

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 SAN CARLOS BRANCH**
Located at F.C. Ledesma Avenue, San Carlos City (reposting)

SVP-2023-22

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 Tuesday 2 May 2023.**
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 Sole Proprietorship)	(if the supplier/vendor is a Corporation)
Duly notarized Special Power of Attorney	Duly notarized Secretary's Certificate
AND	AND
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

You may visit the following websites:

For downloading of Request for Quotation: <https://www.dbp.ph/invitations-to-bid/>

For DBP Statement on Zero Tolerance for Fraud, Corruption and Malpractice:

<https://www.dbp.ph/about-dbp/dbp-statement-on-zero-tolerance-for-fraud-corruption-and-malpractice/>

**ACQUISITION OF NEW, ADDITIONAL AND/OR REPLACEMENT TELECOMMUNICATION
LINE/CONNECTIVITY SERVICE FOR THE DEVELOPMENT BANK OF THE PHILIPPINES (DBP)-
SAN CARLOS 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.vi. 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

- > 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.

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:

$$\text{Rebate for the Month} = [\text{MRC} \times \text{TDM}] \div 730 \text{ Hours}$$

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).



VANESSA MARIA DOLORES C. BUENO
Senior Assistant Vice President

noted
Rebecca A. Meyer 3



DATA PRIVACY CONSENT FORM

By signing this consent form, I/we (as "Data Subject") grant my/our free, voluntary and unconditional consent to the collection and processing of all Personal Data (as defined below), and account or transaction information or records (collectively, the "Information") relating to me/us disclosed/transmitted by me/us in person or by my/our authorized agent/representative/s to the information database system of the Development Bank of the Philippines (DBP) and/or any of its authorized agent/s or representative/s as Information controller, by whatever means in accordance with Republic Act (R.A.) 10173, otherwise known as the "Data Privacy Act of 2012" of the Republic of the Philippines, including its Implementing Rules and Regulations (IRR) as well as all other guidelines and issuances by the National Privacy Commission (NPC).

I/we understand that my/our "Personal Data" means any information, whether recorded in a material form or not, (a) from which the identity of an individual is apparent or can be reasonably and directly ascertained by the entity holding the information, or when put together with other information would directly and certainly identify an individual, (b) about an individual's race, ethnic origin, marital status, age, color, gender, health, education and religious and/or political affiliations, (c) referring to any proceeding for any offense committed or alleged to have been committed by such individual, the disposal of such proceedings, or the sentence of any court in such proceedings, and (d) issued by government agencies peculiar to an individual which includes, but not limited to, social security numbers and licenses.

I/we understand, further, that DBP shall keep the Personal Data and Information and the business and/or transaction/s that I/we do with DBP (the "Business") in strict confidence, and that the collection and processing of all Personal Data and/or Information by DBP may be used for any of the following purposes (collectively, the "Purposes"):

- a. to make decisions relating to the establishment, maintenance or termination of accounts and the establishment, provision or continuation of banking/credit facilities or financial products and/or services including, but not limited to, investment, trust, insurance, loan, mortgage and/or other secured transactions, financial and wealth management products and services, ATM, credit, debit, charge, prepaid or any type of card, and otherwise maintaining accurate "Know Your Customer (KYC)" information and conducting anti-money laundering and sanctions, credit and background checks;
- b. to provide, operate, process and administer DBP accounts and services or to process applications for DBP accounts, products and/or services, including banking/financial transactions such as remittance transactions and credit/financial facilities, subscription or proposed subscription of products or services (whether offered or issued by DBP or otherwise), and to maintain service quality and train staff;
- c. to undertake activities related to the provision of the DBP accounts and services including but not limited to transaction authorization, statement printing and distribution, customer service and conduct of surveys, the provision of research reports, offering documents, product profiles, customer profiling, term sheets or other product related materials, administration of rewards and loyalty programs;

d. to provide product related services and support, including, without limitation, provision of processing or administrative support or acting as an intermediary / nominee shareholder / agent / broker / market participant / counterparty in connection with participation in various products (whether such products are offered or issued by DBP, DBP's affiliates, third parties or through other intermediaries, providers or distributors);

e. to fulfill domestic and foreign legal, regulatory, governmental, tax, law enforcement and compliance requirements [including Philippine and/or foreign anti-money laundering, sanctions and tax obligations applicable to DBP and any of its affiliates and subsidiaries, and disclosure to any domestic or foreign market exchange, court, tribunal, and/or legal, regulatory, governmental, tax and law enforcement authority (each, an "Authority") pursuant to relevant guidelines, regulations, orders, guidance or requests from the Authority] and comply with any treaty or agreement with or between foreign and domestic Authorities applicable to DBP and/or any of its affiliates and subsidiaries, their agents or providers;

f. to verify the identity or authority of my/our family members, friends, beneficiaries, attorneys, attorneys-in-fact, shareholders, beneficial owners (if relevant), persons under any trust, trustees, partners, committee members, directors, officers or authorized signatories, sureties, guarantors, other security and other individuals, representatives who contact DBP or may be contacted by DBP (collectively, the "Related Person/s") and to carry out or respond to requests, questions or instructions from verified representatives or other parties pursuant to DBP's then-current security procedures;

g. for risk assessment, statistical and trend analysis and planning purposes, including to carry out data processing, statistical, credit, risk and anti-money laundering and sanctions analyses, creating and maintaining credit scoring models, and otherwise ensuring potential or ongoing credit worthiness of Data Subjects and Related Person/s, including conducting banking, credit, financial and other background checks and reviews, and maintaining banking, credit and financial history of individuals (whether or not there exists any direct relationship between the Data Subject or Related Person/s, and DBP) and creating and maintaining business development plans and activities for present and future reference;

h. to monitor and record calls and electronic communications with Data Subject/s and Related Person/s for record keeping, quality assurance, customer service, training, investigation, litigation and fraud prevention purposes;

i. for crime and fraud detection, prevention, investigation and prosecution;

j. to enforce (including without limitation collecting amounts outstanding) or defend the rights of DBP and/or any of its affiliates and subsidiaries, its employees, officers and directors, contractual or otherwise;

k. to perform internal management and management reporting, to operate control and management information systems, and to carry out business risk, control or compliance review or testing, internal audits or enable the conduct of external audits;

- l. to enable an actual or proposed assignee of DBP, or participant or sub-participant or transferee of DBP's rights in respect of the Data Subject to evaluate or consummate a transaction intended to be the subject of the assignment, transfer, participation or sub-participation;
- m. to comply with contractual arrangements or to support initiatives, projects and programs by or between financial industry self-regulatory organizations, financial industry bodies, associations of financial services providers or other financial institutions (each, an "Industry Organization"), including assisting other financial institutions to conduct background or credit checks or collect debts;
- n. to manage DBP's relationship with the Data Subject, which may include providing information about the Data Subject or a Related Person/s, to DBP and any of its affiliates and subsidiaries
- o. for marketing to me/us and to individuals with similar profiles, attributes or behavior, banking, financial, credit, investment, trust, insurance, loan, mortgage, and wealth management related products or services, conducting market, product and service research, and designing or refining any products or services including by conducting data analysis, and surveys, by various modes of communication including mail, telephone call, SMS, fax, electronic mail, internet, mobile, social media, chat, biometric, and other technological tools and development;
- p. to comply with any obligations, requirements, policies, procedures, measures or arrangements for sharing data and information within DBP and any of its affiliates and subsidiaries ,and any other use of data and information in accordance with any DBP programs for compliance with tax, sanctions or prevention or detection of money laundering, terrorist financing or other unlawful activities; and,
- q. any other transactions and/or purposes analogous or relating directly thereto.

At the same time, I/we agree that the Information shall be retained by DBP for as long as necessary for the fulfillment of any of the aforementioned Purposes, and shall continue to be retained for a period of two (2) years notwithstanding the termination of any of the above Purposes.

Further, I/we understand that, with respect to my/our submission, collection and processing of the Personal Data of Related Person/s, it is my/our duty and responsibility: (i) to inform said Related Person/s of the Purpose/s for which his/their Personal Data have been submitted, collected and processed by DBP, (ii) to obtain consent from the said Related Person/s for the collection and processing of his/their Personal Data/Information in accordance with the Data Privacy Act of 2012, and (iii) to inform DBP that such consent from said Related Person/s have been obtained.

I/we hereby acknowledge that I/we have been provided with the written notification below on my/our rights as a Data Subject (each, a "Right", collectively, the "Rights") in accordance with the Data Privacy Act of 2012, to wit:

- i. to be informed whether Information and/or Personal Data is being or has been processed.
- ii. to require DBP to correct any Information and/or Personal Data relating to the Data Subject which is inaccurate;
- iii. to object to the processing of the information and/or Personal Data in case of changes or amendments to the Information and/or Personal Data supplied or declared to the Data Subject;
- iv. to access the information and/or Personal Data;
- v. to suspend, withdraw or order the blocking, removal or destruction of the Data Subject's Personal Data from DBP's information database system.

I/we acknowledge, further, that if I/we was/were to exercise any of the Rights enumerated above, DBP reserves its right to re-evaluate and/or terminate its Business with me/us as well as any of the Purposes and/or DBP services/products for which the Information and/or Personal Data has been collected and processed.

I/We have read and understood the above and hereby consent to, agree on, accept and acknowledge these terms of consent for myself/ourselves and/or as agent/s for and on behalf of the principal/s I/we represent by signing below

Signed in _____ on _____, 201__.

Signature over Printed Name

or

Company Name

By:

Authorized Signatory
Signature over Printed Name

ADDITIONAL INFORMATION

For inquiries or complaints, you may contact the Development Bank of the Philippines (DBP), Attention to: the **DBP Data Protection Officer or the DBP Customer Experience Management Unit**, Sen. Gil J. Puyat Ave. cor. Makati Ave., Makati City, Philippines, Telephone No. (02) 818-9511 to 20/818-9611 to 20, email: info@dbp.ph.