



REQUEST FOR QUOTATION

The Cagayan Economic Zone Authority (CEZA), will undertake a Small Value Procurement for the "Procurement of Cloud Hosting Services for (One (1) Year)", in accordance with Section 53.9 of Implementing Rules and Regulations of Republic Act No. 9184.

Name of Project	Procurement of Cloud Hosting Services for (One (1) Year)
Approved Budget for the Contract	Three Hundred Forty Thousand Pesos (PHP 340,000.00)
Specifications	See attached Technical Specifications (Annex B)
Location	Mandaluyong City
Delivery Term	Five (5) days from the receipt of the Notice to Proceed (NTP) or Acceptance of the Purchase Order

Interested suppliers are required to submit their valid and current Mayor's/Business Permit, PhilGEPS Registration Number, Omnibus Sworn Statement, Authority of Signatory (Secretary Certificate) if applicable, price quotation form (Annex A), and Technical Specification compliance (Annex B) during submission of offer/quotation.

Award of the contract shall be made to the lowest quotation, which complies with the minimum description as stated above and other terms and conditions stated in the price quotation form.

Any interlineations, erasures or overwriting shall be valid only if they are signed or initialed by the bidder or his/her duly authorized representative/s.

Submission of quotation and eligibility documents is on or before 10:00 AM of April 25, 2023, at the Cagayan Economic Zone Authority, 10th Floor Greenfield Tower, Mayflower cor. Williams Sts., Greenfield District, Highway Hills, Mandaluyong City, Metro Manila. Open submission may be submitted, manually or through facsimile at 8291-6704 to 8 local 362 or email @ bacsecretariat@ceza.gov.ph.

For inquiries, you may contact us at tel. no 8291-6704 to 8 and email bacsecretariat@ceza.gov.ph.

Very truly yours,

DHART E. CARPIO
BAC Chairperson



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TECHNICAL SPECIFICATIONS

Bidders/Suppliers must state “*Comply*” in the column “*Statement of Compliance*” against each of the individual parameters of each “*Specification*”. Please do not just place a check in the bidder’s “*Statement of Compliance*”.

Item	Technical Specifications	STATEMENT OF COMPLIANCE
I.	1 LOT CLOUD HOSTING SERVICES FOR ONE (1) YEAR A. ALL PROVISIONS STATED IN ANNEX C (TECHNICAL SPECIFICATIONS)	

TECHNICAL SPECIFICATIONS

I. SCOPE OF WORK

- A. The procurement involves the following services:
 - 1. Subscription of Cloud Services;
 - 2. Web Hosting with SSL Certificate;
 - 3. Web Hosting with Back-up Server; and,
 - 4. Maintenance Services.
- B. The procurement shall include the provisions for cloud services, web hosting with a backup server, and maintenance requirements for the CEZA Portal (ceza.gov.ph), corporate e-mails, CEZA Labor and Employment System, and other network resources available.
- C. The procurement shall include such items, although not specifically mentioned, that can be reasonably inferred as being required for its completion as if such items were expressly mentioned herein

II. QUALIFICATION REQUIREMENTS

Web Hosting Provider must possess the following:

- a) A track record with a minimum of five (5) years in web hosting.
- b) Must have a reliable server, uptime scores and high level of security
- c) Availability of site back-ups
- d) Back-up and Disaster recovery
- e) Ability to add domains
- f) 24/7 support

III. DUTIES AND RESPONSIBILITIES OF THE SERVICE PROVIDER

The Service Provider shall comply with the following obligations:

A. Technical Requirements

1. Minimum System Unit Requirement

The Cloud-based Hosting Service will have the following resources and capabilities:

- I. For the Cloud Computing Resources Machine(s):
 - a. At 50 GHz per CPU with at least 4 cores (CPUs)
 - b. At least 8 GB RAM
 - c. At least 500 GB SSD Storage
- II. The Cloud Hosting site will have the following features and capabilities:
 - a. Allows the utilization of open-source software in the server
Allows the creation of Multiple Server Engine;
 - b. Provides SSL (Security Socket Layer) Certificate;
 - c. Customizable Hardware Specification based on demand/need of the CEZA

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- d. 24/7 Customer support: (Phone and Email)
- e. Network monitoring system that can obtain throughput data at an extremely granular level to alert for anomalies.
- f. Supports SSL connections using individually generated private keys and a high encryption level
- g. Should support SSH Keys
- h. Blocked Storage will be pure SSD no magnetic Storage will be used
- i. No restriction on the type of operating system that the customer can deploy
- j. Will have at least 10Gbps shared bandwidth allocation from major network carrier for cloud clients
- k. Will be capable of Hybrid cloud solution
- l. Can do Integrated backup & recovery: Enable users to create point-in-time snapshots of drives which later can be cloned and upgraded to create stand-alone drives
- m. Will have a built-in Disaster Recovery Tool
- n. Will have a built-in Disaster Migration Tool
- o. Will have a web portal where client can manage the VMs and its resources.
- p. Will have unmetered shared bandwidth allocation from major network carrier for cloud clients
- q. Will have a web portal where client can manage the VMs and its resources

2. Solution Platform Requirement

The solution must adhere to open standards architecture. It must be able to efficiently and speedily handle e-commerce-based transactions and processing requirements. It must be robust enough to support enterprise-wide workflow and business transaction processing on the web platform. The hardware, software and network infrastructure must be able to efficiently and easily handle online web based business processing and transactions demanded by simultaneous and concurrent access to the system. The network capacity must be sufficient to cater the requirements of a global and nationwide network.

3. Description of the Desired Service

The CEZA cloud is a web based/enabled shared environment that will run on an Internet Client/Server computing platform. Access to the cloud will be based on use-specific roles and authority levels for both external and internal clients. The general public should have access to the front-end services of the CEZA Web Portal and CEZA Labor and Employment System through the Internet.

4. Security Features

The cloud must be secured, implementing authentication and authorization password protection features. User specific and role-based access right determined in the business process analysis phase, shall define the extent and scope by which functions and processes can be executed. Disaster recovery and fail-over support features must be implemented in the system. This must be completed by redundancy implementation both in the logical and physical levels.

5. General Qualitative Requirements

The desired over-all setup must have the following general qualitative characteristics:

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- a. Scalability – for the ability to accommodate expansion and future technology development.
- b. User-Friendliness – or the facility of cloud usage even by users with very limited computing knowledge.
- c. Technology-Friendliness – or the capability to administer and manage the entire cloud given the limited number of MIS staff of CEZA and the capacity of users to handle and process transactions in real-time with minimal technical knowledge and support.
- d. Integrated Solution – or the viability of the cloud to incorporate all components of the project utilizing a single network.
- e. Secure Environment – or the responsiveness to address different levels of security environment and protection issues from various forms of system security risks and hazards.
- f. Cost-Efficiency – or the feasibility to operate after the contract duration efficiently and viably at the least cost to CEZA.

6. Functional Requirements

CEZA Cloud services subscription, web hosting with back-up server and maintenance project should have the following major functional components as minimum requirements:

- a. Capability to store and maintain data uploaded to the cloud via CEZA Web Portal's Content Management System.
- b. Capability to operate and host the CEZA Web Portal, Corporate E-mails, and the CEZA Labor and Employment System, and other network-based applications.
- c. Capacity for convenient and speedy retrieval of files.
- d. Facility for storing back-ups from the cloud server to the back-up server.
- e. Facility for CEZA Clients to perform onsite and offsite monitoring of files and other vital systems.
- f. Capacity for information assistance through online query and response facilities.
- g. Development and implementation of 24/7 online service.
- h. Capacity for online and batch uploading and downloading of data from remote sites.
- i. Capability to prevent malicious software and unauthorized access from tampering with files on the cloud and the backup server.

7. Maintenance Requirements

On the whole, the CEZA Cloud requires that the following processes of back-up functions be provided by the service provider:

- a. Back-up Schedule
 - i. Weekly Full Backup
 - ii. Daily Incremental Backup
- b. System Maintenance
 - i. Security Backup and System Maintenance
 - ii. Redundancy and Fail-over Support

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B. Other Service Requirements

1. Design Specification, Migration, Configuration, and Testing shall be completed within 5 calendar days from receipt of the Notice to Proceed (NTP) or Purchase Order (PO). (Creation of the design, determine correctness of service and conduct of demonstration)
2. Roll-out Phase within the 1st week from receipt of NTP or PO (actual deployment to online operations)
3. Maintenance Phase (to fix any possible problems)

IV. RESPONSIBILITIES OF CEZA

- A. Grant access to any authorized representative/s of the Service Provider to CEZA premises to perform its obligations as accompanied by the MIS personnel;
- B. Reject any system or any services thereof that fails to pass any test and/or inspection or does not conform to the specifications;
- C. Report the problem on the system to the Service Provider for appropriate action and
- D. Pay the Service Provider in accordance with Accounting Rules and Regulations.

V. CONTRACT DURATION

The contract shall be completed within a period of **(1) year** from the date of the NTP or PO.

VI. PAYMENT/TERMS

Payments shall be made on a Quarterly basis

VII. SUPPORT/MAINTENANCE PHASE

- A. The Service Provider is required to resolve any and all system errors, problems, flaws, and deficiencies in functionalities, among others, that may be uncovered.
 1. Make qualified personnel available to CEZA by telephone, electronic mail, or common messaging application during business hours (8:00 AM to 5:00 PM) for the reporting of issues or problems with the system;
 2. During or as a result of telephone conferences, or electronic conferences or exchanges (collectively, "electronic contact"), the Service Provider shall make every reasonable effort to resolve such issues or problems within four (4) hours. If any such issues or problems are not corrected within four (4) hours after initial electronic contact, the Service Provider shall provide for a work-around solution until the problem is ultimately resolved; and,

VIII. LIQUIDATED DAMAGES

- A. In case of failure to satisfactorily perform the Services within the contract period inclusive of duly granted time extensions if any, the Procuring Entity shall, without prejudice to its other remedies under the law, deduct from the Contract Price, as

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liquidated damages, the applicable rate of one-tenth (1/10) of one (1) percent of the cost of the unperformed portion for every day of delay until actual performance.

- B. The maximum deduction shall be ten percent (10%) of the amount of the contract. Once the maximum is reached, the Procuring Entity may rescind or terminate the Contract without prejudice to other courses of action and remedies open to it.