



**BIDS AND AWARDS COMMITTEE**

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**SUPPLEMENTAL / BID BULLETIN No. 1**

Project : Procurement of Primary Internet Connectivity for the Department of Foreign Affairs' Temporary Headquarters and DFA-Aseana  
Reference : PB-GS-23-2024  
ABC : PhP 2,000,000.00  
Date : 14 January 2025

This **Supplemental/Bid Bulletin** is issued to provide prospective bidders with the amended Technical Specifications for the above-mentioned project (copy attached), specifically addressing the following:

<b>Old Specifications:</b>	<b>Revised Specifications:</b>
III. B. 3. At least 99.95% uptime connectivity.	At least <b>99.6%</b> uptime connectivity.
III. C. 3. At least 99.95% uptime connectivity.	At least <b>99.6%</b> uptime connectivity.
III. D. 1. Inclusive of Auto-failover redundancy via different fiber route for DFA Temporary Headquarters (DoubleDragon Tower) only.	Removed
III. E. 3. A. Availability. Provide 99.5% link uptime in a month.	Provide <b>99.6%</b> link uptime in a month.
VI. Other Provisions.	The winning bidder that is awarded the Primary Internet Service Provider Contract (PB-GS-23-2024) is prohibited from participating in the bidding for the Alternate Internet Service Provider Contract (PB-GS-24-2024).

For the information and guidance of all concerned.

**EDGAR B. BADAJOS**  
Assistant Secretary and Chairperson,  
Bids and Awards Committee

**Technical Specifications**  
**PRIMARY INTERNET CONNECTIVITY FOR THE**  
**DEPARTMENT OF FOREIGN AFFAIRS TEMPORARY HEADQUARTERS AND**  
**DFA-ASEANA**

<b>I.</b>	<p><b>BACKGROUND:</b></p> <p>The Department of Foreign Affairs Main Office is relocating to Double Dragon Towers temporarily for at least three (3) years and intends to procure a Primary Internet Service Connectivity for the new premises and the DFA-ASEANA site to ensure continuous and reliable connectivity. The approved budget cost is Two Million Pesos (Php 2,000,000.00) only, inclusive of all applicable taxes.</p> <p>In the fulfillment of the Department’s mandate, the Department recognizes the need for internet connectivity.</p> <p>This ToR document shall outline the terms, objectives, and expectations for the selection and engagement of a Primary Internet Service Provider. The successful Primary ISP will play a crucial role in supporting the Department’s mission and facilitating its day-to-day operations.</p>
<b>II.</b>	<p><b>OBJECTIVE:</b></p> <p>Provide Offices in the DFA Temporary Headquarters and DFA - ASEANA with high-speed bandwidth and reliable internet connection to ensure 24/7 network connectivity with Foreign Service Posts, Consular Offices and Department clientele and stakeholders.</p> <p>The objectives of this Terms of Reference (ToR) for the selection and engagement of a Primary Internet Service Provider (ISP) are as follows:</p> <ol style="list-style-type: none"> <li>a. Identify and Select an ISP. The main objective is to identify, evaluate, and select a reputable primary ISP that aligns with the Department of Foreign Affairs Temporary Headquarters’ internet connectivity and networking requirements. The selected Primary ISP must demonstrate the ability to deliver reliable and high-quality internet services.</li> <li>b. Ensure Reliability and Performance. To ensure that the selected Primary ISP will offer highly reliable internet connection with minimal downtime and will consistently deliver optimal performance, meeting and exceeding the end-user’s requirements.</li> <li>c. Support Diverse End-user Needs. To ensure that the selected Primary ISP will accommodate the distinct connectivity needs of the end-users, including its various offices, with a tailored solution where necessary.</li> <li>d. Enhance Security and Compliance. To ensure that the internet services provided by the selected Primary ISP adheres to security best practices and industry compliance standards. Such includes safeguarding sensitive data, implementing necessary security measures, as well as mitigating cybersecurity risks.</li> </ol>

	<ul style="list-style-type: none"> <li>e. Optimize Cost-Efficiency. To seek cost-effective internet solutions that balance high-quality and return on public investment.</li> <li>f. Ensure Technical Support and Maintenance. To ensure that the selected Primary ISP provides efficient and responsive technical support and maintenance addressing any technical issues, outages or connectivity challenges in a timely manner.</li> <li>g. Establish Clear Service Level Agreements (SLAs). To define and formalize SLAs with the selected Primary ISP to establish clear end-user expectations regarding internet service quality, response times as well as issue-resolution procedures among others.</li> <li>h. Ensure Transparency. To establish a governance framework that ensures transparency in the relationship between the end-user and the selected Primary ISP.</li> </ul>	
<b>III.</b>	<b>SCOPE OF WORK</b>	<b>STATEMENT OF COMPLIANCE</b>
<b>A.</b>	<b>Contractor's Responsibility</b>	
	<p>The Contractor shall provide the following at both locations:</p> <ol style="list-style-type: none"> <li>1. Internet connectivity for the period of April to December 2025, commencing upon receipt of the Certificate of Inspection and Acceptance;</li> <li>2. Admin window/console for uptime/downtime monitoring;</li> <li>3. All hardware, infrastructure and services required to set up, scale and terminate, when needed, the internet connectivity;</li> <li>4. Necessary incident reports and updates in case of connection failure;</li> <li>5. Real-time graphing of link quality and bandwidth utilization;</li> <li>6. Entering into a Service Level Agreement which defines parameters of rebates for non-performance;</li> <li>7. 24 x 7 Live Monitoring;</li> <li>8. Ticketing system for service issue resolution;</li> <li>9. Service Connection – Internet Direct (Fiber Optic Circuit);</li> <li>10. 24 x 7 Remote or On-Site Support and a dedicated customer relations manager for all concerns regarding billing, technical, and other requirements;</li> <li>11. Modem and Router with RJ45 hand-off; and</li> <li>12. Multiple upstream providers (minimum of 8 downlinks and 8 uplinks).</li> </ol>	
<b>B.</b>	<b>DFA Temporary Headquarters Requirements:</b>	
	<ol style="list-style-type: none"> <li>1. Committed Information Rate (CIR) – 1 Gbps (Gigabit per second) with 1,000 Mbps download and 1,000 Mbps upload speed.</li> </ol>	

	<ol style="list-style-type: none"> <li>2. /28 IP Block (Public IP Address) or 14 usable IP Address per circuit;</li> <li>3. At least 99.6% uptime connectivity</li> <li>4. It should be a fiber-optic cabling</li> <li>5. Minimum Network Latency <ul style="list-style-type: none"> <li>- Not more than 20 milliseconds average trip from DFA Temporary Headquarters to ISP port.</li> <li>- Not more than 200 milliseconds on average trip from ISP port to International Port.</li> </ul> </li> <li>6. Standby router/modem/media converter can be configured in case of internet interruption</li> <li>7. Network monitoring software with account credentials (username and password)</li> <li>8. The Internet Service Provider must support IPV4, or its network platform must be IPV6-ready and compliant. A certificate of Network compliance must be submitted as proof of compliance with the latest MEF Carrier Ethernet (2.0 and 3.0)</li> <li>9. Bandwidth availability test from ISP Data Center to DFA Temporary Headquarters.</li> <li>10. Must be an accredited Internet Service Provider by Double Dragon Management.</li> </ol>	
<b>C.</b>	<b>DFA- Aseana Requirements:</b>	
	<ol style="list-style-type: none"> <li>1. Committed Information Rate (CIR) – 250 Mbps (Megabit per second) with 250 Mbps download and 250 Mbps upload speed.</li> <li>2. /28 IP Block (Public IP Address) or 14 usable IP Address per circuit;</li> <li>3. At least 99.6% uptime connectivity</li> <li>4. It should be a fiber-optic cabling</li> <li>5. Minimum Network Latency <ul style="list-style-type: none"> <li>- Not more than 20 milliseconds average trip from DFA Temporary Headquarters to ISP port.</li> <li>- Not more than 200 milliseconds on average trip from ISP port to International Port.</li> </ul> </li> <li>6. Standby router/modem/media converter can be configured in case of internet interruption</li> <li>7. Network monitoring software with account credentials (username and password)</li> <li>8. The Internet Service Provider must support IPV4, or its network platform must be IPV6-ready and compliant. A certificate of Network compliance must be submitted as proof of compliance with the latest MEF Carrier Ethernet (2.0 and 3.0)</li> <li>9. Bandwidth availability test from ISP Data Center to DFA-Aseana site.</li> </ol>	

<b>D.</b>	<b>Value Added Services</b>	
	<ol style="list-style-type: none"> <li>1. A free-to-use MRTG-bandwidth graphing tool that allows you to immediately see your usage.</li> <li>2. Dedicated Internet Connection (1:1)</li> <li>3. Reliable 24/7 Support line.</li> </ol>	
	<ol style="list-style-type: none"> <li>4. The Contractor shall provide remote support access mechanism with the following additional features: <ol style="list-style-type: none"> <li>a. Supports major browser platforms;</li> <li>b. Concurrent support session;</li> <li>c. Connection without additional installation procedures;</li> <li>d. Reliable security protocols; and</li> <li>e. Recordable and retrievable remote support sessions.</li> </ol> </li> </ol>	
<b>E.</b>	<b>Service Interruptions, Maintenance and Rebates</b>	
	<ol style="list-style-type: none"> <li>1. Upon notification by the Office of Asset Management and Support Services – Information Communications and Technology Division (OAMSS-ICTD) through a Ticketing System, the Contractor shall use all reasonable measures to immediately remedy the system issues or faults.</li> </ol>	
	<ol style="list-style-type: none"> <li>2. <ol style="list-style-type: none"> <li>a. Provide not less than 7 days proactive notice of scheduled downtimes, service interruption, upgrades or preventive maintenance, if any; subject to the approval of DFA Temporary Headquarters and DFA-Aseana.</li> <li>b. The timeframe and duration of works, nature of the work to be undertaken, and the services to be affected must be included in the notice.</li> <li>c. The contractor must provide a single point of contact for customer support in both areas of network connectivity and Internet access.</li> <li>d. Shall respond to request for maintenance at no cost to DFA Temporary Headquarters and DFA-Aseana.</li> <li>e. Submit monthly access/usage reports to attest compliance to the SLA.</li> </ol> </li> </ol>	
	<ol style="list-style-type: none"> <li>3. Provide industry standard Service Level Agreement (SLA) for the dedicated internet subscription which shall carry a corresponding “Performance Credit” or rebate in favor of DFA Temporary Headquarters and DFA-Aseana</li> </ol>	

	<p>should any of the committed parameters mentioned below is not met.</p> <p>The selected ISP provider/s should be able to render the following services:</p> <ul style="list-style-type: none"> <li>a. Availability. Provide 99.6% link uptime in a month.</li> <li>b. Render 24 hours x 7 days customer service support</li> </ul> <p>Support response time</p> <ul style="list-style-type: none"> <li>i. 30 minutes for emergency tickets for the following categories: <ul style="list-style-type: none"> <li>o Link connection is down</li> <li>o Packet loss, variation in latency</li> <li>o Routing issue</li> </ul> </li> <li>ii. Twenty-four (24) hours response time for technical problems that require on-site services.</li> <li>iii. Rebate Schedule for Downtime Connection Interruption/Outage</li> </ul> <p>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 DFA Temporary Headquarters and DFA-Aseana without the need to report or claim on the outage. The credit allowance/rebate shall be applied to the next billing month.</p> <p>Credit for Interruptions to service will be allowed as follows:</p> <p>Interruptions of 24 Hours or less</p> <p><b>Length of Interruption — Credit</b></p> <ul style="list-style-type: none"> <li>Less than 30 minutes — None</li> <li>30 - 179 minutes — 3/10 day</li> <li>180 - 359 minutes — ½ day</li> <li>360 - 539 minutes — 1 ½ day</li> <li>540 - 719 minutes — 1 ¾ day</li> <li>720 - 899 minutes — 2 ¼ days</li> <li>900 - 1140 minutes — 3 days</li> </ul>	
	<p>4. 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.</p>	
<p><b>IV.</b></p>	<p><b>Implementations and Deliverables</b></p>	

The project covers the installation of the Internet at the DFA Temporary Headquarters as well as the DFA-Aseana.

1. The Contractor shall provide all materials and manpower resources necessary to establish the Internet service.
2. The Contractor must be able to deliver the Internet service on 01 April 2025 which shall be the start of the service duration.
3. The provider must include Pre-Installation, Actual Installation, Configuration and Testing Period Plans, or whichever applies.
  - a. Pre-Installation.
    - a.1 Provide detailed work plan specifying installation design, detailed activities, network diagram, whichever applies, showing connectivity from end user's datacenter up to the last mile and timelines.
  - b. Actual Installation.
    - b.1 Provide and install a Channel Service Unit/Data Service Unit (CSU/DSU) modem at both ends of the Internet connections.
    - b.2 Provide and install a Router at both ends of the Internet connections.
    - b.3 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.
    - b.4 Complete the delivery, installation and configuration within thirty (30) calendar days from the receipt of the Notice to Proceed.
  - c. Configuration.
    - c.1 Configure modem for specified connection requirements.
    - c.2. Configure router to the equivalent direct Internet connection speed.
    - c.3 Configure backup router, if any.
  - d. Testing Period.
    - d.1 The selected ISP shall notify DFA Temporary Headquarters and DFA-Aseana in writing seven (7) days prior to the required inspection/testing of the internet service connection.
    - d.2 The acceptance test procedure shall be in accordance with the following:
      - d.2.1 The acceptance testing will be undertaken for a period of seven (7) days.
      - d.2.2 Broadband internet will have no service interruption during the agreed test period.

	<p>d.2.3 The Internet bandwidth requirement is attained during working hours (i.e., 7:00 a.m. to 7:00 p.m.).</p> <p>e. 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.</p> <p>f. 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 DFA Temporary Headquarters' and DFA-Aseana's own equipment, and international/regional internet backbone problems.</p> <p>g. DFA Temporary Headquarters and DFA-Aseana shall issue Certificate of Inspection and Acceptance to the Provider upon successful completion of the testing while also certifying that the Service Provider conforms to Part III. Section A. Contractor's Responsibility.</p> <p>4. Shall maintain all equipment in proper working order.</p> <p>5. Provide an escalation list and procedure in reporting faults and outages.</p> <p>6. Provider must immediately advise DFA Temporary Headquarters and DFA-Aseana of any downtime occurrence or if any case the internet rerouted to a backup link.</p> <p>7. Providers must have standby equipment to immediately replace the existing equipment once found defective.</p>	
<b>V.</b>	<b>CONFIDENTIALITY CLAUSE</b>	
	<p>1. The Contractor shall ensure that each of its personnel assigned to service the Department's internet executes and signs a Non-Disclosure Agreement which is to be submitted to the Department prior to commencement of the service.</p> <p>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.</p> <p>3. The Contractor shall immediately inform the Department of breaches, attacks or other forms of cyber</p>	



	<p>threats/activities that may contribute to disclosure of any confidential information.</p> <p>4. Failure to comply with the confidentiality clause shall be subject to penalties provision of Republic Act No. 10173 – Data Privacy Act of 2012 and all other relevant existing rules and regulations.</p>	
<b>VI.</b>	<b>Other Provisions</b>	
	<p>1. The winning bidder that is awarded the Primary Internet Service Provider Contract (PB-GS-23-2024) is prohibited from participating in the bidding for the Alternate Internet Service Provider Contract (PB-GS-24-2024).</p> <p>2. The Contractor shall provide technical support in the event that the Department relocates to new premises, without additional cost to the Department.</p> <p>3. The Contractor shall ensure interoperability of their network appliance to the Department’s existing hardware components and system, without additional cost to the Department.</p> <p>4. The Procuring Entity or its representative shall have the right to inspect and/or to test the Goods to confirm their conformity to the Project specifications at no extra cost to the Procuring Entity in accordance with the Generic Procurement Manual.</p>	
<b>VII.</b>	<b>PAYMENT</b>	
	<p>1. The Contractor shall be paid within thirty (30) working days upon the submission of the sales 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).</p> <p>2. All payments shall be inclusive of all applicable taxes and other lawful charges.</p>	

*Note:*

Bidder 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 in behalf of the Bidder concerned. If the Bidder is a joint venture, the representative must have authority to sign for and in 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 Bidders 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]