BIDS AND AWARDS COMMITTEE
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SUPPLEMENTAL / BID BULLETIN No. 1

Project	:	Procurement of Cloud Services
Reference	:	PB-GS-11-2021
ABC	:	PhP 1,285,000.00
Date	:	08 November 2021

This supplemental/bid bulletin is issued to provide information to the prospective proponents/bidders on the following changes to the Bidding Documents:

I.   **Technical Specifications (Section VII)** – The Technical Specifications (Section VII and annexes) of the Bidding Documents are superseded by ANNEX 1 of this Supplemental/Bid Bulletin No. 1 after considering inputs from the Committee and prospective bidders.

The Bidding Documents is amended accordingly.

For the information and guidance of all concerned.

NARCISO T. CASTAÑEDA
Assistant Secretary and BAC Chairperson

ANNEX 1

Technical Specification
Procurement of Cloud Services

I.	**Background**	
	By recognizing the vital role of Information and Communications Technology (ICT) in transitioning to the "new normal" amidst the Coronavirus Disease 2019 (COVID-19) pandemic. The Philippine Government promotes Cloud First Policy as the preferred computing platform technology for government administration and the delivery of government services.	
II.	**Objective**	
	To shift to cloud computing and expect flexibility, security, and cost-efficiency among users.	
III.	**Contractor's Qualifications**	**STATEMENT OF COMPLIANCE**
	- The Contractor must be an accredited service provider of cloud services for <mark>at least</mark> 3 years. - The Contractor should have certified professional cloud practitioners. - The Contractor must be ~~an advanced-level / premier-level delivery partner tier~~ at <mark>least partner level</mark>	
IV.	**Technical Requirements**	

	Security and Compliance
	
	1. Regulatory Compliance Requirements
	    1.1. ISO/IEC 27001 - Information Security Management
	    1.2. ISO/IEC 27017 - Information technology — Security techniques — Code of practice for information security controls based on ISO/IEC 27002 for cloud services
	    1.3. ISO/IEC 27018 - Code for Practice for protection of personally identification information (PII) in public clouds acting as PII processors
	    <mark>1.4. CSA STAR</mark>
	    <mark>1.5. FedRAMP</mark>
	    1.6. Service Organization Control (SOC) 1, 2, 3
	    1.7. Payment Card Industry (PCI) Data Security Standard (DSS)
	
	2. Encryption Requirements
	    2.1. Data at rest - AES128 or AES256
	    2.2. Encryption at the storage device layer
	    2.3. Encryption at the backup level
	    2.4. Data in transit between end user and cloud provider
	
	3. Access Controls
	    3.1. Identity provisioning and user management
	    3.2. Identity access management policies and role-based access management
	    3.3. Identity-based server access & authentication capable
	    3.4. Access using Google Workspace credentials
	
	4. Operational Security
	    4.1. Vulnerability management	

4.2. Malware prevention
4.3. Monitoring
4.4. Incident management

Technical Specifications
- **Monthly expected usage for both A. Web/ Database Stack and B. Custom Application:**

A. Web/ Database Stack

1. Compute Engine
   1.1. Compute Engine Processor (vCPU): at least 4
   1.2. Compute Engine Memory (GB): at least 16 GB
   1.3. Regular Persistent Disk (GB): at least 1TB
   1.4. Operating System: Windows Server 2019 or later
   ~~1.5. DB: MySQL~~
   1.6. Operating hours: ~~up to~~ at least 730 hours per month
   ~~1.7. Others:~~
       ~~1.7.1. VM Manager~~
       ~~1.7.2. Live Migrations for VMs~~
       ~~1.7.3. Custom Machine types (vCPU and Memory)~~

2. Cloud Security
   2.1. Number of policies: ~~up to~~ at least 5
   2.2. Number of rules: ~~up to~~ at least 30
   2.3. Incoming requests capability: ~~up to~~ at least 10,000,000

3. Cloud Load Balancer
   3.1. Number of forwarding rules: ~~up to~~ at least 5
   3.2. Network Ingress Data: ~~up to~~ at least 1TB

4. Cloud NAT
   4.1. Number of Gateway: at least 1
   4.2. Network Traffic: ~~up to~~ at least 500GB.

5. IP: One (1) Static IP

6. Internet Egress
   6.1. Internet Egress Data: ~~up to~~ at least 3,072 GB (at least within Asia except China)

7. Database: MySQL

B. Custom Application (Serverless)

1. NoSQL Database (not included to Storage)
   1.1. Stored Data: ~~up to~~ at least 100GB
   1.2. Number of writes: ~~up to~~ at least 3,000,000
   1.3. Number of reads: ~~up to~~ at least 20,000,000
   1.4. Number of deletes: ~~up to~~ at least 1,500,000
2. Cloud Storage (not included to Database)
   2.1. Stored Data: ~~up to~~ at least 2TB
   2.2. Transferred Data: ~~up to~~ at least 700GB
   2.3. Number of operations: ~~up to~~ at least 7,000,000
3. Function-as-a-service
   3.1. Number of invocations: ~~up to~~ at least 50,000,000
   3.2. Compute Time (GB-seconds): ~~up to~~ at least 4,800,000
   3.3. Compute Time (CPU-seconds): ~~up to~~ at least 4,800,000
   3.4. Outbound Data Transfer: ~~up to~~ at least 50GB
   3.5. Cloud Build: ~~up to~~ at least 540 minutes

	3.6. Container Storage: ~~up to~~ at least 4,750GB
	4. Cloud Hosting
	    4.1. Stored Data: ~~up to~~ at least 20GB
	    4.2. Transferred Data: ~~up to~~ at least 200GB
	5. Identity Platform
	    5.1. Monthly Active Users: ~~up to~~ at least 49,999 monthly active users	

	Deployment 1. Pre-planning, technical assessment, design and architecture, deployment proper, project management and governance, and production release management 2. 30-day post-production service delivery warranty covering bugs and issues in relation to the services delivered 3. Certified Resources: Professional Solutions Architect, Associate Cloud Engineer	
	Training 1. ~~2x 8-hour~~ 8 hours for 2 days or 4 hours for 4 days Platform training session/s for at least twenty (20) systems developers and administrators across your organization 2. Certificate of completion signed by a Certified Cloud Engineer	
	Managed Services 1. 9x5 Level 2 cloud administration (excluding holidays) 2. 99.95% service uptime commitment for managed services 3. ~~Up to~~ At least 10 Cloud Service 4. Cloud Operations monitoring and logging 5. Post-production request fulfillment 6. Incident management and resolution assurance 7. Change and release management support 8. Service management platform 9. Monthly cloud operations review	
	Confidentiality 1. The Contractor shall ensure that each of its personnel assigned to provide support service for the Procurement of Cloud Services will execute and sign a Non-Disclosure Agreement to be submitted to the Department prior to commencement of the service. 2. The Contractor shall not disclose any confidential information accessed through the use of its services in relation to the official functions or operations of the Department without prior consent from the latter. 3. The Contractor shall immediately inform the Department of breaches, attacks or other form of cyber threats/activities, that may contribute to disclosure of any confidential information. 4. Failure to comply with the confidentiality clause shall be subject to penalties as provided in Republic Act No. 10173 – Data Privacy Act of 2012 and all other relevant rules and regulations.	
	Duration and Delivery 1. The Contractor shall deliver and install/configure the service within thirty (30) days from the receipt of the Notice to Proceed (NTP).	

		2. The contractor shall notify the Department should the actual consumption exceed the projected cloud usage, ==and the department should apply measures to decrease consumption, such as but not limited to: stopping or terminating of service==. A notification shall be sent once consumption hits 80% and 90% of the projected usage. 3. The Contractor shall provide one year warranty and one year maintenance support services. 4. The Contractor shall provide phone, and email support for the entire contract year. 5. In case of non-renewal, the current contractor shall allow and assist the succeeding contractor, ==within the contract period==, in the migration of data from the cloud services of the previous contractor to the cloud services succeeding contractor.	
	Payment 1. The Contractor shall be paid within thirty (30) working days upon the submission of the billing invoice, or its equivalent complete with supporting documents examined by the Office of Financial Management Services-Financial Resource Management Division (OFMS-FRMD). Payments shall be made through List of Due and Demandable Accounts Payable (LDDAP). All payments shall be inclusive of all applicable taxes and other lawful charges.	

Note:

Bidders must state compliance to each of the provisions in the Terms of Reference/Technical Specifications, as well as to the Schedule of Requirements. The Statement of Compliance must be signed by the authorized representative of the Bidder, with proof of authority to sign and submit the bid for and on behalf of the Bidder concerned. If the Bidder is a joint venture, the representative must have authority to sign for and on behalf of the partners to the joint venture. All documentary requirements should be submitted on or before the deadline for the submission of bids.

Bidders must state here either "Comply" or "Not Comply" against each of the individual parameters of each Specification stating the corresponding performance parameter if 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 of supplier liable for prosecution subject to the provisions of **ITB** Clause 3.1(a)(ii) and/or **GCC** Clause 2.1(a)(ii).

Conformé:
[Signature/s]
[Name of Bidder's Authorized Representative]
[Position]
[Date]