QUESTIONS & ANSWERS
as of 22 July 2020

Procurement of Consultancy Services as Systems Integrator for the Supply, Delivery, Installation, and Maintenance of the Philippine Identification System (PhilSys)

No.	Questions	Answers
1	The PSA will procure this cloud infrastructure and make it available to the SI for them to implement the proposed solution. So, we will not take that into consideration for our proposal, is that correct?	Yes. Please refer to Bid Bulletin No. 7
2	The recommendation on what will be bought from the cloud vendor will come from the winning SI, is that the assumption here?	Yes. Please refer to Bid Bulletin No. 7.
3	Is this more of an aspirational requirement of PSA than actually a requirement to be delivered in ninety (90) days? The bidder objective is to be able to register citizens on the 90th day trying to implement the technical architecture that's probably still new and needs to be tested.	PSA, in partnership with the SI, is committed to launch registration by day 90 from issuance of Notice to Proceed. To ensure this target is achieved, and after identifying a strategy to secure a Cloud Service Provider (CSP) in a shorter time period, PSA will make cloud services available within 30, rather than 60, days from NTP. Please refer to Bid Bulletin No. 7.
4	Will the ABC be increased considering there is change in the scope now?	No.
5	Considering the change to hybrid cloud architecture, is PSA considering to procure hardware directly? Or can PSA at least give common specifications for hardware so that all the SIs are on the same platform while quoting the price.	The responsibility to procure hardware remains with the SI. SI should propose the hardware that is responsive to the requirements.
6	Will there be a clarification given to the SI for the cloud service provider that PSA will procure?	PSA will endeavor to inform the winning bidder as soon as possible which cloud service provider it was able to procure, which will be based on requirements defined in the winning bidder's Technical Proposal.
7	Concern on the compatibility of the proposed solution and the cloud service provider once it has been procured and made available to SI.	PSA will take into consideration, as part of the CSP procurement, the cloud services requirements provided by the winning bidder in its proposal to minimize this risk.

8	In making the design, the PSA strongly recommends that the SI use components commonly available from hyperscale cloud service providers such as AWS and Azure. In the previous bid bulletin and Q and A, it was indicated that the government cloud will only offer infrastructure service. Now, PSA is saying that the commonly available from hyper scale cloud service providers. Does that mean to say that the SI has to select certain development services, is this the direction you're advising us?	The bidder should include in its proposal the design and detailed requirement for cloud infrastructure as a service needed for the PhilSys applications. PSA will procure the cloud services and make these available to the SI for its use to deploy the PhilSys applications.
9	Clarification re: FPF 3; only list Remuneration, Reimbursables, and Miscellaneous Expenses under price components per activity. However, aside from these, there are also hardware and software applications to be delivered per stage/milestone in the Payment Schedule/ Item IV Breakdown of Contract Price in Section VIII (Appendices). Hardware and software cost are also listed in FPF 2 (Summary of Costs). Should the bidders no longer include the cost of hardware and applications per activity in FPF 3? Or may we alter FPF 3 accordingly to be able to match FPF 2 and list costs of deliverable hardware and applications?	Price components listed in FPF 3 are not exclusive. Please include other components, e.g., hardware or software cost, as you see fit so that these match activities or deliverables in other financial forms.
10	Given the change in the deadline of submission of bids, will the bid validity period also be changed, or will it stay as 19 November 2020?	Bid validity period until 19 November 2020 is retained. Please refer to Bid Bulletin No. 7.
11	SI should consider infrastructure as a service by compute and consume any network and security services for a cloud service provider. Is that how we should understand it?	Please refer to Question No. 8 response.
12	Clarification of FPF 3 Remuneration, Reimbursables, and Miscellaneous Expenses but the hardware and software are not listed in the form that was given. Earlier, it was clarified that we should retain the hardware and software cost, so does that mean that they will insert hardware and software in the enumeration in FPF 3?	Please refer to Question No. 9 response and Bid Bulletin No. 7.
13	We are trying to understand the purpose of the FPF 3? Is there a link between FPF 2 and FPF3 – Breakdown of price per activity - should we break it down so that the total of this is the total bid amount, is that what is PSA trying to achieve here?	Please refer to Bid Bulletin No. 7.
14	Will PSA bear the cost of the operating system?	PSA will bear the cost of the operating system for the cloud services.

15	Orchestration layer, monitoring components - all of them are available by the hyperscale components?	Yes.
16	Will the cloud service provider also provide the security components like application firewall? Will the cloud service provide this particular solution or should we procure it from our side?	Please refer to Bid Bulletin No. 7.
17	How about if we require more bandwidth for the PDC and SDC for the Sync Replication - example 10GB connection with 5mins turnaround time?	The SI can include in its Technical Proposal its bandwidth requirements for replication subject to review and evaluation by the PSA who has the responsibility to provide the bandwidth.
18	Can we use a non-HA router for the Fixed Registration Centers (FRC)?	Yes, provided it meets the SLA requirements.
19	How about the on-premise management platform? Can we place it on the cloud?	Yes, if it will not compromise the security and operations of the whole system.
20	Bid Bulletin No. 5 mentions that applications must be on Philippine government cloud. Please clarify. For example, amazon allows you to use containers. Does that mean you need amazon to be setup in Philippine government cloud?	The CSP to be procured by the PSA will form part of the Philippine government cloud.
21	In case there is a need to have a cloud environment before Day 60, will this cost be included in the total cost of the bid? This question is based on the assumption that the SI will establish the cloud environment it needs to start development work (before Day 60).	Yes. Please note that PSA will make cloud services available within 30, rather than 60, days. Refer to Bid Bulletin No. 7.
22	We understand it clearly that it would be the responsibility of the SI to set up the cloud environment (day 60) but I assume that there be guidance and restriction on where and how the cloud will be set.	Yes, PSA will discuss this with the winning bidder
23	What if there are other vendors who are suppliers of cloud services like Threat intel, Security updates and Patch Management. What if it is not azure and amazon? Can we use other cloud services?	PSA will contract cloud services from one CSP for PhilSys applications. Please Refer to Bid Bulletin 7. While PSA will only contract from one CSP for PhilSys Applications, bidders are not precluded from including in their proposal other cloud services for other requirements or use cases. These additional services should be included in bidders' financial proposal.
24	The BIAS and data lake/data warehouse normally need to be located together. Can the bidder place these either in the Cloud "or" in the data centers?	Please note that all in-scope core and support applications must be on Philippine government cloud while databases, data storage, and

			hardware security module must be on premise. Refer to Bid Bulletin No. 7.
25	Is it okay to include other WAF cloud services on public cloud?		Please refer to Question No. 23 response.
26	PSA is requiring hybrid cloud system architecture while we are recommending on-premise. To protect ourselves, we will do an on-premise backup because it's a fixed bid. This may imply more money for on-premise architecture to protect ourselves if the hybrid cloud doesn't work. This is a humble suggestion: What if we put MOSIP on premise and non MOSIP on the cloud. If it doesn't work, you should have enough on-premise hardware to make it work because original RFP requirement is on-premise. We may have to make provisions for on-premise because we cannot stop on implementation just in case there are performance issue or security concerns.		The suggestion is noted. PSA is committed to launch registration by day 90 from issuance of Notice to Proceed and will work with the winning SI to ensure that this target is met.
27	Will the connection to the cloud *be via Internet, or through AWS Direct *Connect or Azure Express Route?		The PSA is open to any option, as long as it meets the requirements and SLAs.
28	May we ask if bidders can still send questions after this pre bid?		No.
29	On latency between cloud and on-premise submission increases. The responsibility is with the SI.		In cases where the SLA breach is beyond the control of the SI, the SI shall not be penalized.
30	Re: Call Center, will PSA consider having SI cater Year 1-3 and PSA will handle directly for Years 4-5? Same question for IT Helpdesk?		No. The SI shall operate the Call Center and IT Helpdesk for the entire duration of its 5-year contract.
31	Can PSA provide the exact location of the SOC/NOC or at least a blueprint of the area?		The SOC/NOC will be located in Quezon City, Metro Manila.
32	What are security component/s that the cloud provider can provide or PSA will subscribe as part of their service. This to avoid duplication of security solutions?		Please refer to Bid Bulletin 7 on Cloud Security.
33	Are the bidders required to provision capacity to bring up the applications in (any of the) data centers should both Cloud environments fail?		No. But if such situation arises, PSA will resolve it in consultation with the winning SI.
34	Can you consider PSA not just a single cloud vendor? AWS and Azure are just on IAAS and PAAS or SAAS. Security is not their forte.		Please refer to Question No. 23 response.

35	How will the mobile Android devices connect to the systems in the Data Center / cloud provider? Is connection going to be LTE? Or could tablets connect to the cloud thru the FRC's internet connection?	Please note that connectivity of the mobile Android devices is out of SI's scope of work.
36	Can we put the NOC and SOC platform / software in the cloud?	Yes. Please refer Question No. 23 response.
37	Who will bear the cost of the Connection from the PDC, SDC and DR to the cloud provider?	PSA will bear the cost of this connection.
38	Will the non-HA be applicable also for TSP and DSWD routers?	Please note that the SI is not responsible for providing hardware to TSPs and RPs, other than PSA.
39	With regard to the consumables, is the SI responsible to supply such as: printer papers, inks, others.	Yes, if it is part of the proposed SI solution.
40	In the previous Supplemental Bid Bulletin, you mentioned that there are 5000 registration kits and 4,000 mobile devices. Just for clarity, will the SI be going to provide anti-virus licenses for all 5000 registration kits and 4000 mobile devices? It is our understanding that the previous winner (registration kits) already provided the antivirus licenses.	No. This is out of SI's scope of work.
41	We are assuming for FPF 4,5 & 6, cost is required per activity, e.g., if there are 10 activities, cost is required for each activity. Please confirm if my understanding is correct?	Confirmed.
42	Can you at least provide dimensions of the SOC/NOC location for us to consider in the design?	The floor area of the SOC/NOC is around 20 to 30 sqm.
43	Clarification question on the NOC/SOC requirements. Should hardware and people be on-premise but the application needs to be on cloud.	People and necessary equipment need to be in the NOC/SOC while application should be on cloud. Please note that PSA will contract cloud services from one CSP for PhilSys applications. Please refer to Question No. 23 response.
44	In TPF 7, we are providing time schedule (person months) for each key expert, do we have to provide time schedule for all non-key experts who will be part of PhilSys project. Please clarify.	Yes, please include this in your proposal.
45	How many devices should be managed by device management solution?	A minimum of 5,000 units will be managed by the Device Management Solution.

46	Where should the services cost be specified? FPF 2?	Yes, please incorporate details of service cost in FPF2.
47	Will there be adjustment to the timeline (Go-live)?	No. PSA is committed to meet its targets and will work with the winning SI to ensure that these targets are met.
48	How many email addresses or mailboxes should be provided as part of the email server?	A minimum of 100 email addresses is required as per Sec. 7.4.15.2 Email Gateway, Vol 2: Technical Specifications, but the SI must make its own assessment.
49	SI should provide the Router, Firewall and Switch?	Yes.
50	How many TSP will be deployed?	PSA anticipates around four (4) TSPs.
51	Kindly clarify who provides the authentication devices to the RPs?	RPs will purchase authentication devices based on specifications and standards defined by PSA. Please note, however, that this is out of SI's scope of work.
52	Please share the format/templates for Cloud-related requirements and services for the implementation of PhilSys.	Bidders should enumerate in its Technical Proposal the Cloud-related requirements and services for the implementation of PhilSys. They should also include the quantity/scaling of Cloud services required for Version_1, Version_2, Version_3, and Version_4 of the PhilSys Application. Bidders may include these information in the Bill of Materials, which may take the form FPF-2 without any reference or information as to cost or price.
53	Particular Template for CSP.	Please refer to Question No. 52 response.
54	What is the size of the link with the provider cloud?	Please refer Question No. 17 response.
55	Page 181, 8.1.1 Component Specifications g. The SI shall obtain a certification from the OEM that the quoted products are not End of Support (EoS) and not End of Life (EoL). Will you allow certificate coming from the distributors?	No.

56	May we respectfully request the winning SI to make the proper recommendation on how to implement the most efficient and effective way of implementing the hybrid cloud environment based on more robust testing considering factors like performance, security as well as best practices. Please allow this final recommendation to be made after acceptance of Version 2. This assumes the SI will use on premise architecture up to Version 2 acceptance.	Suggestion is noted. PSA is committed to launch registration by day 90 from issuance of Notice to Proceed and will work with the winning SI to ensure that this target is met.
57	It was mentioned earlier that PSA will be open to put the databases, storage together with the application in the cloud if the latency between the cloud and on-prem data centers causes problem. Will this not violate our Data Sovereignty?	No. This is possible without violating data sovereignty policy provision.