



Republic of the Philippines
Department of Health
CENTRAL OFFICE BIDS AND AWARDS COMMITTEE

BID BULLETIN NO. 1
13 December 2023

**PROCUREMENT OF INTERNET SERVICE PROVIDERS FOR THE DEPARTMENT OF
HEALTH PRIMARY AND SECONDARY LINK
IB NO. 2024-152**

This Bid Bulletin is being issued to amend or modify the bidding document posted in the DOH and PhilGEPS websites for the above-mentioned project. This Bid Bulletin will form an integral part of the Bidding Documents. Listed below are the corresponding modifications/changes.

I. Changes in Section II. Instruction to Bidders

PARTICULAR	FROM	TO
1. Scope of Bid	The Procurement Project (referred to herein as “Project”) is composed of one (1) lot, the details of which are described in Section VII (Technical Specifications).	The Procurement Project (referred to herein as “Project”) is composed of two (2) lots , the details of which are described in Section VII (Technical Specifications).

II. Section III. Bid Data Sheet

PARTICULAR	FROM	TO																																
ITB Clause 19.3	The ABC is Fourteen Million Philippine Pesos (PhP14,000,000.00). Any bid with a financial component exceeding this amount shall not be accepted.	The ABC is Fourteen Million Philippine Pesos (PhP14,000,000.00). Any bid with a financial component exceeding this amount shall not be accepted.																																
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III. Section VI. Schedule of Requirements and Terms of Reference

Refer to the revised Schedule of Requirements and Terms of Reference

IV. Changes in Section VII. Technical Specifications:

FROM		TO	
Lot No. 1	1.1 Internet Service Provider for DOH Primary Link	Lot No. 1	<i>Internet Service Provider for DOH Primary Link</i>
Name of Manufacturer:		Name of Manufacturer:	
Brand:		Brand:	
Total ABC for Lot No.1.1 : <i>PhP7,000,000.00</i>		Total ABC for Lot No. 1: <i>PhP7,000,000.00</i>	
PURCHASER'S SPECIFICATION		PURCHASER'S SPECIFICATION	
I. Detailed Technical Specifications:		I. Detailed Technical Specifications:	
xxx		xxx	
B. Technical Requirements		B. Technical Requirements	
3. Train at least 2 DOH technical staff on the following:		3. Train at least 2 DOH technical staff on the following:	
<ul style="list-style-type: none"> a. Cisco Certified Network Associate (CCNA) with certification b. CCNA Security Cisco with certification 		<ul style="list-style-type: none"> a. Cisco Certified Network Associate (CCNA) with <i>new</i> certification <i>program</i> b. <i>Deleted</i> 	
xxx		xxx	

FROM		TO	
Lot No. 1	1.2 Internet Service Provider for DOH Secondary Link	Lot No. 2	<i>Internet Service Provider for DOH Secondary Link</i>
Name of Manufacturer:		Name of Manufacturer:	
Brand:		Brand:	
Total ABC for Lot No. 1.2: <i>PhP7,000,000.00</i>		Total ABC for Lot No. 2 : <i>PhP7,000,000.00</i>	
PURCHASER'S SPECIFICATION		PURCHASER'S SPECIFICATION	
I. Detailed Technical Specifications:		I. Detailed Technical Specifications:	
xxx		xxx	
B. Technical Requirements		B. Technical Requirements	
4. Train at least 2 DOH technical staff on the following:		4. Train at least 2 DOH technical staff on the following:	
<ul style="list-style-type: none"> c. Cisco Certified Network Associate (CCNA) with certification d. CCNA Security Cisco with certification 		<ul style="list-style-type: none"> a. Cisco Certified Network Associate (CCNA) with <i>new</i> certification <i>program</i> b. <i>Deleted</i> 	
xxx		xxx	

V. Changes in Section VIII. Checklist of Technical and Financial Documents

PARTICULAR	FROM	TO
<p>II. FINANCIAL COMPONENT ENVELOPE</p>		
<p>III. ADDITIONAL DOCUMENTARY REQUIREMENTS TO BE ATTACHED IN THE TECHNICAL SPECIFICATIONS FORM:</p>	<p>Lot No. 1 (1.1 and 1.2)</p>	<p><i>Lot Nos. 1 and 2</i></p>

Attached are the revised Schedule of Requirements, Terms of Reference, Technical Specifications, and Checklist of Technical and Financial Documents for the prospective bidders' reference and use.

All other provisions of the bidding documents which are not affected shall remain in force and in effect.

For guidance and information of all concerned.

sgd
ABDULLAH B. DUMAMA JR., MD, MPA, CESO I
 Undersecretary of Health
 COBAC-B Chairperson

Section VI. Schedule of Requirements

The delivery schedule expressed as calendar days stipulates hereafter a delivery date which is the date of delivery to the project site.

Lot No	Description	Qty.	Total ABC (PhP)	Delivery Site	Delivered Calendar Days
1	Internet Service Provider for DOH Primary Link	1 lot	7,000,000.00	DOH Central Office	The Primary internet service subscription must be provided within 12 months. The delivery, installation, configuration and testing shall be within fifteen (15) calendar days from the receipt of approved Notice to Proceed. The contract for the internet service shall commence immediately upon issuance of KMITS Certificate for Acceptance Test.
2	Internet Service Provider for DOH Secondary Link	1 lot	7,000,000.00		The Secondary internet service subscription must be provided within 12 months. The delivery, installation, configuration and testing shall be within fifteen (15) calendar days from the receipt of approved Notice to Proceed. The contract for the internet service shall commence immediately upon issuance of KMITS Certificate for Acceptance Test.

***Please include the attached Terms of Reference and Technical Specifications with signature of the duly authorized representative as part of the submission of the bid proposal.**

Signature over Printed Name
[date of signing]

In the capacity of:
Duly authorized to sign bid for and on behalf of:

[title or other appropriate designation]
[Name of Company]
[Complete office address]
[Contact No.]
[Fax No.]
[Email Address]

Lot No. 1	
TERMS OF REFERENCE CHECKLIST	
Maintenance Services and Managed Service & Related & Analogous Contract of Services	
Minimum Contents/Requirements	
I.	Proposed Procurement Project Name: Procurement of Internet Service Provider for DOH Primary Link
II.	Type of Service: <input type="checkbox"/> Maintenance Service <input type="checkbox"/> Managed Service General Services <input checked="" type="checkbox"/> Others: Goods and Services
III.	ABC: PhP7,000,000.00
IV.	Project Duration: The Primary internet service subscription must be provided within 12 months. The delivery, installation, configuration and testing shall be within fifteen (15) calendar days from the receipt of approved Notice to Proceed. The contract for the internet service shall commence immediately upon issuance of KMITS Certificate for Acceptance Test.
V.	Projects site/s: DOH Central Office
VI.	Background and Rationale The Department of Health has been using the internet for communications, data management, and providing health information to its stakeholders. Currently, the DOH existing primary link has a bandwidth of 400Mbps which serves as the main internet connection for DOH critical servers, web-based application, various health registries and medical databases that are being accessed by DOH employees, stakeholders and the public, and DOH official social media sites for interacting with the public and DOH public-facing web-based Information System (IS) servers. Primarily, with the implementation of various application system required by laws and regulation that requires web-based applications, data uploading or e-transactions, and health information as being a strategic instrument for achieving universal health care, the use of the internet has become obligatory and inevitable. Considering these undertaking, a significant increase in bandwidth is deemed necessary to ensure an acceptable access to various applications systems, and uploading and downloading of various data, databases and information. In addition, the increase in bandwidth will also address the complaints received by the Knowledge Management and Information Technology Service (KMITS) from DOH employees, clients and stakeholders on the slow response time and difficulties in accessing web-based application system, data and documents. Therefore, the upgrade of internet bandwidth for the primary link will ensure faster, efficient and reliable internet connection for DOH servers, applications, data and databases.
VII.	Objective/s: To acquire a service from an Internet Telecommunications Company Service Provider that can provide DOH with 1 Gbps internet bandwidth as a primary link for DOH servers, applications, data and databases to address the demand for better internet connectivity. Specifically, the service should ensure fast, reliable, stable, unlimited and secured internet connection.
VIII.	Scope of Work:

A. General Requirement

The Internet Telecommunications Company Service Provider (ITCSP) shall:

1. Provide a dedicated leased-line (1:1) Internet connection with CIR of 1 Gbps to the DOH that is stable, reliable, and secured for a nationwide coverage.
2. Provide service from DOH Data center to the ITCSP Network Operation Center and vice-versa.
3. Seamlessly integrate the proposed internet connection to DOH existing 10 GB network infrastructure and network security devices. The winning ITCSP bidder shall provide the necessary hardware, terminations and other services required to establish the internet connection.
4. Assess the DOH existing router during site inspection if this is still capable to host 1Gbps connection and compatible with the prospective bidder's Network Operation Center (NOC). If found that it can no longer able to host 1Gbps and not compatible with the prospective bidder's NOC, the prospective bidder must provide a router that is capable of hosting 1 Gbps of internet connection.
5. Provide Ticketing System for every technical issue that will be reported.
6. Provide diagnostic reports and updates in case of connection failure.
7. Provide monthly report on utilization graphs and/or MRTG tool for monitoring of link quality and bandwidth utilization. The MRTG username and password must be provided to DOH-KMITS technical staff.
8. Provide IPv6 ready and/or compliant connections.
9. Provide 24x7 support services.
10. Enter into a Service Level Agreement (SLA) with DOH which includes parameters of rebates for non-performance, etc.
11. Transfer or fix the internet service in the event of accidental disconnection/loose connection at no cost to DOH.

B. Technical Requirements

1. Prospective bidders must submit detailed work plan specifying installation design, detailed activities, connectivity diagram from DOH-KMITS premises up to the last mile and timelines in order to determine compatibility with existing DOH Local Area Network and network security devices configuration and the DOH building's electrical power rating. Prospective Bidders are required to conduct site inspection.
2. The technical requirements are the following but not limited to these:
 - a. Dedicated leased line (1:1) internet connection or with a CIR of 1 Gbps bandwidth
 - b. Provision, installation and configuration of router for 1 Gbps bandwidth for direct internet connection
 - c. Configuration of router BGP peering with DOH existing ISPs
 - d. Provide modem, media converter or similar devices to attain physical connection from DOH router to the ITCSP and to the internet
 - e. Provide a High Availability, failover/redundancy link (Active-Active) to avoid DOH internet downtime
 - f. Testing of High Availability, failover/redundancy link (Active-Active)
 - g. Provide a Full Class C of public IP address
 - h. Provide Domain Name Server (DNS) reverse lookup for entries with the assigned classless network
 - i. Provide reliable Forwarding and Secondary DNS

3. Train at least 2 DOH technical staff on the following:
 - a. *Cisco Certified Network Associate (CCNA) with new certification program*
4. Provide a DOH network to the internet, 24 hrs. x 7 days a week unlimited access to the internet.

IX. Deliverables/Outputs:

1. Inception Report, which will include work plan
2. Full 1 Gbps leased line connection from DOH to the internet
3. Fully configured router supporting 1 Gbps internet connection
4. Fully configured router, DOH existing router or newly provisioned router from ITCSP
5. Fully functional full classed C IP Addresses
6. Result of High Availability, failover/redundancy link testing
7. Monthly reports of traffics and usage i.e. MRTG report from DOH to internet
8. Unlimited Full Internet Access of corporate users via DOH router and proxy
9. Fully functional and fully configured servers
10. List of at least 3 technical support staff with details on qualifications such as education, training and related experience that will be assigned to provide technical support to DOH
11. Signed Service Level Agreement

X. Implementation Arrangements:

A. All communications and reports during the contract period must be addressed to:

GLORIA NENITA V. VELASCO, MD, DipEpi, MScPH

OIC, Director IV

Department of Health

Building 9, San Lazaro Compound, Rizal Avenue,

Sta Cruz, 1003 Manila

Tel No. 86517800 local 1926,1927

Email: gnvelasco@doh.gov.ph

ATTENTION:

ENGR. ROBERT S. MANUEL

Chief, Information Communications Technology Infrastructure and Security Division (ICTISD)

Knowledge Management and Information Technology Service

Tel No. 86517800 local 1925,1934

Email: rsmanuel@doh.gov.ph

B. Duties and Responsibilities of the DOH:

1. Provide a technical working committee to supervise and monitor the project to be headed by:

JEAN M. HERNANDO

Computer Programmer III

Information and Communications Technology Infrastructure and Security Division (ICTISD)

Knowledge Management and Information Technology Service (KMITS)

Tel Nos.: 86517800 ext. 1934 and 1925

Email: jmhernando@doh.gov.ph

JOEBET N. MIRANDA

Information Technology Officer I

Information and Communication Technology Infrastructure and Security Division (ICTISD)

Knowledge Management and Information Technology Service (KMITS)

Tel Nos.: 86517800 ext. 1934 and 1925

Email: jnmiranda@doh.gov.ph

2. Provide a person for Administrative matters such as access to the site, permits, payment, etc.
3. Provide a day-to-day contact person for the duration of the project, namely:

JOEBET N. MIRANDA

Information Technology Officer I

Information and Communication Technology Infrastructure and Security Division (ICTISD)

Knowledge Management and Information Technology Service (KMITS)

Tel Nos.: 86517800 ext. 1934 and 1925

Email: jnmiranda@doh.gov.ph

4. KMITS is responsible for the final acceptance and approval of project outputs.
5. KMITS will provide technical staff that will guide and give information with regards to the DOH campus-wide local area network and internet servers. They will facilitate access to various workstations and other information that may be needed to complete this project satisfactorily.
6. Grant the ITCSP'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 DOH personnel
7. Monitor the provided services and verify if the parameters under the Service Level Agreement are met and performed by the ITCSP
8. Issue Certificate of Inspection and Acceptance Report
9. Conducts assessment/evaluation of the ITCSP 60 days before the end of the contract. DOH may renew the contract for another year depending on the ITCSP performance
10. Process payment for the services provided as soon as complete documentation are received.

C. Duties and Responsibilities of the Internet Telecommunications Company Service Provider (ITCSP):

1. Pre-Installation

- a. Provide detailed work plan specifying installation design, detailed activities, and network diagram showing connectivity from DOH Data Center up to the last mile. Network diagram includes the ITCSP Primary Link and the Secondary Link.
- b. Shall coordinate with KMITS with regards to operational and policy, if any, through the Director of KMITS

2. Actual Installation

- a. Set up dedicated, 1:1 Internet Connection with the Committed Information Rate (CIR) of 1 Gbps.

- b. Provide and install a Channel Service Unit/Data Service Unit (CSU/DSU) modem and media converter at both ends of the internet connections.
- c. Configure DOH existing router for 1Gbps connection or provide and install a new router at both ends of the internet connections.
- d. Provide internet connectivity directly to DOH Data Center and DOH campus wide network, including materials needed for the purpose. This includes provision for the installation of cables/insulation using industry standard, materials and best practices.
- e. Complete the delivery, installation and configuration immediately upon receipt of the Notice to Proceed (NTP).

3. Configuration

- a. Configure modem, media converter or similar devices for dedicated direct internet speed connection;
- b. Configure router to the equivalent direct internet connection speed and to support two links for redundancy/fail over;
- c. Configure backup router, if any.
- d. Assign full class C usable hosts public Internet Protocol (IP) addresses for DOH BGP peering

4. Testing Period

- a. The ITCSP shall notify the DOH in writing seven (7) days prior to the required inspection/testing of the internet service connection.
- b. The acceptance test procedure shall be in accordance with the following:
 - i. The acceptance testing will be undertaken for a period of seven (7) days.
 - ii. Direct Internet leased line will have no service interruption during the agreed test period.
 - iii. Direct Internet bandwidth with Committed Information Rate (CIR) of 1 Gbps internet connection is attained 24x7
 - iv. Average latency should not exceed more than 80 milliseconds average round trip from DOH to ITCSP port and not more than 200 milliseconds average round tip from ITCSP port to US/International port
 - v. MRTG should be in place
 - vi. Assignment of at least 254 usable Public IP addresses
 - vii. The provider must conduct a Bit Error Rate (BER) and or equivalent test for FOC during the testing period to eliminate cyclic redundancy check (CRC) errors and ensure that both links are working

5. Implementation

- a. Shall maintain all equipment in proper working order.
- b. Provide an escalation list and procedure in reporting fault and outages.
- c. Must immediately advice DOH any downtime occurrence or if any case the internet rerouted to a backup link.
- d. Must have standby equipment to replace immediately the existing equipment used once found defective.

6. Rebates

- a. Provide industry standard Service Level Agreement (SLA) which shall carry a corresponding “Performance Credit” or rebate in favor of DOH should any of the committed parameters mentioned below are not met.
- b. Should be able to render the following services:
 - i. Availability
Provide 99.5% link uptime in a month.
 - ii. Latency
 - a) Provide not more than 80 milliseconds average round trip latency from DOH to local ITCSP port; and
 - b) Provide not more than 200 milliseconds average round trip latency from local ITCSP port to US/International port
- c. Render 24 hours’ x 7 days customer service support
 - i. Support response time, i.e., 30 minutes for emergency tickets for the following categories:
 - a) Link connection is down
 - b) Packet loss, variation in latency
 - c) Routing issue
 - ii. Two (2) hours response time for technical problem that requires on-site services.
- d. Rebate Schedule for Downtime Connection Interruption/Outage

If the interruption is attributable to the ITCSP, as acknowledged by the ITCSP’s Network Operation Center, the ITCSP shall voluntarily make the appropriate “Performance Credit” or rebate to the DOH 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: The prospective bidder must fill up the necessary Credit equivalent for each Length of Interruption.

Interruptions of 24 Hours or less

Length of Interruption	Credit
Less than 30 minutes	
30 – 179 minutes	
180 – 359 minutes	
360 – 539 minutes	
540 – 719 minutes	
720 – 899 minutes	
900 – 1440 minutes	

7. 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 DOH.
- c. Provide not less than seven (7) days a proactive notice of scheduled downtimes, service interruption, upgrades or preventive maintenance, if any, subject to the approval of DOH.

	<ul style="list-style-type: none"> d. Submit monthly access/usage reports to attest compliance to the SLA. e. Submit monthly subscription bill to KMITS including MRTG reports and other documents required for payment.
	<p>XI. Firm/Service Provider (SP)'s Capability/Expertise:</p> <ul style="list-style-type: none"> 1. Must be a telecommunication company (TelCo). 2. Must have a stable fiber interconnection throughout the Philippines. Prospective ITCSP must own at least two (2) landing stations going to International Landing stations (Internet). 3. Must have a digital Fiber Optic Network, covering major points nationwide. 4. Must have the capability of Internet connectivity in the Philippines, running at min 2 Gbps 5. Must have peering with major ISPs within Metro Manila and remote provinces. The PITCSP must be connected to Philippines major Internet Exchange (IX) such as but not limited to: <ul style="list-style-type: none"> a. Philippine Open Internet Exchange (PhOpenIX) b. Philippine Internet eXchange (PhIX) c. Manila Internet Exchange (MIX) 6. Must be in the business of primarily supplying internet connections related equipment and peripherals, of providing technical services for the installation of an internet connectivity and of providing technical support services on these (for at least three (3) years).

XII. Additional Documentary Requirements to be attached in the Technical Specification form arranged, numbered and tabbed as numerated below:

- a. Technical proposal to include the following information:
 - i. Access speed to Internet Backbone Hub. Type of lease line.
 - ii. Bandwidth to be provided.
 - iii. Network monitoring and provision of information thereof to DOH
 - iv. Local connections
 - v. Point of presence
 - vi. Regional presence
 - vii. Specification of router to be supplied to DOH
 - viii. Special package or value-added services to be provided, if any.
- b. Certified true copy of an NTC permit or license to operate;
- c. Certification to supply the services in full and on time
- d. List of at least 3 technical support staff with CV indicating details on qualifications such as education, training and related experience that will be assigned to provide technical support to DOH.
- e. Detailed work plan specifying installation design, detailed activities, and network diagram showing connectivity from Data Center up to the last mile, and network diagram
- f. Company Profile
- g. Certification of 99.5% target service availability
- h. Service Level Agreement
- i. Certificate of Site Inspection
 - i. The Prospective Bidder conducted a site inspection on the next working day after the Pre Bidding conference at exactly 9:00 am at Bldg. 9, KMITS, and the contact person Mr. Joebet N. Miranda
 - ii. The Certificate of Site Inspection will be issued by the End User must be attached to the Bidding Proposal.
- j. Rebates

Interruptions of 24 Hours or less

Length of Interruption	Credit
Less than 30 minutes	
30 – 179 minutes	
180 – 359 minutes	
360 – 539 minutes	
540 – 719 minutes	
720 – 899 minutes	
900 – 1440 minutes	

Prospective bidder must fill up the necessary Credit equivalent for each Length of Interruption.

- k. Financial Proposal. Refer to Annex A for the prescribed form.

XIII. In Case of Renewal of Regular and Recurring Services: Criteria in Conduct of its Performance Evaluation/Key Performance Indicators

In compliance to the Government Procurement Policy Board (GPPB) Resolution 06-2022 dated 12 September 2022, the End-User shall evaluate the performance of the service provider for possible renewal of its contract based on the mandatory performance criteria provided below:

No.	Performance Criteria	Weight
I	Conformity to Technical Requirements	(25)
II	Timeliness in the Delivery of Services	(25)
III	Behavior of Personnel (Courteous, Professional, and Knowledgeable)	(20)
IV	Response to Complaints	(20)
V	Compliance with set office policies for such services	(10)
	TOTAL	100%

The total weight for the performance rating must be equivalent to 100points. The service provider must attain at least a “Satisfactory” rating of 80 points.

XIV. Terms of Payment:

Payment shall be made on a monthly basis for twelve (12) months upon receipt of the official Statement of Account (SOA) from the Service Provider and issuance of Certificate of Acceptance from the KMITS. Payment for one-time charges shall be made upon receipt of SOA and Certificate of User-Acceptance Test.

Signature over Printed Name
[date of signing]

In the capacity of:
Duly authorized to sign bid for and on behalf of:

[title or other appropriate designation]
[Name of Company]
[Complete office address]
[Contact No.]
[Fax No.]
[Email Address]

Lot No. 2	
TERMS OF REFERENCE CHECKLIST	
Maintenance Services and Managed Service & Related & Analogous Contract of Services	
Minimum Contents/Requirements	
I.	Proposed Procurement Project Name: Procurement of Internet Service Provider for DOH Secondary Link
II.	Type of Service: <input type="checkbox"/> Maintenance Service <input type="checkbox"/> Managed Service General Services <input checked="" type="checkbox"/> Others: Goods and Services
III.	ABC: PhP7,000,000.00
IV.	Project Duration: The Secondary internet service subscription must be provided within 12 months. The delivery, installation, configuration and testing shall be within fifteen (15) calendar days from the receipt of approved Notice to Proceed. The contract for the internet service shall commence immediately upon issuance of KMITS Certificate for Acceptance Test.
V.	Projects site/s: DOH Central Office
VI.	Background and Rationale The Department of Health has been using the internet for communications, data management, and providing health information to its stakeholders. Currently, the DOH existing secondary link has a bandwidth of 1 Gbps used by both wired and wireless users within the San Lazaro Compound. This internet connectivity is dedicated to DOH employees, guest and other users where internet is generally used for emails, videoconferencing, sharing of information, files and documents, online learning, research, accessing web-based applications and websites, and online collaborative tools. The DOH contract for the secondary link is yearly renewed since 2021. However, pursuant to GPPB Resolution No. 06-2022 Section 3.5, states that <i>“The duration for each renewal contract shall not exceed one (1) year; however, the total combined period covering the original contract, renewal contract/s and contract extension/s, if applicable, shall not exceed three (3) years.”</i> Thus, the renewal of contract for FY 2024 is no longer allowed. In compliance to this policy, KMITS must procure new Internet Service Provider for DOH secondary link to ensure the availability of internet service to the department.
VII.	Objective/s: To acquire a service from an Internet Telecommunications Company Service Provider that can provide DOH with 1 Gbps internet bandwidth as a secondary link for DOH users to address the demand for better internet connectivity. Specifically, the service should ensure fast, reliable, stable, unlimited and secured internet connection.
VIII.	Scope of Work: A. General Requirement The Internet Telecommunications Company Service Provider (ITCSP) shall: 1. Provide a dedicated leased-line (1:1) Internet connection with CIR of 1Gbps to the DOH that is stable, reliable, and secured for a nationwide coverage.

2. Provide service from DOH Data center to the ITCSP Network Operation Center and vice-versa.
3. Seamlessly integrate the proposed internet connection to DOH existing 10 GB network infrastructure and network security devices. The winning ITCSP bidder shall provide the necessary hardware, terminations and other services required to establish the internet connection.
4. Assess the DOH existing router during site inspection if this is still capable to host 1Gbps connection and compatible with the prospective bidder's Network Operation Center (NOC). If found that it can no longer able to host 1Gbps and not compatible with the prospective bidder's NOC, the prospective bidder must provide a router that is capable of hosting 1Gbps of internet connection.
5. Provide Ticketing System for every technical issue that will be reported.
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8. Provide IPv6 ready and/or compliant connections.
9. Provide 24x7 support services.
10. Enter into a Service Level Agreement (SLA) with DOH which includes parameters of rebates for non-performance, etc.
11. Transfer or fix the internet service in the event of accidental disconnection/loose connection at no cost to DOH.

B. Technical Requirements

1. Prospective bidders must submit detailed work plan specifying installation design, detailed activities, connectivity diagram from DOH-KMITS premises up to the last mile and timelines in order to determine compatibility with existing DOH Local Area Network and network security devices configuration and the DOH building's electrical power rating. Prospective Bidders are required to conduct site inspection.
2. The technical requirements are the following but not limited to these:
 - a. Dedicated leased line (1:1) internet connection or with a CIR of 1Gbps bandwidth
 - b. Provision, installation and configuration of router for 1Gbps bandwidth for direct internet connection
 - c. Configuration of router BGP peering with DOH existing ISPs
 - d. Provide modem, media converter or similar devices to attain physical connection from DOH router to the ITCSP and to the internet
 - e. Provide a High Availability, failover/redundancy link (Active-Active) to avoid DOH internet downtime
 - f. Testing of High Availability, failover/redundancy link (Active-Active)
 - g. Provide a Full Class C of public IP address
 - h. Provide Domain Name Server (DNS) reverse lookup for entries with the assigned classless network
 - i. Provide reliable Forwarding and Secondary DNS
3. The ITCSP should be different and/or not affiliated to the DOH Primary Link provider
4. Train at least 2 DOH technical staff on the following:
 - a. ***Cisco Certified Network Associate (CCNA) with new certification program.***

5. Provide a DOH network to the internet, 24 hrs. x 7 days a week unlimited access to the internet.

IX. Deliverables/Outputs:

1. Inception Report, which will include work plan
2. Full 1Gbps leased line connection from DOH to the internet
3. Fully configured router supporting 1Gbps internet connection
4. Fully configured router, DOH existing router or newly provisioned router from ITCSP
5. Fully functional full classed C IP Addresses
6. Result of High Availability, failover/redundancy link testing
7. Monthly reports of traffics and usage i.e. MRTG report from DOH to internet
8. Unlimited Full Internet Access of corporate users via DOH router and proxy
9. Fully functional and fully configured servers
10. List of at least 3 technical support staff with details on qualifications such as education, training and related experience that will be assigned to provide technical support to DOH
11. Signed Service Level Agreement

X. Implementation Arrangements:

A. All communications and reports during the contract period must be addressed to:

GLORIA NENITA V. VELASCO, MD, DipEpi, MScPH

OIC, Director IV

Department of Health

Building 9, San Lazaro Compound, Rizal Avenue,

Sta Cruz, 1003 Manila

Tel No. 86517800 local 1926,1927

Email: gnvelasco@doh.gov.ph

ATTENTION:

ENGR. ROBERT S. MANUEL

Chief, Information Communications Technology Infrastructure and Security Division (ICTISD)

Knowledge Management and Information Technology Service

Tel No. 86517800 local 1925,1934

Email: rsmanuel@doh.gov.ph

B. Duties and Responsibilities of the DOH:

1. Provide a technical working committee to supervise and monitor the project to be headed by:

JEAN M. HERNANDO

Computer Programmer III

Information and Communications Technology Infrastructure and Security Division (ICTISD)

Knowledge Management and Information Technology Service (KMITS)

Tel Nos.: 86517800 ext. 1934 and 1925

Email: jmhernando@doh.gov.ph

JOEBET N. MIRANDA

Information Technology Officer I

Information and Communication Technology Infrastructure and Security Division (ICTISD)
Knowledge Management and Information Technology Service (KMITS)
Tel Nos.: 86517800 ext. 1934 and 1925
Email: jnmiranda@doh.gov.ph

2. Provide a person for Administrative matters such as access to the site, permits, payment, etc.
3. Provide a day-to-day contact person for the duration of the project, namely:

JOEBET N. MIRANDA

Information Technology Officer I
Information and Communication Technology Infrastructure and Security Division (ICTISD)
Knowledge Management and Information Technology Service (KMITS)
Tel Nos.: 86517800 ext. 1934 and 1925
Email: jnmiranda@doh.gov.ph

4. KMITS is responsible for the final acceptance and approval of project outputs.
5. KMITS will provide technical staff that will guide and give information with regards to the DOH campus-wide local area network and internet servers. They will facilitate access to various workstations and other information that may be needed to complete this project satisfactorily.
6. Grant the ITCSP'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 DOH personnel
7. Monitor the provided services and verify if the parameters under the Service Level Agreement are met and performed by the ITCSP
8. Issue Certificate of Inspection and Acceptance Report
9. Conducts assessment/evaluation of the ITCSP 60 days before the end of the contract. DOH may renew the contract for another year depending on the ITCSP performance
10. Process payment for the services provided as soon as complete documentation are received

C. Duties and Responsibilities of the Internet Telecommunications Company Service Provider (ITCSP):

1. Pre-Installation

- a. Provide detailed work plan specifying installation design, detailed activities, and network diagram showing connectivity from DOH Data Center up to the last mile. Network diagram includes the ITCSP Primary Link and the Secondary Link.
- b. Shall coordinate with KMITS with regards to operational and policy, if any, through the Director of KMITS

2. Actual Installation

- a. Set up dedicated, 1:1 Internet Connection with the Committed Information Rate (CIR) of 1Gbps.
- b. Provide and install a Channel Service Unit/Data Service Unit (CSU/DSU) modem and media converter at both ends of the internet connections.
- c. Configure DOH existing router for 1Gbps connection or provide and install a new router at both ends of the internet connections.

- d. Provide internet connectivity directly to DOH Data Center and DOH campus wide network, including materials needed for the purpose. This includes provision for the installation of cables/insulation using industry standard, materials and best practices.
- e. Complete the delivery, installation and configuration immediately upon receipt of the Notice to Proceed (NTP).

3. Configuration

- a. Configure modem, media converter or similar devices for dedicated direct internet speed connection;
- b. Configure router to the equivalent direct internet connection speed and to support two links for redundancy/fail over;
- c. Configure backup router, if any.
- d. Assign full class C usable hosts public Internet Protocol (IP) addresses for DOH BGP peering

4. Testing Period

- a. The ITCSP shall notify the DOH in writing seven (7) days prior to the required inspection/testing of the internet service connection.
- b. The acceptance test procedure shall be in accordance with the following:
 - i. The acceptance testing will be undertaken for a period of seven (7) days.
 - ii. Direct Internet leased line will have no service interruption during the agreed test period.
 - iii. Direct Internet bandwidth with Committed Information Rate (CIR) of 1Gbps internet connection is attained 24x7
 - iv. Average latency should not exceed more than 80 milliseconds average round trip from DOH to ITCSP port and not more than 200 milliseconds average round tip from ITCSP port to US/International port
 - v. MRTG should be in place
 - vi. Assignment of at least 254 usable Public IP addresses
 - vii. The provider must conduct a Bit Error Rate (BER) and or equivalent test for FOC during the testing period to eliminate cyclic redundancy check (CRC) errors and ensure that both links are working

5. Implementation

- a. Shall maintain all equipment in proper working order.
- b. Provide an escalation list and procedure in reporting fault and outages.
- c. Must immediately advice DOH any downtime occurrence or if any case the internet rerouted to a backup link.
- d. Must have standby equipment to replace immediately the existing equipment used once found defective.

6. Rebates

- a. Provide industry standard Service Level Agreement (SLA) which shall carry a corresponding “Performance Credit” or rebate in favor of DOH should any of the committed parameters mentioned below are not met.
- b. Should be able to render the following services:
 - i. Availability
Provide 99.5% link uptime in a month.
 - ii. Latency
 - a. Provide not more than 80 milliseconds average round trip latency from DOH to local ITCSP port; and
 - b. Provide not more than 200 milliseconds average round trip latency from local ITCSP port to US/International port
- c. Render 24hours x 7days customer service support
 - i. Support response time, i.e., 30 minutes for emergency tickets for the following categories:
 - a. Link connection is down
 - b. Packet loss, variation in latency
 - c. Routing issue
 - ii. Two (2) hours response time for technical problem that requires on-site services.
- d. Rebate Schedule for Downtime Connection Interruption/Outage

If the interruption is attributable to the ITCSP, as acknowledged by the ITCSP’s Network Operation Center, the ITCSP shall voluntarily make the appropriate “Performance Credit” or rebate to the DOH 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: The prospective bidder must fill up the necessary Credit equivalent for each Length of Interruption.

Interruptions of 24 Hours or less

Length of Interruption	Credit
Less than 30 minutes	
30 – 179 minutes	
180 – 359 minutes	
360 – 539 minutes	
540 – 719 minutes	
720 – 899 minutes	
900 – 1440 minutes	

7. 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 DOH.
- c. Provide not less than seven (7) days a proactive notice of scheduled downtimes, service interruption, upgrades or preventive maintenance, if any, subject to the approval of DOH.
- d. Submit monthly access/usage reports to attest compliance to the SLA.

	<p>e. Submit monthly subscription bill to KMITTS including MRTG reports and other documents required for payment.</p>
	<p>XI. Firm/Service Provider (SP)'s Capability/Expertise:</p> <ol style="list-style-type: none"> 1. Must be a telecommunication company (Telco). 2. Must have a stable fiber interconnection throughout the Philippines. Prospective Internet Telecommunications Company Service Provider (PITCSP) must own at least two (2) landing stations going to International Landing stations (Internet). 3. Must have a digital Fiber Optic Network, covering major points nationwide. 4. Must have the capability of Internet connectivity in the Philippines, running at min 2Gbps 5. Must have peering with major ISPs within Metro Manila and remote provinces. The PITCSP must be connected to Philippines major Internet Exchange (IX) such as but not limited to: <ol style="list-style-type: none"> a. Philippine Open Internet Exchange (PhOpenIX) b. Philippine Internet eXchange (PhIX) c. Manila Internet Exchange (MIX) 6. Must be in the business of primarily supplying internet connections related equipment and peripherals, of providing technical services for the installation of an internet connectivity and of providing technical support services on these for at least three (3) years.

XII. Additional Documentary Requirements to be attached in the Technical Specification form arranged, numbered and tabbed as numerated below:

Technical Proposal

- a. Technical proposal to include the following information:
 - i. Access speed to Internet Backbone Hub. Type of lease line.
 - ii. Bandwidth to be provided.
 - iii. Network monitoring and provision of information thereof to DOH
 - iv. Local connections
 - v. Point of presence
 - vi. Regional presence
 - vii. Specification of router to be supplied to DOH
 - viii. Special package or value-added services to be provided, if any.
- b. Certified true copy of an NTC permit or license to operate;
- c. Certification to supply the services in full and on time
- d. List of at least 3 technical support staff with CV indicating details on qualifications such as education, training and related experience that will be assigned to provide technical support to DOH.
- e. Detailed work plan specifying installation design, detailed activities, and network diagram showing connectivity from Data Center up to the last mile, and network diagram
- f. Company Profile
- g. Certification of 99.5% target service availability
- h. Service Level Agreement
- i. Certificate of Site Inspection
 - i. The Prospective Bidder shall conduct a site inspection on the next working day after the Pre Bidding conference at exactly 9:00 am at Bldg. 9, KMITS, and the contact person Mr. Joebet N. Miranda
 - ii. The Certificate of Site Inspection will be issued by the End User must be attached to the Bidding Proposal.
- j. Rebates

Interruptions of 24 Hours or less

Length of Interruption	Credit
Less than 30 minutes	
30 – 179 minutes	
180 – 359 minutes	
360 – 539 minutes	
540 – 719 minutes	
720 – 899 minutes	
900 – 1440 minutes	

Prospective bidder must fill up the necessary Credit equivalent for each Length of Interruption.

- k. Financial Proposal. Refer to Annex A for the Prescribed form.

XIII. Specific Eligibility Criteria for Prospective Internet Service Providers

ITCSPs that have a new contract with DOH are not eligible to participate in this bidding as to prevent single point of failure. The same TelCo with the DOH current ISPs will be detrimental to the operations of the DOH in case of ISP downtime. In case existing ITCSPs would want to join this bidding, their current contract in case they win, will be declared null and void and will be replaced by this contract.

XIV. In Case of Renewal of Regular and Recurring Services: Criteria in Conduct of its Performance Evaluation/Key Performance Indicators

In compliance to the Government Procurement Policy Board (GPPB) Resolution 06-2022 dated 12 September 2022, the End-User shall evaluate the performance of the service provider for possible renewal of its contract based on the mandatory performance criteria provided below:

No.	Performance Criteria	Weight
I	Conformity to Technical Requirements	(25)
II	Timeliness in the Delivery of Services	(25)
III	Behavior of Personnel (Courteous, Professional, and Knowledgeable)	(20)
IV	Response to Complaints	(20)
V	Compliance with set office policies for such services	(10)
TOTAL		100%

The total weight for the performance rating must be equivalent to 100points. The service provider must attain at least a “Satisfactory” rating of 80 points.

XV. Terms of Payment:

Payment shall be made on a monthly basis for twelve (12) months upon receipt of the official Statement of Account (SOA) from the Service Provider and issuance of Certificate of Acceptance from the KMITS. Payment for one-time charges shall be made upon receipt of SOA and Certificate of User-Acceptance Test.

Signature over Printed Name
[date of signing]

In the capacity of:
Duly authorized to sign bid for and on behalf of:

[title or other appropriate designation]
[Name of Company]
[Complete office address]
[Contact No.]
[Fax No.]
[Email Address]

Technical Specifications

Republic of the Philippines Department of Health TECHNICAL SPECIFICATIONS			
Lot No. 1	<i>Internet Service Provider for DOH Primary Link</i>	Quantity/Unit	1 lot
Name of Manufacturer:		Country of Origin:	
Brand:		Model (if applicable):	
Total ABC for Lot No. 1: PhP7,000,000.00			
PURCHASER'S SPECIFICATION		STATEMENT OF COMPLIANCE	
I. Detailed Technical Specifications: A. General Requirement The Internet Telecommunications Company Service Provider (ITCSP) shall: 1. Provide a dedicated leased-line (1:1) Internet connection with CIR of 1 Gbps to the DOH that is stable, reliable, and secured for a nationwide coverage. 2. Provide service from DOH Data center to the ITCSP Network Operation Center and vice-versa. 3. Seamlessly integrate the proposed internet connection to DOH existing 10 GB network infrastructure and network security devices. The winning ITCSP bidder shall provide the necessary hardware, terminations and other services required to establish the internet connection. 4. Assess the DOH existing router during site inspection if this is still capable to host 1Gbps connection and compatible with the prospective bidder's Network Operation Center (NOC). If found that it can no longer able to host 1Gbps and not compatible with the prospective bidder's NOC, the prospective bidder must provide a router that is capable of hosting 1 Gbps of internet connection. 5. Provide Ticketing System for every technical issue that will be reported. 6. Provide diagnostic reports and updates in case of connection failure. 7. Provide monthly report on utilization graphs and/or MRTG tool for monitoring of link quality and bandwidth utilization. The MRTG username and password must be provided to DOH-KMITS technical staff.			

Republic of the Philippines
Department of Health
TECHNICAL SPECIFICATIONS

Lot No. 1	<i>Internet Service Provider for DOH Primary Link</i>	Quantity/Unit	1 lot
Name of Manufacturer:		Country of Origin:	
Brand:		Model (if applicable):	
Total ABC for Lot No. 1: <i>PhP7,000,000.00</i>			
PURCHASER'S SPECIFICATION		STATEMENT OF COMPLIANCE	
<p>8. Provide IPv6 ready and/or compliant connections.</p> <p>9. Provide 24x7 support services.</p> <p>10. Enter into a Service Level Agreement (SLA) with DOH which includes parameters of rebates for non-performance, etc.</p> <p>11. Transfer or fix the internet service in the event of accidental disconnection/loose connection at no cost to DOH.</p> <p>B. Technical Requirements</p> <p>1. Prospective bidders must submit detailed work plan specifying installation design, detailed activities, connectivity diagram from DOH-KMITS premises up to the last mile and timelines in order to determine compatibility with existing DOH Local Area Network and network security devices configuration and the DOH building's electrical power rating. Prospective Bidders are required to conduct site inspection.</p> <p>2. The technical requirements are the following but not limited to these:</p> <ol style="list-style-type: none"> a. Dedicated leased line (1:1) internet connection or with a CIR of 1 Gbps bandwidth b. Provision, installation and configuration of router for 1 Gbps bandwidth for direct internet connection c. Configuration of router BGP peering with DOH existing ISPs d. Provide modem, media converter or similar devices to attain physical connection from DOH router to the ITCSP and to the internet e. Provide a High Availability, failover/redundancy link (Active-Active) to avoid DOH internet downtime f. Testing of High Availability, failover/redundancy link (Active-Active) g. Provide a Full Class C of public IP address 			

Republic of the Philippines
Department of Health
TECHNICAL SPECIFICATIONS

Lot No. 1	<i>Internet Service Provider for DOH Primary Link</i>	Quantity/Unit	1 lot
Name of Manufacturer:		Country of Origin:	
Brand:		Model (if applicable):	
Total ABC for Lot No. 1: PhP7,000,000.00			

PURCHASER'S SPECIFICATION	STATEMENT OF COMPLIANCE
<ul style="list-style-type: none"> h. Provide Domain Name Server (DNS) reverse lookup for entries with the assigned classless network i. Provide reliable Forwarding and Secondary DNS 3. Train at least 2 DOH technical staff on the following: <ul style="list-style-type: none"> a. <i>Cisco Certified Network Associate (CCNA) with new certification program</i> 4. Provide a DOH network to the internet, 24 hrs. x 7 days a week unlimited access to the internet. 	

II. Additional Documents to be submitted with this Technical Specifications, arranged numbered and tabbed as enumerated below:

1. Technical proposal to include the following information:
 - i. Access speed to Internet Backbone Hub. Type of lease line.
 - ii. Bandwidth to be provided.
 - iii. Network monitoring and provision of information thereof to DOH
 - iv. Local connections
 - v. Point of presence
 - vi. Regional presence
 - vii. Specification of router to be supplied to DOH
 - viii. Special package or value-added services to be provided, if any.
2. Certified true copy of an NTC permit or license to operate;
3. Certification to supply the services in full and on time
4. List of at least 3 technical support staff with CV indicating details on qualifications such as education, training and related experience that will be assigned to provide technical support to DOH.
5. Detailed work plan specifying installation design, detailed activities, and network diagram showing connectivity from Data Center up to the last mile, and network diagram
6. Company Profile
7. Certification of 99.5% target service availability
8. Service Level Agreement
9. Certificate of Site Inspection
 - i. The Prospective Bidder conducted a site inspection on the next working day after the Pre Bidding conference at exactly 9:00 am at Bldg. 9, KMITS, and the contact person Mr. Joebet N. Miranda
 - ii. The Certificate of Site Inspection will be issued by the End User must be attached to the Bidding Proposal.

Republic of the Philippines
Department of Health
TECHNICAL SPECIFICATIONS

Lot No. 1	<i>Internet Service Provider for DOH Primary Link</i>	Quantity/Unit	1 lot
Name of Manufacturer:		Country of Origin:	
Brand:		Model (if applicable):	
Total ABC for Lot No. 1: <i>PhP7,000,000.00</i>			
PURCHASER'S SPECIFICATION		STATEMENT OF COMPLIANCE	

10. Rebates

Interruptions of 24 Hours or less

Length of Interruption	Credit
Less than 30 minutes	
30 – 179 minutes	
180 – 359 minutes	
360 – 539 minutes	
540 – 719 minutes	
720 – 899 minutes	
900 – 1440 minutes	

Prospective bidder must fill up the necessary Credit equivalent for each Length of Interruption.

11. Financial Proposal. Refer to Annex A for the prescribed form.

12. Sworn Statement using the prescribed form.

Signature over Printed Name

[date of signing]

In the capacity of:

Duly authorized to sign bid for and on behalf of:

[title or other appropriate designation]

[Name of Company]

[Complete office address]

[Contact No.]

[Fax No.]

[Email Address]

Republic of the Philippines
Department of Health
TECHNICAL SPECIFICATIONS

Lot No. 2	<i>Internet Service Provider for DOH Secondary Link</i>	Quantity/Unit	1 lot
Name of Manufacturer:		Country of Origin:	
Brand:		Model (if applicable):	
Total ABC for Lot No. 2: PhP7,000,000.00			
PURCHASER'S SPECIFICATION		STATEMENT OF COMPLIANCE	
<p>I. Detailed Technical Specifications:</p> <p>A. General Requirement</p> <p>The Internet Telecommunications Company Service Provider (ITCSP) shall:</p> <ol style="list-style-type: none"> 1. Provide a dedicated leased-line (1:1) Internet connection with CIR of 1Gbps to the DOH that is stable, reliable, and secured for a nationwide coverage. 2. Provide service from DOH Data center to the ITCSP Network Operation Center and vice-versa. 3. infrastructure and network security devices. The winning ITCSP bidder shall provide the necessary hardware, terminations and other services required to establish the internet connection. 4. Assess the DOH existing router during site inspection if this is still capable to host 1Gbps connection and compatible with the prospective bidder's Network Operation Center (NOC). If found that it can no longer able to host 1Gbps and not compatible with the prospective bidder's NOC, the prospective bidder must provide a router that is capable of hosting 1Gbps of internet connection. 5. Provide Ticketing System for every technical issue that will be reported. 6. Provide diagnostic reports and updates in case of connection failure. 7. Provide monthly report on utilization graphs and/or MRTG tool for monitoring of link quality and bandwidth utilization. The MRTG username and password must be provided to DOH-KMITS technical staff. 8. Provide IPv6 ready and/or compliant connections. 9. Provide 24x7 support services. 			

Republic of the Philippines
Department of Health
TECHNICAL SPECIFICATIONS

Lot No. 2	<i>Internet Service Provider for DOH Secondary Link</i>	Quantity/Unit	1 lot
Name of Manufacturer:		Country of Origin:	
Brand:		Model (if applicable):	
Total ABC for Lot No. 2: <i>PhP7,000,000.00</i>			
PURCHASER'S SPECIFICATION		STATEMENT OF COMPLIANCE	
<p>10. Enter into a Service Level Agreement (SLA) with DOH which includes parameters of rebates for non-performance, etc.</p> <p>11. Transfer or fix the internet service in the event of accidental disconnection/loose connection at no cost to DOH.</p> <p>B. Technical Requirements</p> <p>1. Prospective bidders must submit detailed work plan specifying installation design, detailed activities, connectivity diagram from DOH-KMITS premises up to the last mile and timelines in order to determine compatibility with existing DOH Local Area Network and network security devices configuration and the DOH building's electrical power rating. Prospective Bidders are required to conduct site inspection.</p> <p>2. The technical requirements are the following but not limited to these:</p> <ol style="list-style-type: none"> a. Dedicated leased line (1:1) internet connection or with a CIR of 1Gbps bandwidth b. Provision, installation and configuration of router for 1Gbps bandwidth for direct internet connection c. Configuration of router BGP peering with DOH existing ISPs d. Provide modem, media converter or similar devices to attain physical connection from DOH router to the ITCSP and to the internet e. Provide a High Availability, failover/redundancy link (Active-Active) to avoid DOH internet downtime f. Testing of High Availability, failover/redundancy link (Active-Active) g. Provide a Full Class C of public IP address 			

Republic of the Philippines
Department of Health
TECHNICAL SPECIFICATIONS

Lot No. 2	<i>Internet Service Provider for DOH Secondary Link</i>	Quantity/Unit	1 lot
Name of Manufacturer:		Country of Origin:	
Brand:		Model (if applicable):	
Total ABC for Lot No. 2: PhP7,000,000.00			
PURCHASER'S SPECIFICATION		STATEMENT OF COMPLIANCE	
<ul style="list-style-type: none"> h. Provide Domain Name Server (DNS) reverse lookup for entries with the assigned classless network i. Provide reliable Forwarding and Secondary DNS 3. The ITCSP should be different and/or not affiliated to the DOH Primary Link provider 4. Train at least 2 DOH technical staff on the following: <ul style="list-style-type: none"> a. <i>Cisco Certified Network Associate (CCNA) with new certification program</i> 5. Provide a DOH network to the internet, 24 hrs. x 7 days a week unlimited access to the internet. 			

II. Additional Documents to be submitted with this Technical Specifications, arranged numbered and tabbed as enumerated below:

1. Technical proposal to include the following information:
 - i. Access speed to Internet Backbone Hub. Type of lease line.
 - ii. Bandwidth to be provided.
 - iii. Network monitoring and provision of information thereof to DOH
 - iv. Local connections
 - v. Point of presence
 - vi. Regional presence
 - vii. Specification of router to be supplied to DOH
 - viii. Special package or value-added services to be provided, if any.
2. Certified true copy of an NTC permit or license to operate;
3. Certification to supply the services in full and on time
4. List of at least 3 technical support staff with CV indicating details on qualifications such as education, training and related experience that will be assigned to provide technical support to DOH.
5. Detailed work plan specifying installation design, detailed activities, and network diagram showing connectivity from Data Center up to the last mile, and network diagram
6. Company Profile
7. Certification of 99.5% target service availability
8. Service Level Agreement
9. Certificate of Site Inspection

Republic of the Philippines
Department of Health
TECHNICAL SPECIFICATIONS

Lot No. 2	Internet Service Provider for DOH Secondary Link	Quantity/Unit	1 lot
Name of Manufacturer:		Country of Origin:	
Brand:		Model (if applicable):	
Total ABC for Lot No. 2: PhP7,000,000.00			
PURCHASER'S SPECIFICATION		STATEMENT OF COMPLIANCE	

- iii. The Prospective Bidder conducted a site inspection on the next working day after the Pre Bidding conference at exactly 9:00 am at Bldg. 9, KMITS, and the contact person Mr. Joebet N. Miranda
- iv. The Certificate of Site Inspection will be issued by the End User must be attached to the Bidding Proposal.

10. Rebates

Interruptions of 24 Hours or less

Length of Interruption	Credit
Less than 30 minutes	
30 – 179 minutes	
180 – 359 minutes	
360 – 539 minutes	
540 – 719 minutes	
720 – 899 minutes	
900 – 1440 minutes	

Prospective bidder must fill up the necessary Credit equivalent for each Length of Interruption.

- 11. Financial Proposal. Refer to Annex A for the prescribed form.
- 12. Sworn Statement using the prescribed form.

Signature over Printed Name
[date of signing]

In the capacity of:
Duly authorized to sign bid for and on behalf of:

[title or other appropriate designation]
[Name of Company]
[Complete office address]
[Contact No.]
[Fax No.]
[Email Address]