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## INVITATION FOR NEGOTIATED PROCUREMENT

In view of two (2) failed public biddings, the Department of Social Welfare and Development (DSWD) Field Office IX invites interested bidders to participate in the NEGOTIATION for the PROCUREMENT OF INTERNET SERVICES (SECONDARY INTERNET/ REDUNDANT) IN DSWD FIELD OFFICE IX in accordance with Section 53.1 of the 2016 Revised Implementing Rules and Regulations (IRR) of Republic Act (R.A.) No. 9184, otherwise known as the "Government Procurement Reform Act".

The Department of Social Welfare and Development (DSWD) Field Office IX, through the NGA, the General Appropriations Act 2023 intends to apply the sum of FOUR MILLION PESO(S) AND ZERO HUNDREDTH(S) (Php ₱4,000,000.00) being the ABC to payments under the contract for the Procurement of Internet Services (Secondary Internet/ Redundant) in DSWD Field Office IX.

The Department of Social Welfare and Development (DSWD) Field Office IX will hold a meeting with all interested bidders on March 4, 2022 at 01:00pm you may attend via Google Meet upon request.

Bid opening shall be on March 11, 2022 at 01:00pm at the given address below and/or via Google Meet. Bids will be opened in the presence of the bidders' representatives who choose to attend the activity.

For further information, please refer to:

MA. SOCORRO S. MACASO  
Chairperson Bids and Awards Committee  
Department of Social Welfare and Development (DSWD) Field Office IX  
General Vicente Alvarez St., Zamboanga City  
bac.fo9@dswd.gov.ph  
Tel. No. (062) 991-6030  
<https://fo9.dswd.gov.ph/>

**MA. SOCORRO S. MACASO**

Chairperson

## Technical Specifications

*[Bidders must state here either “Comply” or “Not Comply” against each of the individual parameters of each Specification stating the corresponding performance parameter of the equipment offered. Statements of “Comply” or “Not Comply” must be supported by evidence in a Bidders Bid and cross-referenced to that evidence. Evidence shall be in the form of manufacturer’s un-amended sales literature, unconditional statements of specification and compliance issued by the manufacturer, samples, independent test data etc., as appropriate. A statement that is not supported by evidence or is subsequently found to be contradicted by the evidence presented will render the Bid under evaluation liable for rejection. A statement either in the Bidder’s statement of compliance or the supporting evidence that is found to be false either during Bid evaluation, post-qualification or the execution of the Contract may be regarded as fraudulent and render the Bidder or supplier liable for prosecution subject to the applicable laws and issuances.]*

SERVICE	LOCATION	REQUIREMENT	Schedule of Delivery
<b>LOT 2: SECONDARY INTERNET SERVICES (DEDICATED LINE) 8 MONTHS FROM MAY TO DECEMBER 2024</b>		<b>4,000,000.00</b>	<b>30 days upon receipt of NTP</b>
Dedicated Line  COORDINATES OF SITES	DSWD Field Office  <b>COORDINATES OF DSWD FIELD OFFICE IX</b> 6.903570532014343, 122.08031577125526	1GBPS	

## SUBMISSION OF REPORTS, OUTPUTS AND DELIVERABLES

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

- **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)

- **Actual Installation**

1. Provide and install a Channel Service Unit/Data Service Unit (CSU/DSU) modem at both ends of the Internet connections.
  - Provide and install a Router at both ends of the Internet connections.
  - 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.
  - Complete the delivery, installation and configuration within thirty (30) 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.

- **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 **five (5)** Public IP address per subscription.

- **Testing Period**

1. The selected ISP shall notify DSWD FO IX in writing seven (7) days prior to the required inspection/testing of the internet service connection.
  - The acceptance test procedure shall be in accordance with the following:
    - The acceptance testing will be undertaken for a period of seven (7) days.
    - Direct dedicated internet will have no service interruption during the agreed test period.
    - The Internet bandwidth requirement is attained during working hours (i.e., 7:00 a.m. to 7:00 p.m.).
    - 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 IX's own equipment, and international/regional internet backbone problems.

- DSWD FO IX 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 VI Item d.b, respectively.

- **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 IX 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.

- **Rebates**

- Provide industry standard Service Level Agreement (SLA) which shall carry a corresponding "Performance Credit" or rebate in favor of DSWD FO IX should any of the committed parameters mentioned below is not met.
- The selected ISP provider/s should be able to render the following services:

- **Availability**

Provide 99.5% link uptime in a month.

- **Render 24 hours x 7 days customer service support**

Support response time

- 30 minutes for emergency tickets for the following categories:
      1. Link connection is down
      2. Packet loss, variation in latency
      3. Routing issue
    - Twenty-four (24) hours response time for technical problems that require on-site services.

- **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 IX 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.

- **Maintenance**

- Provide a single point of contact for customer support in both areas of network connectivity and Internet access;
- Shall respond to request for maintenance at no cost to DSWD FO IX;
- 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 IX and
- Submit monthly access/usage reports to attest compliance to the SLA.

## CRITERIA FOR EVALUATION FOR SHORTLISTING, TECHNICAL REQUIREMENTS

- 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.
- Subscribed lines should be fully fiber optic from ISP up to the last mile.
- The bidders must be compliant with the following parameters:
  - Bandwidth and Connectivity Support
    - Guaranteed dedicated 1:2.5 ratio symmetrical and bandwidth from clients to the global internet
    - Immediate problem isolation and resolution
    - Provide corrective service information and configuration
    - Remote system monitoring and reporting (MRTG of each of the sites)
  - Internet Bandwidth and Summary of Work Deliverable

### ANNEX A

SERVICE	LOCATION	REQUIREMENT
<b>LOT 2: SECONDARY INTERNET SERVICES (DEDICATED LINE) 8 MONTHS FROM MAY TO DECEMBER 2024</b>		<b>4,000,000.00</b>
Dedicated Line	DSWD Field Office	1GBPS

COORDINATES OF SITES	<b>COORDINATES OF DSWD FIELD OFFICE IX</b> 6.903570532014343, 122.08031577125526	
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All hardware included in this project are not properties of DSWD and shall be returned to the Service Provider once the contract has ended/terminated.

- **Service Provider Selection**
  - Must not have a repeating service provider to ensure redundancy (e.g. different ISP for primary, secondary and tertiary lines).
- **Service Restoration and Quality of Service (QoS) Levels**
  - 8am x 5pm NBD (Next Business Day) response time
  - Down / Disconnected sites must be up and running within reasonable time upon receipt of the report.
- **24 x 7 Help Desk Support Services**
  - Receive and respond to problem reports and user requests
  - Provide first level technical support with regards to internet connectivity
- **The DIA subscriptions must have at least One (5) Usable Public IP Address each.**
- **IPv6 compliant.**



DSWD-GF-010A | REV 00 | 22 SEP 2023

## REQUEST FOR QUOTATION

### Section 53.1 - Negotiated Procurement (Two Failed Biddings)

RFQ NO. 02 - 0309  
DATE: 29-Feb-2024

COMPANY NAME :  
COMPANY ADDRESS :  
CONTACT PERSON :  
CONTACT NO. :  
COMPANY TIN :

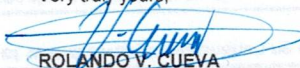
Sir/Madam:

Please quote your government price/s including delivery charges, VAT or other applicable taxes, and other incidental expenses for the goods listed in **Annex A**. Failure to indicate **TECHNICAL SPECIFICATIONS** could be basis for non-compliance. Also, furnish us with the descriptive brochures, catalogues, literatures and/or samples, if applicable.

If you are the exclusive manufacturer, distributor or agent in the Philippines for the goods listed in Annex A please attach in your quotation a duly notarized certification to this effect.

Please submit this form together with Annex A to **DSWD FO IX BAC OFFICE** on or before

Very truly yours,

  
**ROLANDO V. CUEVA**  
Regional Procurement Officer

#### Terms and Conditions:

<b>PURPOSE</b>	:	SECONDARY INTERNET / REDUNDANT WITH ATLEAST 5 STATIC IPs (ISABELA AND POLANCO, ZDN) MAY - DECEMBER 2024
<b>PR NUMBER</b>	:	2024 - 02 - 0309
1. Award shall be made on per	:	<input type="checkbox"/> Item Basis <input checked="" type="checkbox"/> Lot Basis
2. Quotation validity	:	30 CALENDAR DAYS FROM BID OPENING
3. Goods shall be delivered on	:	<b>MAY - DECEMBER 2024</b>
4. Delivery Area	:	<b>DSWD FO IX</b>
5. Terms of payment	:	W/ IN 60 CALENDAR DAYS AFTER DELIVERY
6. Liquidated Damages/Penalty	:	1/10 of 1% of undelivered portion x No. of days of delay
7. In case of discrepancy between unit cost and total cost, unit cost shall prevail.	:	
8. Warranty	:	<u>Section 62 of R.A. 9184</u>
9. Performance Security	:	<u>n/a</u>

(signature over printed name)  
Supplier

PHILGEPS NO.: \_\_\_\_\_  
PHILGEPS EXPIRY: \_\_\_\_\_



COMPANY NAME :  
COMPANY ADDRESS :  
CONTACT PERSON :  
CONTACT NO. :

Section 53.1 - Negotiated Procurement (Two  
Failed Biddings)  
ANNEX A: RFQ  
RFQ NO. : 02 - 0309  
DATE : 2024-02-29

PURCHASER'S SPECIFICATIONS			TOTAL ABC		BIDDER'S SPECIFICATIONS		UNIT COST	TOTAL COST
ITEM NO.	QTY.	UNIT						
1	1	LOT	SECONDARY INTERNET / REDUNDANT WITH ATLEAST 5 STATIC IPs (ISABELA AND POLANCO, ZDN) MAY - DECEMBER 2024					
			Dedicated Line 1 GPBS (with atleast 5 Static Ips)					
			DSWD Regional Office					
			XX					
			4,000,000.00					

PURPOSE : SECONDARY INTERNET / REDUNDANT WITH ATLEAST 5 STATIC IPs (ISABELA AND POLANCO, ZDN) MAY - DECEMBER 2024  
PR. NO. : 2024 - 02 - 0309

(SIGNATURE OVER PRINTED NAME)

SUPPLIER

JOHN MATHEW AREVALO  
CANVASSER

- DOCUMENTS REQUIRED DURING RFQ OPENING:
- 1. Mayor's Permit
  - 2. Philgeps Registration Number
  - 3. Income/Business Tax Return for ABC's Above 500K

DSWD Field Office IX - General Vicente Alvarado Street, Zamboanga City, Philippines 7000  
Website: <http://www.dswd.gov.ph/09@dswd.gov.ph> Tel No: (062) 991 4000/991 4006 Telex: (062) 991 4052

