



Republic of the Philippines
Department of Agriculture
Bureau of Fisheries and Aquatic Resources

BIDS AND AWARDS COMMITTEE OFFICE

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SUPPLEMENTAL BID BULLETIN 01

August 15, 2022

SUBJECT : Bid Reference 2022-41 entitled “SUPPLY AND INSTALLATION OF INTERNET DIRECT SERVICE (IDS) OF BFAR CENTRAL OFFICE.”

This Supplemental Bid Bulletin no. 1 is issued to all participating bidders to clarify, amend and/or modify certain provisions and requirements set forth under the above-entitled procurement project based on the result of the Pre-bid Conference conducted on August 10, 2022, 10:00 a.m. to wit:

• SCOPE OF SERVICES – PRE-INSTALLATION

FROM	TO
Provide detailed work plan specifying installation design, detailed activities, network diagram showing connectivity from BFAR-FIMS Data Center up to the last mile and timelines.	Winning bidder should provide detailed work plan specifying installation design, detailed activities, network diagram showing connectivity from BFAR-FIMS Data Center up to the last mile and timelines.

• SCOPE OF SERVICES – ACTUAL INSTALLATION

FROM	TO
i. Set-up Internet Connection with the Committed Information Rate (CIR 1:1) of 1 Gbps for both upstream and downstream network traffic flows.	i. Set-up Internet Connection with the Committed Information Rate (CIR 1:1) of 1 Gbps for both upstream and downstream network traffic flows.
ii. Provide and install a Channel Service Unit/Data Service Unit (CSU/DSU) modem at both ends of the Internet connections.	ii. Provide and install a Channel Service Unit/Data Service Unit (CSU/DSU) modem at both ends of the Internet connections.
iii. Provide and install a router modem at both ends of the Internet connections.	iii. Provide and install a router modem at both ends of the Internet connections.
iv. Provide internet connectivity directly to BFAR-FIMS Data Center, including materials needed for the purpose. This includes provision for the installation of fiber optic cables/insulation using industry standard and materials.	iv. Provide internet connectivity directly to BFAR-FIMS Data Center, including materials needed for the purpose. This includes provision for the installation of fiber optic cables/insulation using industry standard and materials.
v. Complete the delivery, installation, configuration, and commissioning within forty (45) calendar days from the receipt of the Notice to Proceed.	

	<p>v. The Service Provider should provide a redundant route from the different serving node stations.</p> <p>vi. Complete the delivery, installation, configuration, and commissioning within forty (45) calendar days from the receipt of the Notice to Proceed.</p>
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• **AFTER SALES SERVICE SUPPORT**

FROM	TO
<p>i. Render 24 hours x 7 days customer service support</p> <p>a. Support response time shall be 30 minutes for emergency tickets for the following categories such as Link connection is down, Packet loss, variation in latency and Routing issue.</p> <p>b. Two (2) hours response time for technical problem that requires on-site services.</p>	<p>i. There should be 24 hours x 7 days on Site Response Time and Contact Person of Direct Line Communication for Technical Support for the quick response during down and trouble of the line.</p> <p>a. Support response time shall be 30 minutes for emergency tickets for the following categories such as Link connection is down, Packet loss, variation in latency and Routing issue.</p> <p>b. Two (2) hours response time for technical problem that requires on-site services.</p>

• **VENDOR'S QUALIFICATIONS**

FROM	TO
<p>3. The bidders should submit copies of Client Satisfactory Certificates from at least three (3) clients each for the last three (3) years for similar contracts. Similar contracts shall refer to 1Gbps Direct Internet Connection. For validating the similar contract, the bidder shall provide the following:</p> <p>a. Name of contact person.</p> <p>b. Active/working telephone and</p>	<p>3. Must be a Tier 1 and should be National Telecommunications Commission (NTC) registered/accredited company. The bidder must provide Certificate of registration and Uplinks / IP registration and Uplinks /IP Peering Certification and Uplink/ IP Peering detailed diagram.</p>

mobile number.	
c. Active/working e-mail address.	

• **OTHER TECHNICAL REQUIREMENTS**

FROM	TO
<ol style="list-style-type: none"> 1. Provider must not use Throttling. 2. Data confidentiality guarantee: the Provider shall not scan traffic (unless this is done for finding problems in the network for which a prior BFAR- FIMS agreement must be obtained). 3. The Provider must guarantee that the maximum packet loss within their infrastructure does not exceed 1% per month. Please provide the latest packet loss information taken during peak and off-peak hours as annex to your bid. 4. No limitations on traffic/ports; bandwidth capacity should be ensured through direct IP connection; no mandatory proxy servers. 	<ol style="list-style-type: none"> 1. Provider must not use Throttling. 2. Data confidentiality guarantee: the Provider shall not scan traffic (unless this is done for finding problems in the network for which a prior BFAR- FIMS agreement must be obtained). 3. The Provider must guarantee that the maximum packet loss within their infrastructure does not exceed 1% per month. Please provide the latest packet loss information taken during peak and off-peak hours as annex to your bid. 4. No limitations on traffic/ports; bandwidth capacity should be ensured through direct IP connection; no mandatory proxy servers. 5. Technical support of the end user must be directed to the Technical Team of the Service Provider and not to the Call Center / Customer Service to minimize delay of response. 6. To mitigate the possibilities of full-service downtime, the service provider for said redundancy must not be the same, existing, Internet Service Provider.

*****nothing follows*****

All other portions of the Bidding Documents affected by these amendments shall be made to conform the same.

Amendments/inclusions/clarifications made herein shall be considered an integral part of the Bidding Documents.

The changes made in the Philippine Bidding Documents (6th Edition, July 2020) are deemed integrated in terms and conditions for this project.

For further inquiries, please coordinate/call the Bids and Awards Committee Secretariat at Tel. No. 8332-4661.

Please be guided accordingly.

SGD

ATTY. DEMOSTHENES R. ESCOTO

Chairman, Bids and Awards Committee