

SUPPLEMENTAL / BID BULLETIN No. 3

Title : Procurement of Managed Network Services for DSWD Convergence Programs and Services

REI No : GOP/17-DSWD-012

Date : 05 September 2017

This Supplemental/ Bid Bulletin is issued to all prospective bidders announcing the agreements made and in response to queries raised by the prospective bidders during the Pre-Bid Conference held on 23 August 2017, to wit:

I. Queries/Clarifications:

1. Invitation to Bid (ITB) Clause 12.1 (a) (ii), which is a single contract that is similar to the project, equivalent to at least fifty percent (50%) of the Approved Budget for the Contract (ABC).

Does this mean that the Single Largest Completed Contract (SLCC) refer to each lot or for both lots?

The SLCC computation shall be based on the ABC of the lot that the prospective bidder would bid on. If a bidder would bid on both lots, then the SLCC shall be based on the total ABC for both lots.

How would the Bids and Awards Committee - I (BAC-I) compute the SLCC, when the contract involves different items and services?

As a general rule, the total contract cost will be the basis for the computation of the SLCC, and it does not matter if such contract is composed of several items and services as long it is in one (1) single contract.

2. The requirement of DSWD - Central Office is for the procurement of Primary and Secondary Internet. Would this mean that a bidder can be awarded for one (1) lot only?

A bidder may bid for both lots and may be awarded both lots, provided that the bidder has offered a different Backbone for each lot.

3. When can we determine the Backbone being offered by the bidder. Is it during Post-Qualification Stage of the Bidding Process?

Backbone shall be determined during actual checking and testing during the Post-Qualification Stage of the Bidding Process.

Are the bidders required to indicate the Backbone to be used in the technical specifications of the bidding documents?

Yes, bidders are required to indicate the Backbone that they will use, and must provide a network diagram.

If a bidder bids for both lots and offers the same Backbone, the assumption is that the bidder can only be awarded one (1) lot. Under that circumstance would the bidder who offered a single Backbone for both lots, would this be a ground for disqualification? How about the access nodes?

Award of Contract is on Per Lot Basis.

DSWD Requirement is composed of two (2) lots, and the Backbone for Lot No. 1 should be different from the Backbone for Lot No. 2.

Thus, the Bids and Awards Committee-I (BAC-I) shall first evaluate the bids for Lot No. 1, and award Lot No. 1 to the Lowest Calculated and Responsive Bidder (LCRB)/ Single Calculated and Responsive Bidder (SCRB).

After Lot No. 1 has been awarded, bidders for Lot No. 2 that offer the same Backbone as that of the LCRB for Lot No. 1 shall be disqualified. That is, only bidders for Lot No. 2 that offer a different Backbone from that of the LCRB/SCRB for Lot No. 1 shall be considered.

The requirements for access nodes are similar up to the last mile (should be different).

The point to point link between the Head Office and the Datacenter is included in Lot No. 1, with this set up there a disadvantage and there will be no basis for the computation for the service cost. Would DSWD consider, if the point to point link shall be transferred in Lot No. 2 together with the Datacenter?

No. The Point to Point Link (Metro Ethernet connecting DSWD - Central Office and Remote Datacenter) shall be retained in Lot No. 1

Lot Nos. 1 & 2 are interconnected, what are the reasons of DSWD for the requirement for having two (2) different Backbones of the project?

The reason the DSWD requires two (2) different Backbones is for the purpose of redundancy. That is, when one network is down, the other Backbone shall serve as a backup to prevent service interruption. The chances of both networks being down at the same time is minimal.

What if the network has the capability and has established a redundant system using the same Backbone will DSWD consider?

The said provision is hard for DSWD to establish, identify and verify on the said redundancy. DSWD shall continue with our set up with two (2) different Backbones for each lot.

4. Section VII. Technical Specification under Section 1.7 Page 85 of the Bidding Documents provides that, Inclusive of all needed customer premise equipment such as modem, router, media converter, and transceiver.

Are the bidder required to provide the Rack and Uninterruptible Power Supply (UPS)?

Yes, bidders are required to provide Racks and UPS.

5. Section VII. Technical Specification under Section 1.7 Page 85 of the Bidding Documents provides that, Inclusive of conduits and in-house wiring.

Is there any limitations of the in-house wiring?

The requirements for the wiring shall be up to the Datacabinet/or Datacenter of the delivery sites.

6. Section VII. Technical Specification under Section 1.5.1 Page 85 of the Bidding Documents provides that, POP-to-POP Latency: less than 100ms

What is the reference of the bidder?

The reference is from DSWD to Service Provider.

7. Section VII. Technical Specification under Section 1.7 Page 85 of the Bidding Documents provides that, The Service Provider shall provide 2 BGP routers that will be managed and used by DSWD to peer with its ISPs. Each router should be capable of supporting at least 1gbps throughput and should have at least 4 physical interfaces/ports. IP and Data Licenses should be inclusive in the routers. The routers will be deployed at DSWD Central Office and Remote Datacenter.

Are the bidder required to provide two (2) routers on top of the internet router and is this only a requirement for Lot No. 1?

Yes. Bidders are required to provide the BGP routers that shall be used at the location. One (1) BGP router shall be provided in Lot No. 1 for DSWD Central Office and One (1) BGP router shall be provided in Lot No. 2 for Remote Datacenter.

8. Section VII. Technical Specification under Section 1.10 Page 85 of the Bidding Documents provides that, The Service Provider should establish IPSec/DMVPN tunnels from FO to POOs, CO to FO, and Remote Datacenter to FO and CO to Remote Datacenter.

Is the IPSec/DMVPN applicable to Lot No. 1 only?

Yes. IPSec/DVPN is applicable only to Lot No. 1.

9. Section VII. Technical Specification under Section 1.11 Page 86 of the Bidding Documents provides that, Should there be transfer of office in the future, the Service Provider should shoulder the transfer and installation costs.

Can DSWD identify a definite/exact number of sites for transfer?

Based on IMB data, the maximum number of sites for transfer is thirty (30).

For the transfer does DSWD only refers to Provincial Operations Office (POOs) only?

Yes. DSWD is referring to the usual transfers of the POOs.

There are sites that have security issues, are we allowed to install other features as an alternative to fiber optic?

Yes. The awarded service provider is allowed, provided that the required Committed Information Rate (CIR) is met.

10. Section VII. Technical Specification under Section 1.10 Page 92 of the Bidding Documents provides that, Inclusive of all needed customer premise equipment such as modem, router, media converter, and transceiver.

Is the requirement includes the Router for other sites excluding the DSWD - Central Office?

The requirements is for the other sites, the BGP Routers for DSWD - Central Office and Remote Datacenter shall be provided in Lot No. 1.

11. Section VII. Technical Specification under Section 15.11 Page 96 of the Bidding Documents provides that, the Service Provider shall provide service vehicle to DSWD personnel who will be doing on-site activity in the said Datacenter. The said vehicle shall be available within two (2) hours after the request was made.

Would DSWD relax the two (2) hours requirements to at least a day?

No. DSWD cannot bargain the two (2) hours requirement because of its urgency. However, if there are other scheduled activities, the service provider shall be informed before hand.

The requirement for two (2) hours is not enough time to travel to the Remote Datacenter which is at least 40kms, away from the West Valley Fault Line. Would DSWD reconsider this requirement?

The request is for the vehicle to be available within two (2) hours upon request, and it does not include the travel time going to the location of the Datacenter.

In addition, the service provider shall provision/s for the transfer of the equipment from the old to new Datacenter thru fastest possible means of transportation.

Service Provider can commit for a vehicle going to Airport (if Datacenter is located in Cebu/Davao City). However, as to other factors such as availability of flights is beyond our control. How would DSWD consider on such circumstances?

Such circumstances is case to case basis. As to flight schedule, it should be the earliest possible flight or if no available flight to accommodate the DSWD personnel, then it shall be treated as force majeure, the service provider shall not be at fault.

Would DSWD provide data on how many of trips that will made during the entire implementation of the contract?

At least one (1) per month for the scheduled activities, exclusive of emergencies and/or other important/immediate activities.

How many DSWD personnel will come for each trip?

It shall be a maximum of five (5) DSWD personnel per trip.

12. Section VII. Technical Specification under Section 15.2.3 Page 94 of the Bidding Documents provides that, the Datacenter must have a design that is TIA-942 Rated 3 certified.

Would DSWD consider a Tier 2 design of Datacenter? Since the Remote Datacenter of DSWD is considered a secondary site or disaster recovery (DR) site.

At least Tier 2 design is acceptable on the part of DSWD.

13. Section VII. Technical Specification under Section 15.2.5 Page 95 of the Bidding Documents provides that, Must be 40kms away from the fault line (west valley fault line).

Would DSWD consider, if the Datacenter is more than 40kms away from the faultline?

Yes. The requirement is at least 40kms away from the fault line (west valley fault line). In addition, DSWD is eyeing for a Datacenter outside Metro Manila to ensure uptime of the Datacenter should the "Big One" strikes.

Would DSWD relax the other requirements like certifications and other compliances?

No. DSWD requirements shall remain as is.

Would DSWD consider Datacenters located at Central Business Districts of Manila?

No. DSWD requirements shall remain as is. The Datacenter shall be 40kms away from the fault line which is outside Metro Manila.

14. Section VII. Technical Specification under Section 12 Page 94 of the Bidding Documents provides that, The Service Provider shall configure 1 interface per FO. The Public IP that will be assigned to this interface will be the existing public IP of DSWD.

Is the Public IP owned by DSWD or leased from a service provider?

Yes, the Public IP is owned by DSWD. This is being leased from APNIC.

Will DSWD clarify on the requirement that the service provider shall configure one (1) interface per FO?

DSWD shall remove the requirement for number 11 and 12, since the purpose is for redundancy. Also, the public traffic and private traffic that cannot be mix, because when there is a leak from the public IP it can be a source of backdoor security vulnerability for private IP.

15. Provision for Testing.

DSWD shall conduct testing upon completion of the installation and configuration to verify that the requirements and the deliverables are met and shall be the basis for DSWD acceptance.

Moreover, the Service Provider to provide test result per circuit after installation. Testing may be done, but not limited to the following testing modes:

- a. Online Speedtest (speedtest.net); and
- b. Bit Error Rate Test (BERT).

The test results shall show that that the requirements for Committed Information Rate (CIR) per site is met. Compliance with the CIR requirement shall be the basis for DSWD acceptance of the circuit being offered.

16. Revised Terms of Reference.

A supplement/bid bulletin shall be issued incorporating the agreements made during the Pre-Bid Conference (23 August 2017), but the technical specifications/requirements shall no longer amended. Hence, bidders are advice to get a copy of the supplemental bid bulletin and read them in conjunction with the original technical specifications.

II. Deadline for the Submission and Receipt of Bids

The schedule of the deadline for the submission and receipt of bids is on **13 September 2017 at 02:00 p.m.** to be held at the DSWD Board Room, 4th Floor, DSWD Central Office, IBP Road, Constitution Hills, Quezon City. Late submission will not be accepted.

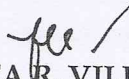

The bid opening shall immediately follow after the deadline, to be held at the **DSWD Board Room, 4th Floor, DSWD Central Office, IBP Road, Constitution Hills, Quezon City.**

III. Issuance of Bidding Documents

The issuance of the bidding document is until **13 September 2017.**

This Supplemental/Bid Bulletin shall form part of the bidding documents.

Please be guided accordingly.


FLORITA R. VILLAR
Undersecretary and
Bids and Awards Committee-I Chairperson


Please accomplish this portion and send it to facsimile no. (02) 951-7116 or e-mail bacsec@dswd.gov.ph

Received from DSWD, Supplemental/Bid Bulletin No. 3 for the Procurement of Managed Network Services for DSWD Convergence Programs and Services (ITB No. GOP/17-DSWD-012).

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