecurity measures.
- e. Scalability: The capacity of the ISP to expand or adapt services to accommodate the Organization's changing connectivity needs.
- f. Cost-Effectiveness: The balance between the quality and cost of internet services, ensuring that services are affordable and provide value for investment.
- g. Technical Support: The provision of responsive and effective technical support and maintenance services to address connectivity issues.
- h. Service Level Agreements (SLAs): Formal agreements between the Organization and the ISP, specifying performance standards, response times, and issue resolution procedures.
- i. Redundancy: Measures put in place to ensure business continuity in the event of network failures.
- j. Quality of Service (QoS): The level of performance provided by the ISP in terms of low latency, efficient data transfer, and minimal disruptions.
- k. Knowledge Transfer: The process by which the ISP facilitates the transfer of knowledge and expertise to the Organization's internal teams to enhance in-house management of connectivity systems.
- l. Business Continuity: The capacity to maintain operations in the face of connectivity interruptions, outages, or unforeseen technical issues.
- m. Environmental Responsibility: Efforts made by the ISP to minimize the ecological impact of its services and align with environmental sustainability practices.

- n. Legal and Ethical Compliance: Adherence to legal requirements and ethical principles, including copyright laws, data handling ethics, and human rights considerations.

IV. SCOPE OF SERVICES

The project covers the installation of **Dedicated Internet Access (DIA) Internet lines** for the **DSWD Field Office X** and **Nineteen (19) sub-regional sites** as listed on **Annex A**. It involves the following:

- a. The winning Bidder shall provide optical fiber connectivity, necessary hardware, terminations and other services required to set up the internet connection.
- b. Provision of incident reports and updates in case of connection failure;
- c. Provision of monthly utilization graphs and/or MRTG tool for monitoring of link quality and bandwidth utilization;
- d. Inclusion of Two (2) allowable transfer of internet service facility per site, in case of relocation of office.
- e. Provision of 24x7 support services; and
- f. Entering into a Service Level Agreement which defines parameters of rebates for non-performance, etc.

V. PROJECT DURATION AND PERIOD OF ENGAGEMENT

Eight (8) months service subscription and payment will be done on a quarterly basis. Statement of Account (Inclusive of Tax) will arrive in the 1st week of the preceding quarter.

VI. PROJECT COST (Budgetary Requirements)

The Organization has allocated a total budget of **PHP 4,979,520.00** for the procurement of Internet Services to meet its internet connectivity needs. Project components and cost breakdown are shown in the table below:

Table 1. Deliverables and Cost Breakdown

PROJECT COMPONENT	QUANTITY	UNIT	UNIT COST	TOTAL COST
Primary Internet Service	1	Lot	Php 4,979,520.00	Php 4,979,520.00

VII. SUBMISSION OF REPORTS, OUTPUTS AND DELIVERABLES

The major outputs of this project are as follows with the aforementioned specification per the scope services:

- a. **Pre-Installation**



Provide detailed work plan specifying installation design, detailed activities, network diagram showing connectivity from end user's datacenter up to the last mile and timelines (ISP to fill up WORK PLAN form as attachment 2)

b. Actual Installation

1. Provide and install a Channel Service Unit/Data Service Unit (CSU/DSU) modem at both ends of the Internet connections.
2. Provide and install a Router at both ends of the Internet connections.
3. Provide internet connectivity directly to the end user's server room, including materials needed for the purpose. This includes provision for the installation of cables/insulation using industry standard and materials.
4. Complete the delivery, installation and configuration within thirty (30) to forty-five (45) calendar days from the receipt of the Notice to Proceed. Otherwise, the winning bidder shall pay the corresponding penalties/liquidated damages in the amount of one tenth of one percent (1/10 of 1%) of the total contract price for every calendar day of delay.

c. Configuration

1. Configure modem for specified connection requirements;
2. Configure router to the equivalent direct Internet connection speed;
3. Configure backup router, if any;
4. Set up one (1) Public IP address per subscription.

d. Testing Period

1. The selected ISP shall notify DSWD FO X in writing seven (7) days prior to the required inspection/testing of the internet service connection.
2. The acceptance test procedure shall be in accordance with the following:
 - a. The acceptance testing will be undertaken for a period of seven (7) days.
 - b. Broadband internet will have no service interruption during the agreed test period.
 - c. The Internet bandwidth requirement is attained during working hours (i.e., 7:00 a.m. to 7:00 p.m.).
 - d. MRTG should be in place

If any of the foregoing conditions are not met, the count of the testing period shall be restarted until all of these conditions have been duly satisfied continuously for 7 working days.

Start of the Contractor's billing shall be based on the date of issuance of "Certificate of Acceptance".

During the testing period, the Contractor shall not be held liable for performance degradation/interruptions that are beyond its control such as power outages, fluctuations or failure or malfunction of DSWD FO X's own equipment, and international/regional internet backbone problems.

3. DSWD FO X shall issue Certificate of Inspection and Acceptance to the Provider upon successful completion of the testing certifying that the Service Provider conforms to Section IV and Section VIII.

e. Implementation

1. Shall maintain all equipment in proper working order
2. Provide an escalation list and procedure in reporting faults and outages.
3. Provider must immediately advise DSWD FO X any downtime occurrence or if any case the internet rerouted to a backup link.
4. Providers must have standby equipment to immediately replace the existing equipment once found defective.

f. Rebates

1. Provide industry standard Service Level Agreement (SLA) which shall carry a corresponding "Performance Credit" or rebate in favor of DSWD FO X should any of the committed parameters mentioned below is not met.
2. The selected ISP provider/s should be able to render the following services:
 - a. Availability
Provide 99.5% link uptime in a month.
 - b. Render 24 hours x 7 days customer service support
Support response time
 - i. 30 minutes for emergency tickets for the following categories:
 - Link connection is down
 - Packet loss, variation in latency
 - Routing issue
 - ii. Twenty-four (24) hours response time for technical problems that require on-site services.
 - iii. Rebate Schedule for Downtime Connection Interruption/Outage

If the interruption is attributable to the ISP, as acknowledged by the ISP's Fault Management Center, the ISP shall voluntarily make the appropriate "Performance Credit" or rebate to DSWD FO X without the need to report or claim on the outage. The credit allowance/rebate shall be applied to the next billing month.

Credit for Interruptions to service will be allowed as follows:

Interruptions of 24 Hours or less

Length of Interruption	Credit
Less than 30 minutes	None
30 – 179 minutes	3/10 day
180 – 359 minutes	3/5 day
360 – 539 minutes	1 1/5 day
540 – 719 minutes	1 4/5 day
720 – 899 minutes	2 2/5 days
900 – 1440 minutes	3 days

For interruption over 24 hours, credit will be allowed in 3/5 day multiples for each 3-hour period of interruption or fraction thereof over 24 hours.

g. Maintenance

- a. Provide a single point of contact for customer support in both areas of network connectivity and Internet access;
- b. Shall respond to request for maintenance at no cost to DSWD FO X;
- c. Provide not less than 7 days proactive notice of scheduled downtimes, service interruption, upgrades or preventive maintenance, if any; subject to the approval of DSWD FO X and
- d. Submit monthly access/usage reports to attest compliance to the SLA.

VIII. INSTITUTIONAL ARRANGEMENTS

a. The Service Provider (Firm)

The service provider representative shall coordinate with the **DSWD Field Office X**, through the assigned project focal, within the duration of the project; and

b. The DSWD Field Office X.

- a. Grant the ISP's authorized representative access to its premises, equipment and facilities located therein to perform its obligations, provided that such representative shall be accompanied by the duly assigned DSWD FO X personnel;



- b. Responsible for the safe custody and use of the equipment installed by the ISP provider;
- c. Monitor the provided services and verify if the parameters under the Service Level Agreement are met and performed by the ISP provider;
- d. Issue Certificate of Inspection and Acceptance as stipulated in Section VIII, Item d.

IX. QUALIFICATIONS OF THE SERVICE PROVIDER

- a. The bidder must be a Local Telecommunications Company - Provide certification/Proof from NTC. (Provides Voice, Data & Internet). The fiber optic facility shall be owned and operated by the winning bidder. It also has a robust international network capable of supporting even most complicated networks. The service provider must hold multiple points of presence from leading local and international telecommunications providers and carriers.
- b. The bidder must provide proof of full telecommunications redundancy and continuous power.
- c. The bidder must provide proof of capacity and ability to provide maintenance services and technical support.
- d. The bidder must provide seven days a week and 24 hours per day coverage for technical assistance and/or helpdesk facilities. Any problem should be resolved within a maximum of 24 hours after the notification.
- e. The bidder must have a Network Monitoring System (NMS) supported by a qualified and experienced engineers/technical support team.
- f. The bidder must have rendered at least five (5) years of internet service to the different government agencies and private companies.

X. CRITERIA FOR EVALUATION FOR SHORTLISTING, TECHNICAL REQUIREMENTS

- a. Bidders must submit a detailed work plan specifying installation design, detailed activities, connectivity diagram from end user premise up to the last mile and timelines. Bidders are required to conduct site inspection.
- b. Subscribed lines should be fully fiber optic from ISP up to the last mile.
- c. The bidders must be compliant with the following parameters:
 1. Bandwidth and Connectivity Support

- i. Guaranteed Dedicated Bandwidth with Committed Information Rate (CIR) 1:1 Ratio from Telco provider to client.
- ii. Immediate problem isolation and resolution
- iii. Provide corrective service information and configuration
- iv. Remote system monitoring and reporting (MRTG of each of the sites)

2. Internet Bandwidth

The bandwidth requirements and specifications for the procurement of the

Primary Internet Service lines are shown below:

Table 2. Primary Internet Service Specifications

OFFICE	Subscription Type	Bandwidth	Public IP	Telephone Bundle *with long distance calls
REGIONAL OFFICE	Dedicated	1 Gbps	Yes	No
SWAD ILIGAN	Dedicated	50 Mbps	Yes	No
SWAD TUBOD	Dedicated	50 Mbps	Yes	No
SWAD KAPATAGAN	Dedicated	50 Mbps	Yes	No
SWAD MARAMAG	Dedicated	50 Mbps	Yes	No
SWAD GINGOOG	Dedicated	50 Mbps	Yes	No
SWAD VALENCIA	Dedicated	50 Mbps	Yes	No
SWAD KIBAWÉ	Dedicated	50 Mbps	Yes	No
SWAD MALAYBALAY	Dedicated	50 Mbps	Yes	No
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SWAD OZAMIZ	Dedicated	50 Mbps	Yes	No
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POO MIS. OR	Dedicated	50 Mbps	Yes	No
POO CAMIGUIN	Dedicated	50 Mbps	Yes	No
POO MIS. OCC	Dedicated	50 Mbps	Yes	No
POO LDN	Dedicated	50 Mbps	Yes	No
POO BUKIDNON	Dedicated	50 Mbps	Yes	No
RRCY	Dedicated	50 Mbps	Yes	No
HAVEN	Dedicated	50 Mbps	Yes	No
BAHAY SILUNGAN	Dedicated	50 Mbps	Yes	No

3. The bidder must have an existing facility at each site listed in the table.

4. Service Restoration and Quality of Service (QoS) Levels

- i. 8am x 5pm NBD (Next Business Day) response time

- ii. Down / Disconnected sites must be up and running within reasonable time upon receipt of the report.
- 5. 24 x 7 Help Desk Support Services
 - i. Receive and respond to problem reports and user requests
 - ii. Provide first level technical support with regards to internet connectivity
- 6. The DIA subscriptions must have at least One (1) Usable Public IP Address each.
- 7. IPv6 compliant.

XI. OWNERSHIP AND PUBLICATION RIGHTS

- 1. All documentation produced under the terms of this engagement shall remain the property of DSWD. DSWD retains the exclusive right to publish or disseminate the knowledge products arising from the engagement even after the termination of this project.
- 2. The internet service provider is required to submit a written letter when requesting raw data, versions and/ or parts of the outputs which will be used for purposes other than what was originally agreed upon with the terms of this engagement.

I hereby certify to comply and deliver all of the above requirements within the delivery schedule.

Name of Company/Bidder

Bidder's Signature over Printed Name

Date: _____



This Bid Bulletin shall form part of the bidding documents.

Please be guided accordingly.


RONALD RYAN R. CUI
BAC CHAIRPERSON

Please accomplish the portion below and email at bac.fo10@dswd.gov.ph.

Received from DSWD, **Supplemental/Bid Bulletin No. 2024-01-01** for the Primary Internet Service Subscription for DSWD FO X Regional and Sub-Regional Offices (ITB No. 2024-01-03)

RECEIVED BY : _____ DATE: _____
(SIGNATURE OVER PRINTED NAME)

DESIGNATION : _____

COMPANY : _____

JPT/tnc