



**BIDS AND AWARDS COMMITTEE I**

**SUPPLEMENTAL BID BULLETIN NO. 3**

**PROCUREMENT OF CORE INFRASTRUCTURE DEVELOPMENT AND OPERATION (CIDOS) SERVICE FOR THE DEPARTMENT OF INFORMATION AND COMMUNICATIONS TECHNOLOGY (DICT)**

**Bid Reference No. GPG-B1-2018-045**

**Approved Budget for the Contract: ₱ 220,000,000.00**

This **Supplemental/Bid Bulletin No. 3** is being issued to extend the Submission and Opening of Bids and further clarify, modify and amend provisions in the Bidding Documents in response to queries from prospective bidders.

**A. NEW BIDDING SCHEDULE**

FROM	TO
<b>Date and Time of Bid Submission &amp; Opening:</b> 23 October 2018, 1:00 M	<b>Date and Time of Bid Submission &amp; Opening</b> <b>24 October 2018, 11:00 AM</b>

**B. RESPONSES TO BIDDERS QUERIES:**

**Bidder No. 1 – Accent Micro Technologies Inc.**

Letter addressed to the Chair dated 12 October 2018.

<b>Query 1</b>	<p>Section III, Annex V-A, Item 3. The brand of the Routing and Switching Equipment and AAA Equipment (server) must have been in the local or international market for at least five (5) years before the bid opening.</p> <p>What is the proof that the product is in the market for 5 years? How can this help in assessing the credibility of the product. There will be acceptance and load testing that is already part of the TOR to assess the credibility of the product.</p>
<b>PITC/DICT REPLY</b>	<p>During post-qualification in order to validate that the <b>brand</b> has been in the local or international market for at least five (5) years, the lowest/single calculated bidder will be required to show proof, such as sales invoices or acceptance documents/certificates. This will help prove that the <b>brand</b> has been used by the market.</p>
<b>Query 2</b>	<p>The current trend in functionality of a platform like AAA now requires to have an NFV (Network Function Virtualization) capability. NFV brings significant advantages for network operators in areas of cost reduction and acceleration of service deployment. By this time, NFV is a critical requirement to ensure that the SW is future proofed. This NFV capability aligns with the cloud first policy of DICT. This should be part of the requirement.</p>



<b>PITC/DICT REPLY</b>	The current requirement suffices for the current price point. Requiring NFV in the AAA platform would have warranted a very integrated, interoperable network but with limited bidders and a higher price point.
<b>Query 3</b>	On the Terms of Reference 10.2.1 (Next Generation Firewall Sub-Service), we would like to clarify if this is facing the internet or will be for internal protecting the servers.
<b>PITC/DICT REPLY</b>	This specific requirement is for internal protection of the servers specifically the AAA Equipment.
<b>Query 4</b>	Under 12.6 of the TOR, it states cloud service can be provided by DICT, we would like to know how much is the rate if we avail of this cloud service.
<b>PITC/DICT REPLY</b>	This will be provided by DICT to the bidder for free. However, any outages incurred by DICT's cloud service shall be borne by bidder and shall not be basis for exemption from rebates.
<b>Query 5</b>	On the TOR 10.2.5 Internet Sub-Service, we would like to clarify what do you mean. by minimum of 10 GigEthernet ports along with 30 usable IP addresses. Are you referring to another Internet Service Provider? Since it also requires protection from threats, does it require separate firewall?
<b>PITC/DICT REPLY</b>	In conjunction to the Configuration Management Sub-Service, the bidder shall provide a minimum of 10 x 1GbE ports which shall have 30 usable IP address. These are assumed as private IP address, NAT-translated from the public IP addresses provided to the service.  A separate firewall is recommended but not specifically required to mitigate threats such as phishing.
<b>Query 6</b>	Pertaining to reports that we are submitting on a monthly basis, how long do you require data protection?
<b>PITC/DICT REPLY</b>	Data protection shall be required for the entire span of the service.
<b>Query 7</b>	On the User support (helpdesk) and on-site support sub-service under TOR 10.1.3.5, our understanding on the statement is that DICT shall provide bidder with a 24 hours x 7 days (landline and mobile). Does the helpdesk should be on site too?
<b>PITC/DICT REPLY</b>	No, Item 10.1.3.5 states "Helpdesk services shall be provided with a 24 hours by 7 days phone call support (landline and mobile) including 24x7 SMS". This is part of the winning bidder's responsibility and deliverable and as such, is located in their premises.



<b>Query 8</b>	UP to what extent a winning bidder can support in terms of IP address management support since there are other network that will comprise the whole project (IPTD, IPTI, PROWIN,)?
<b>PITC/DICT REPLY</b>	<p>The winning bidder is expected to do the engineering and management of IP addresses especially the private IP addresses. This includes collaboration and allocation of IP to each project and handling of compromises between PROWIN providers including management (SNMP). This also includes Network Address Translation limited to 1) provision of the Internet sub-service (10.2.5) and 2) integration of the POPs to the 2 cores.</p> <p>Based on the above, it is expected that the bidder has this in mind during the presentation of the High Level Network Design on the post qualification and is able to discuss this requirement in detail.</p>
<b>Query 9</b>	Can we clarify if the needed personnel on site DICT 24x7 is for the whole 3 years.
<b>PITC/DICT REPLY</b>	Yes, this will be for the entire three (3) years.
<b>Query 10</b>	Can we know the brand of the NMS that will be integrated with for the Firewall.
<b>PITC/DICT REPLY</b>	The NMS is still for procurement.
<b>Query 11</b>	Where is the firewall installed across the servers, across the wan or the connection of DICT to the MPOP?
<b>PITC/DICT REPLY</b>	This will depend on how the bidder envisions to satisfy our technical requirements, e.g. protection for servers and protection for the users versus malicious threats.
<b>Query 12</b>	What is the capacity needed for the firewall, no of users and interface needed?
<b>PITC/DICT REPLY</b>	As this is primarily a managed service, this will depend on how the bidder envisions to satisfy our technical requirements, e.g. protection for servers and protection for the users versus malicious threats.
<b>Query 13</b>	For the DNS server do we need to install it on both sites (MK2 and DICT)?
<b>PITC/DICT REPLY</b>	As this is part of the managed service, this will depend on how the bidder envisions to satisfy our technical requirements. Please note that should one site goes offline, the DNS sub-service should still be operational.
<b>Query 14</b>	Since the required UPS is rated for 15kVA 230Vac. May we know what is the voltage onsite? Would it be 230 single phase or 230 three phase system.
<b>PITC/DICT REPLY</b>	230VAC Three Phase System



<b>Query 15</b>	For the UPS electrical works. Would this be included in our proposal?
<b>PITC/DICT REPLY</b>	Yes, Uninterruptible Power Supply Sub-Service should be included. Please refer to Item no. 10.2.8 of the Revised Terms of Reference.

**Bidder No. 4 – NERA (Philippines) Inc.**

E-mail addressed to the Chair dated 12 October 2018.

<b>Query 1</b>	Referring to Item VI of the Bid Data Sheet, Page 39 of 138, can we use the Certificate of Satisfactory Performance from the Principal's end user?
<b>PITC/DICT REPLY</b>	Yes, a certification from the Principal's end user (manufacturer's client) can be submitted to satisfy the requirements for (b) AAA Server, (c) Routers and (d) Captive Portal Solution.
<b>Query 2</b>	Referring to Item 6.2 of the Terms of Reference, regarding relocation, how much is the latency between the new site and QC? The HA architecture may change if the new site's latency is not within desired values.
<b>PITC/DICT REPLY</b>	This will be no more than 50ms.
<b>Query 3</b>	Referring to Item 9.1.2 of the Terms of Reference, do we need to populate all modules with SFPs?
<b>PITC/DICT REPLY</b>	Yes, this will be populated. These will commonly be 1310nm multi-mode receive, 1550nm single-mode transmit, SFPs however, please note specific requirement of the dark fiber between DICT and MK2.
<b>Query 4</b>	Referring to Item 9.1.6 of the Terms of Reference, this is redundant with 9.1.3 last line.
<b>PITC/DICT REPLY</b>	Noted.
<b>Query 5</b>	Referring to Item 10.2.1 of the Terms of Reference, can we determine what size of traffic does each NGFW utilize for each site considering that they will only protect the servers as mentioned on the prebid? Can we safely assume that it is 25 Gbps (ref. 8.1) or 12.5 Gbps per site and not 25 Gbps on each site?
<b>PITC/DICT REPLY</b>	Kindly note that the aforementioned protection of the servers is the intended functionality of the NGFW. It is well noted that the bidder might propose to use the same to protect the users from malware and phishing (Revised TOR item 8.6). As such, we are not particular to the sizing. It is up to the bidder and is also expected to be upgraded should it be a bottleneck on user experience.



<b>Query 6</b>	Referring to Item 10.2.1.1 of the Terms of Reference, by redundant modules, does DICT want a chassis modular based NGFW for server protection? Or we can use fixed models?
<b>PITC/DICT REPLY</b>	The intention here is to have quickly replaceable power and management modules for quick restoration of firewall services. A fully modular or a partially modular (only modular for management and power) is both acceptable.
<b>Query 7</b>	Referring to Item 10.2.1.3 of the Terms of Reference, would this require two (2) devices for Active Standby HA per site?
<b>PITC/DICT REPLY</b>	This would depend on how the bidder perceives to satisfy the requirement.
<b>Query 8</b>	Referring to Item 10.2.5 of the Terms of Reference, shall the bidder register its ASN or DICT will provide the registration?
<b>PITC/DICT REPLY</b>	DICT shall primarily provide the registration.
<b>Query 9</b>	Referring to Item 12.4 of the Terms of Reference, does this include datasheets and brochures of the Software?
<b>PITC/DICT REPLY</b>	Yes, this includes datasheets and brochures of software to be utilized.
<b>Query 10</b>	Referring to Item 12.5 of the Terms of Reference, can DICT consider the 3 years market presence for the captive portal in the local market?
<b>PITC/DICT REPLY</b>	Item 12.5 of the Terms of Reference only applies to the Routing and Switching Equipment and the AAA Equipment, primarily its hardware or server.
<b>Query 11</b>	Referring to Item 12.6.3 of the Terms of Reference, what does this mean?
<b>PITC/DICT REPLY</b>	Bidders should only provide the services thru the cloud services primarily offered by their manufacturer.  An example of not allowed cloud services would be hosting a certain software from Manufacturer X on Amazon Web Services instead of Manufacturer X's offering.
<b>Query 12</b>	Referring to Item 12.7 of the Terms of Reference, will a project from the principal and not from Bidder suffice? Also will a project with less capacity be enough as long as there is a "satisfactory" remark on the project?
<b>PITC/DICT REPLY</b>	Yes, a certification from the Principal's end user (manufacturer's client) can be submitted to satisfy the requirements for (b) AAA Server, (c) Routers and (d) Captive Portal Solution.  No, the capacity should be same or higher.



<b>Query 13</b>	Referring to Item 13.3.1 of the Terms of Reference, is knowledge transfer training facilitated by the bidder enough? Or this needs to be a certification training where end user will be certified by principals?
<b>PITC/DICT REPLY</b>	It must be emphasized that the users should and must be able to design, implement, configure and maintain the equipment after the training. Training shall measure the trainees competency. If a certification training would be necessary to provide such knowledge transfer, then it shall be the one provided.
<b>Query 14</b>	Referring to Item 13.3.1.5 of the Terms of Reference, if there is no cloud service included on the proposal, this will not be provided... right?
<b>PITC/DICT REPLY</b>	Yes, it will not be provided if there are no sub-service provided via the cloud.
<b>Query 15</b>	Referring to Item 16.4 of the Terms of Reference, are we pertaining to 2 years comprehensive maintenance extended warranty on top of the thirty-six (36) months of service (3+2) or the 3 years warranty after 3 years of service mentioned on 9.1.20 and 9.2.7, 3+3? Which one will we follow?
<b>PITC/DICT REPLY</b>	We will follow the "3 years warranty after 3 years of service" mentioned on Item no. 9.1.20 and 9.2.7 of the Revised Terms of Reference.

This Supplemental Bid Bulletin No. 3 shall form part of the Bidding Documents. Any provisions in the Bidding Documents inconsistent herewith is hereby amended, modified and superseded accordingly.

For the guidance and information of all concerned.

Issued this 17<sup>th</sup> day of October 2018 in Makati City.



**Reviewed and approved by:**

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Received by	_____
Bidder's Name	_____
Date received	_____
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