

BIDS AND AWARDS COMMITTEE

BID BULLETIN NO. 1

11 March 2025

PROCUREMENT OF CLOUD SERVICES FOR THE PHILSYS UNDER P.B. NO. 2025-03

This Bid Bulletin No. 1 modifies the respective portions of the Bidding Documents issued on 26 February 2025.

The changes to the Bidding Documents, as indicated in the succeeding pages, are being issued in compliance with Section 22.5 of the Revised 2016 Implementing Rules and Regulations of RA 9184. Under this section, the procuring entity is directed to issue an amendment at least seven (7) days before the deadline for submission of the bid.

Except as expressly amended by this Bid Bulletin, all other terms and conditions of the Bidding Documents issued on 26 February 2025 shall remain unchanged and shall remain in full force and effect in accordance with their terms.

For guidance and information of all concerned.

SGD.
MINERVA ELOISA P. ESQUIVIAS
Chairperson
Bids and Awards Committee

**PROCUREMENT OF CLOUD SERVICES
FOR THE PHILSYS UNDER P.B. NO. 2025-03**

Bid Bulletin No. 1
(As of 11 March 2025)

BB#	Reference (as Posted)	Amendments/Revision
BB1-1	Section VII. Technical Specifications	<p>FROM:</p> <p>8.8. The bidder providing the cloud administration services must be ISO/IEC 27001:2013 certified</p> <p>TO:</p> <p>8.8 The bidder providing the cloud administration services must be at least ISO/IEC 27001:2013 certified.</p>
BB1-2	Section VII. Technical Specifications	<p>FROM:</p> <p>3.7.5 No one, including the CSPs employees, should be able to retrieve the plaintext keys from the key management service. The service must use hardware security modules (HSMs) that have been validated under FIPS 140-2, or are in the process of being validated, to protect the confidentiality and integrity of PSAs keys. The plaintext keys should never be written to disk and only ever used in volatile memory of the HSMs for the time needed to perform the requested cryptographic operations.</p> <p>TO:</p> <p>3.7.5 No one, including the CSPs employees, should be able to retrieve the plaintext keys from the key management service. The service must use hardware security modules (HSMs) that have been validated under FIPS 140-2 or FIPS 140-3, or are in the process of being validated, to protect the confidentiality and integrity of PSAs keys. The plaintext keys should never be written to disk and only ever used in volatile memory of the HSMs for the time needed to perform the requested cryptographic operations.</p>
BB1-3	Section VII. Technical Specifications	<p>FROM:</p> <p>3.7.9 The managed key management service must have the following certifications and attestations: SOC 1, SOC 2, SOC 3, PCI DSS Level 1, FIPS 140-2, FedRamp, and HIPAA.</p>

		<p>TO: 3.7.9 The managed key management service must have the following certifications and attestations: SOC 1, SOC 2, SOC 3, PCI DSS Level 1, FIPS 140-2 or FIPS 140-3, FedRamp, and HIPAA.</p>
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**PROCUREMENT OF CLOUD SERVICES
FOR THE PHILSYS UNDER P.B. NO. 2025-03**

Question and Answer
(As of 11 March 2025)

Q&A Item No.	BIDDER/S	QUERIES / CLARIFICATION	RESPONSE OF THE BAC-TWG
Q&A 1-1	SMS GLOBAL TECHNOLOGIES, INC.	<p>For Section VII, Technical Specifications</p> <p>3. Infrastructure Security Requirement</p> <p>...xxx...</p> <p>3.7.5 No one, including the CSPs employees, should be able to retrieve the plaintext keys from the key management service. The service must use hardware security modules (HSMs) that have been validated under FIPS 140-2, or are in the process of being validated, to protect the confidentiality and integrity of PSAs keys. The plaintext keys should never be written to disk and only ever used in volatile memory of the HSMs for the time needed to perform the requested cryptographic operations.</p> <p>And</p>	<p>Please refer to BB1-2 and BB1-3</p>

		<p>3.7.9 The managed key management service must have the following certifications and attestations: SOC 1, SOC 2, SOC 3, PCI DSS Level 1, FIPS 140-2, FedRamp, and HIPAA.</p> <p>"We would request to change the FIPS 140-2 to FIPS 140-3.</p> <p>"The FIPS 140-3 standard supersedes FIPS 140-2, and it became effective September 22, 2019. Validation efforts under FIPS 140-3 began in September 2020"</p>	
Q&A 1-2	SMS GLOBAL TECHNOLOGIES, INC.	<p>For Section VII, Technical Specifications,</p> <p>8. Cloud Administration Services (12 months of managed services)</p> <p>...XXX...</p> <p>8.8. The bidder providing the cloud administration services must be ISO/IEC 27001:2013 certified</p>	<p>Please refer to BB1-1</p>

		<p>“ISO 27001 has the latest version. Does this mean that you are referring to ISO/IEC 27001:2022?</p> <p>Can this requirement be made:</p> <p>8.8. The bidder providing the cloud administration services must be at least ISO/IEC 27001:2013 certified.”</p>	
Q&A 1-3	SOFTWAREONE PHILIPPINE CORP.	Will AWS subscription of PSA transfer the billing to the winning bidder?	Yes
Q&A 1-4	SOFTWAREONE PHILIPPINE CORP.	Any Professional Services Needed?	<p>Yes, as stated in the Bidding Documents, the required professional services include:</p> <ul style="list-style-type: none"> • Cloud Administration and Enterprise Support • Technical Account Management (TAM) – 24/7 support with a 1-hour response time • Training Services • Cloud Operations and Onboarding Services • 6-month shadowing and knowledge transfer • Managed Services • Services required for the migration (if not the incumbent)

Q&A 1-5	SOFTWAREONE PHILIPPINE CORP.	Ref: Page 30 ISO Clarification if this are CSP ISO certifications not the bidders certifications	There is an ISO requirement for both Cloud Service Provider and for the bidder Please refer to Section VII. Technical Specification 1.1.1 to 1.1.3 and 8.7 to 8.9
Q&A 1-6	SOFTWAREONE PHILIPPINE CORP.	Ref: Page 38 8.7-8.9 Are all ISO certifications a hard requirement? Are global ISO certifications are accepted?	Yes, all the ISO certifications listed in the bidding documents are the required standards for compliance
Q&A 1-7	SOFTWAREONE PHILIPPINE CORP.	Ref: Page 38 9.5 Is a BI service a hard requirement or other dashboards and visualization will be okay as long as it can deliver the same result	Yes, the BI service is a hard requirement.
Q&A 1-8	SOFTWAREONE PHILIPPINE CORP.	Ref: Page 39 Other Requirements Clarification only Subscription and Managed Services is needed. Only provisioning and of cloud components? There would be no migration efforts?	If the winning bidder is not the incumbent, they will be responsible for migrating the existing AWS services.
Q&A 1-9	SOFTWAREONE PHILIPPINE CORP.	Ref: Page 39 Other Requirements If the winning bidder is not incumbent they must ensure zero downtime and no disruption of all PhilSys	Their scope includes, but not limited to the following: Migration Planning- to assess the current infrastructure and developing a migration strategy

		<p>services during migration and deployment? What would be the winning bidder's scope during the migration and deployment</p> <p>How many servers and databases would need be migrated?</p> <p>Will Philsys do the migration and deployment</p>	<p>Data and Application Transfer- Ensuring secure and seamless migration</p> <p>System Integration & Testing - Ensuring compatibility , performance and reliability</p> <p>Deployment & Optimization - Configuring and fine-tuning the new environment</p> <p>Continuity & Support - Establishing backups, training personnels, and providing post-migration support</p> <p>Please refer to Section VII Technical Specifications Table 1 (Existing Instances)</p> <p>The bidder will do the migration with the minimal assistance from the PSA</p>
Q&A 1-10	SOFTWAREONE PHILIPPINE CORP.	<p>Ref: Page 39 Other Requirements</p> <p>Maximum 30 days of deployment of leased line and internet for PSA identified PSA data centers? Will this only cover the dedicated network from the data center to cloud?</p>	<p>The maximum 30-day deployment period applies to both the leased line and internet connectivity for the identified PSA data centers.</p> <p>This covers the provisioning and activation of the dedicated network from the PSA data centers to the cloud, as well as</p>

			any necessary configurations to ensure full connectivity.
Q&A 1-11	SOFTWAREONE PHILIPPINE CORP.	<p>Ref: Page 39 Other Requirements</p> <p>The provider should include the necessary 3rd party migration services to ensure zero downtime transition in its proposal? Can you further explain this?</p>	If necessary, the provider must include third-party migration services in its proposal to ensure a zero-downtime transition during the migration process
Q&A 1-12	SOFTWAREONE PHILIPPINE CORP.	<p>Ref: Page 37 8 Cloud Admin Services 12 months</p> <p>Do you prefer 24x7 Cloud Admin or Managed Services or 8x5?</p>	24x7 Cloud Admin, 1 hour response
Q&A 1-13	SOFTWAREONE PHILIPPINE CORP.	<p>Do you need OS level support or infra level only? What OS</p>	<p>For a regular instance, we require infrastructure-level support.</p> <p>Please refer to Section VII Technical Specifications Table 1 and Table 2</p>
Q&A 1-14	SOFTWAREONE PHILIPPINE CORP.	<p>Do you need DB level support or infra level only? What DB</p>	<p>For a managed database, we require database-level support.</p> <p>Please refer to Section VII: Technical Specifications, Table 1 and Table 2 for further details.</p>
Q&A 1-15	SOFTWAREONE PHILIPPINE CORP.	<p>Is the Database Instances in the list on HA or single DB?</p>	Single DB

Q&A 1-16	SOFTWAREONE PHILIPPINE CORP.	Do you have connectivity services in place? S2S how many? Direct Connect?	Yes, 3 , Yes we have Direct Connect
Q&A 1-17	SOFTWAREONE PHILIPPINE CORP.	Do you have firewalls? Load balancers? How many	Details will be provided to the winning bidder, if necessary.
Q&A 1-18	SOFTWAREONE PHILIPPINE CORP.	Will the managed services purely remote support?	Remote Support, However for the hardware equipment the winning bidder must provide support as needed
Q&A 1-19	SOFTWAREONE PHILIPPINE CORP.	When is the expiration of the Reserved Instances?	As stated in Section 1.12, PSA shall engage the Cloud Service Provider (CSP) using either an On-Demand (Pay-per-Use) model or a Reserved Instances model. The sizing requirements stated herein represent the initial set of resources to be subscribed to by PSA on Day 1 and will be adjusted as needed based on the project's resource demands throughout the contract duration.
Q&A 1-20	SOFTWAREONE PHILIPPINE CORP.	If resources are migrated to the new bidder will PSA purchase the Reserve Instances similar to the existing?	The bidder, whether incumbent or not, must cater to all the VMs specified in Tables 1 and 2, as well as other technical specifications outlined in the bidding document
Q&A 1-21	SOFTWAREONE PHILIPPINE CORP.	If overages happen on the AWS Consumption, will PSA procure for the budget for subscription	No, The ABC has been set to 127M. The 127 million ABC is the maximum and it should be enough and sufficient to cover for the additional resources

			that PSA might be required within the 1year period.
Q&A 1-22	SOFTWAREONE PHILIPPINE CORP.	Can you provide your current architecture?	The existing architecture diagram will be provided to the winning bidder.
Q&A 1-23	SOFTWAREONE PHILIPPINE CORP.	Are you expecting fixed managed services cost or consumption based?	Consumption based
Q&A 1-24	INNOVE COMMUNICATION S, INC.	Is it possible to secure a High-level diagram as reference for the prospective bidders?	The existing architecture diagram will be provided to the winning bidder
Q&A 1-25	MAROON STUDIOS	About Training, is it specific or general, or what kind of training should be provided?	Please refer to no. 10 of the Technical Specification
Q&A 1-26	COMCLARK NETWORK AND TECHNOLOGY CORP	Ref: (ITEM NO. 4, PAGE 36) We would like to clarify the existing site location of PSA's Primary Site in Makati as mentioned in item 4.1?	The exact address will be provided to the winning bidder.
Q&A 1-27	COMCLARK NETWORK AND TECHNOLOGY CORP	Ref: (ITEM NO. 4, PAGE 36): We would like to clarify the following details in relation to the connectivity requirement of PSA's Primary site in Makati: a. For the Internet connectivity requirement, please state the minimum bandwidth requirement of the internet that can burst up to 1Gbps as mentioned in item 4.3.1 and the number of IPs being required?	For the burstable internet the bandwidth will be provisioned based on traffic demand, with the capability to burst up to 1Gbps and Up to 5 IP addresses.

Q&A 1-28	COMCLARK NETWORK AND TECHNOLOGY CORP	<p>Ref: (ITEM NO. 4, PAGE 36)</p> <p>We would like to clarify the following details in relation to the connectivity requirement of PSA's Primary site in Makati:</p> <p>b. Please state if PSA's has an equipment where the internet link to be connected?</p>	<p>Yes, PSA has the necessary equipment for connecting the internet link. If any additional equipment is required to establish connectivity, it shall be provided by the winning bidder</p>
Q&A 1-29	COMCLARK NETWORK AND TECHNOLOGY CORP	<p>Ref: (ITEM NO. 4, PAGE 36)</p> <p>We would like to clarify the following details in relation to the connectivity requirement of PSA's Primary site in Makati:</p> <p>c. For the Dedicated connectivity please state the bandwidth requirement, the Point B Site location and if PSA has an equipment for both sites where to terminate the required connectivity links as mentioned in item 4.1?</p>	<p>Please refer to 4.1.3 of the Technical Specification</p>
Q&A 1-30	COMCLARK NETWORK AND TECHNOLOGY CORP	<p>Ref: (ITEM NO. 4, PAGE 36)</p> <p>We would like to clarify the following details in relation to the connectivity requirement of PSA's Primary site in Makati:</p> <p>d. For the Redundant connectivity, please state if PSA requires for a separate Telco</p>	<p>Yes, the leased line is crucial for the operations</p>

		link with similar bandwidth as mentioned in items 4.1.1 and 4.1.2?	
Q&A 1-31	COMCLARK NETWORK AND TECHNOLOGY CORP	<p>Ref: (ITEM NO. 4, PAGE 36)</p> <p>We would like to clarify the following details in relation to the connectivity requirement of PSA's Primary site in Makati:</p> <p>e. Please state if PSA's Makati Primary Site requires other connectivity to PSA's other site locations?</p>	Please refer to 4 to 4.4 of Technical Specification
Q&A 1-32	COMCLARK NETWORK AND TECHNOLOGY CORP	<p>We would like to clarify the existing site location of PSA's Off-shore Cloud Infrastructure as mentioned in item 4.1.1?</p>	The information will be provided to the winning bidder, if necessary.
Q&A 1-33	COMCLARK NETWORK AND TECHNOLOGY CORP	<p>We would like to clarify the following details in relation to the connectivity requirement of PSA's Off-shore Cloud Infrastructure:</p> <p>a. For Dedicated connectivity, please expound and confirm the bandwidth requirement of PSA's Off-shore Cloud Infrastructure to PSA's On-premise Data Center, minimum of 300Mbps bandwidth as mentioned in item</p>	As long as the minimum bandwidth requirement of 300 Mbps, as stated in item 4.1.3, is met, the requirement is considered fulfilled

		4.1.3. What will be the maximum bandwidth?	
Q&A 1-34	COMCLARK NETWORK AND TECHNOLOGY CORP	<p>We would like to clarify the following details in relation to the connectivity requirement of PSA's Off-shore Cloud Infrastructure:</p> <p>b. Two (2) tunnels are being required each with 1.25Gbps bandwidth as mentioned in 4.2.3., does this mean PSA requires 2x1.25Gbps dedicated connectivity requirement from PSA's On-Premise Data Center to PSA's Off-shore Cloud Infrastructure?</p>	<p>Yes, as stated in Section 4.2.3, each Site-to-Site VPN must support two (2) tunnels, with each tunnel having a bandwidth capacity of 1.25Gbps.</p>
Q&A 1-35	COMCLARK NETWORK AND TECHNOLOGY CORP	<p>We would like to clarify the following details in relation to the connectivity requirement of PSA's Off-shore Cloud Infrastructure:</p> <p>c. Please state the bandwidth, type of link and Point B site location if there's any other connectivity requirement of PSA's Off-shore Cloud Infrastructure?</p>	<p>Please refer to Section 4.1 to 4.3</p>

Q&A 1-36	COMCLARK NETWORK AND TECHNOLOGY CORP	<p>We would like to clarify if this is one and the same PSA's Primary Site in Makati as mentioned in item 4.1. If not please expound and confirm the following:</p> <p>a. Where is the existing site location of PSA's On-premise Data Center as mentioned in item 4.1.3.?</p>	The information will be provided to the winning bidder, if necessary.
Q&A 1-37	COMCLARK NETWORK AND TECHNOLOGY CORP	<p>We would like to clarify if this is one and the same PSA's Primary Site in Makati as mentioned in item 4.1. If not please expound and confirm the following:</p> <p>b. State the connectivity requirement from this site, the bandwidth, type of link, the Point B site location and if it's inclusive of equipment?</p>	<p>Yes.</p> <p>Refer to Section 4. Cloud Connectivity Requirements</p>
Q&A 1-38	REMAX INTERNATIONAL INC	<p>Ref: (1.11.4. Must be compatible with the existing cloud infrastructure deployment.)</p> <p>What is the current cloud provider? Azure, AWS, GCP, Alibaba?</p>	AWS
Q&A 1-39	REMAX INTERNATIONAL INC	<p>Ref: (6. Service Level Agreement (SLA)</p> <p>Cloud Service Level commitment with a Monthly Uptime Percentage of 99.9%. In the event any of</p>	We will retain the requirement specified in the bidding document as the cloud is critical to PhilSys operations.

		<p>the Subscribed Services are not able to meet the</p> <p>Service Level Commitment, PSA will be eligible to receive a Service Credit as described below:)</p> <p>We are at 99.95% by default. If we build for 99.99% it will be costly as everything will have HA over AZs.</p>	
Q&A 1-40	REMAX INTERNATIONAL INC	<p>Ref: (if the winning bidder is not incumbent they must ensure zero downtime and no disruption of all PhilSys services during migration and deployment)</p> <p>What is the incumbent cloud service provider?</p>	Refer to Q&A 1-38
Q&A 1-40	REMAX INTERNATIONAL INC	<p>Ref: (Delivery of the Goods is required within Thirty (30) calendar days upon receipt of Notice to Proceed)</p> <p>Delivery of the Goods is required within Thirty (30) calendar days upon receipt of Notice to Proceed</p>	This means that the supplier or contractor must deliver the goods and provide all required services (including migration) within 30 calendar days after they receive the Notice to Proceed (NTP).
Q&A 1-41	MAROON STUDIOS	What is the current cloud service provider of PSA? (GCP, AWS, Azure, etc)	AWS

<p>Q&A 1-42</p>	<p>MAROON STUDIOS</p>	<p>Item 8. Cloud Administration Services (12 months of managed services)</p> <p>8.7. The bidder providing the cloud administration services must be ISO 9001:2015 certified</p> <p>8.8. The bidder providing the cloud administration services must be ISO/IEC 27001:2013 certified</p> <p>8.9. The bidder providing the cloud administration services must be ISO/IEC 22301:2019 certified</p> <p>Since in our industry there are only a few vendors/suppliers that could comply with this requirement. In the spirit of promoting MORE competition (which is always beneficial to the procuring agency). We hope that it could be relaxed to pertain to the "Cloud Service Provider (CSP)" rather than "The bidder"</p>	<p>We will retain the requirement specified in the bidding document.</p>
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