



PHILIPPINE BIDDING DOCUMENTS

**DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT
FIELD OFFICE MIMAROPA**

**BIDDING DOCUMENTS FOR
PROCUREMENT OF SERVICES OF A
MANAGED NETWORK SERVICE
PROVIDER FOR THE PROVISION OF
INTERNET SERVICES IN DSWD
MIMAROPA REGIONAL AND
PROVINCIAL OFFICES
(EARLY PROCUREMENT ACTIVITY)
FOR CY 2025**

PROJECT ID NO. DSWD4B-2025-01

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Glossary of Acronyms, Terms, and Abbreviations

ABC – Approved Budget for the Contract.

BAC – Bids and Awards Committee.

Bid – A signed offer or proposal to undertake a contract submitted by a bidder in response to and in consonance with the requirements of the bidding documents. Also referred to as *Proposal* and *Tender*. (2016 revised IRR, Section 5[c])

Bidder – Refers to a contractor, manufacturer, supplier, distributor and/or consultant who submits a bid in response to the requirements of the Bidding Documents. (2016 revised IRR, Section 5[d])

Bidding Documents – The documents issued by the Procuring Entity as the bases for bids, furnishing all information necessary for a prospective bidder to prepare a bid for the Goods, Infrastructure Projects, and/or Consulting Services required by the Procuring Entity. (2016 revised IRR, Section 5[e])

BIR – Bureau of Internal Revenue.

BSP – Bangko Sentral ng Pilipinas.

Consulting Services – Refer to services for Infrastructure Projects and other types of projects or activities of the GOP requiring adequate external technical and professional expertise that are beyond the capability and/or capacity of the GOP to undertake such as, but not limited to: (i) advisory and review services; (ii) pre-investment or feasibility studies; (iii) design; (iv) construction supervision; (v) management and related services; and (vi) other technical services or special studies. (2016 revised IRR, Section 5[i])

CDA - Cooperative Development Authority.

Contract – Refers to the agreement entered into between the Procuring Entity and the Supplier or Manufacturer or Distributor or Service Provider for procurement of Goods and Services; Contractor for Procurement of Infrastructure Projects; or Consultant or Consulting Firm for Procurement of Consulting Services; as the case may be, as recorded in the Contract Form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.

CIF – Cost Insurance and Freight.

CIP – Carriage and Insurance Paid.

CPI – Consumer Price Index.

DDP – Refers to the quoted price of the Goods, which means “delivered duty paid.”

DTI – Department of Trade and Industry.

EXW – Ex works.

FCA – “Free Carrier” shipping point.

FOB – “Free on Board” shipping point.

Foreign-funded Procurement or Foreign-Assisted Project– Refers to procurement whose funding source is from a foreign government, foreign or international financing institution as specified in the Treaty or International or Executive Agreement. (2016 revised IRR, Section 5[b]).

Framework Agreement – Refers to a written agreement between a procuring entity and a supplier or service provider that identifies the terms and conditions, under which specific purchases, otherwise known as “Call-Offs,” are made for the duration of the agreement. It is in the nature of an option contract between the procuring entity and the bidder(s) granting the procuring entity the option to either place an order for any of the goods or services identified in the Framework Agreement List or not buy at all, within a minimum period of one (1) year to a maximum period of three (3) years. (GPPB Resolution No. 27-2019)

GFI – Government Financial Institution.

GOCC – Government-owned and/or –controlled corporation.

Goods – Refer to all items, supplies, materials and general support services, except Consulting Services and Infrastructure Projects, which may be needed in the transaction of public businesses or in the pursuit of any government undertaking, project or activity, whether in the nature of equipment, furniture, stationery, materials for construction, or personal property of any kind, including non-personal or contractual services such as the repair and maintenance of equipment and furniture, as well as trucking, hauling, janitorial, security, and related or analogous services, as well as procurement of materials and supplies provided by the Procuring Entity for such services. The term “related” or “analogous services” shall include, but is not limited to, lease or purchase of office space, media advertisements, health maintenance services, and other services essential to the operation of the Procuring Entity. (2016 revised IRR, Section 5[r])

GOP – Government of the Philippines.

GPPB – Government Procurement Policy Board.

INCOTERMS – International Commercial Terms.

Infrastructure Projects – Include the construction, improvement, rehabilitation, demolition, repair, restoration or maintenance of roads and bridges, railways, airports, seaports, communication facilities, civil works components of information technology projects, irrigation, flood control and drainage, water supply, sanitation, sewerage and solid waste management systems, shore protection, energy/power and electrification facilities, national

buildings, school buildings, hospital buildings, and other related construction projects of the government. Also referred to as *civil works or works*. (2016 revised IRR, Section 5[u])

LGUs – Local Government Units.

NFCC – Net Financial Contracting Capacity.

NGA – National Government Agency.

PhilGEPS - Philippine Government Electronic Procurement System.

Procurement Project – refers to a specific or identified procurement covering goods, infrastructure project or consulting services. A Procurement Project shall be described, detailed, and scheduled in the Project Procurement Management Plan prepared by the agency which shall be consolidated in the procuring entity's Annual Procurement Plan. (GPPB Circular No. 06-2019 dated 17 July 2019)

PSA – Philippine Statistics Authority.

SEC – Securities and Exchange Commission.

SLCC – Single Largest Completed Contract.

Supplier – refers to a citizen, or any corporate body or commercial company duly organized and registered under the laws where it is established, habitually established in business and engaged in the manufacture or sale of the merchandise or performance of the general services covered by his bid. (Item 3.8 of GPPB Resolution No. 13-2019, dated 23 May 2019). Supplier as used in these Bidding Documents may likewise refer to a distributor, manufacturer, contractor, or consultant.

UN – United Nations.

Section I. Invitation to Bid

**INVITATION TO BID FOR PROCUREMENT OF SERVICES OF A
MANAGED NETWORK SERVICE PROVIDER FOR THE PROVISION
OF INTERNET SERVICES IN DSWD FO MIMAROPA REGIONAL AND
PROVINCIAL OFFICES
(EARLY PROCUREMENT ACTIVITY)
PROJECT ID NO. DSWD4B-2025-001**

1. The *Department of Social Welfare and Development Field Office MIMAROPA*, through the *authorized appropriations under the FY 2025 General Appropriations Act of 2025* intends to apply the sum of ***Nineteen Million One Hundred Eighty Three Thousand One Hundred Fifty-Two Pesos Only (Php 19,183,152.00.)*** being the ABC to payments under the contract for *Project, "Procurement of Services of a Managed Network Service Provider for the Provision of Internet Services in DSWD MIMAROPA Regional and Provincial Offices with Project ID No. DSWD4B-2025-001"*. Bids received in excess of the ABC shall be automatically rejected at the bid opening
2. The DSWD Field Office MIMAROPA now invites bids for the above Procurement Project. Delivery of the Services is required by **January to December 31, 2025 within Forty Five (45) Calendar Days upon receipt of Notice to Proceed.** Bidders should have completed, within *three (3 years)* from the date of submission and receipt of bids, a contract similar to the Project. The description of an eligible bidder is contained in the Bidding Documents, particularly, in Section II (Instructions to Bidders).
3. Bidding will be conducted through open competitive bidding procedures using a non-discretionary "*pass/fail*" criterion as specified in the 2016 revised Implementing Rules and Regulations (IRR) of Republic Act (RA) No. 9184.
 - a. Bidding is restricted to Filipino citizens/sole proprietorships, partnerships, or organizations with at least sixty percent (60%) interest or outstanding capital stock belonging to citizens of the Philippines, and to citizens or organizations of a country the laws or regulations of which grant similar rights or privileges to Filipino citizens, pursuant to RA No. 5183.
4. Prospective Bidders may obtain further information from *DSWD Field Office MIMAROPA Bids and Awards Committee Secretariat* and inspect the Bidding Documents at the address given below during office hours from 8:00 A.M to 5:00 P.M.
5. A complete set of Bidding Documents may be acquired by interested Bidders on ***November 13, 2024 to December 3, 2024*** from the given address and website(s) below

and upon payment of the applicable fee for the Bidding Documents, pursuant to the latest Guidelines issued by the GPPB, in the amount of Twenty Five Thousand Pesos Only (**Php 25,000.00**) .

It may also be downloaded free of charge from the website of the Philippine Government Electronic Procurement System (PHILGEPS) and the website of the Procuring Entity , provided that the bidders shall pay the applicable fee for the Bidding Documents not later than the submission of their bids.

Payment for the purchase of Bid Documents may be deposited thru electronic fund transfer or over-the-counter (OTC) transaction to:

Account Name: **DSWD IV-B MISCELLANEOUS TRUST FUND**
Type Account: **Land Bank (Main –Cash Dept) Current Account**
Account Number: **3402-1021-51**

Proof of payment of bid documents i.e photos/ screenshots/printouts of electronic fund transfer receipts, actual OTC deposit receipts should be submitted with or before the submission of bid documents.

6. The *DSWD Field Office MIMAROPA* will hold a Pre-Bid Conference¹ on **November 21, 2024 1:30 P.M** through video conferencing or webcasting *via google meet*, which shall be open to prospective bidders.

Interested bidders who would like to join the Pre-Bid Conference through video teleconferencing (google meet) may send at procurement.fomimaropa@dswd.gov.ph not later than November 21, 2024 the following details so that the DSWD Field Office MIMAROPA BAC Secretariat may send the link and other instructions for the conduct of the video conference;

- a. Name of Company;
- b. Name of Authorized Representative/s;
- c. Contact Number;
- d. Email Address

7. Bids must be duly received by the BAC Secretariat through manual submission at the office address indicated below on or before **December 3, 2024 Tuesday 12:00 NN. at DSWD Field Office MIMAROPA , 1680 F.T Benitez cor Malvar Sts, Malate, Manila. Late bids shall not be accepted.**

Should there happen a fortuitous event, the Pre-Bid Conference and Submission/Opening of Bids shall be automatically conducted on the next available working day , after the dates as above mentioned respectively for each of the afore-stated activities at the same time and place without need of further advertisement/posting.

8. All Bids must be accompanied by a bid security in any of the acceptable forms and in the amount stated in **ITB** Clause 14.

¹ May be deleted in case the ABC is less than One Million Pesos (PhP1,000,000) where the Procuring Entity may not hold a Pre-Bid Conference.

9. Bid opening shall be on **December 3, 2024 Tuesday 1:30 P.M at DSWD Admin Building, 1680 F.T Benitez cor Malvar Sts, Malate, Manila and/or via Video Teleconferencing (VTC)thru google meet**. Bids will be opened in the presence of the bidders' representatives who choose to attend the activity.
10. The DSWD Field Office MIMAROPA reserves the right to reject any and all bids, declare a failure of bidding, or not award the contract at any time prior to contract award in accordance with Sections 35.6 and 41 of the 2016 revised IRR of RA No. 9184, without thereby incurring any liability to the affected bidder or bidders.
11. For further information, please refer to:

Harvy B. Calabio

BAC Secretariat Head

DSWD FO MIMAROPA Bids and Awards Committee

DSWD FO MIMAROPA

1680 F.T Benitez cor Malvar Sts, Malate, Manila

Telephone Number: 5328-5111 Local 24052

Cellphone Number : +63998-474-6898

Email Address: procurement.fomimaropa@dswd.gov.ph

Website: www.fo4b.dswd.gov.ph

12. You may visit the following websites:

For downloading of Bidding Documents: **www.fo4b.dswd.gov.ph**

November 11, 2024

(ORIGINAL SIGNED)
KENNETH M. MONTENEGRO
BAC Chairperson

Section II. Instructions to Bidders

Notes on the Instructions to Bidders

This Section on the Instruction to Bidders (ITB) provides the information necessary for bidders to prepare responsive bids, in accordance with the requirements of the Procuring Entity. It also provides information on bid submission, eligibility check, opening and evaluation of bids, post-qualification, and on the award of contract.

1. Scope of Bid

The Procuring Entity, *DSWD Field Office MIMAROPA* wishes to receive Bids for the, *Procurement of Services of a Managed Network Service Provider for the Provision of Internet Services in DSWD MIMAROPA Regional and Provincial Offices* with identification number *DSWD4B-2025-001*

The Procurement Project (referred to herein as “Project”) is composed of a single lot the details of which are described in Section VII (Technical Specifications)

2. Funding Information

2.1. The GOP through the source of funding as indicated below for *Fiscal Year 2024* in the amount of ₱ of ***Nineteen Million One Hundred Eighty Three Thousand One Hundred Fifty Two Pesos Only (Php 19,183,152.00.)***

2.2. The source of funding is NGA, the National Expenditure Program

3. Bidding Requirements

The Bidding for the Project shall be governed by all the provisions of RA No. 9184 and its 2016 revised IRR, including its Generic Procurement Manuals and associated policies, rules and regulations as the primary source thereof, while the herein clauses shall serve as the secondary source thereof.

Any amendments made to the IRR and other GPPB issuances shall be applicable only to the ongoing posting, advertisement, or **IB** by the BAC through the issuance of a supplemental or bid bulletin.

The Bidder, by the act of submitting its Bid, shall be deemed to have verified and accepted the general requirements of this Project, including other factors that may affect the cost, duration and execution or implementation of the contract, project, or work and examine all instructions, forms, terms, and project requirements in the Bidding Documents.

4. Corrupt, Fraudulent, Collusive, and Coercive Practices

The Procuring Entity, as well as the Bidders and Suppliers, shall observe the highest standard of ethics during the procurement and execution of the contract. They or through an agent shall not engage in corrupt, fraudulent, collusive, coercive, and obstructive practices defined under Annex “I” of the 2016 revised IRR of RA No. 9184 or other integrity violations in competing for the Project.

5. Eligible Bidders

5.1. Only Bids of Bidders found to be legally, technically, and financially capable will be evaluated.

5.2. Foreign ownership limited to those allowed under the rules may participate in this Project.

5.3. Pursuant to Section 23.4.1.3 of the 2016 revised IRR of RA No.9184, the Bidder shall have an SLCC that is at least one (1) contract similar to the Project the value of which, adjusted to current prices using the PSA's CPI, must be at least equivalent to:

- a. For the procurement of Non-expendable Supplies and Services: The Bidder must have completed **a single contract that is similar to this Project, equivalent to at least fifty percent (50%) of the ABC.**

5.4. The Bidders shall comply with the eligibility criteria under Section 23.4.1 of the 2016 IRR of RA No. 9184.

6. Origin of Goods

There is no restriction on the origin of goods other than those prohibited by a decision of the UN Security Council taken under Chapter VII of the Charter of the UN, subject to Domestic Preference requirements under **ITB** Clause 18.

7. Subcontracts

7.1. The Bidder may subcontract portions of the Project to the extent allowed by the Procuring Entity as stated herein, but in no case more than twenty percent (20%) of the Project.

The Procuring Entity has prescribed that:

- a. Subcontracting is allowed. The portions of Project and the maximum percentage allowed to be subcontracted are indicated in the **BDS**, which shall not exceed twenty percent (20%) of the contracted Goods.

7.2. The Supplier may identify its subcontractor during the contract implementation stage. Subcontractors identified during the bidding may be changed during the implementation of this Contract. Subcontractors must submit the documentary requirements under Section 23.1 of the 2016 revised IRR of RA No. 9184 and comply with the eligibility criteria specified in **ITB** Clause 5 to the implementing or end-user unit.

7.3. Subcontracting of any portion of the Project does not relieve the Supplier of any liability or obligation under the Contract. The Supplier will be responsible for the acts, defaults, and negligence of any subcontractor, its agents, servants, or workmen as fully as if these were the Supplier's own acts, defaults, or negligence, or those of its agents, servants, or workmen.

8. Pre-Bid Conference

The Procuring Entity will hold a pre-bid conference for this Project on the specified date and time and either at its physical address and/or through videoconferencing/webcasting} as indicated in paragraph 6 of the **IB**.

9. Clarification and Amendment of Bidding Documents

Prospective bidders may request for clarification on and/or interpretation of any part of the Bidding Documents. Such requests must be in writing and received by the Procuring Entity, either at its given address or through electronic mail indicated in the **IB**, at least ten (10) calendar days before the deadline set for the submission and receipt of Bids.

10. Documents comprising the Bid: Eligibility and Technical Components

- 10.1. The first envelope shall contain the eligibility and technical documents of the Bid as specified in **Section VIII (Checklist of Technical and Financial Documents)**.
- 10.2. The Bidder's SLCC as indicated in **ITB** Clause 5.3 should have been completed within *three (3 years)* prior to the deadline for the submission and receipt of bids.
- 10.3. If the eligibility requirements or statements, the bids, and all other documents for submission to the BAC are in foreign language other than English, it must be accompanied by a translation in English, which shall be authenticated by the appropriate Philippine foreign service establishment, post, or the equivalent office having jurisdiction over the foreign bidder's affairs in the Philippines. Similar to the required authentication above, for Contracting Parties to the Apostille Convention, only the translated documents shall be authenticated through an apostille pursuant to GPPB Resolution No. 13-2019 dated 23 May 2019. The English translation shall govern, for purposes of interpretation of the bid.

11. Documents comprising the Bid: Financial Component

- 11.1. The second bid envelope shall contain the financial documents for the Bid as specified in **Section VIII (Checklist of Technical and Financial Documents)**.
- 11.2. If the Bidder claims preference as a Domestic Bidder or Domestic Entity, a certification issued by DTI shall be provided by the Bidder in accordance with Section 43.1.3 of the 2016 revised IRR of RA No. 9184.
- 11.3. Any bid exceeding the ABC indicated in paragraph 1 of the **IB** shall not be accepted.

12. Bid Prices

12.1. Prices indicated on the Price Schedule shall be entered separately.

13. Bid and Payment Currencies

13.1. For Goods that the Bidder will supply from outside the Philippines, the bid prices may be quoted in the local currency or tradeable currency accepted by the BSP at the discretion of the Bidder. However, for purposes of bid evaluation, Bids denominated in foreign currencies, shall be converted to Philippine currency based on the exchange rate as published in the BSP reference rate bulletin on the day of the bid opening.

13.2. Payment of the contract price shall be made in Philippine Pesos

14. Bid Security

14.1. The Bidder shall submit a Bid Securing Declaration² or any form of Bid Security in the amount indicated in the **BDS**, which shall be not less than the percentage of the ABC in accordance with the schedule in the **BDS**.

14.2. The Bid and bid security shall be valid for **One Hundred Twenty Calendar Days**. Any Bid not accompanied by an acceptable bid security shall be rejected by the Procuring Entity as non-responsive.

15. Sealing and Marking of Bids

Each Bidder shall submit three (3) copies of the first and second components of its Bid.

The Procuring Entity may request additional hard copies and/or electronic copies of the Bid. However, failure of the Bidders to comply with the said request shall not be a ground for disqualification.

16. Deadline for Submission of Bids

16.1. The Bidders shall submit on the specified date and time and either at its physical address or through online submission as indicated in paragraph 7 of the **IB**.

17. Opening and Preliminary Examination of Bids

17.1. The BAC shall open the Bids in public at the time, on the date, and at the place specified in paragraph 9 of the **IB**. The Bidders' representatives who are present

² In the case of Framework Agreement, the undertaking shall refer to entering into contract with the Procuring Entity and furnishing of the performance security or the performance securing declaration within ten (10) calendar days from receipt of Notice to Execute Framework Agreement.

shall sign a register evidencing their attendance. In case videoconferencing, webcasting or other similar technologies will be used, attendance of participants shall likewise be recorded by the BAC Secretariat.

In case the Bids cannot be opened as scheduled due to justifiable reasons, the rescheduling requirements under Section 29 of the 2016 revised IRR of RA No. 9184 shall prevail.

- 17.2. The preliminary examination of bids shall be governed by Section 30 of the 2016 revised IRR of RA No. 9184.

18. Domestic Preference

- 18.1. The Procuring Entity will grant a margin of preference for the purpose of comparison of Bids in accordance with Section 43.1.2 of the 2016 revised IRR of RA No. 9184.

19. Detailed Evaluation and Comparison of Bids

- 19.1. The Procuring BAC shall immediately conduct a detailed evaluation of all Bids rated “*passed*,” using non-discretionary pass/fail criteria. The BAC shall consider the conditions in the evaluation of Bids under Section 32.2 of the 2016 revised IRR of RA No. 9184.
- 19.2. The Project shall be awarded as One Project having several items that shall be awarded as one contract.
- 19.3. Except for bidders submitting a committed Line of Credit from a Universal or Commercial Bank in lieu of its NFCC computation, all Bids must include the NFCC computation pursuant to Section 23.4.1.4 of the 2016 revised IRR of RA No. 9184, which must be sufficient for the total of the ABCs for all the lots or items participated in by the prospective Bidder. For bidders submitting the committed Line of Credit, it must be at least equal to ten percent (10%) of the ABCs for all the lots or items participated in by the prospective Bidder.

20. Post-Qualification

Within a non-extendible period of five (5) calendar days from receipt by the Bidder of the notice from the BAC that it submitted the Lowest Calculated Bid, the Bidder shall submit its latest income and business tax returns filed and paid through the BIR Electronic Filing and Payment System (eFPS) and other appropriate licenses and permits required by law and stated in the **BDS**.

21. Signing of the Contract

21.1. The documents required in Section 37.2 of the 2016 revised IRR of RA No. 9184 shall form part of the Contract. Additional Contract documents are indicated in the **BDS**.

Section III. Bid Data Sheet

Bid Data Sheet

ITB Clause	
5.3	<p>For this purpose, contracts similar to the Project shall be:</p> <ul style="list-style-type: none"> a. Provision of Internet Services b. completed within three (3 years) prior to the deadline for the submission and receipt of bids.
14.1	<p>The bid security shall be in the form of a <i>Bid Securing Declaration</i>, or any of the following forms and amounts:</p> <ul style="list-style-type: none"> a. The amount of not less than Three Hundred Eighty Three Thousand Six Hundred Sixty Three Pesos and 04/100 Only (Php 383,663.04) if bid security is in cash, cashier's/manager's check, bank draft/guarantee or irrevocable letter of credit; or b. The amount of not less than Nine Hundred Fifty-Nine Thousand One Hundred Fifty Seven Pesos and 60/100 Only (Php 959,157.60) if bid security is in Surety Bond.
20	<p><i>National Telecommunication Commission Certification /Permit/License/Authority</i></p>
21.1	<p><i>No additional requirements</i></p>

Section IV. General Conditions of Contract

1. Scope of Contract

This Contract shall include all such items, although not specifically mentioned, that can be reasonably inferred as being required for its completion as if such items were expressly mentioned herein. All the provisions of RA No. 9184 and its 2016 revised IRR, including the Generic Procurement Manual, and associated issuances, constitute the primary source for the terms and conditions of the Contract, and thus, applicable in contract implementation. Herein clauses shall serve as the secondary source for the terms and conditions of the Contract.

This is without prejudice to Sections 74.1 and 74.2 of the 2016 revised IRR of RA No. 9184 allowing the GPPB to amend the IRR, which shall be applied to all procurement activities, the advertisement, posting, or invitation of which were issued after the effectivity of the said amendment.

Additional requirements for the completion of this Contract shall be provided in the **Special Conditions of Contract (SCC)**.

2. Advance Payment and Terms of Payment

2.1. Advance payment of the contract amount is provided under Annex “D” of the revised 2016 IRR of RA No. 9184.

2.2. The Procuring Entity is allowed to determine the terms of payment on the partial or staggered delivery of the Goods procured, provided such partial payment shall correspond to the value of the goods delivered and accepted in accordance with prevailing accounting and auditing rules and regulations. The terms of payment are indicated in the **SCC**.

3. Performance Security

Within ten (10) calendar days from receipt of the Notice of Award by the Bidder from the Procuring Entity but in no case later than prior to the signing of the Contract by both parties, the successful Bidder shall furnish the performance security in any of the forms prescribed in Section 39 of the 2016 revised IRR of RA No. 9184.

4. Inspection and Tests

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. In addition to tests in the **SCC, Section IV (Technical Specifications)** shall specify what inspections and/or tests the Procuring Entity requires, and where they are to be conducted. The Procuring Entity shall notify the Supplier in writing, in a timely manner, of the identity of any representatives retained for these purposes.

All reasonable facilities and assistance for the inspection and testing of Goods, including access to drawings and production data, shall be provided by the Supplier to the authorized inspectors at no charge to the Procuring Entity.

5. Warranty

5.1 In order to assure that manufacturing defects shall be corrected by the Supplier, a warranty shall be required from the Supplier as provided under Section 62.1 of the 2016 revised IRR of RA No. 9184.

The Procuring Entity shall promptly notify the Supplier in writing of any claims arising under this warranty. Upon receipt of such notice, the Supplier shall, repair or replace the defective Goods or parts thereof without cost to the Procuring Entity, pursuant to the Generic Procurement Manual

6. Liability of the Supplier

The Supplier's liability under this Contract shall be as provided by the laws of the Republic of the Philippines.

If the Supplier is a joint venture, all partners to the joint venture shall be jointly and severally liable to the Procuring Entity.

Section V. Special Conditions of Contract

Special Conditions of Contract

GCC Clause	
1	<p>c. Internet Connectivity: Provision of high-speed internet services</p> <p>ii. The project covers the installation of Dedicated Internet Access and Broadband Internet Service lines for the DSWD Field Office MIMAROPA and Fifteen (15) Sub-regional Sites as listed on Annex A and Operational Management of these Internet Service Providers under the Managed Network Service Provider</p> <p>Set Parameters of a Managed Network Service Provider (MNSP) who will identify, evaluate, facilitate and managed reputable and distinct Internet Service Providers that will provide reliable and high-quality internet services and that will align with DSWD Field Office MIMAROPA internet connectivity and networking requirements</p> <p>The Parameters are as follows:</p> <ul style="list-style-type: none"> a. The winning Bidder MNSP (Managed Network Service Provider) shall facilitate the provision of Internet connectivity of different and distinct service providers through optical fiber connectivity, necessary hardware, terminations and other services required to set up the Internet connection. b. The Managed Network Service Provider (MNSP) to select, handle, facilitate and coordinate with the different and distinct Internet Service Provider under the parameters set forth by the DSWD Field Office MIMAROPA during Pre and Post Installation, configuration and commissioning that includes but not limited to User Acceptance Test (UAT) and Service Connection Turn Over <p>The provision of internet services must be compliant to the following specifications:</p> <ul style="list-style-type: none"> d. PRIMARY INTERNET SERVICE - DEDICATED INTERNET ACCESS LINE TO DSWD FO MIMAROPA REGIONAL OFFICE (1 Gbps) e. SECONDARY INTERNET SERVICE - DEDICATED INTERNET ACCESS LINE TO DSWD FO MIMAROPA REGIONAL OFFICE (1 Gbps)

	<p>f. PRIMARY INTERNET SERVICES - BROADBAND LINE TO 15 SUB-REGIONAL AND EXTENSION SITES - Broadband (200 Mbps)</p> <p>g. SECONDARY INTERNET SERVICES - BROADBAND LINE TO 11 SUB-REGIONAL SITES- Broadband (200 Mbps)</p> <p>B. Network Management: 24/7 monitoring and management of internet service network performance.</p> <p>a. The Managed Network Service Provider must have a dedicated Service Desk Engineer</p> <p>b. Provision of incident reports and updates in case of connection failure;</p> <p>c. Provision of monthly utilization graphs and/or MRTG tool or any equivalent software for monitoring of link quality and bandwidth utilization;</p> <p>C. Technical Support: Providing technical support and troubleshooting services.</p> <p>a. Provision of 24x7 support services;</p> <p>b. The Managed Network Service Provider (MNSP) will act as the single point of contact between the Internet Service Providers and DSWD Field Office MIMAROPA. Facilitate, coordinate and monitor raised concerns and issues regarding Internet connections to and from Service providers and DSWD</p> <p>c. Inclusion of One (1) allowable transfer of internet service facility per circuit, in case of relocation of office.</p> <p>D. Compliance: Ensuring compliance with relevant regulations and standards.</p> <p>a. Entering into a Service Level Agreement which defines parameters of rebates for non-performance, etc.</p>
2.2	<p>For services rendered, the SERVICE PROVIDER shall submit monthly/quarterly billing statements with all required attachments in compliance with accounting and auditing rules and regulations. The delays in the payment should not be grounds for the immediate cut-off of the service. The agency should be given ample time (at least 30 calendar days) to process the payment of the service provider.</p>

	Statement of Account shall be 1 st week of the following month after the services have been rendered.
3	No further instructions
4	<p>The inspection and tests that will be conducted are:</p> <ol style="list-style-type: none"> 1. The selected network provider shall notify DSWD FO MIMAROPA in writing seven (7) days prior to the required inspection/testing of the internet service connection. 2. The acceptance test procedure shall be in accordance with the following: <ol style="list-style-type: none"> a. The acceptance testing will be undertaken for a period of seven (7) days. b. Broadband internet will have no service interruption during the agreed test period. c. The Internet bandwidth requirement is attained during working hours (i.e., 7:00 a.m. to 7:00 p.m.). d. MRTG or any equivalent software should be in place e. and other test parameters that will be agreed by the parties concern <p>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>Start of the Contractor’s billing shall be based on the date of issuance of “Certificate of Acceptance”.</p> <p>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 MIMAROPA’s own equipment, and international/regional internet backbone problems.</p> <p>DSWD FO MIMAROPA shall issue Certificate of Inspection and Acceptance to the Provider upon successful completion of the testing certifying that the Service Provider conforms to Scope of Services and Project Duration</p>

Section VI. Schedule of Requirements

The delivery schedule expressed as weeks/months stipulates hereafter a delivery date which is the date of delivery to the project site.

Item Number	Description	Quantity	Total	Delivered, Weeks/Months
1	PROVISION OF PRIMARY INTERNET SERVICE THROUGH INSTALLATION OF DEDICATED INTERNET ACCESS LINE TO DSWD FO MIMAROPA REGIONAL OFFICE (Bandwidth – 1Gbps) <ul style="list-style-type: none"> • Regional Office, Malate, Manila 	1	1	January – December 31, 2025
2	PROVISION OF SECONDARY INTERNET SERVICE THROUGH INSTALLATION OF DEDICATED INTERNET ACCESS LINE TO DSWD FO MIMAROPA REGIONAL OFFICE (Bandwidth – 1Gbps) <ul style="list-style-type: none"> Regional Office, Malate, Manila 	1	1	January – December 31, 2025
3	PROVISION OF PRIMARY INTERNET SERVICES TO 15 SUB-REGIONAL SITES THROUGH INSTALLATION OF BROADBAND INTERNET LINE (Bandwidth – 200 Mbps) <ul style="list-style-type: none"> • SWAD Occidental Mindoro- San Jose, Occidental Mindoro • SWAD Occidental Mindoro- Extension Office- Mamburao, Occidental Mindoro • POO Occidental Mindoro- San Jose, Occidental Mindoro • SWAD Oriental Mindoro- Calapan City, Oriental Mindoro • POO Oriental Mindoro- Calapan City, Oriental Mindoro • SWAD Oriental Mindoro Extension Office- Calapan City, Oriental Mindoro 	15	15	January – December 31, 2025

	<ul style="list-style-type: none"> • MIMAROPA Youth Center- Bansud , Oriental Mindoro • SWAD Marinduque- Boac, Marinduque • SWAD Marinduque Extension Office- Boac, Marinduque • POO Marinduque- Boac, Marinduque • SWAD Romblon- Odiongan, Romblon • POO Romblon- Odiongan, Romblon • SWAD Palawan- Puerto Princesa City, Palawan • SWAD Palawan Extension Office • POO Palawan- Puerto Princesa City, Palawan 			
4	<p>PROVISION OF SECONDARY INTERNET SERVICES TO 11 SUB-REGIONAL SITES THROUGH INSTALLATION OF BROADBAND INTERNET LINE (Bandwidth – 200 Mbps)</p> <ul style="list-style-type: none"> • SWAD Occidental Mindoro- San Jose, Occidental Mindoro • POO Occidental Mindoro- San Jose, Occidental Mindoro • SWAD Oriental Mindoro- Calapan City, Oriental Mindoro • POO Oriental Mindoro- Calapan City, Oriental Mindoro • MIMAROPA Youth Center- Bansud , Oriental Mindoro • SWAD Marinduque- Boac, Marinduque • POO Marinduque- Boac, Marinduque • SWAD Romblon- Odiongan, Romblon • POO Romblon- Odiongan, Romblon • SWAD Palawan- Puerto Princesa City, Palawan • POO Palawan- Puerto Princesa City, Palawan 	11	11	January – December 31, 2025

I hereby certify to comply and deliver all the above requirements.

Name of Company/Bidder

Signature Over Printed Name of Representative

Date

Section VII. Technical Specifications

Bidders must state here either “**Comply**” or any equivalent term in the column “Bidder’s Statement of Compliance” against each of the individual parameters of each “Specification”.

*[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.]*

Item	Specification	Bidder’s Statement of Compliance
1.	Qualifications of the Service Provider (Bidder) (see attached Annex “A” [Detailed Technical Specifications], item III	
2.	Scope of Services (see attached Annex “A” [Detailed Technical Specifications], item IV	
3.	Project Duration and Period of Engagement (see attached Annex “A” [Detailed Technical Specifications], item V	
4.	Roles and Responsibilities of the Managed Network Service Provider (see attached Annex “A” [Detailed Technical Specifications], item VI	
5.	Institutional Arrangements (see attached Annex “A” [Detailed Technical Specifications], item VII	
6.	Criteria for Evaluation for Shortlisting and Technical Requirements (see attached Annex “A” [Detailed Technical Specifications], item VIII	
7.	Ownership and Publication Rights, (see attached Annex “A” [Detailed Technical Specifications], item IX	
8.	Performance Review and Assessment (see attached Annex “A” [Detailed Technical Specifications], item X	

I hereby certify to comply and deliver all the above requirements.

Name of Company/Bidder Signature Over Printed Name of Representative Date

DETAILED TECHNICAL SPECIFICATIONS**I-PROJECT TITLE**

Procurement of Services of a Managed Network Service Provider for the Provision of Internet Services in DSWD MIMAROPA Regional and Sub-Regional Offices

II- OBJECTIVES

The primary objectives of this Terms of Reference (ToR) document is to select for a reputable Managed Network Service Provider (MNSP) that would deliver the following objectives:

- To provide high-speed, reliable internet connectivity.
- To ensure continuous network monitoring and management.
- To offer robust security measures against cyber threats.
- To provide technical support and troubleshooting services.
- To ensure compliance with relevant regulations and standards.

III- QUALIFICATIONS OF THE MANAGED NETWORK SERVICE PROVIDER

- a. The Managed Network Service Provider should have done at least three (3) successful similar projects with certifications and proof of satisfactory service from the clients.
- b. To ensure effective implementation of the project, the Managed Network Service Provider must have a Project Management Office and will provide a Project Manager with at least 5 years experience in managing similar projects of at least 50% of Approved Budget for the Contract.
- c. The Managed Network Service Provider Must have a dedicated Service Desk Engineer for this Project with the following key role
 - a. Act as the single point of contact to support end user connection related concerns
 - b. Log, report, monitor and update ticket to respective Service providers.
 - c. Follow the standard policies and procedures for ticket triage.
 - d. Ticket monitoring from the onset to resolution.
 - e. Perform basic support tasks and escalate issues for complex requests.
 - f. Record, track and document service desk requests and problem-solving processes, including all successful and failed actions taken through to final resolution
- d. The Managed network Service Provider must provide seven days a week and 24 hours per day coverage for technical assistance and/or helpdesk facilities. Any problem should be resolved within a maximum of 24 hours after the notification.
- e. The Managed network Service Provider must have a Network Monitoring System (NMS) supported by a qualified and experienced engineers/technical support team.

IV- SCOPE OF SERVICES

A. i. Internet Connectivity: Provision of high-speed internet services.

i. The project covers the installation of **Dedicated Internet Access and Broadband Internet Service lines** for the **DSWD Field Office MIMAROPA and Fifteen (15) Sub-regional Sites** as listed on **Annex A** and Operational Management of these Internet Service Providers under the Managed Network Service Provider

Set Parameters for the Managed Network Service Provider (MNSP) who will identify, evaluate, facilitate and managed reputable and distinct Internet Service Providers that will provide reliable and high-quality internet services and that will align with DSWD Field Office MIMAROPA internet connectivity and networking requirements

The Parameters are as follows:

- b. The winning Bidder MNSP (Managed Network Service Provider) shall facilitate the provision of Internet connectivity of different and distinct service providers through optical fiber connectivity, necessary hardware, terminations and other services required to set up the Internet connection.
- c. The Managed Network Service Provider (MNSP) to select, handle, facilitate and coordinate with the different and distinct Internet Service Provider under the parameters set forth by the DSWD Field Office MIMAROPA during Pre and Post Installation, configuration and commissioning that includes but not limited to User Acceptance Test (UAT) and Service Connection Turn Over.

The provision of internet services must be compliant to the following specifications:

- **PRIMARY INTERNET SERVICE - DEDICATED INTERNET ACCESS LINE TO DSWD FO MIMAROPA REGIONAL OFFICE**
 - i. **DEDICATED LINE (1Gbps)**
 - 1. Subscription Type:
 - a. Dedicated Internet Access
 - 2. Delivery Site (see Annex A for the Addresses)
 - a. DSWD FO MIMAROPA Regional Office
 - 3. Bandwidth
 - a. 1Gbps
 - 4. Symmetric Committed Information Rates (CIR)
 - a. DSWD FO MIMAROPA Regional Office - 1:1
 - 5. Service Level Commitment for latency:
 - a. POP-to-POP Latency: less than 100ms
 - b. Packet loss: Less than 1% (Ave. over 1000 ping) at any given point in time
 - 6. Must provide at least /29 usable public Static IP

7. Inclusive of conduits and in-house wiring
8. Inclusive of all needed customer premise equipment
9. Should there be a transfer of office in the future, the Service Provider should shoulder the transfer and installation costs.
10. 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.

- **SECONDARY INTERNET SERVICE - DEDICATED INTERNET ACCESS LINE TO DSWD FO MIMAROPA REGIONAL OFFICE**

- i. **DEDICATED LINE (1Gbps)**

1. Subscription Type:
 - a. Dedicated Internet Access
2. Delivery Site (see Annex A for the Addresses)
 - a. DSWD FO MIMAROPA Regional Office
3. Bandwidth
 - a. 1Gbps
4. Symmetric Committed Information Rates (CIR)
 - a. DSWD FO MIMAROPA Regional Office - 1:1
5. Service Level Commitment for latency:
 - a. POP-to-POP Latency: less than 100ms
 - b. Packet loss: Less than 1% (Ave. over 1000 ping) at any given point in time
6. Must provide at least /29 usable public Static IP
7. Inclusive of conduits and in-house wiring
8. Inclusive of all needed customer premise equipment
9. Should there be a transfer of office in the future, the Service Provider should shoulder the transfer and installation costs.
10. 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.

- **PRIMARY INTERNET SERVICES - BROADBAND LINE TO 15 SUB-REGIONAL AND EXTENSION SITES**

- i. **BROADBAND LINE (200 Mbps)**

1. Delivery Sites (see Annex A for the Addresses)
 - a. SWAD OCCIDENTAL MINDORO
 - b. POO OCCIDENTAL MINDORO
 - c. SWAD ORIENTAL MINDORO
 - d. POO ORIENTAL MINDORO
 - e. SWAD MARINDUQUE
 - f. POO MARINDUQUE
 - g. SWAD ROMBLON
 - h. POO ROMBLON

- i. SWAD PALAWAN
 - j. POO PALAWAN
 - k. MIMAROPA YOUTH CENTER
 - l. SWAD OCCIDENTAL MINDORO EXTENSION OFFICE
 - m. SWAD ORIENTAL MINDORO EXTENSION OFFICE
 - n. SWAD MARINDUQUE EXTENSION OFFICE
 - o. SWAD PALAWAN EXTENSION OFFICE
 - 2. Bandwidth
 - a. 200Mbps
 - 3. Symmetric Committed Information Rates (CIR)
 - a. 30%
 - 4. Must provide at least 1 usable public Static IP per circuit
 - 5. Inclusive of conduits and in-house wiring
 - 6. Inclusive of all needed customer premise equipment
 - 7. Should there be a transfer of office in the future, the Service Provider should shoulder the transfer and installation costs.
 - 8. 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.
- **SECONDARY INTERNET SERVICES - BROADBAND LINE TO 11 SUB-REGIONAL SITES**
 - i. **BROADBAND LINE (200 Mbps)**
 - 1. Delivery Sites (see Annex A for the Addresses)
 - a. SWAD OCCIDENTAL MINDORO
 - b. POO OCCIDENTAL MINDORO
 - c. SWAD ORIENTAL MINDORO
 - d. POO ORIENTAL MINDORO
 - e. SWAD MARINDUQUE
 - f. POO MARINDUQUE
 - g. SWAD ROMBLON
 - h. POO ROMBLON
 - i. SWAD PALAWAN
 - j. POO PALAWAN
 - k. MIMAROPA YOUTH CENTER
 - 2. Bandwidth
 - a. 200Mbps
 - 3. Symmetric Committed Information Rates (CIR)
 - a. 30%
 - 4. Must provide at least 1 usable public Static IP per circuit
 - 5. Inclusive of conduits and in-house wiring
 - 6. Inclusive of all needed customer premise equipment
 - 7. Should there be a transfer of office in the future, the Service Provider should shoulder the transfer and installation costs.

8. 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.

B. Network Management: 24/7 monitoring and management of internet service network performance.

- a. The Managed Network Service Provider must have a dedicated Service Desk Engineer for this Project with the following key roles:
 - i. Act as the single point of contact to support end user connection related concerns
 - ii. Log, report, monitor and update ticket to respective Service providers.
 - iii. Follow the standard policies and procedures for ticket triage.
 - iv. Ticket monitoring from the onset to resolution.
 - v. Perform basic support tasks and escalate issues for complex requests.
 - vi. Record, track and document service desk requests and problem-solving processes, including all successful and failed actions taken through to final resolution
- b. Provision of incident reports and updates in case of connection failure;
- c. Provision of monthly utilization graphs and/or MRTG tool or any equivalent software for monitoring of link quality and bandwidth utilization;

C. Technical Support: Providing technical support and troubleshooting services.

- d. Provision of 24x7 support services;
- e. The Managed Network Service Provider (MNSP) will act as the single point of contact between the Internet Service Providers and DSWD Field Office MIMAROPA. Facilitate, coordinate and monitor raised concerns and issues regarding Internet connections to and from Service providers and DSWD
- f. Inclusion of One (1) allowable transfer of internet service facility per circuit, in case of relocation of office.

D. Compliance: Ensuring compliance with relevant regulations and standards.

- b. Entering into a Service Level Agreement which defines parameters of rebates for non-performance, etc.

V- PROJECT DURATION AND PERIOD OF ENGAGEMENT

Twelve months (January 1, 2025 to December 31, 2025) of service subscription and payment may be done monthly or quarterly. Statement of Account (Inclusive of Tax) will arrive in the 1st week of the following month or quarter.

Monthly or Quarterly Billing of the service provider shall be consolidated to all the lines installed. The delays in the payment should not be grounds for the immediate cut-off

of the service. The agency should be given ample time (at least 30 calendar days) to process the payment of the service provider.

VI- ROLES AND RESPONSIBILITIES OF THE MANAGED NETWORK SERVICE PROVIDER

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

a. Pre-Installation

1. The Managed Network Service Provider should provide a Project Implementation Plan
2. The Managed Network Service Provider should provide a Responsibility Assignment Matrix
3. The Managed Network Service Provider should provide a Project Manager to handle the project execution
4. The team must possess expertise and experience in implementing each component of the whole project

b. Actual Installation

1. Provide and install a Channel Service Unit/Data Service Unit (CSU/DSU) or any equivalent network termination unit.
2. Provide and install a Router or modem, whichever applies, at both ends of the Internet connections.
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 and piping or molding using industry standards and materials.
4. Complete the delivery, installation and configuration within forty-five (45) 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.

c. Configuration

1. Configure modem or network termination unit for specified connection requirements;
2. Configure router to the equivalent direct Internet connection speed;
3. Configure backup router, if any;
4. Set up Public IP address per subscription.

d. Testing Period

1. The selected network provider shall notify DSWD FO MIMAROPA in writing seven (7) days prior to the required inspection/testing of the internet service connection.
2. The acceptance test procedure shall be in accordance with the following:
 - a. The acceptance testing will be undertaken for a period of seven (7) days.
 - b. Broadband internet will have no service interruption during the agreed test period.
 - c. The Internet bandwidth requirement is attained during working hours (i.e., 7:00 a.m. to 7:00 p.m.).
 - d. MRTG or any equivalent software should be in place
 - e. and other test parameters that will be agreed by the parties concern

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 MIMAROPA's own equipment, and international/regional internet backbone problems.

3. DSWD FO MIMAROPA 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 VII.

e. 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 MIMAROPA 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.

f. Rebates

1. Provide industry standard Service Level Agreement (SLA) which shall carry a corresponding "Performance Credit" or rebate in favor of DSWD FO MIMAROPA should any of the committed parameters mentioned below is not met.

2. The selected ISP provider/s should be able to render the following services:
 - a. Availability
 - Provide 99.5% link uptime in a month for Direct Internet Access;
 - Provide 95% link uptime in a month for Broadband Internet Service;
 - b. Render 24 hours x 7 days customer service support
 - Support response time
 - i. 30 minutes for emergency tickets for the following categories:
 - Link connection is down
 - Packet loss, variation in latency
 - Routing issue
 - ii. Twenty-four (24) hours response time for technical problems that require on-site services.
 - iii. 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 through the Managed Network Service Provider shall voluntarily make the appropriate "Performance Credit" or rebate to DSWD FO MIMAROPA 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 130 minutes	None
130 – 239 minutes	1/6 day
240 – 479 minutes	2/6 day
480 – 719 minutes	3/6 day
720 – 959 minutes	4/6 day
960 – 1199 minutes	5/6 days
1200 – 1440 minutes	One day

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.

3. In the event that the MNSP is unable to perform its obligations under this agreement due to circumstances beyond its reasonable control, including but not limited to acts of God, natural disasters, war, terrorism, strikes, government actions, or any other force majeure event, the MNSP shall promptly notify the DSWD MIMAROPA in writing of such event and its impact on its ability to perform its obligations under this agreement. DSWD MIMAROPA shall not impose rebates or penalties on the MNSP for downtime or service interruptions caused by such events.

g. Maintenance

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

VII - INSTITUTIONAL ARRANGEMENTS

h. The Managed Network Service Provider (Firm)

The service provider representative shall coordinate with the **DSWD Field Office MIMAROPA**, through the assigned project focal, within the duration of the project; and

i. The DSWD Field Office MIMAROPA.

- a. Grant the Managed Network Service Provider authorized representative access to its premises, equipment and facilities located therein to perform its obligations, provided that such representative shall be accompanied by the duly assigned DSWD FO MIMAROPA personnel;
- b. Responsible for the safe custody and use of the equipment installed by the ISP provider;
- c. Monitor the provided services and verify if the parameters under the Service Level Agreement are met and performed by the ISP provider;
- d. Issue Certificate of Inspection and Acceptance.

VIII. CRITERIA FOR EVALUATION FOR SHORTLISTING, TECHNICAL REQUIREMENTS

- a. Bidders must submit a work plan specifying installation design, detailed activities, connectivity diagram from end user premise up to the last mile and timelines. Detailed work plan will be submitted after post qualification.
- b. To ensure redundancy and continuous operations, the MNSP shall provide no repeating Internet Service for the Primary and Secondary Internet lines in the

Regional and Sub-regional Offices. The Primary Internet Service should be different from the Secondary Internet Service, and so on.

- c. In situations where there are no alternative Internet Service Providers (ISPs) available in the area, except for the primary provider of the internet service, repeated network providers may be permitted, provided that the source of the link is distinct from the source of the primary internet service.
- d. Subscribed lines should be fully fiber optic from ISP up to the last mile.
- e. The bidders must be compliant with the following parameters:
 - 1. Bandwidth and Connectivity Support
 - i. The committed information rate guaranteed 100% = 1 GBPS Up and 1GBPs Down for Dedicated Internet Access
 - ii. Immediate problem isolation and resolution
 - iii. Provide corrective service information and configuration
 - iv. Remote system monitoring and reporting (MRTG or any equivalent software of each sites)

2. Internet Bandwidth

The bandwidth requirements and specifications for the procurement Managed Network Services of the Primary and Secondary Service lines are shown below:

Table 1. Primary Dedicated Internet Access Specifications

OFFICE	Subscription Type	Bandwidth	Usable Public Static IP
REGIONAL OFFICE	Dedicated Internet Access	1 Gbps	Yes - at least /29

Table 2. Secondary Dedicated Internet Access Specifications

OFFICE	Subscription Type	Bandwidth	Usable Public Static IP
REGIONAL OFFICE	Dedicated Internet Access	1 Gbps	Yes - at least /29

Table 3. Primary Broadband Internet Service Specifications

OFFICE	Subscription Type	Bandwidth	Usable Public Static IP
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SWAD MINDORO	OCCIDENTAL	Broadband	200 Mbps	Yes - at least 1
SWAD MINDORO OFFICE	OCCIDENTAL EXTENSION	Broadband	200 Mbps	Yes - at least 1
POO MINDORO	OCCIDENTAL	Broadband	200 Mbps	Yes - at least 1
SWAD MINDORO	ORIENTAL	Broadband	200 Mbps	Yes - at least 1
SWAD MINDORO OFFICE	ORIENTAL EXTENSION	Broadband	200 Mbps	Yes - at least 1
POO MINDORO	ORIENTAL	Broadband	200 Mbps	Yes - at least 1
MIMAROPA CENTER	YOUTH	Broadband	200 Mbps	Yes - at least 1
SWAD MARINDUQUE		Broadband	200 Mbps	Yes - at least 1
SWAD MARINDUQUE EXTENSION OFFICE		Broadband	200 Mbps	Yes - at least 1
POO MARINDUQUE		Broadband	200 Mbps	Yes - at least 1
SWAD ROMBLON		Broadband	200 Mbps	Yes - at least 1
POO ROMBLON		Broadband	200 Mbps	Yes - at least 1
SWAD PALAWAN		Broadband	200 Mbps	Yes - at least 1
SWAD PALAWAN EXTENSION OFFICE		Broadband	200 Mbps	Yes - at least 1
POO PALAWAN		Broadband	200 Mbps	Yes - at least 1

Table 4. Secondary Broadband Internet Service Specifications

OFFICE	Subscription	Bandwidth	Usable
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	Type		Public Static IP
SWAD OCCIDENTAL MINDORO	Broadband	200 Mbps	Yes - at least 1
POO OCCIDENTAL MINDORO	Broadband	200 Mbps	Yes - at least 1
SWAD ORIENTAL MINDORO	Broadband	200 Mbps	Yes - at least 1
POO ORIENTAL MINDORO	Broadband	200 Mbps	Yes - at least 1
MIMAROPA YOUTH CENTER	Broadband	200 Mbps	Yes - at least 1
SWAD MARINDUQUE	Broadband	200 Mbps	Yes - at least 1
POO MARINDUQUE	Broadband	200 Mbps	Yes - at least 1
SWAD ROMBLON	Broadband	200 Mbps	Yes - at least 1
POO ROMBLON	Broadband	200 Mbps	Yes - at least 1
SWAD PALAWAN	Broadband	200 Mbps	Yes - at least 1
POO PALAWAN	Broadband	200 Mbps	Yes - at least 1

4. Service Restoration and Quality of Service (QoS) Levels
 - i. 8am x 5pm NBD (Next Business Day) response time
 - ii. Down / Disconnected sites must be up and running within reasonable time upon receipt of the report.
5. 24 x 7 Help Desk Support Services
 - i. Provides Email, Call & Onsite Support 24 x 7 including Holidays
 - ii. Receive and respond to problem reports and user requests
 - iii. Provide first level technical support with regards to internet connectivity
 - iv. Provide diagnostic reports and updates incase of connection failure and rebates on services not provided.
6. The DIA and Broadband internet subscriptions must have Usable Public IP Address each as stated on the stated table above..
7. The service provider must submit detailed escalation and restoration procedure for network or service outages including the contact details.

IX -OWNERSHIP AND PUBLICATION RIGHTS

1. All documentation produced under the terms of this engagement shall remain the property of DSWD. DSWD retains the exclusive right to publish or disseminate the knowledge products arising from the engagement even after the termination of this project.
2. The internet service provider is required to submit a written letter when requesting raw data, versions and/ or parts of the outputs which will be used for purposes other than what was originally agreed upon with the terms of this engagement.

X. PERFORMANCE REVIEW AND ASSESSMENT

The Information and Communications Technology Management Section shall conduct a mid-term performance review and assessment of the performance of the Contractor. Based on its assessment, the DSWD MIMAROPA Region may terminate the contract for failure of the Service Provider to perform its obligations therein.

Following the guidelines on the Regular and Recurring Services, the agency shall evaluate the performance of the service provider for possible renewal of its contract based on the mandatory performance criteria provided below

	Performance Criteria	Weight
I.	Conformity to Technical Requirements	25
II.	Timeliness in the delivery of Services	25
III.	Behavior of Personnel	20
IV.	Response to Complaints	20
V.	Compliance with set office policies for such services	10
	Total	100

The Service Provider must attain at least a “Satisfactory” rating at 80 points for a possible recommendation for the renewal of the contract for the proceeding years. The Service Provider must not be a Blacklisted Entity at the time of the conduct of the performance evaluation until the signing of the renewal of the contract.

I hereby certify to comply and deliver all the above requirements.

Name of Company/Bidder

Signature Over Printed Name of Representative

Date

Section VIII.

Checklist of Technical and Financial Documents

I. TECHNICAL COMPONENT ENVELOPE

Class “A” Documents

Legal Documents

- (a) Valid PhilGEPS Registration Certificate (Platinum Membership) (all pages) **in accordance with Section 8.5.2 of the IRR;**

Technical Documents

- (b) Statement of the prospective bidder of all its ongoing government and private contracts, including contracts awarded but not yet started, if any, whether similar or not similar in nature and complexity to the contract to be bid; **and**
- (f) Statement of the bidder’s Single Largest Completed Contract (SLCC) similar to the contract to be bid, except under conditions provided for in Sections 23.4.1.3 and 23.4.2.4 of the 2016 revised IRR of RA No. 9184, within the relevant period as provided in the Bidding Documents (**Please attach the copy of Contract/ Purchase Order and Certificate of Completion and Acceptance or Official Receipt/Collection Receipt/Sales Invoice;** **and**
- (g) Original copy of Bid Security. If in the form of a Surety Bond, submit also a certification issued by the Insurance Commission **or** Original copy of Notarized Bid Securing Declaration; **and**
- (h) Conformity with the Technical Specifications, which may include production/delivery schedule, manpower requirements, and/or after-sales/parts, if applicable; **and**
- (i) Original duly signed Omnibus Sworn Statement (OSS) **and** if applicable, Original Notarized Secretary’s Certificate in case of a corporation, partnership, or cooperative; or Original Special Power of Attorney of all members of the joint venture giving full power and authority to its officer to sign the OSS and do acts to represent the Bidder.

Financial Documents

- (j) The prospective bidder’s computation of Net Financial Contracting Capacity (NFCC) **or** A committed Line of Credit from a Universal or Commercial Bank in lieu of its NFCC computation.

Class “B” Documents

- (k) If applicable, a duly signed joint venture agreement (JVA) in case the joint venture is already in existence **or** duly notarized statements from all the potential joint venture partners stating that they will enter into and abide by the provisions of the JVA in the instance that the bid is successful.

II. FINANCIAL COMPONENT ENVELOPE

- (l) Original of duly signed and accomplished Financial Bid Form; **and**
- (m) Original of duly signed and accomplished Price Schedule(s).

Other documentary requirements under RA No. 9184 (as applicable)

- (n) *[For foreign bidders claiming by reason of their country's extension of reciprocal rights to Filipinos]* Certification from the relevant government office of their country stating that Filipinos are allowed to participate in government procurement activities for the same item or product.
- (o) Certification from the DTI if the Bidder claims preference as a Domestic Bidder or Domestic Entity.

BID FORM
(shall be submitted with the Bid)

To : Chairperson

Bids and Awards Committee
DSWD Field Office MIMAROPA
1680 F.T Benitez cor Malvar Sts, Malate ,Manila

Having examined the Philippine Bidding Documents (PBDs) including the Supplemental or Bid Bulletin Numbers _____ the receipt of which is hereby duly acknowledged, we, the undersigned, offer to perform the *Procurement of Services of a Managed Network Service Provider for the Provision of Internet Services in DSWD MIMAROPA Regional and Provincial Offices under Project ID No. 2025-001* in conformity with the said PBDs for the sum of:

(Bid Amount in Words and Figures)

or the total calculated bid price, as evaluated and corrected for computational errors, and other bid modifications in accordance with the Price Schedules attached herewith and made part of this Bid. The total bid price includes the cost of all taxes, such as, but not limited to: (i) value added tax (VAT), (ii) income tax, (iii) local taxes, and (iv) other fiscal levies and duties, which are itemized herein or in the Price Schedules,

If our Bid is accepted, we undertake:

- a. to deliver the goods in accordance with the delivery schedule specified in the Schedule of Requirements of the Philippine Bidding Documents (PBDs);
- b. to provide a performance security in the form, amounts, and within the times prescribed in the PBDs;
- c. to abide by the Bid Validity Period specified in the PBDs and it shall remain binding upon us at any time before the expiration of that period.

Until a formal Contract is prepared and executed, this Bid, together with your written acceptance thereof and your Notice of Award, shall be binding upon us.

We understand that you are not bound to accept the Lowest Calculated Bid or any Bid you may receive.

We certify that we comply with the eligibility requirements pursuant to the PBDs. The undersigned is authorized to submit the bid on behalf of [**name of the bidder**] as evidenced by the attached [**state the written authority**].

We acknowledge that failure to sign each and every page of this Bid Form, including the attached Schedule of Prices, shall be a ground for the rejection of our bid.

Name: _____

Legal capacity: _____

Signature: _____

Duly authorized to sign the Bid for and behalf of: _____

Date: _____

Price Schedule
(shall be submitted with the Bid)

Name of Bidder _____

Project Identification: DSWD4B-2025-001

Particulars	Quantity	Unit Cost (in Phil. Peso)	Total Cost (in Phil. Peso)
<i>“Procurement of Services of a Managed Network Service Provider for the Provision of Internet Services in DSWD MIMAROPA Regional and Provincial Offices</i>	1 lot		
Total			

Note: In case of discrepancy between unit price and total price , the unit price will prevail. Contract Price per item is inclusive of all applicable taxes.

Amount in Words:

Submitted by :

Name: _____

Legal capacity: _____

Signature: _____

Duly authorized to sign the Bid for and behalf of _____

Date: _____

Price Schedule for Goods Offered from Within the Philippines
(shall be submitted with the Bid if bidder is offering goods from within the Philippines)

For Goods Offered from Within the Philippines

Name of Bidder _____ Project ID No. ___ Page ___ of _____

1	2	3	4	5	6	7	8	9	10
Item	Description	Country of Origin	Quantity	Unit Price EXW per item	Transportation and all other costs incidental to delivery per item	Sales and other taxes payable if contract is awarded per item	Cost of incidental services if applicable per item	Total Price per unit (col 5+6+7+8)	Total Price delivered Final Destination (col 9 x col 4)

Name: _____

Legal capacity: _____

Signature: _____

Duly authorized to sign the Bid for and behalf of _____

Date: _____

Price Schedule for Goods Offered from Abroad
(shall be submitted with the Bid if bidder is offering goods from abroad)

For Goods Offered from Abroad

Name of Bidder _____ Project ID No. ___ Page ___ of _____

1	2	3	4	5	6	7	8	10
Item	Description	Country of Origin	Quantity	Unit Price CIF port of entry (specify port) or CIF name place specify border point or place of destination	Total CIF or CIP price per item (col 4 x 5)	Unit Price Delivered Duty UnPaid (DDU)	Unit Price Delivered Duty Paid (DDP)	Total Price delivered DDP (col 4 x col 8)

Name: _____

Legal capacity: _____

Signature: _____

Duly authorized to sign the Bid for and behalf of _____

Date: _____

Omnibus Sworn Statement (Revised)
[shall be submitted with the Bid]

REPUBLIC OF THE PHILIPPINES)
CITY/MUNICIPALITY OF _____) S.S.

AFFIDAVIT

I, [Name of Affiant], of legal age, [Civil Status], [Nationality], and residing at [Address of Affiant], after having been duly sworn in accordance with law, do hereby depose and state that:

1. *[Select one, delete the other:]*

[If a sole proprietorship:] I am the sole proprietor or authorized representative of [Name of Bidder] with office address at [address of Bidder];

[If a partnership, corporation, cooperative, or joint venture:] I am the duly authorized and designated representative of [Name of Bidder] with office address at [address of Bidder];

2. *[Select one, delete the other:]*

[If a sole proprietorship:] As the owner and sole proprietor, or authorized representative of [Name of Bidder], I have full power and authority to do, execute and perform any and all acts necessary to participate, submit the bid, and to sign and execute the ensuing contract for [Name of the Project] of the [Name of the Procuring Entity], as shown in the attached duly notarized Special Power of Attorney;

[If a partnership, corporation, cooperative, or joint venture:] I am granted full power and authority to do, execute and perform any and all acts necessary to participate, submit the bid, and to sign and execute the ensuing contract for [Name of the Project] of the [Name of the Procuring Entity], as shown in the attached [state title of attached document showing proof of authorization (e.g., duly notarized Secretary's Certificate, Board/Partnership Resolution, or Special Power of Attorney, whichever is applicable)];

3. [Name of Bidder] is not "blacklisted" or barred from bidding by the Government of the Philippines or any of its agencies, offices, corporations, or Local Government Units, foreign government/foreign or international financing institution whose blacklisting rules have been recognized by the Government Procurement Policy Board, **by itself or by relation, membership, association, affiliation, or controlling interest with another blacklisted person or entity as defined and provided for in the Uniform Guidelines on Blacklisting;**
4. Each of the documents submitted in satisfaction of the bidding requirements is an authentic copy of the original, complete, and all statements and information provided therein are true and correct;
5. [Name of Bidder] is authorizing the Head of the Procuring Entity or its duly authorized representative(s) to verify all the documents submitted;

6. *[Select one, delete the rest:]*

[If a sole proprietorship:] The owner or sole proprietor is not related to the Head of the Procuring Entity, members of the Bids and Awards Committee (BAC), the Technical Working Group, and the BAC Secretariat, the head of the Project Management Office or the end-user unit, and the project consultants by consanguinity or affinity up to the third civil degree;

[If a partnership or cooperative:] None of the officers and members of *[Name of Bidder]* is related to the Head of the Procuring Entity, members of the Bids and Awards Committee (BAC), the Technical Working Group, and the BAC Secretariat, the head of the Project Management Office or the end-user unit, and the project consultants by consanguinity or affinity up to the third civil degree;

[If a corporation or joint venture:] None of the officers, directors, and controlling stockholders of *[Name of Bidder]* is related to the Head of the Procuring Entity, members of the Bids and Awards Committee (BAC), the Technical Working Group, and the BAC Secretariat, the head of the Project Management Office or the end-user unit, and the project consultants by consanguinity or affinity up to the third civil degree;

7. *[Name of Bidder]* complies with existing labor laws and standards; and
8. *[Name of Bidder]* is aware of and has undertaken the responsibilities as a Bidder in compliance with the Philippine Bidding Documents, which includes:
- a. Carefully examining all of the Bidding Documents;
 - b. Acknowledging all conditions, local or otherwise, affecting the implementation of the Contract;
 - c. Making an estimate of the facilities available and needed for the contract to be bid, if any; and
 - d. Inquiring or securing Supplemental/Bid Bulletin(s) issued for the *[Name of the Project]*.
9. *[Name of Bidder]* did not give or pay directly or indirectly, any commission, amount, fee, or any form of consideration, pecuniary or otherwise, to any person or official, personnel or representative of the government in relation to any procurement project or activity.
10. **In case advance payment was made or given, failure to perform or deliver any of the obligations and undertakings in the contract shall be sufficient grounds to constitute criminal liability for Swindling (Estafa) or the commission of fraud with unfaithfulness or abuse of confidence through misappropriating or converting any payment received by a person or entity under an obligation involving the duty to deliver certain goods or services, to the prejudice of the public and the government of the Philippines pursuant to Article 315 of Act No. 3815 s. 1930, as amended, or the Revised Penal Code.**

IN WITNESS WHEREOF, I have hereunto set my hand this ___ day of ___, 20__ at _____, Philippines.

[Insert NAME OF BIDDER OR ITS AUTHORIZED REPRESENTATIVE]

[Insert signatory's legal capacity]
Affiant

[Jurat]

[Format shall be based on the latest Rules on Notarial Practice]

Bid Securing Declaration Form
[shall be submitted with the Bid if bidder opts to provide this form of bid security]

REPUBLIC OF THE PHILIPPINES)
CITY OF _____) S.S.

BID SECURING DECLARATION

Project Identification No.: *[Insert number]*

To: *[Insert name and address of the Procuring Entity]*

I/We, the undersigned, declare that:

1. I/We understand that, according to your conditions, bids must be supported by a Bid Security, which may be in the form of a Bid Securing Declaration.
2. I/We accept that: (a) I/we will be automatically disqualified from bidding for any procurement contract with any procuring entity for a period of two (2) years upon receipt of your Blacklisting Order; and, (b) I/we will pay the applicable fine provided under Section 6 of the Guidelines on the Use of Bid Securing Declaration, within fifteen (15) days from receipt of the written demand by the procuring entity for the commission of acts resulting to the enforcement of the bid securing declaration under Sections 23.1(b), 34.2, 40.1 and 69.1, except 69.1(f), of the IRR of RA No. 9184; without prejudice to other legal action the government may undertake.
3. I/We understand that this Bid Securing Declaration shall cease to be valid on the following circumstances:
 - a. Upon expiration of the bid validity period, or any extension thereof pursuant to your request;
 - b. I am/we are declared ineligible or post-disqualified upon receipt of your notice to such effect, and (i) I/we failed to timely file a request for reconsideration or (ii) I/we filed a waiver to avail of said right; and
 - c. I am/we are declared the bidder with the Lowest Calculated Responsive Bid, and I/we have furnished the performance security and signed the Contract.

IN WITNESS WHEREOF, I/We have hereunto set my/our hand/s this ____ day of *[month]* *[year]* at *[place of execution]*.

[Insert NAME OF BIDDER OR ITS AUTHORIZED REPRESENTATIVE]

[Insert signatory's legal capacity]

Affiant

[Jurat]

[Format shall be based on the latest Rules on Notarial Practice]

Contract Agreement Form for the Procurement of Goods (Revised)

*[Not required to be submitted with the Bid, but it shall be submitted within ten
(10) days after receiving the Notice of Award]*

CONTRACT AGREEMENT

THIS AGREEMENT made this _____ day of _____ 20__ between [name of PROCURING ENTITY] of the Philippines (hereinafter called “the Entity”) of the one part and [name of Supplier] of [city and country of Supplier] (hereinafter called “the Supplier”) of the other part;

WHEREAS, the Entity invited Bids for certain goods and ancillary services, particularly [brief description of goods and services] and has accepted a Bid by the Supplier for the supply of those goods and services in the sum of *[contract price in words and figures in specified currency]* (hereinafter called “the Contract Price”).

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.
2. The following documents as required by the 2016 revised Implementing Rules and Regulations of Republic Act No. 9184 shall be deemed to form and be read and construed as integral part of this Agreement, viz.:
 - i. Philippine Bidding Documents (PBDs);
 - i. Schedule of Requirements;
 - ii. Technical Specifications;
 - iii. General and Special Conditions of Contract; and
 - iv. Supplemental or Bid Bulletins, if any
 - ii. Winning bidder’s bid, including the Eligibility requirements, Technical and Financial Proposals, and all other documents or statements submitted;

Bid form, including all the documents/statements contained in the Bidder’s bidding envelopes, as annexes, and all other documents submitted (e.g., Bidder’s response to request for clarifications on the bid), including corrections to the bid, if any, resulting from the Procuring Entity’s bid evaluation;
 - iii. Performance Security;

- iv. Notice of Award of Contract; and the Bidder's conforme thereto; and
 - v. Other contract documents that may be required by existing laws and/or the Procuring Entity concerned in the PBDs. **Winning bidder agrees that additional contract documents or information prescribed by the GPPB that are subsequently required for submission after the contract execution, such as the Notice to Proceed, Variation Orders, and Warranty Security, shall likewise form part of the Contract.**
3. In consideration for the sum of *[total contract price in words and figures]* or such other sums as may be ascertained, *[Named of the bidder]* agrees to *[state the object of the contract]* in accordance with his/her/its Bid.
 4. The *[Name of the procuring entity]* agrees to pay the above-mentioned sum in accordance with the terms of the Bidding.

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with the laws of the Republic of the Philippines on the day and year first above written.

[Insert Name and Signature]

[Insert Name and Signature]

[Insert Signatory's Legal Capacity]

[Insert Signatory's Legal Capacity]

for:

for:

[Insert Procuring Entity]

[Insert Name of Supplier]

Acknowledgment

[Format shall be based on the latest Rules on Notarial Practice)

