

REQUEST FOR QUOTATION (RFQ)

PR/PP No.: 2025-08-726  
End-user: ICTS  
Name of Project:

RFQ No.: 2025-08-672  
Date: AUG 27 2025  
ABC ₱59,200.00

SECONDARY BROADBAND INTERNET FOR SWAD ABRA, SWAD BENGUET, SWAD KALINGA, AND REGIONAL WAREHOUSE

Mode of Procurement: SMALL VALUE PROCUREMENT

Sir/Madam:

Please quote your lowest price on the item/s described below inclusive of taxes duly signed by you or your authorized representative, subject to the Terms and Condition provided in this RFQ and submit personally to the Office of the Procurement Section, 40 North Drive, Baguio City or through email at [bacsec.car@dswd.gov.ph](mailto:bacsec.car@dswd.gov.ph) on or before SEP 02 2025 12:00NN.

  
ENRIQUE H. GASCON, JR.  
BAC Chairperson

**TERMS AND CONDITIONS:**

1. Quotations in excess of the ABC will be REJECTED.
2. For total quoted price, quotations with a dash or zero shall be deemed free of charge.
3. All entries must be typewritten/printed/longhand. Any erasure in the quotation must be countersigned by the bidder/representative, otherwise quotation will be rejected.
4. The Procuring Entity may give due preference to goods being offered with green component.
5. Payment terms is charged on account.
6. If necessary, the BAC through the TWG, may require an ocular inspection of the venue/place of business/goods being offered.
7. Delivery of Goods / Services is as indicated in the next page.
8. Price validity shall be for a period of 120 calendar days from RFQ Opening of the BAC until confirmation of Purchase Order by the winning supplier.
9. The following documents shall be attached upon submission of quotation, otherwise your quotation will not be accepted, please disregard if already submitted:
  - a. Updated Mayor's / Business Permit
  - b. PhilGEPS Registration Certificate or PhilGEPS Registration Number to be indicated in space below (except for Negotiated Procurement - Emergency Cases, Sec. 53.2, RA 9184 IRR)
    - o Income/Business Tax Return (for Small Value Procurement, Direct Contracting above P500K, Emergency Cases above P500K, and Lease of Real Property/Venue).
    - o Official Receipt or Invoice issued by BIR (as applicable, a mere picture of the receipt or invoice can suffice)
10. Where there is discrepancy between: (a) total price per item and unit price for the item as extended or multiplied by the quantity of that item, the unit price shall prevail; (b) stated total price and the actual sum of prices of component items, the lower shall prevail; (c) unit cost in the detailed estimate and unit cost in the bill of quantities, the latter shall prevail.
11. Suppliers/Contractors who refuse to accept correction of price offer after Bid Evaluation shall be disqualified.
12. Award of Contract shall be made to the Lowest Calculated Responsive Quotation (LCRQ) that complies to the technical specifications and the terms and conditions stated herein.
13. The BAC shall require the bidder with Lowest Calculated Responsive Quotation (LCRQ) to submit the Omnibus Sworn Statement prior to issuance of Award / Purchase Order with ABC amounting to P500,000.00 for Emergency Cases and P50,000.00 above for Small Value Procurement.
14. Upon approval of the Purchase Order (PO), the Procurement Section may send or forward the approved PO for confirmation to the winning bidder. The approved PO shall be confirmed within three (3) calendar days upon sending the approved PO to the winning bidder's officially registered email address or upon notification of the winning bidder that the approved Purchase Order is available for confirmation. Failure to submit the confirmed PO within the 3-day period may cause the automatic cancellation of the PO.
15. If the Supplier fails to deliver the required goods /services as specified in the Award / Purchase Order, the Procuring Entity may disqualify bidder from participating future procurement activities to be conducted by DSWD-CAR.
16. Liquidated damages equivalent to one tenth of one percent (0.001) of the value of the goods not delivered within the prescribed delivery period may be imposed per day of delay. The Procuring Entity (PE) may rescind the contract once the cumulative amount of liquidated damages reaches ten percent (10%) of the amount of the contract, without prejudice to other courses of action and remedies open to it.
17. Further information may be obtained from the Procurement Section with telephone number (074) 661-0430 local 25123, 0969-572-9176 or email address [bacsec.car@dswd.gov.ph](mailto:bacsec.car@dswd.gov.ph).

DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

Cordillera Administrative Region

40 North Drive, Baguio City

REQUEST FOR QUOTATION (RFQ)

LOT NO.	DETAILED DESCRIPTION	QTY	UNIT	UNIT PRICE	TOTAL
1	SECONDARY BROADBAND INTERNET FOR SWAD ABRA, SWAD BENGUET, SWAD KALINGA, AND REGIONAL WAREHOUSE				
	BROADBAND Internet for 4 DSWD Satellite Offices across CAR with at least 1 static public IPs inclusive of router (if applicable) and installation fees (if not waived): up to 120 Mbps BROADBAND FIBER Internet for SWAD Abra up to 120 Mbps BROADBAND FIBER Internet for SWAD Benguet up to 120 Mbps BROADBAND FIBER Internet for SWAD Kalinga up to 120 Mbps BROADBAND FIBER Internet for Regional Warehouse, La Trinidad, Benguet  Please see Terms of Reference for Details	4	month		
<b>OTHER REQUIREMENTS</b>			<b>COMPLIANCE</b>		<b>REMARKS</b>
			Can Comply	Cannot Comply	
	Service Provider must have Active Landbank Account for Payment Purposes. For other banks, service charge will be deducted upon payment on the account.		[ ]	[ ]	
<b>TOTAL PRICE</b>					

PAYMENT SHALL BE MADE THRU LANDBANK OF THE PHILIPPINES

• Award shall be made per:

Lot basis

Total Quoted Price

Note: **NO GIFT ALLOWED**. Pursuant to RA 6713, otherwise known as the Code of Conduct and Ethical Standards for Public Officials and Employees. The DSWD reserves the right to reject any or all offers at no costs, waive any therein and accept the offer most advantageous to the government.

**Sir:** After having carefully read and accepted your terms and conditions, I / We submit our bid on the item/s quoted above.

**Name of Firm/Dealer/Contractor:** \_\_\_\_\_

**Office Address:** \_\_\_\_\_

**Owner's/Proprietor/President's Name and Signature:** \_\_\_\_\_

**Contact Number/s:** \_\_\_\_\_

**Email Address:** \_\_\_\_\_

**For Authorized Representative, kindly indicate the following:** \_\_\_\_\_

**Name and Signature:** \_\_\_\_\_

**Contact Number/s:** \_\_\_\_\_

**PhilGEPs Registration Number:** \_\_\_\_\_

\_\_\_\_\_  
Name and Signature of Conasser

MEL/ric

**TERMS OF REFERENCE FOR HIRED SERVICE PROVIDERS  
OF DSWD**

<b>IDENTIFYING INFORMATION</b>	
Title of Activity: <b>SECONDARY BROADBAND INTERNET FOR SWAD ABRA, SWAD BENGUET, SWAD KALINGA, AND REGIONAL WAREHOUSE</b>	
Location: The proposed outsourced projects will be installed and utilized at the Social Welfare And Development (SWAD) Offices and Regional Warehouse	
Inclusive Dates: <b>Sept to December 2025</b>	
Proponent: <b>ICTS</b>	Administrative Support:
<p><b>A. DEFINITION OF TERMS</b></p> <ul style="list-style-type: none"> <li>a. Internet Service Provider (ISP): The entity selected by the Organization to deliver internet connectivity and related services as outlined in this ToR.</li> <li>b. Connectivity Requirements: The specific needs and demands of the Organization for internet services, encompassing bandwidth, reliability, and performance expectations.</li> <li>c. Reliability: The ability of the ISP to consistently provide internet services with minimal downtime or interruptions.</li> <li>d. Security and Compliance: Adherence to industry standards and regulations concerning data security, privacy, and cybersecurity measures.</li> <li>e. Scalability: The capacity of the ISP to expand or adapt services to accommodate the Organization's changing connectivity needs.</li> <li>f. Cost-Effectiveness: The balance between the quality and cost of internet services, ensuring that services are affordable and provide value for investment.</li> <li>g. Technical Support: The provision of responsive and effective technical support and maintenance services to address connectivity issues.</li> <li>h. Service Level Agreements (SLAs): Formal agreements between the Organization and the ISP, specifying performance standards, response times, and issue resolution procedures.</li> <li>i. Redundancy: Measures put in place to ensure business continuity in the event of network failures.</li> <li>j. Quality of Service (QoS): The level of performance provided by the ISP in terms of low latency, efficient data transfer, and minimal disruptions.</li> <li>k. Knowledge Transfer: The process by which the ISP facilitates the transfer of knowledge and expertise to the Organization's internal teams to enhance in-house management of connectivity systems.</li> <li>l. Business Continuity: The capacity to maintain operations in the face of connectivity interruptions, outages, or unforeseen technical issues.</li> <li>m. Environmental Responsibility: Efforts made by the ISP to minimize the ecological impact of its services and align with environmental sustainability practices.</li> <li>n. Legal and Ethical Compliance: Adherence to legal requirements and ethical principles, including copyright laws, data handling ethics, and human rights considerations.</li> </ul>	

## **B. SCOPE OF SERVICES**

**BROADBAND Internet for 4 DSWD Satellite Offices across CAR with at least 1 static public IPs inclusive of router (if applicable) and installation fees (if not waived):**

- up to 120 Mbps BROADBAND FIBER Internet for SWAD Abra
- up to 120 Mbps BROADBAND FIBER Internet for SWAD Benguet
- up to 120 Mbps BROADBAND FIBER Internet for SWAD Kalinga
- up to 120 Mbps BROADBAND FIBER Internet for Regional Warehouse, La Trinidad, Benguet

The project covers the installation of **Dedicated, Broadband, and/or Satellite Internet Service** for the **DSWD Field Office CAR** and its **sub-regional sites**. It involves the following:

- a. The winning Bidder shall provide either optical fiber, necessary hardware, terminations and other services required to set up the internet connection.
- b. Provision of incident reports and updates in case of connection failure;
- c. Provision of monthly utilization graphs and/or MRTG tool and/or speed/latency test report for monitoring of link quality and bandwidth utilization;
- d. Inclusion of Two (2) allowable transfer of internet service facility per site, in case of relocation of office.
- e. Provision of 24x7 support services; and
- f. Entering into a Service Level Agreement which defines parameters of rebates for non-performance, etc.
- g. The winning bidder **may** provide a mobile phone with unlimited data and calls to be used in monitoring, measuring the traffic load on network links (MRTG), and contacting the service provider in case of technical problems that need to be resolved.

## **C. SUBMISSION OF REPORTS, OUTPUTS AND DELIVERABLES**

The major outputs of this project are as follows with the aforementioned specification per the scope services

### **a. Pre-Installation**

Provide detailed work plan specifying installation design, detailed activities, network diagram showing connectivity from end user's datacenter up to the last mile and timelines (ISP to fill up WORK PLAN to be presented to the Technical Working Group during the post qualification stage).

### **b. Actual Installation**

- Provide and install a Channel Service Unit/Data Service Unit (CSU/DSU) modem at both ends of the Internet connections.
- Provide and install a Router at both ends of the Internet connections.
- Provide internet connectivity directly to the end user's server room, including materials needed for the purpose. This includes provision for the installation of cables/insulation using industry standard and materials.
- Complete the delivery, installation and configuration within **seven (7) calendar days** from the receipt of the Notice to Proceed. Otherwise, the winning bidder shall pay the corresponding penalties/liquidated damages in the amount of one tenth of one percent (1/10 of 1%) of the total contract price for every calendar day of delay.

### **c. Configuration**

- Configure modem for specified connection requirements;
- Configure router to the equivalent direct Internet connection speed;
- Configure backup router, if any;
- Set up one (1) Public IP address per subscription.

#### **d. Testing Period**

- The selected ISP shall notify DSWD FO CAR in writing seven (7) days prior to the required inspection/testing of the internet service connection.
- The acceptance test procedure shall be in accordance with the following:
  - The acceptance testing will be undertaken for a period of seven (7) days.
  - Broadband internet will have no service interruption during the agreed test period.
  - The Internet bandwidth requirement is attained during working hours (i.e., 7:00 a.m. to 7:00 p.m.).
  - MRTG should be in place
- If any of the foregoing conditions are not met, the count of the testing period shall be restarted until all of these conditions have been duly satisfied continuously for 7 working days.
- Start of the Contractor's billing shall be based on the date of issuance of "Certificate of Acceptance".
- During the testing period, the Contractor shall not be held liable for performance degradation/interruptions that are beyond its control such as power outages, fluctuations or failure or malfunction of DSWD FO CAR's own equipment, and international/regional internet backbone problems.

- e. DSWD FO CAR shall issue Certificate of Inspection and Acceptance to the Provider upon successful completion of the project.

#### **f. Implementation**

- Shall maintain all equipment in proper working order
- Provide an escalation list and procedure in reporting faults and outages.
- Provider must immediately advise DSWD FO CAR of any downtime occurrence or if any case the internet rerouted to a backup link.
- Providers must have standby equipment to immediately replace the existing equipment once found defective.

#### **g. Rebates**

- Provide industry standard Service Level Agreement (SLA) which shall carry a corresponding "Performance Credit" or rebate in favor of DSWD FO CAR should any of the committed parameters mentioned below is not met.
- The selected ISP provider/s should be able to render the following services:
  - ❖ Availability: Provide 99.5% link uptime in a month
  - ❖ Render 24 hour x 7 days customer service support
  - ❖ Support response time
  - ❖ 30 minutes for emergency tickets for the following categories:
    - Link connection is down
    - Packet loss, variation in latency
    - Routing issue
- Twenty-four (24) hours response time for technical problems that require on-site services.
- Rebate Schedule for Downtime Connection Interruption/Outage

If the interruption is attributable to the ISP, as acknowledged by the ISP's Fault Management Center via email, the ISP shall voluntarily make the appropriate "Performance Credit" or rebate to DSWD FO CAR without the need to report or claim on the outage. The credit allowance/rebate shall be applied to the next billing month.

Credit for Interruptions to service will be allowed as follows:

Interruptions of 24 Hours or less

Length of Interruption	Credit
Less than 130 minutes	None
130 – 239 minutes	1/6 day
240-479 minutes	2/6 day
480-719 minutes	3/6 day
720-959 minutes	4/6 day
960-1199 minutes	5/6 day
1200 – 1440 minutes	1 day

#### **h. Maintenance**

- ❖ Provide a single point of contact for customer support in both areas of network connectivity and Internet access;
- ❖ Shall respond to request for maintenance at no cost to DSWD FO CAR;
- ❖ Provide not less than 7-day proactive notice of scheduled downtimes, service interruption, upgrades or preventive maintenance, if any; subject to the approval of DSWD FO CAR and
- ❖ Submit monthly access/usage reports to attest compliance to the SLA.

#### **D. INSTITUTIONAL ARRANGEMENTS**

##### **a. The Service Provider (Firm)**

The service provider representative shall coordinate with the **DSWD Field Office CAR**, through the assigned project focal, within the duration of the project; and

##### **b. The DSWD Field Office CAR**

**c.** Grant the ISP's authorized representative access to its premises, equipment and facilities located therein to perform its obligations, provided that such representative shall be accompanied by the duly assigned DSWD FO CAR personnel;

**d.** Responsible for the safe custody and use of the equipment installed by the ISP provider;

e. Monitor the provided services and verify if the parameters under the Service Level Agreement are met and performed by the ISP provider;

f. Issue Certificate of Inspection and Acceptance.

#### **E. QUALIFICATIONS OF THE SERVICE PROVIDER**

a. The bidder must be a Local Internet Service Provider - Provide certification/Proof from NTC (provides Data & Internet). The fiber optic facility shall be owned and operated by the winning bidder. The service provider must hold multiple points of presence from leading local and international telecommunications providers and carriers. Subcontracting is not allowed.

b. The bidder must provide proof of full telecommunications redundancy and continuous power.

c. The bidder must provide proof of capacity and ability to provide maintenance services and technical support. The service provider must submit detailed escalation and restoration procedures for network or service outages including the contact details.

d. The bidder must provide seven days a week and 24 hours per day coverage for technical assistance and/or helpdesk facilities. Any problem should be resolved within a maximum of 24 hours after the notification.

e. The bidder must have a Network Monitoring System (NMS) supported by a qualified and experienced engineers/technical support team.

f. The bidder must have rendered at least five(5) years of internet service or similar service to the different government agencies and private companies. Proof as to experience shall be presented to the Technical Working Group during the post qualification stage.

g. The bidder must be compliant with the **Data Privacy Act of 2012** and must be able to provide proof of registration and a Non-Disclosure Agreement to protect the personal information being processed on their behalf.

#### **F. CRITERIA FOR EVALUATION FOR SHORTLISTING, TECHNICAL REQUIREMENTS**

a. Bidders must submit a detailed work plan specifying installation design, detailed activities, connectivity diagram from end user premise up to the last mile and timelines. Detailed work plan shall be presented to the Technical Working Group during the post qualification stage of procurement

b. To ensure network redundancy, there shall be no repeating of Service Provider for each location. Also, winning service provider for the primary connections is no longer allowed to join this bidding activity to ensure redundancy of providers.

c. Subscribed lines should be fully fiber optic from ISP up to the last mile except when Satellite Internet is required.

d. The bidders must be compliant with the following **parameters**:

##### **1. Bandwidth and Connectivity Support**

i. Guaranteed dedicated 1:1 ratio symmetrical and bandwidth from clients to the global internet for lots requiring dedicated links

ii. Immediate problem isolation and resolution

- iii. Provide corrective service information and configuration
- iv. Remote system monitoring and reporting (MRTG of each of the sites)

**2. Service Restoration and Quality of Service (QoS) Levels**

- i. 8am x 5pm NBD (Next Business Day) response time
- ii. Down / Disconnected sites must be up and running within reasonable time upon receipt of the report.

**3. 24 x 7 Help Desk Support Services**

- i. Receive and respond to problem reports and user requests
- ii. Provide first level technical support with regards to internet connectivity

**4. IPv6 compliant.**

**5. Bidders must be able to present the detailed monthly recurring fee to be charged and the corresponding installation fees (if not waived) in their proposals. Installation fee should be separately identified from the recurring service fee.**

Prepared by:

*MARY ANTONETTE A. PARDO*  
AA II

Concurred by:

Service Provider:

Reviewed by:

*MARVIN F. GAMBOA*  
Information Technology Officer II | Section Head

\_\_\_\_\_  
(Printed Name over Signature)

Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Approved by:

*ENRIQUE H. GASCON JR.*  
ARD for Administration

Contact Number: \_\_\_\_\_

**Annex A: Site Addresses and Coordinates**

<b>Center</b>	<b>Address</b>	<b>Coordinates</b>
Regional Warehouse	Simeon Tan Bldg. Palmaville, Puguis, La Trinidad, Benguet	16.45268638881172, 120.57716496599286
SWAD Abra	Berjamin Seares Bldg., Washington St., Zone 4, Bangued, Abra	17.59886116978839, 120.61641486473643
SWAD Benguet	Epiphany Multi-Purpose Bldg, Km. 6, La Trinidad, Benguet	16.441462249979043, 120.59385609829796
SWAD Kalinga	2ND FLR., Golda's House, Baling St., Purok 3, Brgy., Bulanao, Tabuk City, Kalinga	17.41340092710325, 121.44431540137126