

## **PROCUREMENT OF CLOUD SERVICES FOR PHILSYS QUESTIONS AND ANSWERS**

Attached are the responses to the queries raised during the Pre-Bid Conference for the above-mentioned procurement on 19 October 2020 and the subsequent written clarifications from the bidders received thereafter.

However, these clarifications shall not in any way amend/alter/change the terms and conditions of the Bidding Documents issued on 09 October 2020.

**QUESTIONS & ANSWERS**  
**as of 19 October 2020 (Pre-Bid Conference)**

**Procurement of Cloud Services for PhilSys**

No.	Questions	Answers
1	Would the bids and awards committee consider aggregation of contracts to reach the minimum single largest contract amount of 75 million?	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 at least fifty percent (50%) of the ABC.
2	For the for this contract, does it have to be completed project already or can it be an ongoing contract or ongoing project?	Two statements are required: 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 (g) Statement of the bidder's Single Largest Completed Contract (SLCC) similar to the contract to be bid.
3	If you're allowing joint ventures or partnership for the delivery of the of the services and subscription?	Yes
4	Regarding that SLCC our contract is covered by a confidentiality agreement. I'd like to know if we are required to submit a copy of our contract? Because in your prescribed form, we just have to fill in the blanks, but there is no indication that we have to attach a copy of the contract. What if our current SLCC has an active NDA? How can we take that?	Please refer to the prescribed form on the SLCC. There are information in the contract that you can indicate in the SLCC that are not covered by NDA.
5	After the pre bid conference, and 10 days before the submission before the prescribed date of submission. So that should probably be around October 23 October 22. clarifications can still be submitted?	Last day of submission of queries and clarifications from the bidders is October 24.
6	We'd like to humbly request if it is feasible under the assumption that all other bidders are in agreement to request for the expansion of the submission to possibly one month?	There is no extension in the submission of bids.

7	Does that mean that the consularization and apostilization of the documents is not going to be required for the documents of our foreign entity, as well as the PhilGEPS?	Please refer to Section VIII of the PBD on the required documents and GPBB Resolution No. 9, s. 2020 for the submission of unnotarized documents.
8	Just to be precise for the computation of NFCC, how much should that be?	NFCC should be equal to 10% of the ABC (P14,900,000.00)
9	On the document itself, it just comply and not comply, right. The rest of the justification would be?	Yes. The third column of the conformity to the technical specification form should be accomplished and it should be filled up with either comply or not comply.
10	For the ISO Certification, does printed document of each certification required as part of our physical submission. The reason why we're asking it's because some government agencies requires us to print all the artifacts some also requires that they are not accepting the comply not comply. They want us to put the complete description in what is the exact responses to each line. That's why we're very specific what is the requirement of PSA with regards to this?	To provide evidence, please submit copy of the certification. Indicate the statement of compliance and provide evidence, if necessary.
11	Clarification regarding the ISO certification that we need if in case we opt to do a JV, can we use the partner JV's certification for the ISO.	Each partner of the JV shall submit the legal eligibility documents but submission of technical and financial eligibility documents by any of the JV partners constitutes compliance.
12	On the application centric infrastructure, multi-site orchestrator for the ACI, what are some of the specific functions that are that are envisioned to be managed by the ACI multi-site orchestrator?	Basically, multi-site orchestrator is based on our on prem infrastructure and all the way up to the offshore public cloud infrastructure.
13	Related to the specs of engaging on-demand and dedicated virtual host, will this happen in between the contract of eight months? If it's a subscription, most of the partners and most of the providers are working on the budget as well on a monthly. Is it within the monthly budget or if it increases, is it the responsibility of the winning bidder? What is the conversation around this? Or this is a part of the Post Qual already?	When we say on demand, obviously, it's a paper use model. The ABC is based on the maximum demand forecast that we have internally sized up. The sizing requirements in the terms of reference, the one that has been tabulated in Section 4.2.2 are actually lower. Definitely, because PSA need some room. That's why the ABC has been set to 149M. The 149 million ABC is the maximum and it should be enough and sufficient to cover for the additional resources that PSA might be required within that eight-month period.

14	Based on the instances that you've provided, the 15 instances, would it be possible if you can identify the operating system and which servers actually run database services? So, we know because that also affects the price of the instances?	We don't want to expose the server descriptions and naming conventions due to the confidentiality of the System Integration project. We will only provide once we have awarded and an NDA has been signed.
15	There's actually a clause that was mentioned, not on the bid bulletin, but on the other documentary, that you are expecting actual charges from the subscription, We don't understand that there will be variable actual charges on a month to month basis depending of course, on how the instances grow or shrink or how they talk to each other because of bandwidth charges as well. So, just to clarify. Are you expecting or can you expect two different charges? Meaning one will be the actual in terms of the public cloud provisions and then there will be another charge for the other items meaning, the connectivity the third-party tools, the managed services and all?	No, the expectation primarily is actual. So, if for example, on day one, which is a subscribe to what have been tabulated in the terms of reference, in such time that we require additional resources, then yes, that would be based on that initial subscription. However, we still consider it as fixed because even if we add resources, still, it will be an incremental subscription fee that PSA has to pay, because again, it's based on actual usage. So on day one, if you are only using, for example, two instances with four vCPUs and 16 cores each, then we will obviously pay for that. And then on month two, for example, we require additional instances, let's say an additional two or three more with the same specs, then obviously, on the next billing cycle, the appropriate fees would have to be reflected.
16	Since there is no operating system mentioned or no obligation mentioned, or no particular database mentioned as well, we will just be submitting a very basic instance configuration of all this void of anything. No operating system, no database and all and that you are, you should be expecting that if we put operating system on top of that database on top of that, then your charges will be different, will be higher?	<p>Any additional costs, that were not actually clearly specified, in the terms of reference may be considered as additional resources on a pay per use model.</p> <p>Kindly referred to the sizing requirements, in the terms of reference, we specifically did not include any OS there, because it seems to us that our SI partner will be the one to install it's OS on a per instance per server type of model.</p> <p>Please quote based on what the terms of reference has required. If the sizing requirements did not mention any OS, then obviously do not quote for any OS, not even a layer one OS.</p>

17	You currently have on your table around 119 VMs. So is the 228 terabytes the disk of the VMs?	The storage capacity requirement is basically based on hot storage setup and then essentially that basically is for everything.
18	A couple of questions on the encrypted logs. Is this a correlation to the application logs requirement? Is this related to centralized log requirement or that's a different requirement?	Yes.
19	You specify that you need a fully managed service, but items after those are actually requiring you, somewhat, you want to manage the service. So, what I see there is you're limiting the capability of the fully managed service, because you specify that you want to manage the disk, the scaling the number of CPUs and RAM, and the minimum number of nodes, so it a little bit conflict with the fully manage.	Actually, it's not really in conflict, but rather the idea here is the monitoring, the access to it. PSA will have to co-exist also with the service provider.
20	Will the BAC allow let us say additional cost components that we feel like are needed. So again, just in case depending on the design and the architecture, right? So you have that table, where in you have those 15 configurations for the instances and then you have the four items for the storage and the IOPS and the bandwidth, right. So are you expecting or will you allow us to put additional rows maybe for the additional components that we feel like, are needed to complete the design and architecture?	Well, technically, bidders are actually instructed to price out whatever requirements have been stated in the terms of reference. Now, if you feel that there are missing components here, you can include it in your proposal.
21	Under configuration rules able to provide capability. So i-clarify- para lang very, very specific din yung expectations sa amin sa mga bidders. If we say comply, the costing related to this capability is expected to be as part of our tender tama po?	Yes.
22	We mentioned that on-premise data center? Can we identify kaya po yon kasi we have a limited time po to implement just in case 15 days, we just need to prepare ahead, just in case po, where is on premise data center in PSA?	At this point, what we can give you is the general location but not the specific location because we need you to sign an NDA. But essentially, the sites will be in Makati area and also in Clark area.
23	At this point, what we can give you is the general location but not the specific location because we need you to sign an NDA. But essentially, the sites will be in Makati area and also in Clark area.	Yes.
24	Reseller relationships are accepted?	Yes.

25	<p>Sir in relation to that, ang ibig sabihin ba non is part of our tender as well is to provide that 1GB connectivity from the PA say infrastructure going to the proposed cloud structure?</p> <p>It's not a capability that supports 1GB? That 1GB is part of the deliverable of the winning bidder?</p>	<p>Yes.</p> <p>Yes. If you're familiar with multiple connectivity, both on prem and off prem. And essentially, it's a leased line.</p>
26	<p>The rest are really specifications of that the BGP, the 1000 base LX are really complementing that specification na ipo-provide na ng bidder.</p>	<p>Yes.</p>
27	<p>So I'm just asking, you know, pertaining to some of the earlier section where we have actually talked about secure monitoring. Now, given the nature of this project on the elasticity of the volume of traffic and the pay per use model, I would assume that this pay per use model would apply to the secure monitoring as well.</p>	<p>Yes.</p>
28	<p>We're referring to the equipment on the data center themselves that will connect to the that will connect to the cloud. So, the normal assumption is that the data center will be provisioned already with those items. Unless as part of this bid, those items need to be included, but my understanding is that they are no longer included?</p>	<p>Yes. Actually, connectivity is a facility to facility not on a per client to client basis.</p>
29	<p>Regarding on the data centers, sa PSA. Is it mentioned that the two sites have direct connectivity? Is there other sites and three data center has a requirement for internet connectivity?</p>	<p>As mentioned earlier, only two sites will be connected to the cloud, the CSV, not the three sites. Yes, we need we will be deploying in three sites, but only two sites will have to have a direct link to the cloud.</p>
30	<p>I think the internet connectivity is a key item because it can connect and chat to outside the cloud. So just to be very exact. For example, if we deem that we need a firewall, we need all the distribution switches, this should be part of the bid of the partner as well. Or there is an existing firewall there is an existing distribution switches, yung internet line allowing the one Gbps nalang ang ipo-provide namin.</p>	<p>Yes, it's just the line basically, when we say that it includes all essential peripherals, like for example, at the receiving end, because as far as our data centers, are concerned, we have all the switches, the border routers that we need. And then of course, the receiving end, which is the cloud, the CSP, we should be able to have all the essential equipment or peripherals in place in order to receive the traffic. That's what you got here.</p>

31	You've mentioned earlier that there is no peripheral test, we just need to make the we just need to establish the connectivity, right? Then the statement now is we need to provide the needed peripheral. In this case, we'll be providing the connectivity, the router and the firewall, to establish the site to site VPN?	Definitely the reason why we need internet connectivity is because of public internet access and communication between the two sides. So, at the receiving end, which is the CSP infrastructure, it's not just enough to have a switch there.
32	Sorry, question. Right. So i-relate ko lang ito doon sa storage requirement that I the 220 and the 200 TB right. So of course, when you when you when you say snapshots right, this actually eats up capacity. Right. So, the question is that is this on top of the already mentioned 228 and 200? Or are we provisioning an extra on this?	That is an extra provision actually, that might be what they call this required eventually within that eight months subscription period.
33	As mentioned kanina doon sa earlier portion were in your compliances and certificates are mentioned. Right? So, in this case, this particular certifications and compliances are now on the managed service providers?	That would be required for the local provider. I mean, if you can call if you call it a reseller, then that reseller. so basically, assuring quality management of our information security management.
34	Regarding on the implementations of the services. So, the provider will implement the infrastructure?	The implementation services being referred to basically, the provisions first of the resources, the compute and storage requirements. And the second one would be the activation. The third one is the provision of the dashboard and the portals and the GUI. And then of course, we've got the connectivity requirements as stated in the terms of reference.
35	Question on the updated configured specifications. Are the quantities under column already considered yung high availability and resiliency and clustering, set up nung mga applications and databases.	Technically, yes because the this sizing is actually was actually co engineered, both by PSA and our SI provider.
36	So just a clarification on a previous question that was raised. So we notice here to two types of storage, the SSD storage and the object storage 228 terabytes for the SSD, and 200 terabytes for the object storage. We also notice that there are no VM storage associated. Our reading of this architecture is that the block level storage the 228 SSD are meant to be used for the VMs and that the 200 object storage is the one that's	What will happen basically is that we will be the one to carve out the instances or the VMs required for the block level storage at the end of the day the storage these are all hot storage yes and not attached storage.

	separate and separate Blob Storage essentially, is our understanding correct?	
37	Clarification: On day 1, available na dapat ang 228 SSD at 200 object storage?	Yes, on day one, all those instances the quantity which is basically the machine quantity, the vcp's memory etc, in all the storage capacities as stated and also the data data transfer out and the IOP's must be available on day one. And in fact, that would be the basis of your financial bid. Including of course, the other components as mentioned in the earlier sections.
38	Okay, I'm just a clarification on data sovereignty. I might have missed this earlier. But I don't see this anywhere the documents or other documents in this project. Just to clarify if there is a need for a fiscal data center be present for the cloud service provider in Philippines? Or is there? If not, then maybe there is? Would there be a consideration for alternative solution like a dedicated technology stack?	To answer your question, primarily, in terms of reference, we have consistently stated the specific Philippine laws that covers the data sovereignty. And also, we made reference to the Philippine cloud first policy and provide the the specific provisions of those two documents that would be the basis of compliance for data sovereignty. To answer your question, there are prescribed rules, policies and regulations when it comes to data storage, processing and management of government data outside of the Philippine country or outside the country. I'm sorry. So, may I suggest that you go through the provisions of the Philippine law and all the specific sections have been well stated in the terms of reference, thank you.
39	This just pertains to the let us say the public cloud provider eh kasi subscription, monthly basis, actual usage. So whatever will be provided let us say two by four GB RAM etc, that can be easily provided the what will be additional on top of this as a as a related to my previous comments earlier was that there will definitely be additional services, additional products, additional devices, right. That would-be put-on top of this na hindi na siya, magiging kumbaga parang based on the subscription, it will now be based on the managed services provider proposal already. That may include other services,	What we have mentioned there is subscription. We also use the term resources no, for managed services. Under normal condition, it is actually different to a subscription because you subscribe to an outsourced or a managed service engagement. And then if there are additional components, just like how you described it, it actually will fall under additional resources.



	other peripherals, other user. So parang, parang kulang pa parang kulang lang yung statement in terms of the payment and milestones. Kasi parang dito is the public cloud or parang ganun sir or correct me if I'm wrong.	
40	Timeline for the go live?	Go live actually that would be dependent on us the end user if when we will put everything in production, but what we require as per the terms of reference establish the provisions are the VMs and other resources must be active and read, ready for use within or not more than 15 days from receipt of entity.
41	Where to send email for queries and clarifications?	Please send email to the BAC Secretariat at:  bacsecretariat.psa@gmail.com

**QUESTIONS & ANSWERS**  
as of 22 October 2020

**Procurement of Cloud Services for PhilSys**

No.	Questions	Answers
1	As a standard practice, for all cloud resellers, license and software agreements with the principal is required to be signed by the end customer. Is PSA amenable to signing this directly?	Yes, PSA can sign. However, the End-User needs to secure PSA Legal Opinion & approval.
2	The standard license and software agreements have a minimum of 12 months. If the agreement is of no cost or financial obligation to the agency beyond 8 months and complies to the commercial and payment terms and methods specified in the bid, will this be acceptable to the PSA?	No. Reason being is, there is a prescribed contracting period that PSA needs to comply in relation to the Funding Source & Policies. The Contract must specifically be terminated 8 months or on or before end of June 2021 whichever comes first.
3	What are the specific features and capabilities that are required from an Application Centric Infrastructure (ACI) multi-site orchestrator?	High Level Functional Requirements: <ul style="list-style-type: none"> <li>- Must run natively which will automate connectivity, policy translation &amp; workload visibility</li> <li>- Able to translate policies into cloud-native constructs, security groups and the likes</li> <li>- Able to extend the on-premise data center to hybrid cloud architecture</li> <li>- Able to provide application flow completion time up to 80%</li> <li>- Must enable holistic view of applications with real-time application health monitoring status</li> </ul>
4	For the Hardware Security Module (HSM), Multi-Factor Authentication is required. By definition, MFA is the provision of two or more methods for validating authentication to provide access to a system. By this definition, may we request PSA to consider 2-Factor Authentication as compliant to the requirement for Multi-Factor Authentication (MFA)?	2FA is considered MFA as well given that it is considered as a subset of MFA. So yes, 2FA may be considered.
5	Multi-Factor Authentication for deletes of Logs is required by the PSA to prevent unintentional deletes. However, cloud providers have different ways of preventing unintentional deletes. For example, in the cloud from our principal,	Log deletion/selective purging is a necessary functionality, and must have the capability to be protected via MFA. This functionality provides control over log house-keeping and potentially bringing down costs for

	activity logs may not be deleted. Because of this, may we request to include the item or equivalent for this technical specification?	log storage, providing easier log management, and avoiding risks of performance degradation of log reports due to oversized logs.
6	The requirement for the logs search is that it be Open Source. May we request that this be relaxed to Open Standards instead to allow for greater number of choices for the required solution?	No, because the PSA is aligning with the Open-Source nature of the Identity Platform. By definition Open-Standards is entirely different from Open-Source.
7	In the context of the Data Privacy requirements, will PSA require the cloud service provider to support the ability to extend its public cloud fabric and graphic user interface management features to an on-premises datacenter in the Philippines as a hybrid infrastructure deployment option for data locality requirements? Does PSA require the cloud service provider to have a current customer reference in the Philippines for this deployment option?	The CSP should provide visibility of metrics for on-premises components to its graphical user interfaces (GUI). Metrics can be sent and be shown in the GUI either through agents or agent-less implementations. The cloud fabric extension can be achieved on the network level via cloud connectivity requirements as specified in the TOR.  For the second part of the question, no it will not be required to have a public reference using this functionality.
8	May we request the BAC to please extend the submission to another 4 weeks - December 1, 2020.	This cannot be accommodated. PRO has a very tight timeline and extending this bid to 4 more weeks will compromise the project completion.
9	May we request BAC to accept the submission of copies of Official Receipt and Application Form for PhilGEPs Platinum registration and the actual registration/certification document to follow?	Please refer to Section VIII of the PBD on the checklist of documents for submission. In lieu of PhilGEPs Certificate of Registration, the bidder may submit the registration certificate from Securities and Exchange Commission (SEC); Mayor's or Business Permit; Tax clearance as reviewed and approved by the BIR.
10	May we request the BAC to please provide: 1. How many users/groups will have access to GUI/portal and will require 2FA? 2. Are they users/groups in the existing active directory? 3. Also, is there a requirement for a new active directory setup on cloud?	1. User count will vary depending on workload with a maximum of 5,000 per CSP account. Each defined user will have the capability to use 2FA. Group count will vary depending on the workload with a maximum of 300 per CSP account. 2. No, there is no existing Microsoft Active Directory.

		3. No, there is no requirement for Microsoft Active Directory.
11	<p>May we request the BAC to please provide the list of relational databases and what instance/s these will sit on?</p>	<p>The requirement for managed relational database is to enable the user administrators to optimize time by “outsourcing” the OS patching and High Availability failover. The bidder may propose whichever database “flavor” they feel that will deliver the functional requirements as stated in the Terms of Reference. In the event that additional DB instances are needed, this will fall under the On-Demand clause of the Terms of Reference.</p>
12	<p>As per bid conference, this requirement is for multi-site orchestration where 2 sites will need to be directly connected to cloud. Also mentioned was that there are 3 sites and 2 locations.</p> <p>May we request the BAC to please provide:</p> <ol style="list-style-type: none"> <li>1. Exact location and addresses of these sites and locations?</li> <li>2. Also the particular 2 sites that are to be connected to CSP?</li> <li>3. Also the connectivity/link provider, size/bandwidth between the 2 sites?</li> <li>4. And if a single-line network diagram can be provided?</li> </ol>	<ol style="list-style-type: none"> <li>1. We cannot disclose at this point the exact addresses of the 2 sites. These sites however are both commercial data center colocation spaces located in (1) Clark, Pampanga and (2) Makati City.</li> <li>2. Site 1 is Clark, Pampanga and Site 2 is Makati City</li> <li>3. Minimum bandwidth of 1GB to the off-shore Cloud Infrastructure from the on-premise data centers.</li> <li>4. No, Network SLD cannot be provided. It is not needed at this time bec the requirement is simply connectivity from in-country data centers (2 sites) to the off-shore CSP data center.</li> </ol>
13	<p>As per bid conference, the complete systems inventory list of workloads are needed by providers.</p> <p>May we please ask again the BAC to please provide systems inventory list that contains:</p> <ol style="list-style-type: none"> <li>1. Operating systems and version</li> <li>2. Databases and version</li> <li>3. Applications and version</li> <li>4. Integration, communication and initial connectivity between</li> </ol>	<p>We don’t understand the relevance of this because what the Terms of Reference requires are primarily compute, network and storage based on the principle of IaaS (Infrastructure-as-a-Service).</p> <p>There are no SW required. In the event that SW (e.g. OS) will be required, it will fall under the “On-Demand” premise of the Terms of Reference. Also, what related components are being referred to?</p> <p>At this point we cannot disclose or publish the Applications &amp; versions. Actually we don’t need to bec what we are requiring are Cloud VM</p>

		instances. The sizing tabulation as stated in the Terms of Reference was based on the type of applications and workloads to be migrated to the Cloud.
14	<p>May we request BAC to please replace with:</p> <p>'Must provide high-availability and load balancing features across HSMs''</p>	No. This will cause ambiguity in the specifications. The load balancing across different clusters provides performance and replication within the cluster (2 nodes at least) and provides durability of the keys. The HSM is a key component of the solution and PSA is providing the method to make the HSM highly available as a necessity.
15	<p>May we request BAC to please replace with:</p> <p>'Must be able to support on-demand scaling with at least the use of Command-line Interface (CLI)''</p>	No, providing just the command-line interface (CLI) will take away ease of use for users that are more accustomed to using graphical users interfaces (GUI).
16	<p>May we request BAC to please replace with:</p> <p>'Must support at least 2FA authentication for critical administrative and key management functions''</p>	No, given the criticality of the security of the HSM, the capability to do quorum authentication is mandatory. With quorum authentication, no single user on the HSM can do quorum-controlled operations on the HSM. Instead, a minimum number of HSM users (at least 2) must cooperate to do these operations. With quorum authentication, PSA can add an extra layer of protection by requiring approvals from more than one HSM user.
17	<p>May we request BAC to please replace with:</p> <p>'Must support at least 2FA authentication for critical administrative and key management functions''</p>	2FA is a form of MFA as well given that it is considered as a subset of MFA. No need to replace the provision.
18	<p>By default, logs are immutable and are protected from deletion.</p> <p>May we request BAC to please replace with:</p> <p>'Must support protection for accidental deletes and other additional security provisions''</p>	No, Log deletion/selective purging is a necessary functionality, and must have the capability to be protected via MFA. This functionality provides control over log house-keeping and potentially bringing down costs for log storage, providing easier log management, and avoiding risks of

		performance degradation of log reports due to oversized logs.
19	We have a completed MANAGED SERVICE - PRIVATE CLOUD PROJECT with a Government agency. Will the project qualify as a Single Largest Completed Contract (SLCC) if the project amount is qualified for the SLCC criteria?	Yes.
20	Under Section VII. Technical Specifications, Enterprise Support Plan, requires ISO certifications ISO 9001:2015 and ISO/IEC 27001:2013 certifications. Can we request that the word - "preferably" (not mandatory) be included in the requirement clause? Reason: Most local IT System Integrators are in the planning stage of getting the said certifications. Making this requirement mandatory might limit the options of PSA to award the most competitive bid to a Philippine company.	No, the intention of this requirement is to select a highly competitive bidder that is indeed capable of executing the requirements as defined in the Terms of Reference. ISO certifications are forms of attestations from external auditors which provides proof thereof.
21	Under "Dedicated Connectivity - Minimum bandwidth of 1GB to the off-shore Cloud Infrastructure from the on-premise data centers."  Question: Is this "1GB" or "1Gb"?"	1Gb – 1 Gigabit
22	Under "Application Centric Infrastructure (ACI) - Application Centric Infrastructure (ACI) multi-site orchestrator which will provide visibility onto a cloud environment."  Question: Is the requirement to provide only the infrastructure (i.e. Cisco Cloud Application Policy Infrastructure Controller) since PSA already has licenses for Cisco Cloud ACI?"	Only the infrastructure.

**QUESTIONS & ANSWERS**  
as of 23 October 2020

**Procurement of Cloud Services for PhilSys**

No.	Questions	Answers
1	Instead of Single Largest Contract, can we aggregate multiple completed contracts to meet the equivalent 50% of the ABC?	Please refer to Item No.1, Q and A as of 19 October 2020.
2	Can the deadline of submission be extended to November 10, 2020 at 1:30PM?	Please refer to Item No. 6, Q and A as of 19 October 2020 and Item No. 8, Q and A as of 22 October 2020.
3	Because of the size of the project, including potential complexity of setting up the components, would it be possible to extend the delivery schedule from 15 calendar days to 60 calendar days?	This cannot be accommodated. The requirement as stated in the Terms of Reference are basically based on IaaS. Hence, VMs and other resource requirements provisioning and activation will not take more than 15 days to complete
4	As discussed during the pre-bid that ISO certification is for Public Cloud Provider. Please Confirm.	Yes, for Public Cloud Service Provider
5	As discussed during the prebid that ISO certification is for Public Cloud Provider. Please Confirm.	The SOC Reports 1 & 2 are not in a form of ISO Certifications. These are security compliances required in the Philippine Cloud First Policy specific for Cloud Service Providers.
6	Is PSA looking at custom Managed Services? Or, would it be acceptable to provide the native/standard support services of Public Cloud Provider in compliance of Section VII. Technical Specifications, page 38 Enterprise Support?	The support services required are not custom managed service. These are typical support services expected from a service provider.
7	<p>Kindly provide the following information:</p> <ul style="list-style-type: none"> <li>a) Database and OS versions</li> <li>b) Systems or applications that will connect or have</li> <li>c) Systems or applications that will connect or have access to the database</li> <li>d.) Network diagram</li> </ul> <p>Above information are critical to design the infrastructure and prepare the Bill of Materials, which are critical in the preparation of the financial investment of the project.</p>	<p>The requirement for managed relational database is to enable the user administrators to optimize time by “outsourcing” the OS patching and High Availability failover. The bidder may propose whichever database “flavor” they feel that will deliver the functional requirements as stated in the Terms of Reference. In the event that additional DB instances are needed, this will fall under the On-Demand clause of the Terms of Reference.</p>

8	Please confirm if template-based deployment is for instances only.	For instances only.
9	<p>From each instances listed below, please identify the following:</p> <p>a) Operating System and version</p> <p>b) Specify which are General Purpose, Memory Intensive, and CPU intensive</p> <p>Instance 1 Instance 2 Instance 3 Instance 4 Instance 5 Instance 6 Instance 7 Instance 8 Instance 9 Instance 10 Instance 11 Instance 12 Instance 13 Instance 14 Instance 15</p>	<p>The requirement as per Terms of Reference are Infrastructure-as-a-Service (IaaS). The TOR has specifically stated the sizing requirements and bidders are required to simply comply with the sizing requirements as tabulated.</p>
10	<p>For each of the above listed instances, please identify the following:</p> <p>a) What will be the function of each instances, e.g. Application Server, Database Server, Web Server, etc.</p> <p>b) Database type and versions of each instance that will function as Database Server.</p> <p>c) Applications/software/systems that will be hosted in each instance.</p> <p>d) High Level Architecture to visualize correlation and dependencies of each instances. This should include which instances would connect to the Database Servers.</p> <p>e) Instances that requires auto-scaling setup.</p> <p>f) Instances that requires High Availability setup.</p> <p>g) Backup requirement and retention policies.</p> <p>h) Validate if the 228TB raw block level storage would be the total storage attached disk of the 103 instances.</p> <p>i) The function of the 200TB Object Storage. Will it be for backup or shared storage of the instances?</p>	<p>Please refer to the response to Item No. 9. The bidder is simply required to provide the instances and resources as described in the Terms of Reference. The set of information being requested are confidential in nature and may only be disclosed to the winning bidder.</p>



	<p>j) Instances that are in Public and Private subnet.</p> <p>k) Acceptable to combine PaaS and IaaS in responding to the cloud services requirement.</p> <p>l) Please details for 100/GB IOPS requirement</p>	
11	<p>Please specify the setup of HSM? Will it be two (2) cluster per availability zone?</p> <p>Can you please provide high level network architecture?</p>	<p>Yes, 2 clusters per zone. Network architecture is confidential. Please provide/propose based on the specific requirements as stated in the terms of reference.</p>
12	<p>How many instance and what server will you need WAF?</p> <p>How many web ACL and rules per ACL?</p>	<p>All instances as tabulated in the sizing requirements tabulated in the Terms of Reference.</p>
13	<p>As discussed during the pre-bid, we would like to clarify that the identified PSA Datacenters/Sites are in Makati and Clark.</p> <p>Please provide exact address of PSA Datacenters</p> <p>Confirming if Bidder will provide transport or connectivity only? Or, included the connectivity router to on-premise site?</p>	<p>We cannot disclose at this point the exact addresses of the 2 sites. These sites however are both commercial data center colocation spaces located in (1) Clark, Pampanga and (2) Makati City</p> <p>Requires connectivity to link the on-premise data center to the off-shore CSP Data Center.</p>
14	<p>Where is the preferred region of the off-shore Cloud?</p>	<p>Within the ASEAN Region.</p>
15	<p>May we request to lower down the SLA percentage from 99.9% SLA to 99.8%?</p>	<p>The SLA requirement is 99.9%.</p>
16	<p>As discussed during the pre-bid, we would like to clarify that the identified PSA Datacenters/Sites are in Makati and Clark. What is the specific use of the internet connectivity? Please clarify what are the essential peripherals to be included, e.g. routers, firewalls, switches, etc.?</p>	<p>Internet Connectivity for Public Access</p> <p>The peripherals being referred to are those that are essential to link the on-premise data center with the CSP facility to enable network access.</p>
17	<p>What is the storage capacity? Please provide high level network diagram.</p>	<p>The end-user will be the one to carve out the storage capacity requirement from the total storage capacity as stated in the sizing requirements. The network diagram cannot be disclosed at this point.</p>
18	<p>We would like to inquire how you intend to design the system because cloud monthly uptime is highly dependent on the setup? 99.99% would depend on the resiliency of the strategy and design.</p>	<p>The SLA requirement is 99.99%. This refers to the uptime of the instances and other resources subscribed by PSA as per Terms of Reference.</p>

19	Is the native Enterprise support provided by Public Cloud acceptable for this requirement?	If the native enterprise support meets the requirements as stated in the Terms of Reference, then it is acceptable.
20	<p>Can we get a copy of System Architect/Design?</p> <p>Please provide the detailed Scope of Work for the implementation?</p> <p>Are we going to setup the logging and MFA?</p>	<p>System Architecture is confidential and cannot be shared publicly due to the sensitive nature of the Project/System.</p> <p>The implementation scope of works are primarily those essential for VMs provisioning and other essential services to activate the services required as stated in the Terms of Reference.</p> <p>Logging and MFA to be set up by the bidder based on the instructions to be provided by PSA.</p>
21	<p>Is the winning bidder expected to manage the infrastructure only?</p> <p>Who is responsible for OS patching for all instances?</p> <p>PSA will require 24x7 support and how many hours of senior support (if possible) is needed.</p>	<p>Yes, the bidder is expected to manage the infrastructure only. However, should there be other services required, these shall be treated as On-Demand service requirement to be billed accordingly.</p> <p>The need for senior support shall be based on the severity of the issues. The bidder is expected to provide in its proposal the support level based on the severity of the issue.</p>
22	Given that the business model of Public Cloud Services is Pay-Per-Use and not fixed pricing, how do we control the fees not to exceed the ABC of Php 149M with the consideration that additional resources can be provisioned as needed in the project?	PSA has already determined (through market research) the maximum possible fees based on the maximum resource requirements, and this was used as basis of the ABC. Control mechanisms shall be defined in the Engagement Contract to be executed by PSA with the winning bidder.
23	<p>Please identify the following:</p> <p>a) number of participant/s for Architecting</p> <p>b) number of participant/s for Advanced Architecting</p> <p>c) number of participant/s System Operations</p> <p>d) number of participant/s Security Engineering</p>	The preferred number of attendees has yet to be validated.

24	Redundant, dedicated, private cloud connectivity to the off-shore Cloud Infrastructure - May we confirm if there is an existing service router for IPSec connectivity going to Azure?	There is none. PSA has no existing subscription with Azure.
25	What is the baseline traffic from Site A (Makati) to Site B (Clark)? What is the bandwidth? What is the latency?	Bandwidth is 1Gb as stated in the TOR. The bidder may include in its proposal the expected latency based on the required 1Gb of connectivity.
26	What is the baseline traffic from Makati to Azure? Then Clark to Azure? What is the bandwidth? Then what is the latency?	There is no current Azure subscription.
27	Does the Makati and CRK Datacenter cabinets could still accommodate additional space and power for the ACI? (note: 2 equipment per site.)	The ACI requirement is to be provided by the CSP (in its site) as stated in the Terms of Reference. The on-premise ACI requirement will be the responsibility of PSA, hence it should no longer be the concern of the Bidder.
28	<p>Can PSA provide the following VM resources for us to install the MSO across 3 sites?</p> <p>VM1  - ESXi 6.0 or later  - 6 vCPUs (8 vCPUs recommended)  - 24 GB of RAM  - 10 GHz CPU reservation  CPU cycle reservation is automatically applied when first deploying the Orchestrator VMs</p> <p>VM2  - ESXi 6.0 or later  - 6 vCPUs (8 vCPUs recommended)  - 24 GB of RAM  - 10 GHz CPU reservation  CPU cycle reservation is automatically applied when first deploying the Orchestrator VMs</p> <p>VM3  - ESXi 6.0 or later  - 6 vCPUs (8 vCPUs recommended)  - 24 GB of RAM  - 10 GHz CPU reservation  CPU cycle reservation is automatically applied when first deploying the Orchestrator VMs</p>	This is not relevant to the project.