BIDS AND AWARDS COMMITTEE
Bid Bulletin No. 1 for 6ᵗʰ Public Bidding for CY2025

1. **PROCUREMENT OF SERVICES FOR THE DOE INTERNET ACCESS FOR CY2025**

    A. **Section VII. Technical Specifications**

    - **Clarification:**

Lot No. 1 - DOE CY2025 PRIMARY INTERNET ACCESS SERVICES
ABC: Php 4,000,000.00

Current Specification/ Provision:	Revision:

III. SCOPE OF WORKS
   B. PROVISION OF DDOS
     PROTECTION
 	
 Provide the DOE Main Office and its Field Offices' networks with Distributed Denial of Service (DDoS) protection.
 • The DDoS protection shall cover the Internet Protocol (IP) addresses provided by the SP to the DOE.
 • The DDoS protection shall have no capping and unlimited mitigation of attacks.
 • Monitor the DOE's incoming traffic 24/7; Provide the DOE access to the SP's monitoring dashboard; and submit monthly performance reports to the DOE every 5th day of the succeeding month.
 • In case of an attack, submit to the DOE a report within two calendar days from the incident.
 • The DDoS protection platform and scrubbing center should be in the SP's core network.
	III. SCOPE OF WORKS
	   B. PROVISION OF DDOS
	     PROTECTION
	
	 Provide the DOE Main Office and its Field Offices' networks with Distributed Denial of Service (DDoS) protection.
	 • The DDoS protection shall cover the Internet Protocol (IP) addresses provided by the SP to the DOE **which should be provided with scrubbing capability.**
	 • The DDoS protection shall have no capping and unlimited mitigation of attacks.
	 • Monitor the DOE's incoming traffic 24/7; Provide the DOE access to the SP's monitoring dashboard; and submit monthly performance reports to the DOE every 5th day of the succeeding month.
	 • In case of an attack, submit to the DOE a report within two calendar days from the incident.
	 • ~~**The DDoS protection platform and scrubbing center should be in the SP's core network.**~~

Lot No. 3 - DOE CY2025 FIXED WIRELESS INTERNET CONNECTION
ABC : Php 2,500,000.00

Current Specification/ Provision:	Revision:
I. BACKGROUND The Department of Energy (DOE) intends to procure the services of a guaranteed, fast, reliable, and no data capping internet access through fixed wireless facility. The Service Provider shall deliver a reliable wireless internet connection facility with dedicated internet bandwidth of at least 500Mbps symmetrical broadband for the DOE.	**I. BACKGROUND** The Department of Energy (DOE) intends to procure the services of a guaranteed, fast, reliable, and no data capping internet access through fixed wireless facility. The Service Provider shall deliver a reliable wireless internet connection facility with dedicated internet bandwidth of at least 500Mbps. ~~symmetrical broadband for the DOE.~~
III. SCOPE OF WORKS 1. The Service Provider shall deliver, install and configure the necessary wireless internet connection equipment/devices such as microwave radio antenna/VSAT, Gigabit PoE manage switch, routers, cable wires and other appurtenances required for the fixed wireless internet connection for the DOE's 38 existing access points (AP) distributed within the DOE Buildings and PNOC Building No. 5. (See Annex A). The internet connection should handle at least 500 concurrent users. 2. Upon request, the Service Provider shall likewise provide the DOE with bandwidth at no additional cost. The DOE requirement for extra bandwidth on demand at no extra cost is 50 Mbps, which shall be provided by the Service Provider for a maximum of 30 cumulative days within the contract period.	**III. SCOPE OF WORKS** 1. The Service Provider shall deliver, install and configure the necessary wireless internet connection equipment/devices such as microwave radio antenna/VSAT, Gigabit PoE manage switch, routers, cable wires and other appurtenances required for the fixed wireless internet connection for the DOE's 38 existing **DLink** access points **~~(AP)~~** distributed within the DOE Buildings and PNOC Building No. 5. (See Annex A). The internet connection should handle at least 500 concurrent users. 2. Upon request, the Service Provider shall likewise provide the DOE with bandwidth at no additional cost. The DOE **requires 50mbps of** ~~requirement for~~ extra bandwidth on demand **upon requests of DOE** at no extra cost ~~is 50 Mbps,~~ which shall be provided by the Service Provider for a maximum of 30 cumulative days within the contract period.

IV. SUPPORT AND MAINTENANCE	IV. SUPPORT AND MAINTENANCE
4. Provide a tool which does not log off to monitor bandwidth utilization, and a management tool and dashboard for monitoring and controlling the access points connected to the fixed wireless LAN.	4. Provide a **Bandwidth monitoring tool** ~~which does not log off to monitor~~ **with continuous monitoring of** bandwidth utilization **without log-out/ log-off**, and a management tool and dashboard for monitoring and controlling the access points connected to the fixed wireless LAN.

2. **PROCUREMENT OF ONE (1) LOT GATEWAY SECURITY AND INTERNET LINK LOAD BALANCER EQUIPMENT FOR CY2025**

   A. **Section VII. Technical Specifications**
      - **Service Level Agreement (SLA):**
        - **Please see Attached ANNEX A**

      - **Functional Definition of Link Load Balancer Algorithm:**
        - **Please see Attached ANNEX B**

3. **PROCUREMENT OF EVENT MANAGEMENT SERVICES FOR THE CONDUCT OF STAKEHOLDER CONSULTATIONS, INFORMATION, EDUCATION, AND COMMUNICATIONS (IEC) CAMPAIGN AND ENFORCEMENT, MONITORING, AND VERIFICATION (EMV) ACTIVITIES IN RELATION TO THE PHILIPPINE ENERGY LABELING PROGRAM (PELP) FOR CY2025**

   - **None**

This Bid Bulletin forms part of the Terms of Reference. All other terms and conditions in the Bid Documents and other Bid Bulletin issued by the DOE-BAC not inconsistent with this Supplemental/Bid Bulletin shall remain valid and effective.

Approved for Issuance:

(sgd)
GIOVANNI CARLO J. BACORDO
Undersecretary and Chairperson, BAC

DEBM/jjad/jcl

ANNEX A
Service Level Agreement (SLA)
Equipment Maintenance and Support Services

Introduction

This Service Level Agreement (SLA) outlines the terms, conditions, and expectations for the support services provided by the Service Provider (SP) to the Department of Energy (DOE).

Purpose

The DOE depends on IT equipment and peripherals to perform its functions.

This SLA sets out what levels of support that DOE is guaranteed to receive.

This SLA is an integral part of the procurement contract between the DOE and the SP. It aims to enable the two parties to work together effectively.

Effective Date

This SLA shall take effect at the beginning of the contract and shall remain valid until the end of the equipment warranty period.

1. Definitions

1.1. Equipment - Refers to the physical hardware provided by the SP to the DOE, including but not limited to Next Generation Firewall, Link Load Balancer, Uninterruptible Power Supply.

1.2. Maintenance Services - The services provided by the SP to ensure the Equipment operates correctly and to address any repairs or technical issues.

1.3. Support Services - Technical assistance provided by the SP to troubleshoot and resolve issues related to the Equipment.

1.4. Downtime - The period during which the Equipment is not operational due to malfunction or maintenance.

1.5. Response Time - The amount of time it takes for the SP to acknowledge a reported issue. Auto-generated email replies are not accepted as response acknowledgment.

1.6. Resolution Time - The time it takes to fix or resolve an issue after it has been acknowledged.

2. Equipment Supply

2.1. Equipment Provided:
The SP agrees to supply the following Equipment to the DOE as detailed below:
- NextGen Firewall
- Link Load Balancer
- Uninterruptible Power Supply

2.2. Delivery and Installation:
The SP will deliver and install the Equipment at the DOE's premises upon receiving Notice to Proceed. The installation will include a brief description of setup process, testing, or configuration steps.

2.3. Warranty:
The Equipment is covered by a warranty starting from the date of installation. The warranty includes coverage for parts, labor, etc. Any defects in the Equipment that occur during the warranty period will be repaired or replaced at no additional cost to the DOE.

3. Support Services

3.1. Scope of Support:
Support services provided under this SLA include:
- Technical Support: Assistance with troubleshooting and diagnosing problems with the Equipment.
- On-Site Support: If the issue cannot be resolved remotely, the SP will dispatch a technician to the DOE's location.
- Should be course through the following medium such as: ticketing system, email, calls, text messaging and Viber chat.
- Provision of service unit and configuration of firewall and link load balancer in case of failure affecting the entire organization within 48 hours after declaration that device is unserviceable.
- If the failed device is unserviceable, SP will provide a replacement unit.

3.2. Support Response Times:
The SP will respond to reported issues as follows:

Priority Level	Description	Response Time	Resolution Time
Critical	Complete system outages or major disruptions affecting the entire organization or critical business operations.	Within 30 minutes	Within 60 minutes
High	Issues that significantly impact business operations but can be worked around temporarily.	Within 60 minutes	Within 120 minutes
Medium	Issues that significantly impact business operations but can be worked around temporarily.	Within 90 minutes	Within 240 minutes
Low	Minor issues or non-urgent requests that do not significantly impact operations.	Within 2 hours	Within 8 hours

3.3. Support Hours:
Support will be available 24/7 Monday to Sunday, including holidays.

4. DOE Responsibilities

4.1. Incident Reporting:
The DOE will promptly report any issues, failures, or malfunctions promptly to the SP using the designated support channels.

5. Failure to meet response or resolution times:

5.1. If the SP fails to meet the response or resolution time twice during the subscription period, the SP shall be considered in default of its contractual obligations and may be considered as a ground to terminate the contract, in accordance with the provisions of Republic Act No. 9184, and its implementing rules and regulations.

ANNEX B

Functional Definition of Link Load Balancer Algorithm:

Weighted Balance
Assigning more traffic to a faster link or less traffic to a connection with a lower bandwidth. Set a weight on the scale for each connection and outgoing traffic will be proportionally distributed according to a specified ratio.

Priority
Route traffic to preferred link as long as available. Arrange connection priority order and traffic will be routed through the healthy link that has the highest priority. Lower priority links will only be used if the current connection fails.

Overflow
Prevent traffic flow from slowing down when the connection runs out of available bandwidth. Arrange connection overflow order and the highest priority link will route traffic as long as it has not been congested. Once saturated, the lower priority links will start routing traffic.

Persistence
Eliminate session termination issue. Specify a traffic type and it will be routed through the same connection persistently based on its source and/or destination IP addresses. Traffic will keep routing on the same connection until the session ends.

Least Used
Choosing better connection with more free bandwidth. Traffic will be directed to the link with the most available bandwidth among the selected connections.

Lowest Latency
Use the fastest connection based on the connection latency time of the second or third hops. At pre-defined time intervals, test data is sent to all healthy connections. All new traffic will be assigned to the link with the lowest latency time among the selected connections.

Enforced
Restrict outbound traffic to a particular connection. Select a connection and the specified traffic type will be routed through it at all times, whether the link is up or down. For scenarios like accessing a server that only allows users from a specific IP.

Fastest Response Time
Use the fastest connection based on session response from the destination. At the start of each session, traffic is duplicated and sent to all healthy connections. The connection with the earliest response from the destination will be used to send all further traffic from that session.