

# REQUEST FOR QUOTATION

You are invited by the Development Bank of the Philippines to submit a tender for the **ACQUISITION OF ONE TELECOMMUNICATION LINE FOR GUAGUA BRANCH** Located at Mary the Queen College Bldg., Jose Abad Santos Ave., Brgy. San Matias Guagua, Pampanga

SVP-2022-229

**Approved Budget for the Contract: ₱432,000.00** inclusive of all taxes and other charges.

1. Please quote your lowest price based on the attached specifications per Terms of Reference.
2. **Submitted quotations must be duly signed by the vendor's representative and must be sent to the BAC Secretariat not later than 05:00 P.M. of Monday 24 October 2022.**
3. All quotations must be inclusive of all taxes and other charges.
4. Kindly refer to the attached Terms of Reference (TOR).

## TERMS AND CONDITIONS:

1. All entries must be type written.
2. **All suppliers/vendors are mandated to register with the PhilGEPS and provide a PhilGEPS Registration number as a condition for award of the contract.**
3. Other documentary requirements for each vendor shall be as follows;
  - Mayor's/Business Permit;

## AND

- (1) For suppliers/vendors whose representatives are the official signatory of the documents/requirements: **please submit a duly notarized Omnibus Sworn Statement**

## OR

- (2) For suppliers/vendors who will appoint or designate their duly authorized representative: **please submit the following notarized statements:**

(if the supplier/vendor is a <b>Sole Proprietorship</b> )	(if the supplier/vendor is a <b>Corporation</b> )
Duly notarized Special Power of Attorney	Duly notarized Secretary's Certificate
<u>AND</u>	<u>AND</u>
Duly notarized Omnibus Sworn Statement	Duly notarized Omnibus Sworn Statement

\*For inquiries, you may reach the BAC Secretariat on the contact nos. provided below:

## DBP Bids and Awards Committee Secretariat

6/F Operations Sector, DBP Head Office  
Sen. Gil J. Puyat corner Makati Avenues, Makati City  
(+632) 818-9511 to 20 local 2610 or 2606  
email: [bacsecretariat@dbp.ph](mailto:bacsecretariat@dbp.ph)

**ACQUISITION OF NEW, ADDITIONAL AND/OR REPLACEMENT TELECOMMUNICATION  
LINE/CONNECTIVITY SERVICE FOR THE DEVELOPMENT BANK OF THE PHILIPPINES (DBP)-  
GUAGUA BRANCH**

**APPROVED BUDGET FOR THE CONTRACT: Php 432,000**

**TECHNICAL SPECIFICATIONS**

**A. BACKGROUND**

The telecommunication connectivity service (line) is for the connection of DBP online systems, services and facilities in any of the following DBP remote sites:

- A.1. Branch Office, including:
  - A.1.a. Lending Center
  - A.1.b. Cash Center
  - A.1.c. Branch-Lite Unit
- A.2. Automated Teller Machine (ATM)

**B. OBJECTIVE**

To acquire stable, reliable and secure telecommunication connectivity/line service to link DBP remote sites to the Head Office from an authorized and qualified telecommunication service provider (Telco).

**C. COVERAGE OF THE CONTRACT**

The contract will be for a one (1) year period starting from date of acceptance of service with the option for automatic renewal.

**D. MINIMUM SPECIFICATIONS**

- D.1. Connectivity/Line Service Availability
  - > The minimum availability of service is 99.6%.
- D.2. Connectivity/Line Specifications
  - D.2.a. Branch Office
    - D.2.a.i. Wired MPLS/VPN, Radio Last Mile with minimum of 10 Mbps bandwidth
    - D.2.a.ii. Inclusive network equipment, such as router and or router/modem, must not be on End-of-Life/End-of-Support status within the contract period
    - D.2.a.iii. Router must support GRE/mGRE tunneling and IP Security (ex. dynamic VPN) and SNMP
    - D.2.a.iv. DBP shall have the full access of the router
    - D.2.a.v. Provide near real time and historical link monitoring
  - D.2.b. ATM - Wired
    - D.2.b.i. VPN connection at least 128 Kbps via MPLS
    - D.2.b.ii. Inclusive network equipment, such as router and or router/modem, must not be on End-of-Life/End-of-Support status within the contract period
    - D.2.b.iii. Support GRE tunneling and SNMP
    - D.2.b.iv. Provide near real time and historical link monitoring

D.2.c. ATM – Wireless

- D.2.c.i. Provide data transmission function by public GPRS/ GSM network or higher
- D.2.a.vii. Inclusive network equipment, such as router and or router/modem, must not be on End-of-Life/End-of-Support status within the contract period
- D.2.c.ii. Support GRE Tunneling and SNMP
- D.2.c.iii. Provide GUI access for local and remote management
- D.2.c.iv. Operate at -30~+75°C temperature
- D.2.c.v. Has LED status indication
- D.2.c.vi. Support RJ45 console port
- D.2.c.vii. Include: 1 power cord, 2 antennas, 1 console cable, 1 set documentation
- D.2.c.viii. Provide near real time and historical link monitoring.
- D.2.c.ix. Meet the average latency requirement of not greater than 200ms measured using the Ping utility or any similar mobile applications
- D.2.c.x. Meet signal requirement of not less than 2 bars measured using mobile or similar devices capable of said measurement
- D.2.c.xi. DBP shall have full access to the Modem/Router

D.3. Support Services and Incident Management

- D.3.a. The Telco shall provide 24 x 7 onsite, telephone and email support. For every service unavailability/downtime reported, the response time shall be within thirty (30) minutes.
- D.3.b. Upon the occurrence of service unavailability/downtime, the Telco shall:
  - D.3.b.i. Conduct problem isolation/resolution and link restoration activities
  - D.3.b.ii. Notification via electronic mail (E-mail) and telephone within one (1) hour of the occurrence
  - D.3.b.iii. Minimum of twice a day status report to DBP via E-Mail
  - D.3.b.iv. Estimated time of arrival (ETA) if onsite activities required
  - D.3.b.v. Estimated time of resolution (ETR)
  - D.3.b.vi. Root cause
  - D.3.b.vii. Comply with DBP policies on security and confidentiality during support services.
- D.3.c. The Telco shall submit an incident report stating the reason/s for the outage and detailing the steps undertaken to resolve a particular problem upon DBP's request.

D.4. Service Performance Review

- > The Telco shall conduct a performance review session at least once every quarter of a year

**E. TELECOMMUNICATION CONNECTIVITY/LINE REQUIREMENT CLASSIFICATION**

The primary objective of the following provisions is to have multiple Telcos per site, providing service redundancy, high availability and avoiding single point of failure.

E.1. **New** Telecommunication Line Requirement

- E.1.a. Covered Sites



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> **New remotes sites**

**E.1.b. Telco Selection Criteria**

> **Telecommunication Line for Branch Office**

E.1.b.i. Two (2) different Telcos (Telco A and Telco B) shall be selected

E.1.b.ii. Telco A is the lowest (winning) provider

E.1.b.iii. Telco B is the second lowest provider

> **Telecommunication Line for Additional ATM Facility of a Branch Office**

E.1.b.iv. The Telco must be different from the one which has the majority or most of the telecommunication connectivity services provided for the ATM/s of that Branch Office

**E.2. Additional Telecommunication Line Requirement**

**E.2.a. Covered Sites**

> For existing sites with existing telecommunication line/s

**E.2.b. Telco Exception**

> The Telco/s of the existing line/s servicing the site shall not be invited and will not be allowed to participate

**E.3. Replacement Telecommunication Line Requirement**

**E.3.a. Covered Sites**

> For existing sites with existing telecommunication line/s

**E.3.b. Telco Exception**

**E.3.b.i. For Telco Redundancy Replacement**

> The Telco of the existing line/s servicing the site including the one to be replaced shall not be invited and will not be allowed to participate

**E.3.b.ii. Replacement for the Purpose of Telecommunication Line Capacity (Bandwidth) Upgrade**

> The Telco of the other existing line/s servicing the site (i.e., other than the one to be replaced) shall not be invited and will not be allowed to participate

**E.3.b.iii. For Wireless to Wired Facility Replacement**

> The Telco of the other existing line/s servicing the site (i.e., other than the one to be replaced) shall not be invited and will not be allowed to participate

**F. DISCONTINUANCE OF SERVICE**

DBP can opt to discontinue the service within the contract period without pre-termination fee/s, if the Telco provider fails to meet the required minimum availability of service, specified in item D.1, for three (3) consecutive months (3-strike rule)

**G. PAYMENT**

The payment shall be in a monthly basis every after the service acceptance.

ACQUISITION OF NEW ADDITIONAL AND/OR REPLACEMENT TELECOMMUNICATION LINE/CIRCUITRY SERVICE FOR THE COUNTY OF SAN DIEGO (THE "SERVICES")

**H. REBATES**

Should the Service Provider fail to meet the minimum availability of service, as stated in item D.1, and/or in the event of service interruption, it shall provide service credit to DBP the amount corresponding to the period of interruption and circuit outage.

The computation is as follows:

$$\text{Rebate for the Month} = \frac{\text{MRC} \times \text{TDM}}{730 \text{ Hours}}$$

Where:

MRC – Monthly Recurring Charge (Php)

TDM – Total Downtime for the Month (Hours)

**I. DELIVERY PERIOD**

The line service must be completed / done by the Service Provider within (45) forty-five calendar days upon receipt of the Notice to Proceed (NTP).