



REPUBLIC OF THE PHILIPPINES
COURT OF TAX APPEALS
QUEZON CITY

BIDS AND AWARDS COMMITTEE 1

BID BULLETIN NO. BAC1-2023-02-BB01

RE: Bid Project No. CTABAC1-2023-02

“Procurement of a Second Dedicated Internet Service”

Please take notice of the following changes/clarifications in the Bidding Documents:

1. Pursuant to the Pre-Bid Conference, the BAC 1 resolved to renumber the CTA Requirements found in Section VII. Technical Requirements of the Bidding Documents and revise Item 2, to include the following additional technical requirements:
 - The Second Internet Service Provider (ISP) must provide a detailed network connection diagram;
 - The Second ISP must provide two (2) homing nodes, separated geographically to provide two (2) connections for the CTA.

Thus, Item 2, Section VII. Technical Requirements of the Bidding Documents was revised and should now read as follows:

Item	CTA Requirements	Statement of Compliance
1.	<p>Provision of one (1) year Second Dedicated Internet Service (Leased Line) on the Committed Information Rate (CIR) a Minimum of Two Hundred Fifty (250) Megabits per second (Mbps) running on a fiber optic network:</p> <ul style="list-style-type: none">• Provide at least five (5) usable Internet Protocol (IP) Addresses.• Second Dedicated Internet Service with a dedicated (1:1) ratio.• A One-Time charge must be waived.• Committed Service Level Agreement (SLA) of at least 99.8%.• Latency of not more than 80 milliseconds average round trip from Client to ISP port.• Must provide a network monitoring and graphing tool.• Must provide a load balancing equipment.	
2.	<ul style="list-style-type: none">• The Internet Service Provider (ISP) must have a separate and distinct legal personality from the CTA's existing Dedicated Internet Service Provider. (The CTA's current ISP is Philippine Global Communications, Inc.)• <u>The Second Internet Service Provider (ISP) must provide a detailed network connection diagram.</u>• <u>The Second ISP must provide two (2) homing</u>	

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	<u>nodes, separated geographically to provide two (2) connections for the CTA.</u>	
3.	The ISP must be at least Tier-2 ISP having a fully redundant Gigabit network.	
4.	The Provider must be registered with the National Telecommunications Commission (NTC) as an Internet Service Provider.	
5.	The ISP must provide the service twenty-four (24) hours per day, seven (7) days per week including Sundays and Holidays.	
6.	The ISP shall guarantee that the Over-all Service Availability of at least 99.8% will be met on a month-to-month basis.	
7.	The ISP shall provide the CTA, through the Management Information Systems Division (MISD), with the escalation procedures and escalation calling numbers and contacts.	
8.	<p>Response time for outage calls shall be: 24x 7 x 1 hour response time. Although response is expected within one (1) hour, the ISP must immediately re-route to provide immediate restoration of service. Permanent resolution of internet outage must be available within twenty-four (24) hours.</p> <p>In case of internet outage, the resolution of which requires more than 24 hours, the ISP shall make a request in writing for an extension of time to restore the internet. The request shall be accompanied by a status report on the progress of the restoration. The CTA reserves the right to grant the request for an extension of time. In no case shall the request for extension of time to restore the internet exceed forty-eight (48) hours.</p>	
9.	The ISP shall dispatch its maintenance personnel to the CTA's premises within two (2) hours from receipt by the ISP of a report from CTA, or upon the discovery thereof by the ISP, regarding an outage, break or malfunction in the service requiring immediate repair.	
10.	The ISP shall provide service availability and status reports to the CTA through the MISD within two (2) hours from the time the outage or problem is reported or discovered, and regular updates thereafter.	
11.	The formal outage report must be submitted to the CTA through the MISD within forty-eight (48) hours from outage.	
12.	The ISP shall submit a detailed work plan within two (2) weeks from the signing of the contract.	
13.	The ISP shall submit Monthly Service Level Agreement (SLA) Reports on the fifth (5 th) day after the cut-off of the monthly billing cycle.	
14.	Standard installation shall be within thirty (30) calendar days from receipt of the Notice to Proceed. It is understood that delay in the issuance of a work permit or approval from the	

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	building administrator, LGU, and other required approving bodies and entities is covered by the thirty (30) calendar days delivery and installation lead time.	

Bidders are reminded to attach/include this Bid Bulletin to the bidding documents that they will submit and indicate "comply" to each and every technical specification.

Please be guided accordingly.

October 16, 2023


ATTY. DANILO B. FERNANDO
Chairperson