



REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF BUDGET AND MANAGEMENT
 GENERAL SOLANO STREET, SAN MIGUEL, MANILA

SUPPLEMENTAL/BID BULLETIN (SBB) NO. 1

This SBB No. 1 dated July 14, 2020 for the Project, “Additional Network Components for BTMS Infrastructure,” is issued to clarify, modify or amend items in the Bidding Documents. Accordingly, this shall form an integral part of said documents.

Lot 1 - CISCO Switches and Components

PARTICULARS			CLARIFICATION/AMENDMENTS		
Section VI. Schedule of Requirements			Section VI. Schedule of Requirements		
XXXX			XXXX		
Item	Description	Delivery Date	Item	Description	Delivery Date
1	Supply, delivery, installation, configuration, testing, and commissioning the following CISCO Switches and Components:	Within sixty (60) calendar days from receipt of Notice to Proceed (NTP)	1	Supply, delivery, installation, configuration, testing, and commissioning the following CISCO Switches and Components:	Within sixty (60) ninety (90) calendar days from receipt of Notice to Proceed (NTP)
XXXX			XXXX		
4	As-built documentation of the Additional Network Components for BTMS Infrastructure set-up/ diagram in both hard and soft copies including information in the deployment, system resource/overhead requirements of the software/IT equipment employed in the project as well as procedures for installation, uninstallation, configuration, integration, usage, backup, and restoration	Within sixty (60) calendar days from receipt of Notice to Proceed (NTP)	4	As-built documentation of the Additional Network Components for BTMS Infrastructure set-up/ diagram in both hard and soft copies including information in the deployment, system resource/overhead requirements of the software/IT equipment employed in the project as well as procedures for installation, uninstallation, configuration, integration, usage, backup, and restoration	Within sixty (60) ninety (90) calendar days from receipt of Notice to Proceed (NTP)
XXXX			XXXX		

Section VII. Technical Specification		Section VII. Technical Specification	
XXXX		XXXX	
Specifications	Bidder's Statement of Compliance	Specifications	Bidder's Statement of Compliance
I. Objective (see attached Annex A, item II)		I. Objective (see attached Revised Annex A, item II)	
II. Delivery Period (see attached Annex A, item III)		II. Delivery Period (see attached Revised Annex A, item III)	
III. Specifications (see attached Annex A, item IV, 4.1)		III. Specifications (see attached Revised Annex A, item IV, 4.1)	
IV. Scope of Work (see attached Annex A, item V, 5.1)		IV. Scope of Work (see attached Revised Annex A, item V, 5.1)	
V. Service Level Agreement (see attached Annex A, item VI)		V. Service Level Agreement (see attached Revised Annex A, item VI)	
VI. Warranties of the Contractor (see attached Annex A, item VII)		VI. Warranties of the Contractor (see attached Revised Annex A, item VII)	
VII. Confidentiality of Data (see attached Annex A, item VIII)		VII. Confidentiality of Data (see attached Revised Annex A, item VIII)	
VIII. Terms of Payment (see attached Annex A, item IX)		VIII. Terms of Payment (see attached Revised Annex A, item IX)	
IX. Pre-Termination of Contract (see attached Annex A, item X)		IX. Pre-Termination of Contract (see Revised attached Annex A, item X)	
XXXX		XXXX	
		Attached are the Revised Section VI. Schedule of Requirements, the Revised Section VII. Technical Specifications, and the Revised Annex “A.”	

Lot 2 – AVAYA CM8 Upgrade

PARTICULARS			CLARIFICATION/AMENDMENTS		
Section VI. Schedule of Requirements			Section VI. Schedule of Requirements		
XXXX			XXXX		
Item	Description	Delivery Date	Item	Description	Delivery Date
1	<p>Supply, deliver, install, configure, test, and commission the AVAYA CM8 Upgrade including, but not limited to, the following:</p> <ul style="list-style-type: none"> • Installation of CM8 and Call Accounting on VMWare • Setup of duplex CM configuration • Install upgraded and additional core licenses (CM8) • Provide implementation workshop for the dial plan revision • Configuration/creation of extensions to be allocated for DBM Regional Offices • Physical staging of IP Phone configuration at DBM Central Office • Transfer of trunklines and modules from CM5 gateway to the CM8 gateways <p>XXXX</p>	Within sixty (60) calendar days from receipt of Notice to Proceed (NTP)	1	<p>Supply, deliver, install, configure, test, and commission the AVAYA CM8 Upgrade including, but not limited to, the following:</p> <ul style="list-style-type: none"> • Installation of CM8 and Call Accounting on VMWare • Setup of duplex CM configuration • Install upgraded and additional core licenses (CM8) • Provide implementation workshop for the dial plan revision • Configuration/creation of extensions to be allocated for DBM Regional Offices • Physical staging of IP Phone configuration at DBM Central Office • Transfer of trunklines and modules from CM5 gateway to the CM8 gateways <p>XXXX</p>	Within sixty (60) ninety (90) calendar days from receipt of Notice to Proceed (NTP)

	<div> <div>Other required materials, but not limited to the following:</div> <ul style="list-style-type: none"> Fifty (50) units of PoE Power Adapter for 1603 IP phone </div>				
	XXXX				
4	As-built documentation of the Additional Network Components for BTMS Infrastructure set-up/ diagram in both hard and soft copies including information in the deployment, system resource/overhead requirements of the software/IT equipment employed in the project as well as procedures for installation, uninstallation, configuration, integration, usage, backup, and restoration	Within sixty (60) calendar days from receipt of Notice to Proceed (NTP)	4	As-built documentation of the Additional Network Components for BTMS Infrastructure set-up/ diagram in both hard and soft copies including information in the deployment, system resource/overhead requirements of the software/IT equipment employed in the project as well as procedures for installation, uninstallation, configuration, integration, usage, backup, and restoration	Within sixty (60) ninety (90) calendar days from receipt of Notice to Proceed (NTP)
	XXXX			XXXX	
Section VII. Technical Specification			Section VII. Technical Specification		
	XXXX			XXXX	
Specifications		Bidder's Statement of Compliance	Specifications		Bidder's Statement of Compliance
I. Objective (<i>see attached Annex A, item II</i>)			I. Objective (<i>see attached Revised Annex A, item II</i>)		
II. Delivery Period (<i>see attached Annex A, item III</i>)			II. Delivery Period (<i>see attached Revised Annex A, item III</i>)		

<p>III. Specifications (<i>see attached Annex A, item IV, 4.2</i>)</p> <p>IV. Scope of Work (<i>see attached Annex A, item V, 5.2</i>)</p> <p>V. Service Level Agreement (<i>see attached Annex A, item VI</i>)</p> <p>VI. Warranties of the Contractor (<i>see attached Annex A, item VII</i>)</p> <p>VII. Confidentiality of Data (<i>see attached Annex A, item VIII</i>)</p> <p>VIII. Terms of Payment (<i>see attached Annex A, item IX</i>)</p> <p>IX. Pre-Termination of Contract (<i>see attached Annex A, item X</i>)</p>		<p>III. Specifications (<i>see attached Revised Annex A, item IV, 4.2</i>)</p> <p>IV. Scope of Work (<i>see attached Revised Annex A, item V, 5.2</i>)</p> <p>V. Service Level Agreement (<i>see attached Revised Annex A, item VI</i>)</p> <p>VI. Warranties of the Contractor (<i>see attached Revised Annex A, item VII</i>)</p> <p>VII. Confidentiality of Data (<i>see attached Revised Annex A, item VIII</i>)</p> <p>VIII. Terms of Payment (<i>see attached Revised Annex A, item IX</i>)</p> <p>IX. Pre-Termination of Contract (<i>see Revised attached Annex A, item X</i>)</p> <p>* List of Existing Avaya Set-up (<i>see attached Annex "B"</i>)</p>	
XXXX		<p>XXXX</p> <p>Attached are the Revised Section VI. Schedule of Requirements, the Revised Section VII. Technical Specifications, the Revised Annex "A," and Annex "B" – List of the Existing Avaya Set-up.</p>	

Other matters:

- The "No Contact Rule" shall be strictly observed. Bidders are not allowed to call or talk to any member of the Bids and Awards Committee, Technical Working Group or Secretariat effective July 21, 2020 right after the opening of bids.
- For guidance and information of all concerned.

X 

Signed by: Janet B. Abuel
JANET B. ABUEL
Undersecretary
Chairperson, DBM-BAC

Section VI. Schedule of Requirements

(Revised)

The delivery schedule expressed as weeks/months stipulates hereafter the date of delivery to the project site.

Lot 1 - CISCO Switches and Components

Item	Description		Delivery Date
1.	Supply, delivery, installation, configuration, testing, and commissioning of the following CISCO Switches and Components:		Within ninety (90) calendar days from receipt of the Notice to Proceed (NTP)
	Branded and brand-new 24 ports CISCO C9500-24Y4C Network Switch with the following minimum specifications: <ul style="list-style-type: none">• Rack-mountable and Stackable Layer 3 switch.• 24-port 1/10/25 Gigabit Ethernet• 4-port 40/100 Gigabit Ethernet• StackWise Virtual Stack Technology• Support for IEEE 802.3ad Link Aggregation Control Protocol (LACP)• Standard 802.1d Spanning Tree support• Redundant Hot-swappable Power Supply	4 units	
	Branded and brand QSFP-40-SR4 40G Transceiver with the following minimum specifications: <ul style="list-style-type: none">• Hot-swappable input/output device that plugs into a 40 Gigabit Ethernet Cisco QSFP port• Interoperable with other IEEE-compliant 40GBASE interfaces where applicable	32 units	

	<ul style="list-style-type: none"> • Certified and tested on Cisco QSFP 40G ports for superior performance, quality, and reliability • High-speed electrical interface compliant to the IEEE 802.3ba standard • QSFP Form factor, 2-wire I2C communication interface and other low-speed electrical interfaces compliant to SFF 8436 and QSFP Multisource Agreement (MSA) 		
	Branded and brand-new SFP-10G-SR 10G Transceiver with the following minimum specifications: <ul style="list-style-type: none"> • Hot-swappable input/output device that plugs into an Ethernet SFP+ port of a Cisco switch (no need to power down if installing or replacing) • Supports “pay-as-you-populate” model for investment protection and ease of technology migration • Digital optical monitoring capability for strong diagnostic capabilities • Optical interoperability with 10GBASE XENPAK, 10GBASE X2, and 10GBASE XFP interfaces on the same link • Cisco quality identification (ID) feature enables a Cisco platform to identify whether the module is certified and tested by Cisco Video Management Software 	44 units	
	Branded and brand-new CISCO GLC-TE 1G Transceiver with the following specifications: <ul style="list-style-type: none"> • Hot-swappable to maximize uptime and simplify serviceability 	10 units	

	<ul style="list-style-type: none"> • The flexibility of media and interface choice on a port-by-port basis, so you can “pay as you populate” • Robust design for enhanced reliability • Supports Digital Optical Monitoring (DOM) capability 		
	C6800-8P40G Cisco Module with the following minimum specifications: <ul style="list-style-type: none"> • 8 ports 40 Gigabit Ethernet plug-in module • 160 Gbps switching fabric speed • 120 Mbps MPLS forwarding • 2GB RAM • Access Control List support • ISATAP tunnel support • Supports Class-based weighted fair queuing and Low-latency queuing 	2 units	
	Other required materials but not limited to the following: <ul style="list-style-type: none"> • One (1) unit of C9300-NM-8X plug-in module with 8 x 10 GE ports • Fifteen (15) units of 3 meters MPO OM4 Fiber patch cord • Ten (10) units of 10 meters MPO OM4 Fiber patch cord • Ten (10) units of 5 meters LC-LC OM4 Fiber patch cord 		

2.	Submission of a copy of certificate of CISCO Certified Network Professional Enterprise for the CISCO Switches and Components installation, configuration, testing, and commissioning.	Submitted during bid submission together with the Technical Documents and subject for post-qualification
3.	Conduct of Technical Training at known Training Center for CISCO.	As indicated in item 5.1.8 of Annex "A"
4.	As-built documentation of the Additional Network Components for BTMS Infrastructure set-up/ diagram in both hard and soft copies including information in the deployment, system resource/overhead requirements of the software/IT equipment employed in the project as well as procedures for installation, uninstallation, configuration, integration, usage, backup, and restoration	Within ninety (90) calendar days from receipt of the NTP

I hereby certify to comply and deliver all the above requirements.

Name of Company/Bidder

Signature Over Printed Name of Representative

Date

Section VI. Schedule of Requirements

(Revised)

The delivery schedule expressed as weeks/months stipulates hereafter the date of delivery to the project site.

Lot 2 - AVAYA CM8 Upgrade

Item	Description	Delivery Date	
1.	Supply, deliver, install, configure, test, and commission the AVAYA CM8 Upgrade including, but not limited to, the following: <ul style="list-style-type: none">• Installation of CM8 and Call Accounting on VMWare• Setup of duplex CM configuration• Install upgraded and additional core licenses (CM8)• Provide implementation workshop for the dial plan revision• Configuration/creation of extensions to be allocated for DBM Regional Offices• Physical staging of IP Phone configuration at DBM Central Office• Transfer of trunklines and modules from CM5 gateway to the CM8 gateways	Within ninety (90) calendar days from receipt of the Notice to Proceed (NTP)	
	Avaya CM S8500 Upgrade Licenses: <ul style="list-style-type: none">• One (1) license for Session Manager R8 System• Two hundred forty-three (243) software licenses of Aura R8 Core Suite Upgrade• Additional one hundred fifty (150) software licenses of Aura R8 Core Suite• Eight (8) licenses of CC R8 Elite Agent Upgrade• One (1) license of Session Manager R8 System		
	J129 IP Phone Global without power supply with the minimum specifications: <ul style="list-style-type: none">• Can support two concurrent calls		150 units

	<ul style="list-style-type: none"> • 2.3” (diagonal) monochrome display - 128 x 32 pixels • 3 Context-Sensitive Soft Keys • Easy to use features including Hold, Transfer, Conference, Forward, Call Park / UnPark • Supports SIP-AST for enhanced features and integration on Avaya Aura • Native support with IP Office as a basic SIP phone, and in centralized Branch mode • Supported on selected 3rd-party Open SIP call platforms. • Excellent audio – Handset & Speakerphone. No headset port. • Supports optional J100 Wireless Module for Wi-Fi connectivity • Recent Call Log (100 entries) / Aura Contact List (250 entries) • Built-in volume boost control in Handset for Hearing Impaired • Mute Key with Mute Alerting • Dual 10/100 Ethernet ports to support co-located PC • Power over Ethernet Class 1 and support for 802.3az. • Simultaneous Registration & Fallback like 9600-series • Support for TLS / SRTP for encryption • Supports Basic IPT License; Enhanced IPT License for Security & Aura Resiliency, Core License for SBC; and Avaya • IP Endpoint License with IP Office 		
--	--	--	--

	<ul style="list-style-type: none">Configurable via a web interface.		
	Other required materials but not limited to the following: <ul style="list-style-type: none">Fifty (50) units of Power Supply compatible with 1600 series and J100 series Avaya Phones		
2.	Submission of copies of certificates of 2 Certified Professionals with the following credentials as prescribed in item 5.2.3 of Annex “A” for the AVAYA CM8 Upgrade installation, configuration, testing, and commissioning: <ul style="list-style-type: none">Avaya Certified Integration/Implementation Specialist; andAvaya Certified Solution/Support Specialist.	Submitted during bid submission together with the Technical Documents and subject for post-qualification	
3.	Conduct of Technical Training at known Training Center for AVAYA.	As indicated in item 5.2.8 of Annex “A”	
4.	As-built documentation of the Additional Network Components for BTMS Infrastructure set-up/ diagram in both hard and soft copies including information in the deployment, system resource/overhead requirements of the software/IT equipment employed in the project as well as procedures for installation, uninstallation, configuration, integration, usage, backup, and restoration	Within ninety (90) calendar days from receipt of the NTP	

I hereby certify to comply and deliver all the above requirements.

Name of Company/Bidder

Signature Over Printed Name of Representative

Date

Section VII. Technical Specifications

(Revised)

Bidders must state here either “Comply” or any equivalent term in the column “Bidder’s Statement of Compliance” against each of the individual parameters of each “Specification.”

Lot 1 - CISCO Switches and Components

Specifications	Bidder's Statement of Compliance
<p>I. Objective <i>(see attached Revised Annex A, item II)</i></p> <p>II. Delivery Period <i>(see attached Revised Annex A, item III)</i></p> <p>III. Specifications <i>(see attached Revised Annex A, item IV, 4.1)</i></p> <p>IV. Scope of Work <i>(see attached Revised Annex A, item V, 5.1)</i></p> <p>V. Service Level Agreement <i>(see attached Revised Annex A, item VI)</i></p> <p>VI. Warranties of the Contractor <i>(see attached Revised Annex A, item VII)</i></p> <p>VII. Confidentiality of Data <i>(see attached Revised Annex A, item VIII)</i></p> <p>VIII. Terms of Payment <i>(see attached Revised Annex A, item IX)</i></p> <p>IX. Pre-Termination of Contract <i>(see attached Revised Annex A, item X)</i></p>	

I hereby certify to comply with all the above Technical Specifications.

Name of Company/Bidder

Signature Over Printed Name of Representative

Date

Section VII. Technical Specifications

(Revised)

Bidders must state here either “Comply” or any equivalent term in the column “Bidder’s Statement of Compliance” against each of the individual parameters of each “Specification.”

Lot 2 - AVAYA CM8 Upgrade

Specifications	Bidder's Statement of Compliance
<p>I. Objective (<i>see attached Revised Annex A, item II</i>)</p> <p>II. Delivery Period (<i>see attached Revised Annex A, item III</i>)</p> <p>III. Specifications (<i>see attached Revised Annex A, item IV, 4.2</i>)</p> <p>IV. Scope of Work (<i>see attached Revised Annex A, item V, 5.2</i>)</p> <p>V. Service Level Agreement (<i>see attached Revised Annex A, item VI</i>)</p> <p>VI. Warranties of the Contractor (<i>see attached Revised Annex A, item VII</i>)</p> <p>VII. Confidentiality of Data (<i>see attached Revised Annex A, item VIII</i>)</p> <p>VIII. Terms of Payment (<i>see attached Revised Annex A, item IX</i>)</p> <p>IX. Pre-Termination of Contract (<i>see attached Revised Annex A, item X</i>)</p> <p>* List of Existing AVAYA Set-up (<i>see attached Annex B</i>)</p>	

I hereby certify to comply with all the above Technical Specifications.

Name of Company/Bidder

Signature Over Printed Name of Representative

Date

TECHNICAL SPECIFICATION (Revised)

I. PROJECT TITLE

Additional Network Components for BTMS Infrastructure

II. OBJECTIVE

Procurement of the following network components to ensure the connectivity and availability of BTMS Servers with integration to the existing DBM corporate network.

Lot 1	CISCO Switches and Components
Lot 2	AVAYA CM8 Upgrade

III. DELIVERY PERIOD

The supply, delivery, installation, configuration, testing and commissioning of Additional Network Components for BTMS Infrastructure shall be ninety (90) calendar days from the receipt of the Notice to Proceed (NTP).

IV. SPECIFICATIONS

4.1 Lot 1 - CISCO Switches and Components

4.1.1 Four (4) units of branded and brand new 24 ports CISCO C9500-24Y4C Network Switch with the following minimum specifications:

- 4.1.1.1 Rack-mountable and Stackable Layer 3 switch.
- 4.1.1.2 24-port 1/10/25 Gigabit Ethernet
- 4.1.1.3 4-port 40/100 Gigabit Ethernet
- 4.1.1.4 StackWise Virtual Stack Technology
- 4.1.1.5 Support for IEEE 802.3ad Link Aggregation Control Protocol (LACP)
- 4.1.1.6 Standard 802.1d Spanning Tree support
- 4.1.1.7 Redundant Hot-swappable Power Supply

4.1.2 Thirty-two (32) units of branded and brand QSFP-40-SR4 40G Transceiver with the following minimum specifications:

- 4.1.2.1 Hot-swappable input/output device that plugs into a 40 Gigabit Ethernet Cisco QSFP port
- 4.1.2.2 Interoperable with other IEEE-compliant 40GBASE interfaces where applicable
- 4.1.2.3 Certified and tested on Cisco QSFP 40G ports for superior performance, quality, and reliability
- 4.1.2.4 High-speed electrical interface compliant to the IEEE 802.3ba standard
- 4.1.2.5 QSFP Form factor, 2-wire I2C communication interface and other low-speed electrical interfaces compliant to SFF 8436 and QSFP Multisource Agreement (MSA)

4.1.3 Forty-four (44) units of branded and brand new SFP-10G-SR 10G Transceiver with the following minimum specifications:

- 4.1.3.1 Hot-swappable input/output device that plugs into an Ethernet SFP+ port of a Cisco switch (no need to power down if installing or replacing)
- 4.1.3.2 Supports “pay-as-you-populate” model for investment protection and ease of technology migration
- 4.1.3.3 Digital optical monitoring capability for strong diagnostic capabilities
- 4.1.3.4 Optical interoperability with 10GBASE XENPAK, 10GBASE X2, and 10GBASE XFP interfaces on the same link
- 4.1.3.5 Cisco quality identification (ID) feature enables a Cisco platform to identify whether the module is certified and tested by Cisco Video Management Software

4.1.4 Ten (10) units of branded and brand new CISCO GLC-TE 1G Transceiver with the following specifications:

- 4.1.4.1 Hot-swappable to maximize uptime and simplify serviceability
- 4.1.4.2 The flexibility of media and interface choice on a port-by-port basis, so you can “pay as you populate”
- 4.1.4.3 Robust design for enhanced reliability
- 4.1.4.4 Supports Digital Optical Monitoring (DOM) capability

4.1.5 Two (2) units of C6800-8P40G Cisco Module with the following minimum specifications:

- 4.1.5.1 8 ports 40 Gigabit Ethernet plug-in module
- 4.1.5.2 160 Gbps switching fabric speed
- 4.1.5.3 120 Mbps MPLS forwarding
- 4.1.5.4 2GB RAM
- 4.1.5.5 Access Control List support
- 4.1.5.6 ISATAP tunnel support
- 4.1.5.7 Supports Class-based weighted fair queuing and Low-latency queuing

4.1.6 Other required materials but not limited to the following:

- 4.1.6.1 One (1) unit of C9300-NM-8X plug-in module with 8 x 10 GE ports
- 4.1.6.2 Fifteen (15) units of 3 meters MPO OM4 Fiber patch cord
- 4.1.6.3 Ten (10) units of 10 meters MPO OM4 Fiber patch cord
- 4.1.6.4 Ten (10) units of 5 meters LC-LC OM4 Fiber patch cord

4.2 Lot 2 - AVAYA CM8 Upgrade

4.2.1 Avaya CM S8500 Upgrade Licenses:

- 4.2.1.1 One (1) license for Session Manager R8 System
- 4.2.1.2 Two hundred forty-three (243) software licenses of Aura R8 Core Suite Upgrade
- 4.2.1.3 Additional one hundred fifty (150) software licenses of Aura R8 Core Suite
- 4.2.1.4 Eight (8) licenses of CC R8 Elite Agent Upgrade
- 4.2.1.5 One (1) license of Session Manager R8 System

4.2.2 One hundred fifty (150) units of J129 IP Phone Global without power supply with the minimum specifications:

- 4.2.2.1 Can support two concurrent calls
- 4.2.2.2 2.3" (diagonal) monochrome display - 128 x 32 pixels
- 4.2.2.3 3 Context-Sensitive Soft Keys
- 4.2.2.4 Easy to use features including Hold, Transfer, Conference, Forward, Call Park / UnPark
- 4.2.2.5 Supports SIP-AST for enhanced features and integration on Avaya Aura
- 4.2.2.6 Native support with IP Office as a basic SIP phone, and in centralized Branch mode
- 4.2.2.7 Supported on selected 3rd-party Open SIP call platforms.
- 4.2.2.8 Excellent audio – Handset & Speakerphone. No headset port.
- 4.2.2.9 Supports optional J100 Wireless Module for Wi-Fi connectivity
- 4.2.2.10 Recent Call Log (100 entries) / Aura Contact List (250 entries)
- 4.2.2.11 Built-in volume boost control in Handset for Hearing Impaired
- 4.2.2.12 Mute Key with Mute Alerting
- 4.2.2.13 Dual 10/100 Ethernet ports to support co-located PC
- 4.2.2.14 Power over Ethernet Class 1 and support for 802.3az.
- 4.2.2.15 Simultaneous Registration & Fallback like 9600-series
- 4.2.2.16 Support for TLS / SRTP for encryption
- 4.2.2.17 Supports Basic IPT License; Enhanced IPT License for Security & Aura Resiliency, Core License for SBC; and Avaya
- 4.2.2.18 IP Endpoint License with IP Office
- 4.2.2.19 Configurable via a web interface.

4.2.3 Other required materials, but not limited to the following:

- 4.2.3.1 Fifty (50) units of Power Supply compatible with 1600 series and J100 series AVAYA Phones.

V. SCOPE OF WORK

5.1 Lot 1 - CISCO Switches and Components

- 5.1.1 The CONTRACTOR shall conduct a pre-implementation meeting with DBM representatives so that all the necessary preparations, ideal set-up, contractor's familiarization, and other implementation matters are clearly discussed and finalized;
- 5.1.2 The CONTRACTOR shall provide a work-plan of activities for the duration of the project and a Deployment and/or Solution Architecture within a week from the pre-implementation meeting with DBM representatives. Said work-plan shall be validated and subject for approval of designated DBM- official.
- 5.1.3 The CONTRACTOR shall supply, deliver, install, configure, test and commissioning the CISCO Switches and Components within ninety (90) calendar days from the issuance of Notice to Proceed (NTP).

The CONTRACTOR must have **CISCO Certified Network Professional Enterprise** for the CISCO Switches and Components installation, configuration, testing, and commissioning. The certificate must be submitted in the submission of bid documents and subject for post qualification.

- 5.1.4 The CONTRACTOR shall provide/render twenty-four hours a day, seven days a week (24x7) technical support service during the warranty period, as specified in Section 7.9 of this TOR.

Technical support can be delivered in the form of a telephone call, electronic mail, and/or on-site support.

The CONTRACTOR shall resolve every problem on software and hardware components within four (4) hours after it was reported during the warranty period. It shall refer to a condition wherein the reported problem is resolved by the CONTRACTOR to the satisfaction of the DBM. Problem and resolution shall be logged in the DBM Help Desk Facility.

5.1.5 The CONTRACTOR shall replace the defective parts/accessories of the same or better brand, model features, quality, and functionalities if not repaired within the allowable resolution time of four (4) hours during the warranty period at no additional cost to the DBM.

5.1.6 The CONTRACTOR shall provide a service unit of at least the same brand, model, features and functionalities or its equivalent in case of equipment breakdown at no additional cost to the DBM. The service unit shall be made available and operational within four (4) hours from the time the problem has been reported by the DBM for the equipment undergoing repair during the warranty period.

However, mandatory replacement of defective unit with a brand new unit of the same or better brand or model shall be made, if not repaired beyond one (1) month from the time the service unit was provided, at no additional cost to the DBM.

5.1.7 The CONTRACTOR shall resolve all reported issues encountered/unresolved under even the warranty ends.

5.1.8 The CONTRACTOR shall provide Technical Training at known Training Center for CISCO based on the following schedule:

Technical Training	Schedule	No. of Participants	Duration
Implementing and Administering Cisco Solutions	To be scheduled by the DBM-ICTSS prior to the engagement of the contract.	Five (5) participants	Minimum of eight (8) working days

The CONTRACTOR shall issue individual training certificates and training materials for each of the participants.

5.1.9 The CONTRACTOR shall provide as-built documentation of the Additional Network Components for BTMS Infrastructure set-up/ diagram in both hard and soft copies including information in the deployment, system resource/overhead requirements of the software/IT equipment employed in the project as well as procedures for installation, uninstallation, configuration, integration, usage, backup and restoration within ninety (90) calendar days from the receipt of NTP.

5.1.10 A Certificate of Acceptance shall be issued by the Director of Information and Communication Technology Systems Service (ICTSS) once all the requirements are fully met by the CONTRACTOR.

5.2 Lot 2 - AVAYA CM8 Upgrade

5.2.1 The CONTRACTOR shall conduct a pre-implementation meeting with DBM representatives so that all the necessary preparations, ideal set-up, contractor's familiarization, and other implementation matters are clearly discussed and finalized;

5.2.2 The CONTRACTOR shall provide a work-plan of activities for the duration of the project and a Deployment and/or Solution Architecture within a week from the pre-implementation meeting with

DBM representatives. Said work-plan shall be validated and subject for approval of designated DBM- official.

- 5.2.3 The CONTRACTOR shall supply, deliver, install, configure, test and commission the AVAYA CM8 Upgrade including but not limited to the following within ninety (90) calendar days from the issuance of Notice to Proceed (NTP).

- 5.2.3.1 Installation of CM8 and Call Accounting on VMWare
- 5.2.3.2 Setup of duplex CM configuration
- 5.2.3.3 Install upgraded and additional core licenses (CM8)
- 5.2.3.4 Provide implementation workshop for the dial plan revision
- 5.2.3.5 Configuration/creation of extensions to be allocated for DBM Regional Offices
- 5.2.3.6 Physical staging of IP Phone configuration at DBM Central Office
- 5.2.3.7 Transfer of trunk lines and modules from CM5 gateway to the CM8 gateways

The CONTRACTOR must have the following certified professionals for the AVAYA CM8 Upgrade installation, configuration, testing, and commissioning. The certificate must be submitted in the submission of bid documents and subject for post qualification.

- Avaya Certified Integration/Implementation Specialist
- Avaya Certified Solution/Support Specialist

- 5.2.4 The CONTRACTOR shall provide/render twenty-four hours a day, seven days a week (24x7) technical support service during the warranty period, as specified in Section 7.9 of this TOR. Technical support can be delivered in the form of a telephone call, electronic mail, and/or on-site support.

The CONTRACTOR shall resolve every problem on software and hardware components within four (4) hours after it was reported during the warranty period. It shall refer to a condition wherein the reported problem is resolved by the CONTRACTOR to the satisfaction of the DBM. Problem and resolution shall be logged in the DBM Help Desk Facility.

- 5.2.5 The CONTRACTOR shall replace the defective parts/accessories of the same or better brand, model features, quality, and functionalities if not repaired within the allowable resolution time of four (4) hours during the warranty period at no additional cost to the DBM.

- 5.2.6 The CONTRACTOR shall provide a service unit of at least the same brand, model, features and functionalities or its equivalent in case of equipment breakdown at no additional cost to the DBM. The service unit shall be made available and operational within four (4) hours from the time the problem has been reported by the DBM for the equipment undergoing repair during the warranty period.

However, mandatory replacement of defective unit with a brand new unit of the same or better brand or model shall be made, if not repaired beyond one (1) month from the time the service unit was provided, at no additional cost to the DBM.

- 5.2.7 The CONTRACTOR shall resolve all reported issues encountered/unresolved even the warranty ends.

- 5.2.8 The CONTRACTOR shall provide Technical Training at known Training Center for AVAYA based on the following schedule:

Technical Training	Schedule	No. of Participants	Duration
Administering Avaya Solutions Platform	To be scheduled by the DBM-ICTSS prior to the engagement of the contract.	Five (5) participants per conduct	Minimum of five (5) working days

	To be scheduled by the DBM-ICTSS prior to the engagement of the contract.	Five (5) participants per conduct	Minimum of five (5) working
	To be scheduled by the DBM-ICTSS prior to the engagement of the contract.	Five (5) participants per conduct	Minimum of five (5) working

The CONTRACTOR shall issue individual training certificates and training materials for each of the participants.

5.2.9 The CONTRACTOR shall provide as-built documentation of the Additional Network Components for BTMS Infrastructure set-up/ diagram in both hard and soft copies including information in the deployment, system resource/overhead requirements of the software/IT equipment employed in the project as well as procedures for installation, uninstallation, configuration, integration, usage, backup and restoration within ninety (90) calendar days from the receipt of NTP.

5.2.10 A Certificate of Acceptance shall be issued by the Director of Information and Communication Technology Systems Service (ICTSS) once all the requirements are fully met by the CONTRACTOR.

VI. SERVICE LEVEL AGREEMENT

6.1 DBM shall maintain a Service Level Agreement (SLA) with the CONTRACTOR, with provisions for liquidated damages for their non-compliance.

Component	Description	Liquidated Damages
6.1.1 Supply, Delivery, Installation Testing, and Commissioning	The CONTRACTOR shall supply, deliver, install, configure, test and commissioning the Additional Network Components for BTMS Infrastructure within ninety (90) calendar days from the issuance of Notice to Proceed (NTP):	One percent (1%) of the total contract price shall be imposed per day of delay.
6.1.2 Technical Support	The CONTRACTOR shall resolve every problem on software and hardware components within four (4) hours after it was reported during the warranty period. It shall refer to a condition wherein the reported problem is resolved by the CONTRACTOR to the satisfaction of the DBM. Problem and resolution shall be logged in the DBM Help Desk Facility.	1/10 th of 1% of the total contract price shall be imposed for every hour of delay. Said penalty shall be deducted from the performance security bond.
6.1.3 Replacement of Parts	The CONTRACTOR shall replace the defective parts/accessories of the same or better brand, model features, quality, and functionalities if not repaired within the allowable resolution time of four (4) hours during the warranty period at no additional cost to the DBM.	1/10 th of 1% of the total contract price shall be imposed for every hour of delay. Said penalty shall be deducted from the performance security bond.

6.1.4 Service Unit	The CONTRACTOR shall provide a service unit of at least the same brand, model, features and functionalities or its equivalent in case of equipment breakdown at no additional cost to the DBM. The service unit shall be made available and operational within four (4) hours from the time the problem has been reported by the DBM for the equipment undergoing repair during the warranty period.	1/10th of 1% of the total contract price shall be imposed for every hour of delay. Said penalty shall be deducted from the performance security bond.
6.1.5 Technical Training	The CONTRACTOR shall provide Technical Training at known Training Center for CISCO based on the following schedule within ninety (90) calendar days from the receipt of NTP.	1/10th of 1% of the total contract price shall be imposed per day of delay.
6.1.6 Documentation	The CONTRACTOR shall provide as-built documentation of the Additional Network Components for BTMS Infrastructure set-up/ diagram in both hard and soft copies including information in the deployment, system resource/overhead requirements of the software/IT equipment employed in the project as well as procedures for installation, uninstallation, configuration, integration, usage, backup and restoration within ninety (90) calendar days from the receipt of NTP.	1/10th of 1% of the total contract price shall be imposed per day of delay.

VII. WARRANTIES OF THE CONTRACTOR

- 7.1 The CONTRACTOR warrants that it shall conform strictly to the terms and conditions of this TOR.
- 7.2 The CONTRACTOR warrants, represent and undertake the reliability of the services and that their manpower complements are hardworking, qualified/reliable and dedicated to doing the service required to the satisfaction of the DBM. It shall employ well-behaved and honest employees with ID displayed conspicuously while working within the compound. It shall not employ DBM employees to work in any category whatsoever.
- 7.3 The CONTRACTOR in the performance of its services shall secure, maintain at its own expense all registration, licenses or permits required by National or Local Laws and shall comply with the rules, regulations, and directives of Regulatory Authorities and Commissions. The CONTRACTOR undertakes to pay all fees or charges payable to any instrumentality of government or to any other duly constituted authority relating to the use or operation of the installation.
- 7.4 The CONTRACTOR's personnel shall take all necessary precautions for the safety of all persons and properties at or near their area of work and shall comply with all the standard and established safety regulations, rules and practices.
- 7.5 The CONTRACTOR shall coordinate with the authorized and/or designated DBM personnel in the performance of their jobs.
- 7.6 The CONTRACTOR shall be liable for loss, damage or injury due directly or indirectly through the fault or negligence of its personnel. It shall assume full responsibility thereof and the DBM shall be specifically released from any and all liabilities arising therefrom.
- 7.7 The CONTRACTOR shall neither assign, transfer, pledge, nor sub-contract any part or interest therein.

- 7.8 The CONTRACTOR shall identify the technical support personnel that will be given authority to access and operate the Additional Network Components for BTMS Infrastructure. DBM shall be informed through a formal notice on the change or replacement of technical personnel five (5) days prior to the actual rendering of technical support services.
- 7.9 The CONTRACTOR shall provide a three (3) - year comprehensive warranty which shall include technical support, provision of the service unit and parts replacement for the hardware/appliance which shall be covered by Performance Security Bond equivalent to 10% of the total contract price. The said amount shall be released after the lapse of the warranty period. Provided, however, that the goods supplied are free from patent and latent defect and all conditions imposed under the contract have been fully met.

The warranty shall commence on the day the DBM issued the Certificate of Acceptance.

VIII. CONFIDENTIALITY OF DATA

- 8.1 All project personnel of the CONTRACTOR shall be required to sign a Non-Disclosure Agreement.
- 8.2 The CONTRACTOR agrees to hold the Proprietary Information in strict confidence. The CONTRACTOR furthermore agrees not to reproduce, translate or disclose the Proprietary Information to 3rd parties without the prior written approval of the DBM.

IX. TERMS OF PAYMENT

- 9.1 The CONTRACTOR shall be paid one-time payment upon completion of supply, delivery, installation, configuration, testing and commissioning of the Additional Network Components for BTMS Infrastructure subject to the required Final Withholding VAT (Services) of five percent (5%) and Expanded Withholding Tax of two percent (2%).
- 9.2 Payment shall be made within a reasonable time from the submission of the documentary requirements such as, but not limited to the following, based on existing accounting and auditing laws, rules and regulations:
- 9.2.1 Delivery Receipts
 - 9.2.2 Sales Invoice/Billings
 - 9.2.3 Certificate of Acceptance issued by the ICTSS Director
 - 9.2.4 Non-Disclosure Agreement
- 9.3 No advance payment shall be made as provided for in Section 88 of PD 1445.

X. PRE-TERMINATION OF CONTRACT

- 10.1 The contract for the Additional Network Components for BTMS Infrastructure may be pre-terminated by the DBM for any violation of the terms of the contract. In the case of pre-termination, the CONTRACTOR shall be informed by the DBM thirty (30) days prior to such pre-termination.
- 10.2 In the case of pre-termination, the CONTRACTOR shall be liable to additional liquidated damage equivalent to one percent (1%) of the contract price as provided by the Government Accounting Manual (GAM) and forfeiture of the Performance Security.
- 10.3 The DBM shall have the right to blacklist the CONTRACTOR in case of pre-termination.

Annex “B”

LIST OF THE EXISTING AVAYA SET-UP
(FOR Lot 2 – AVAYA CM8 Upgrade)



**CM7 Simplex Server /
G450 Media Gateway**

- CM Simplex / SMgr / SM
- 2 x Media Gateway
- 243 x stations
- 8 x ACD Agents
- 53 x registered IP Phones
- 48 x Analog ports (46 used ports)
- 2 x DS1
- 1 x active E1 Trunk
- SIP Trunks



**CM5 Embedded Server /
G450 Media Gateway**

- CM5 (S8300)
- 1 x Media Gateway
- 200 x Stations
- 177 x registered IP Phones
- 24 x Analog ports (8 used ports)
- 5 x DS1
- 2 x active E1 Trunk