

# BUREAU OF CUSTOMS MAKABAGONG ADUANA, MATATAG NA EKONOMIYA



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# FOR THE SUPPLY, DELIVERY, INSTALLATION, TESTING AND COMMISSIONING OF HIGH PERFORMANCE DISASTER RECOVERY (DR) SERVER FOR THE BOC

Project ID No.: BOC-GOODS-2023-15

October 2023

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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.



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**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

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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

#### SECTION I. INVITATION TO BID

#### "Supply, Delivery, Installation, Testing, and Commissioning of High-Performance Disaster Recovery (DR) Server for the BOC"

- 1. The Bureau of Customs (BOC) through the authorized appropriations under the CY 2023 General Appropriations Act intends to apply the sum of Sixty Million Pesos (Php60,000,000.00) being the Approved Budget for the Contract (ABC) to payments under the contract for the "Supply, Delivery, Installation, Testing, and Commissioning of High-Performance Disaster Recovery (DR) Server for the BOC". Bids received in excess of the ABC shall be automatically rejected at the bid opening.
- 2. The Bureau of Customs now invites bids for the above Procurement Project. Bidders should have completed, within five (5) 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.
  - 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 the BOC Bids and Awards Committee (BAC) 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 October 13, 2023 from the given address and website 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 Fifty Thousand Pesos (P50,000.00). The Procuring Entity shall allow the bidder to present its proof of payment for the fees to be presented in person.
- 6. The BOC will hold a Pre-Bid Conference on October 20, 2023, 10:45 a.m. at the GSD Conference Room, Ground Floor, OCOM Building, South Harbor, Gate 3, Port Area, Manila, and/or through videoconferencing/webcasting via Microsoft Teams, which shall be open to prospective bidders. Sent a Letter of Intent through email and we will send the link via Microsoft Teams.



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- 7. Bids must be duly received by the BAC Secretariat through manual submission at the office address as indicated below on or before November 03, 2023, 10:15 a.m. Late bids shall not be accepted.
- 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.
- 9. Bid opening shall be on November 03, 2023, 10:45 a.m. at the given address below. Bids will be opened in the presence of the bidders' representatives who choose to attend the activity.
- 10. The BOC 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 Section 41 of RA 9184 and its IRR, without thereby incurring any liability to the affected bidder or bidders.
- 11. For further information, please refer to:

BOC-BAC Secretariat General Services Division OCOM Bldg., South Harbor, Gate 3, Port Area, Manila Telefax No. 526-6571

Email address: <a href="mailto:bacsecretariat@customs.gov.ph">bacsecretariat@customs.gov.ph</a>

12. You may visit the following websites:

For downloading of Bidding Documents: https://customs.gov.ph/bid-opportunities/

Date issued: October 13, 2023

MICHAEL C. FERMIN Chairperson, BOC-BAC

# Section II. Instructions to Bidders

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#### 1. Scope of Bid

The Procuring Entity, Bureau of Customs-Bids and Awards Committee (BOC-BAC) wishes to receive Bids for the "Supply, Delivery, Installation, Testing, and Commissioning of High-Performance Disaster Recovery (DR) Server for the BOC" with identification number BOC-GOODS-2023-15.

The Procurement Project (referred to herein as "Project") is composed of one (1) lot the details of which are described in Section VII (Technical Specifications).

#### 2. Funding Information

- 2.1. The Government of the Philippine (GOP) through the source of funding as indicated below for FY 2023 General Appropriations Act in the amount of Sixty Million Pesos (Php60,000,000.00).
- 2.2. The source of funding is:
  - a. NGA, the General Appropriations Act or Special Appropriations.

#### 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 **ITB** 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.
  - b. For the procurement of Expendable Supplies: The Bidder must have completed a single contract that is similar to this Project, equivalent to at least twenty-five percent (25%) of the ABC.
  - c. For procurement where the Procuring Entity has determined, after the conduct of market research, that imposition of either (a) or (b) will likely result to failure of bidding or monopoly that will defeat the purpose of public bidding: the Bidder should comply with the following requirements: [Select either failure or monopoly of bidding based on market research conducted]
    - i. Completed at least two (2) similar contracts, the aggregate amount of which should be equivalent to at least *fifty percent* (50%) in the case of non-expendable supplies and services or twenty-five percent (25%) in the case of expendable supplies] of the ABC for this Project; and
    - ii. The largest of these similar contracts must be equivalent to at least half of the percentage of the ABC as required above.
- 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 not allowed.
- 7.2. 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 **ITB**.

#### 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 **ITB**, 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 five (5) years as provided in paragraph 2 of the **ITB** 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 **ITB** shall not be accepted.
- 11.4. For Foreign-funded Procurement, a ceiling may be applied to bid prices provided the conditions are met under Section 31.2 of the 2016 revised IRR of RA No. 9184.

#### 12. Bid Prices

- 12.1. Prices indicated on the Price Schedule shall be entered separately in the following manner:
  - a. For Goods offered from within the Procuring Entity's country:
    - i. The price of the Goods quoted EXW (ex-works, ex-factory, exwarehouse, ex-showroom, or off-the-shelf, as applicable);
    - ii. The cost of all customs duties and sales and other taxes already paid or payable;
    - iii. The cost of transportation, insurance, and other costs incidental to delivery of the Goods to their final destination; and
    - iv. The price of other (incidental) services, if any, listed in e.
  - b. For Goods offered from abroad:
    - i. Unless otherwise stated in the **BDS**, the price of the Goods shall be quoted delivered duty paid (DDP) with the place of destination in the Philippines as specified in the **BDS**. In quoting the price, the Bidder shall be free to use transportation through carriers registered in any eligible country. Similarly, the Bidder may obtain insurance services from any eligible source country.
    - ii. The price of other (incidental) services, if any, as listed in **Section VII (Technical Specifications).**

#### 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:
  - a. Philippine Pesos.

#### 14. Bid Security

- 14.1. The Bidder shall submit a Bid Securing Declaration<sup>1</sup> 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 until March 02, 2024. 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 one copy 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.

If the Procuring Entity allows the submission of bids through online submission or any other electronic means, the Bidder shall submit an electronic copy of its Bid, which must be digitally signed. An electronic copy that cannot be opened or is corrupted shall be considered non-responsive and, thus, automatically disqualified.

#### 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 **ITB**.

<sup>&</sup>lt;sup>1</sup> 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.

#### 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 **ITB**. The Bidders' representatives who are present 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. If the Project allows partial bids, bidders may submit a proposal on any of the lots or items, and evaluation will be undertaken on a per lot or item basis, as the case maybe. In this case, the Bid Security as required by **ITB** Clause 15 shall be submitted for each lot or item separately.
- 19.3. The descriptions of the lots or items shall be indicated in **Section VII** (**Technical Specifications**), although the ABCs of these lots or items are indicated in the **BDS** for purposes of the NFCC computation pursuant to Section 23.4.2.6 of the 2016 revised IRR of RA No. 9184. The NFCC must be sufficient for the total of the ABCs for all the lots or items participated in by the prospective Bidder.
- 19.4. The Project shall be awarded one Project having several items that shall be awarded as one contract.
- 19.5. 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

20.1. 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, that it is one of the eligible bidders who have submitted bids that are found to be technically and financially compliant,}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**. The LCB shall likewise submit the required documents for final Post Qualification.}

#### 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

ITB Clause	
1	The Procuring Entity is the Bureau of Customs.
	The name of the Contract is "Supply, Delivery, Installation, Testing, and Commissioning of High-Performance Disaster Recovery (DR) Server for the BOC"
	The identification number of the Contract is BOC-GOODS-2023-15.
2	The Funding Source is:
	The Government of the Philippines (GOP) through the authorized appropriations under the CY 2023 General Appropriations Act in the amount of Sixty Million Pesos (Php60,000,000.00).
3	No further instruction.
5	Only Bids for Bidders found to be legally, technically, and financially capable will be evaluated as defined in ITB Clause 5.1.
5.2	Foreign bidders are not allowed.
5.3	The bidder must have completed, five (5) years prior to November 03, 2023 single contract that is similar to the project at hand and whose value must be at least fifty percent (50%) of the ABC to be bid.
	Bidders must include in their Bid a photocopy of Single Largest Completed Contract, Notice of Award (NOA), Notice to Proceed (NTP), Technical Inspection and Acceptance Committee (TIAC) Report or Certificate of Final Acceptance Report or equivalent in the Private Sector.
	Failure to submit a copy of Single Largest Completed Contract with proof of Completion or a failure against the veracity of such shall be a ground for disqualification of the bidder for award and forfeiture of the bid security.
	For this purpose, similar contract shall refer to "Supply, Delivery, Installation, Testing and Commissioning of High-Performance Disaster Recovery (DR) Server"
5.4	Joint Venture is not allowed.
7.1 (a)	Subcontracting is not allowed.
8	The BOC will hold a Pre-Bid Conference on October 20, 2023, 10:45 a.m. at the GSD Conference Room, Ground Floor, OCOM Building, South Harbor, Gate 3, Port Area, Manila, and/or through videoconferencing/webcasting via Microsoft Teams, which shall be open to prospective bidders.

14.1	<ul> <li>The bid security shall be in the form of a Bid Securing Declaration or any of the following forms and amounts:</li> <li>The amount of not less than Php1,200,000.00, or 2% if bid security is in cash, cashier's/manager's check, bank draft/guarantee or irrevocable letter of credit;</li> <li>The amount of not less than Php3,000,000.00, or 5% if bid security is in Surety Bond.</li> </ul>
15	Each Bidder shall submit one (1) original and two (2) copies of the first and second components of its bid with proper tabs.  All documents within the Bid (both Original and Photocopies), along with any accompanying attachments like brochures etc., must be certified as true copies by the authorized representative.
19.3	Partial bids are not allowed. All Goods are grouped in lots listed below. Bidders shall have the option of submitting a proposal on any or all lots and evaluation and contract award will be undertaken on a per lot basis. Lots shall not be divided further into sub-lots for the purpose of bidding, evaluation, and contract award.
20.1	<ul> <li>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 the following documents:</li> <li>1. Must submit valid proof that the company has been certified by the National Privacy Commission to have complied with the registration requirements for the Data Privacy Act of 2012.</li> <li>2. Latest Income Tax Return and business Tax Return with proof of payment (filed and paid through BIR Electronic Filing and Payment System (eFS);</li> <li>3. VAT Returns (Form 2550M and 2550Q) or Percentage Tax Returns (2551M) with proof of payment covering the last 6 months</li> <li>4. Latest Audited Financial Statement.</li> <li>5. Other appropriate licenses and permits required by law.</li> </ul>
21.1	No further instruction

# Section IV. General Conditions of Contract

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#### 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.
- 5.2 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

GCC Clause	
1	Delivery and Documents –
	The Goods shall only be delivered by the supplier as indicated in Section VI. Schedule of Requirements. Moreover, the delivery schedule as indicated in Section VI. Schedule of Requirements may be modified at the option of the Procuring Entity, with prior due notice, written or verbal, to the Supplier.
2.2	Payment shall be made after formal acceptance of deliverables, and
	10% shall be retained until completion of contract.
3	No further instructions.
4	Inspections and Tests
	Complete Goods shall be inspected and/or tested by the End User based in Section VII. Technical Specifications.
5.1	The warranty was based on technical specifications.
5.2	No further instructions.
6	No additional provision.

# Section VI. Schedule of Requirements

Item	Description	Delivery Date
1	Provision of Principal Support for the existing High- Performance Server and Virtualization Solution of the Hyper-Converged Infrastructure of the Bureau of Customs.	
2	Supply and Delivery of High- Performance Disaster Recovery (DR) Server.	Deliver within Ninety (90) calendar days as provided in the Technical Specification
3	Installation, Configuration, and Testing of High-Performance DR Server.	
4	Knowledge Transfer	
5	Provision of Local Technical Support Services for two (2) years.	

I hereby commit to comply and deliver the above requirements.

Name of Company (in print)
Signature of Company Authorized Representative
Name & Designation (in print)
 Date

## Section VII. Technical Specifications

#### STATEMENT OF COMPLIANCE TO TECHNICAL SPECIFICATIONS

#### **A. INSTRUCTION:**

The bidder must state in the last column opposite each parameter and required specifications either "Comply" or "Not Comply". All pages shall be properly signed. Bidders must state here either "Comply" or "Not Comply" against each of the individual parameters of each Specification stating the corresponding performance parameter of the equipment offered. Statements of "Comply" or "Not Comply" must be supported by evidence in a Bidders Bid and cross-referenced to that evidence. Evidence shall be in the form of manufacturer's unamended sales literature, unconditional statements of specification and compliance issued by the manufacturer, samples, independent test data etc., as appropriate. A statement that is not supported by evidence or is subsequently found to be contradicted by the evidence presented will render the Bid under evaluation liable for rejection. A statement either in the Bidders statement of compliance or the supporting evidence that is found to be false either during Bid evaluation, post-qualification or the execution of the Contract may be regarded as fraudulent and render the Bidder or supplier liable for prosecution subject to the provisions of ITB Clause above goods manufactured by us.

Item	Specification	Bidders Statement of Compliance
	<ul> <li>The bidder must be a valid registered organization in existence for at least five (5) years.</li> <li>The bidder must have at least five (5) years experience in delivering ICT Projects in the Government</li> <li>Must have at least five (5) helpdesk technical support engineers for 8 by 5 capability.</li> <li>Prospective Bidder must have completed a single completed contract of similar nature within the last (5) years from the date of submission and receipt of bids amounting to at least fifty percent (50%) of the ABC:</li> </ul>	

#### Provision of Principal Support for the existing High-Performance Server (HW) and Virtualization Solution (SW) of the Hyper-Converged Infrastructure of the Bureau of Customs:

- The principal support must be 100 percent compatible with the existing Hyper-Converged Infrastructure of the Bureau.
- The principal support must include the use of patches, upgrades, and related services for the existing virtualization solution.
- The principal hardware support must have 24/7 access to the knowledge base, principal technical support, service request handling, and diagnostics through local or through remote access.
- The principal support must provide patches and supportability enhancements.
- The principal support must enable BOC to have access to best practices from the virtualization software manufacturer and global community.
- The principal support must enable BOC to access to the latest performance improvements and product support.
- The principal support must provide notifications or alerts to inform the BOC of potential issues or vulnerabilities.
- The principal support must also include, but not limited to, the following:
  - Entitlement to upgrades, updates, and patches of the existing High-Performance Server and Virtualization Solution
  - Management dashboard for ease of access and monitoring
  - Free access to the knowledge base
  - Free access to web or telephone support and online chat
- Must provide technical support based on service level agreement.
- All Principal support must be active and covered by a maintenance agreement for a minimum of two (2) years. Kindly submit proof of activation with a two-year principal support duration within the duration specified in Section VI. Schedule of Requirements.

0	It must ensure that the Bureau of Customs
	would be given access to Virtualization
	Software updates and security patches the
	period at no additional cost to the Bureau of
	Customs.

# 2 Supply and Delivery High-Performance Disaster Recovery (DR) Server:

## • HARDWARE AND PERFORMANCE REQUIREMENTS

- o Each node must support up to 28 cores.
- Each node must support up to 2 latest Intel Xeon Scalable Processors offering from 8 to 56 cores per node.
- Each node must allow inbox upgrades from 1 to 2 processors.
- Each node must allow inbox upgrade of RAM up to 1536GB per processor and must scale to 3TB per Node.
- The hyper-converge solution must be configured to have at least sixty (60) TB readintensive solid-state drives (SSD)
- Each node must have embedded 4 x 1GbE ethernet ports & support 4 x 10/25GbE SFP+ ethernet ports with the option to select Fiber optic, Copper DAC, or RJ45 connectivity.
- Each node must have embedded 1 x out-ofband management to simplify remote management.
- Each node must have 1 or more 12G RAID controllers to manage drives within the node.
   In case the vendor doesn't support Raid controller then resiliency must be built using below guidelines given in the RFP.
- Each node must have at least 3 PCI slots available and must also support at least 1 x GPU adapter.
- Must be compatible with the existing High-Performance Server of the Bureau.

#### Data Efficiency

 Proposed High-Performance Disaster Recovery (DR) Server must be capable of deduplication, compression & optimization of all data inline, in real-time, across all storage tiers

- for write operation from the Virtual Machines (VMs).
- Data efficiency must be handled at a data granularity of 4KB or 8KB data blocks.
- De-duplication and compression must be completely inline for the entire which means that it must happen before the write request from VM hits the actual data disk or cache disk offered in each node.
- Failure of any given disk in the High-Performance Disaster Recovery (DR) Server node must not disable the de-duplication and compression for a given node either temporarily or permanently.
- De-duplication and compression must use the unified data block size for the entire set of VM data for data efficiency and must not use more than 8KB in size.
- De-duplication and compression must always be enabled irrespective of the nature of the data without any performance impact.
- De-duplication and compression must happen inline irrespective of IO type like Sequential or random IO operations.

#### Hypervisor

- High-Performance Disaster Recovery (DR)
   Server must be a Hyper-converged solution
   and must support the leading hypervisor of the
   industry.
- Must be used for general purposes and must not be a proprietary one. Hypervisor must be ported on both HCI as well non-HCI environment by using appropriate licenses.
- Must be placed on disks that are not part of the primary data storage.

#### Expansion

- Must be able to allow in-box upgrade of CPU, RAM, and storage capacity as well as scaleout expansion.
- Must be able to start small with a minimum of 2 nodes, for high availability, and scale-out when required.
- Must support the addition of computeonly/access nodes (without data storage) to provide additional compute resources and

- must support servers from all OEM brands as CN (Compute nodes)
- Must be able to manage at least 96 nodes into a single federation. Vendor must offer upfront management software to manage all 96 nodes from a single console."

#### Resiliency

- Must be able to support multiple points of failure across multiple nodes, with no loss of function or data.
- Must be a combination of both Hardwarebased for disk failure at each node level and node failure must be protected with at least RF2 (Replication Factor 2).
- Each node must have dedicated non-shared dual-PSUs and must be able to sustain single power supply failure.
- The solution must not utilize micro-server architecture with shared PSUs and other components.
- Must be able to compulsorily sustain a minimum of simultaneous 1-HDD failures in each node of a cluster and across all nodes in the cluster without data loss.
- Must be able to sustain 1 NIC port failure.

#### SOFTWARE AND FUNCTIONALITY REQUIREMENTS

#### General Specifications:

- Must have a guaranteed data efficiency rating of 10:1 when managing local Virtual Machine (VM) data and backups, or the HCI Original Equipment Manufacturer (OEM) must provide in writing the Data Efficiency being committed.
- Must support individual VM-centric policybased backup, recovery, and DR. All necessary software like backup software, if required, must be supplied.
- Must support WAN-optimized data protection for VM mobility. Only and only unique information must flow across WAN after enabling deduplication and compression.

- Must provide all required accessories for enablement of deduplication and compression over WAN
- WAN Optimization features must be inbuilt in the proposed solution.
- Data must not be re-hydrated before being transferred to the target data center.
- Must have in-built support for container storage interface (CSI) and must be qualified to work with Container platforms based upon open-source Kubernetes.

#### Global Unified Management

- Must support VM-centric management through a single pane of glass through the virtualization dashboard and manager of the given proposed hypervisor.
- The Virtualization Manager of a given Hypervisor must be able to manage single or multiple clusters through a single management console of the Hypervisor.
- Must have the ability to manage all aspects of the Hyper-convergence for all sites through the Virtualization Manager of a given Hyper-Converge.
- Must be able to expose/connect to existing customer servers for hosting VMs and applications while taking advantage of the functionality of the solution.
- Must be able to globally manage Backup Policies per Datastore or per VM and must be able to control all of them directly through the virtualization manager of a given hypervisor.
- Must have a single upgrade management console to simplify upgrade of Hyperconverge Software, hypervisor, and ability to roll back upgrades.

#### Cloud Enabled - Monitoring, Artificial Intelligence & Hypervisor Integration

- Cloud-enabled monitoring and analytics engine integration with Hypervisor:
  - Must be tightly integrated with the offered Hypervisor layer and must be certified to work with at least VMware.

- Must be able to provide end-to-end monitoring of multiple data centers, Multiple HCI clusters, Data-store, Hypervisor Host, and VMs running within the data center.
- Any license required to monitor multiple clusters from a single console must be provided either on-premise or on the cloud.
- Cloud monitoring and integration tools must have an in-built mechanism with a back-end support team for automatic support case logging of defined error conditions.
- Cloud monitoring and integration tools must have the capability to identify the top VMs that are contributing towards maximum IOs and space consumption.
- Cloud monitoring and integration tools must show support contract status at each Virtual controller/node level.
- Cloud monitoring and integration tools must show capacity consumption trends for both past and future usage for effective capacity planning.
- Cloud monitoring and integration tools must be tightly integrated with local and remote data backups and must showcase from a single console about the local and remote backups for each and every VM.
- Cloud monitoring and integration tools must show the overall capacity efficiency ratio and clearly highlight de-duplication and compression ratios separately.
- In case the winning bidder doesn't support the above-offered functionality in the cloud then the same functionality must be offered at on-premise with the enterprise version of vendor management software with unlimited licenses for managing multiple clusters and enterprise backup functionalities.

#### Backup & Data Protection

- Backup & data protection functionality must be an integral feature of Hyper-Converge instead of a separate server/software license.
- The backup must be an independent copy of the source Virtual Server and must allow

- restore of deleted or corrupted source Virtual Server.
- Backup independent copy must not use and be depended on the provided hypervisor snapshot technology.
- Integral backup must have the ability to define backup policy per datastore, a group of VMs, or a specific VM.
- Integral backup must have the ability to execute backup tasks at a specified interval like a specific day of the week or day of the month.
- Integral backup must have the flexibility to retain the critical or flagged backup for extended periods in months and years. It must support backup data retention at least for 10 years without using any additional software.
- Integral backup must have the ability to execute backup tasks during office hours without impacting to production workloads.
- Hyper-converge cluster must be truly scalable and must support natively up to 2 million backup copies on a daily basis.
- The proposed solution must be able to provide backup reports for audit purposes.
- The hyper-converge solution must have a guaranteed local cluster backup time of >= 5 minutes.
- Integral backup must provide a dashboard for failed backups.
- The hyper-converge solution must provide complete flexibility for VM-level backup instead of forcing protection at the datastore or protection domain level.
- The integrated backup solution must have the flexibility to change the backup expiration policy to never for a given backup file for higher retention.
- An integrated backup solution must be able to backup Container's persistent volumes.
- In case the vendor doesn't have integrated backup software into their HCI offering then the solution must be provided with external backup software while adhering to the above functionalities. The vendor must provide an enterprise version of backup software for the

- entire asked capacity in the RFP along with the required hardware resources.
- The hyper-converge solution must provide complete flexibility for Cloning specific VMs.

#### Backup & Data Protection Infrastructure

- The vendor must provide the required backup solution (Either in-built) or additional for the above backup requirements.
- The vendor must ensure that the backup engine must be running on each HCl node.
- o If the vendor needs to create a separate VM for backup and recovery operations, the Vendor must ensure that a VM must be created on each HCI node in HA. Each VM must be allocated at least 128GB memory, 8 physical cores, and 2 x 10/25Gbps ethernet ports additionally. Vendor must do their sizing accordingly.
- The vendor must also be able to integrate disk-based backup appliances within the given cluster natively while maintaining the de-duplication and compression. The vendor must provide the documentary proof for it.
- The vendor must be able to use a diskbased appliance for both local backup as well as backup over WAN without any additional gateway.
- In case the vendor can't do a native integration of a disk-based backup appliance, the vendor must provide an additional 100TB Front-end capacity license along with ISV software.

#### Restoration (Data Recovery)

- Data recovery must be independent of the source Virtual Server
- It must be possible to search the backup job using various parameters for a given virtual machine using expiration time, Cluster name, timestamp of backup, etc.
- Must provide the capability to check the unique size of the backup before starting the restore operation.

- Must allow restoration of Virtual machine by replacing the existing source virtual machine, creation of new virtual machine, or restoring to a different datacenter within the hypervisor.
- Must be able to copy the backup file along with metadata to different clusters as a native feature of backup and restore software.
- Must provide a backup catalog to allow any Virtual machine to be recovered to any specific point in time.
- The data recovery process must be simple with an RTO in minutes for a given cluster.

#### • Data Replication

- Must support the ability to carry simultaneous out bi-directional replication between two data centers.
- Must have the ability to replicate Any-to-Any in a Mesh Data Center (DC) deployment of more than 3 DCs.
- Replication across locations must be in low bandwidth mode and use both deduplication and compression technologies while replicating the data.
- Winning Bidder must provide a WAN optimization device in a highly redundant mode in case any of the technology, deduplication, and compression are not supported for replication.
- Hyperconverge must also be supported to deploy as a stretched cluster with Zero RTO and RPO. Offered Hyper converge must support stretched cluster deployment in a near-site metro DC deployment out of the box.
- Must capability to throttle the replication bandwidth.
- Required license/s for multiple DC replication must be provided as necessary

#### Security

 The proposed solution must be able to provide Data-At Rest-Encryption for additional data security.

- The proposed solution must be offered with Local key management solutions and must be certified to work with external key management solutions.
- The proposed solution must have the capability to enable key management from a single console for both local and external key management solutions.
- The proposed encryption solution must be at least a FIPS 140-2 Level 1 validated enterprise-class encryption solution.

#### • Disaster Recovery (Failover and failback)

- Must provide failover and failback with the approach of one-button Disaster Recovery.
- There must be no manual process at the DR location after executing the one-button failover or failback command.
- Must help to create a DR plan file so that authorized users can execute it in case of disaster.
- Solution DR plan file must be encrypted, and password protected so that only authorized users can execute the DR plan.
- Must allow the creation of a Runbook for automating the recovery of Virtual machines in a specified sequence at the DR location for data consistency.
- Must allow powering on the required VMs at the DR location without any manual intervention.
- Must allow changing of the IP address of recovered Virtual Servers to match target datacenter.
- Must allow the option to test DR failover to separate networks with no impact on production workloads.
- In case of a problem, while failing over the VM to the DR location, the solution must retry the VM to failover before automatically moving to the next VM without any manual intervention.
- Must have a feature to assist in the failback process to the Primary data center.

#### System security and Remote Support

- For firmware security, a hyperconverged system must support a remote management chip creating a fingerprint in the silicon, preventing the system from booting up unless the firmware matches the fingerprint. This feature must be immutable.
- Must maintain a repository for firmware and drivers' recipes in the flash drive associated with the management port. This is to aid rollback or patching of compromised firmware. Must also store Factory Recovery recipe preloaded to rollback to factory-tested secured firmware.
- Hyperconverged System remote management must support a browser-based graphical remote console along with a Virtual Power button, and remote boot using a USB/CD/DVD Drive.
- Hyperconverged systems must support agentless management using the out-ofband remote management port.
- Hyperconverged system must support remote console sharing up to 6 users simultaneously during pre-OS and OS runtime operation.

#### Support

- The manufacturer or Winning Bidder of the proposed solution must have an established worldwide support organization that can provide local and remote support up to 24x7 availability for two (2) years
- Established worldwide support which can provide L3 support for hyperconverged products that can provide resolution support from hypervisor to hardware.

#### Licensing

 The entire offered Hyperconverged must be licensed with real-time deduplication, Compression, Hypervisor, at least 4 multisite deployments, Automated failover and failback license, Backup software (In-built or external as per RFP Functionality requirement), and Enterprise Management console license for multi-cluster management.

#### Principal Warranty and Support

 The proposed solution/s must be covered by the Principal/manufacturer's Warranty for a minimum of 2 years, starting from the completion and acceptance of the project.

# Installation, Configuration, and Testing of High-Performance Dr Server.

#### · Scope of Work:

- Conduct pre-implementation analysis (e.g. application environment, database options, object types and counts, invalid object, table sizes, parameter settings) and planning (e.g. migration approach).
- Provide and submit Project Initiation documentation to the Bureau.
- Initiation and Planning of the steps to be defined and documented for each stage of the project milestones
- Must switch and migrate the contents of the existing High-Performance Server used for Production and configure it as the Disaster Recovery environment (New machine to become the Production Environment)
- Must ensure the 100% operability and integration of the two High-performance servers
- Create a service delivery plan which may include change management processes, maintenance checks, complexity of the systems, business requirements of the systems, software version, and organizational boundaries. Provide sufficient details such as but not limited to:
  - Change Management process, timeline, pre-requisites, approval process, applicable costs defined per man-hour rate, if any
  - Maintenance window scheduling, alternative arrangements to be considered

- if the proposed window affects critical business processes of the Bureau
- Complexity of the System assign overall project manage/governance
- Business Requirements must be aligned with the requirements of the relevant business units/stakeholders identified in the project
- Software Version must ensure that the latest software version is used, and that support for the critical applications is active
- Must provide functional testing parameters and ensure that all components are working and operational through:
  - Systems Integration testing (SIT)
  - User Acceptance Testing (UAT)

#### 4 <u>Local Technical Support Services Specific</u> <u>Requirements</u>

- 1. Local Technical support must provide the following scope of services:
  - Must provide Technical Support services with multiple levels of escalation, issue reporting, and documentation for a period of two (2) years
  - Technical support through phone or email technical support.
  - Use of an online ticketing system for issue or concern reporting.
  - Provision of service level agreement depending on the level of escalation.
  - Notify BOC of available critical patches or updates of the Database software on a monthly basis.
  - Must provide on-demand health checks and provide assistance to the Bureau on the application of critical patch/version updates, as applicable.
  - Must provide recommended fixes or resolutions to problems encountered in the Database systems related to the project.
  - Must provide technical support during business hours, 8 hours a day, 5 days a week (Monday to Friday).

### Workshop / Technology Transfer

- The proponent must provide technology transfer, workshops, or any learning subscription to a total of five (5) BOC administrators or technical engineers who are related to the support and maintenance of the Core Relational Database Management System
- Training credits or certification may be provided as proof of delivery.

### Manpower Requirements

 Proposed Team Members must be a full-time employee of the bidder and must provide proof through a Certificate of Employment and Curriculum Vitae. Training Certifications or any applicable documents must be submitted as proof of training completion or certification.

### Project Manager

- At least fifteen (15) years of work experience in managing a technical team and technical projects.
- Must have trainings in Information Systems Planning
- Certified or have formal training for project management or its equivalent methodologies. Kindly submit proof in the form of training certification
- Must at least have formal training in Lean Six Sigma Methodologies (Yellow Belt) or any equivalent Training.
- Trained in handling Security in IT Infrastructure and/or Systems.
- Responsible for interacting with the BOC Team, monitoring issues & complaints (if any), developing problem management and service improvement plans, understanding, and maintaining the service level agreements, overseeing activities of the technical support team, and ensuring that best practices are being followed and provide reports through interaction with parties involved as needed.

### Associate Project Manager

- At least three (3) years of work experience in managing projects.
- Certified or have formal training for project management or its equivalent methodologies. Kindly submit proof in the form of training certification
- Must at least have formal training in Lean Six Sigma Methodologies (Yellow Belt) or any equivalent Training.
- Responsible for taking care of the project documentation and archiving of relevant files for the project and providing assistance to the Project Manager on any project-related activities.
- Trained and certified by an accredited training provider for the Data Privacy Act of 2012 or equivalent training and certification.

### At least five (5) Helpdesk Technical Support Engineers

- Each engineer must be at least a Linux Certified Professional or trained in the administration of the Software / Hardware principal components.
- At least 1-year work experience as a technical support engineer
- Provide technical support to BOC with regard to the proposed database software support

### At least Two (2) Database Technical Support Engineers

- At least 1-year work experience as a database technical support engineer
- Provide technical support to BOC with regard to the bureau's existing High-Performance Server
- Each engineer must at least be a trained and/or a specialist in the proposed principal software or hardware support

and must be qualified and certified to support BOC's existing High-Performance Server

### At least three (3) IT Security Support Engineers

- At least 1-year work experience as an IT security support engineer
- Must have formal training for IT Security Fundamentals, Vulnerability Assessment and Penetration Testing, Cyber Defense and threat Hunting, or Common Cybersecurity Attacks and Defense Strategies
- Provide technical support to BOC with regards to IT security

### SERVICE LEVEL AGREEMENT FOR LOCAL TECHNICAL SUPPORT

- Severity Level 1
  - o Complete loss of service
  - Stopping of programs affecting production data, rendering the system unusable,
  - Severity 1 issues have the following characteristics: data corruption; a critical documented function is not available; system hangs indefinitely, causing unacceptable or indefinite delays for resources or response; system crashes, and crashes repeatedly after restart attempts; a software-related issue that stops all monitoring; alerting, ticketing, and reporting functions resulting in a loss of business productivity.
  - o Response Time: Immediately or within 4 hours
- Severity Level 2
  - Severe loss of service
  - Important features are unavailable with no acceptable workaround, but operations can continue in a restricted fashion.
  - Service interruptions to some, but not all software modules.
  - Time-sensitive issue reported by BOC, which may adversely affect operational, billing, monitoring, and productivity

- o Response Time: Within 8 hours
- Severity Level 3
  - Minor loss of service
  - The impact is an inconvenience, which may require a workaround to restore functionality
  - For development environments, where the situation is causing your project to no longer continue or migrate into production
  - o Response Time: Within 20 hours
- Severity Level 4
  - No loss of service
  - Request information, enhancement, or documentation on software, but no impact on the operation of the software.
  - Recommendation for a future enhancement, reporting of documentation error with low-tono impact on business.
  - o Response Time: Within 24 hours

### **WORKSHOP / TECHNOLOGY TRANSFER**

- The proponent must provide technology transfer, workshops, or any learning subscription to a total of five (5) BOC administrators or technical engineers who are related to the support and maintenance of the Core Relational Database Management System
- Training credits or certification may be provided as proof of delivery.

### **PAYMENT MILESTONE**

Milestone	Deliverables	Payment
		Percentage
		Payment
		equivalent to
		<b>10%</b> of the
Milestone 1	Upon	contract price
	completion of	must be made
	Project Kick-off	upon submission
	and Submission	of requirements

	of Inception Report	within fifteen (15) calendar days upon receipt of the Notice to Proceed
Milesto	Upon submission of proof of delivery for the Provision one 2 of Principal Support for the existing High- Performance Server and Virtualization Solution of the Hyper- Converged Infrastructure of the Bureau of Customs	30% of the contract price must be made upon submission of requirements within twenty (20) calendar days upon receipt of the Notice to Proceed.
Milesto	Upon submission of proof of delivery	contract price must be made upon submission of requirements
Milesto	one 4 Upon submission of proof of completion for the Installation, Configuration, and Testing of High- Performance DR Server	upon submission of requirements within seventy (70) calendar days upon receipt of the

		Payment
		equivalent to
	Upon	<b>10%</b> of the
	Completion of	contract price
Milestone 5	Knowledge	must be made
	Transfer and	upon submission
	Submission of	of requirements
	Local Technical	within ninety
	Support Service	(90) calendar
	Level	days upon
	Agreement	receipt of the
	_	Notice to
		Proceed.

- Must provide a Project Management team that will handle all project-related activities, and technical support in coordination with BOC – Management Information Systems and Technology Group (MISTG).
- Must conduct an alignment meeting to plan out the schedules and activities, as necessary.
- In case of problems encountered in the Bureau's database system, the winning proponent in coordination with MITSG will conduct investigation and recommend possible fixes or resolutions for the implementation of BOC-MISTG. The winning proponent shall assist BOC-MISTG with these activities, as necessary.

I hereby commit to comply and deliver the above requirements.

	Name of Company (in print)
Signatur	re of Company Authorized Representative
	Name & Designation (in print)
	Date

# Section VIII. Checklist of Technical and Financial Documents

### **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;

### and

### **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**
- (c) 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; **and**
- (d) 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

- (e) Conformity with the Schedule of Requirements, Technical Specifications, which may include production/delivery schedule, manpower requirements, and/or after-sales/parts, if applicable; **and**
- (f) Original duly signed Omnibus Sworn Statement (OSS); **and**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

(g) 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.

### 25 FINANCIAL COMPONENT ENVELOPE

- (a) Original of duly signed and accomplished Financial Bid Form; and
- (b) Original of duly signed and accomplished Price Schedule(s).





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### **Bid Form**

_	
Date:	
Invitation to Bid <sup>2</sup> N <sup>o</sup> :	

To: [name and address of Procuring Entity]

Gentlemen and/or Ladies:

Having examined the Bidding Documents including Bid Bulletin Numbers [insert numbers], the receipt of which is hereby duly acknowledged, we, the undersigned, offer to the BOC, our services for the project, "Supply, Delivery, Installation, Testing, and Commissioning of High-Performance Disaster Recovery (DR) Server for the BOC" in conformity with the said Bidding Documents for the sum of [total Bid amount in words and figures] or such other sums as may be ascertained in accordance with the Schedule of Prices attached herewith and made part of this Bid.

ITEM	DESCRIPTION
	Provision of Principal Support for the existing High-Performance
1	Server and Virtualization Solution of the Hyper-Converged
	Infrastructure of the Bureau of Customs.
	Supply and Delivery of High-
2	Performance Disaster Recovery (DR) Server.
	Installation, Configuration, and
3	Testing of High-Performance DR Server.
4	Knowledge Transfer
4	
5	Provision of Local Technical
J	Support Services for two (2) years.

We undertake, if our Bid is accepted, to deliver the goods in accordance with the delivery schedule specified in the Schedule of Requirements.

If our Bid is accepted, we undertake to provide a performance security in the form, amounts, and within the times specified in the Bidding Documents.

<sup>&</sup>lt;sup>2</sup> If ADB, JICA and WB funded projects, use IFB.



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We agree to abide by this Bid for the Bid Validity Period specified in <u>BDS</u> provision for **ITB** Clause 14.2 and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

Commissions or gratuities, if any, paid or to be paid by us to agents relating to this Bid, and to contract execution if we are awarded the contract, are listed below:<sup>3</sup>

	Name and address of agent	-	Purpose of Commission or gratuity	
	(if none, state "None"			
	Intil a formal Contraction of the contraction of th		ecuted, this Bid, together with your writt be binding upon us.	ten
W receive		are not bound to accept	the Lowest Calculated Bid or any Bid you m	ıay
	We certify/confirm that validing Documents.	we comply with the eli	gibility requirements as per ITB Clause 10	of
owner authori behalf t cooper particip	and sole proprietor or a ty to participate, submi- for the <i>Name of Project</i> atives, or joint ventures	nuthorized representati t the bid, and to sign an of the <i>Name of the Pro</i> , <i>insert:</i> is granted full d to sign and execute	ned, [for sole proprietorships, insert: as to ve of <u>Name of Bidder</u> , has the full power and execute the ensuing contract, on the latte <u>curing Entity</u> ] [for partnerships, corporation power and authority by the <u>Name of Bidder</u> , the ensuing contract on the latter's behalf in J.	nd r's ns, , to
	Ve acknowledge that fa d Schedule of Prices, sh	_	l every page of this Bid Form, including t rejection of our bid.	the
Dated t	his	day of	20	
[signat	ure]	[in the c	capacity of]	
Duly a	uthorized to sign Bid fo	r and on behalf of		

<sup>&</sup>lt;sup>3</sup> Applicable only if the Funding Source is the ADB, JICA or WB.







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### **Price Schedule for Goods Offered 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)
Legal	Capacity:								

Duly authorized to sign the Bid for and behalf of:







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### Price Schedule for Goods Offered from Abroad

#### For Goods Offered from Abroad Name of Bidder \_\_\_\_\_ Project ID No.\_\_\_\_ Page \_\_\_ of \_\_\_ 2 3 4 5 7 8 9 1 6 Unit price CIF Total CIF Description Country Unit Price Unit price Total Price Item Quantity of origin port of entry or CIP Delivered Delivered delivered Duty Unpaid Duty Paid DDP (specify port) or price per (DDU) CIP named place (DDP) (col 4 x 8) item (specify border (col. 4 x point or place of 5) destination) Name: Legal Capacity: \_\_\_\_\_ Signature:

Duly authorized to sign the Bid for and behalf of:







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# Statement of Single Largest Completed Contract which is similar in nature

Business Name: Business Addres	ss:				
Name of Contract (including the name of procuring entity)	Date of the Contract	Kinds of Goods	Amount of Contract	Date of Delivery	End User's Acceptance or Official Receipt(s) Issued for the Contract
Submitted by :		l Name & Signa			
Designation :					
Date ·					







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### List of all Ongoing Government & Private Contracts including

### Contracts awarded but not yet started

Name of Contract (including the name of procuring entity)	Date of the Contract	Kinds of Goods	Value of Outstanding Contracts	Date of Delivery
Government				
<u>Private</u>				

### **Instructions:**

Date

- i. State all ongoing contracts including those awarded but not yet started within five (5) years (government and private contracts, which may be similar or not similar to the project being bidded) prior to opening of bids.
- ii. If there is no ongoing contract including awarded but not yet started as of the aforementioned period, state none or equivalent term.
- iii. The total amount of the ongoing and awarded but not yet started contracts should be consistent with those used in the Net Financial Contracting Capacity (NFCC) in case an NFCC is submitted as an eligibility document.





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### **Contract Agreement Form**

THIS AGREEMENT made the _	day of	20	_ between [name of
PROCURING ENTITY] of the Philippine	es (hereinafter calle	ed "the Entity")	of the one part and
[name of Supplier] of [city and country other part:	of Supplier] (herei	nafter called "t	he Supplier") of the
ī			

WHEREAS the Entity invited Bids for certain goods and ancillary services, viz., [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] (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 shall be deemed to form and be read and construed as part of this Agreement, viz.:
  - (a) the Supplier's Bid, including the Technical and Financial Proposals, and all other documents/statements submitted (*e.g.* bidder's response to clarifications on the bid), including corrections to the bid resulting from the Procuring Entity's bid evaluation;
  - (b) the Schedule of Requirements;
  - (c) the Technical Specifications;
  - (d) the General Conditions of Contract;
  - (e) the Special Conditions of Contract;
  - (f) the Performance Security; and
  - (g) the Entity's Notice of Award.
- 3. In consideration of the payments to be made by the Entity to the Supplier as hereinafter mentioned, the Supplier hereby covenants with the Entity to provide the goods and services and to remedy defects therein in conformity in all respects with the provisions of the Contract
- 4. The Entity hereby covenants to pay the Supplier in consideration of the provision of the goods and services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the contract at the time and in the manner prescribed by the contract.

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.





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Signed, sealed, delivered by	the	(for the Entity)
Signed sealed delivered by	the	(for the Supplier)





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### **Omnibus Sworn Statement**

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;





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### 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.





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IN WITNESS WHEREOF, I have h	nereunto set my hand this day of, 20 at
	[Insert NAME OF BIDDER OR ITS AUTHORIZED REPRESENTATIVE] [Insert signatory's legal capacity] Affiant
of execution], Philippines. Affiant/s is/arme through competent evidence of identification (A.M. No. 02-8-13-SC). Affiant/s exidentification card used], with his/her p	to before me this day of [month] [year] at [place re personally known to me and was/were identified by tity as defined in the 2004 Rules on Notarial Practice hibited to me his/her [insert type of government hotograph and signature appearing thereon, with no. Certificate No issued on at
withess my hand and sear this _	day of [month] [year].
	NAME OF NOTARY PUBLIC  Serial No. of Commission  Notary Public for until  Roll of Attorneys No  PTR No [date issued], [place issued]  IBP No [date issued], [place issued]
Doc. No Page No Book No Series of	
* This form will not apply for WB funde	ed projects.





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### **BID SECURING DECLARATION FORM**

REPUBLIC OF THE PH	ILIPPINES)
CITY OF	) S.S.
v	v

### **BID SECURING DECLARATION**

**Invitation to Bid:** [Insert Reference number]

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

I/We<sup>4</sup>, 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 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 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;

<sup>&</sup>lt;sup>4</sup> Select one and deschedulelete the other. Adopt the same instruction for similar terms throughout the document.





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	(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.
		S WHEREOF, I/We have hereunto set my/our hand/s this day of lace of execution].
		[Insert NAME OF BIDDER'S AUTHORIZED REPRESENTATIVE] [Insert Signatory's Legal Capacity] Affiant
of execution me through (A.M. No. identification ar	J, Philipp compete 02-8-13 n card u nd his/he	ED AND SWORN to before me this day of [month] [year] at [place pines. Affiant/s is/are personally known to me and was/were identified by nt evidence of identity as defined in the 2004 Rules on Notarial Practice SC). Affiant/s exhibited to me his/her [insert type of government sed], with his/her photograph and signature appearing thereon, with no r Community Tax Certificate No issued on at
		NAME OF NOTARY PUBLIC  Serial No. of Commission  Notary Public for until  Roll of Attorneys No  PTR No [date issued], [place issued]  IBP No [date issued], [place issued]
Doc. No Page No Book No Series of		

