



Republic of the Philippines
Department of Health
JOSE R. REYES MEMORIAL MEDICAL CENTER
BIDS AND AWARDS COMMITTEE

DC: 8562-5338/ 8711-9491 loc. 245

jrrmmc_bacsec@yahoo.com

REQUEST FOR QUOTATION

Date: 21 July 2025

RFQ No.: HBAC-B-2025-07-1457

PR No. 2025-04-2513 (IMISS)- Re-canvass

NAME OF COMPANY: _____

COMPANY ADDRESS: _____

TAX IDENTIFICATION NO.: _____

PHILGEPS REGISTRATION NO.: _____

Jose R. Reyes Memorial Medical Center, through its Hospital Bids and Awards Committee (HBAC), intends to procure **Supply, Delivery, Installation, and Configuration of Primary and Secondary Internet Connection** in accordance with section 34 of the Implementing Rules and Regulations of the Republic Act No. 12009.

Please quote your **best offer** for this item described herein, subject to the Terms and Conditions provided at last page of this RFQ. Submit your quotation duly signed by you or your duly authorized representative **on or before 28 July 2025**.

The following documents are likewise required to be submitted on the specified deadlines:

Document	Deadline	Remarks
Mayor's Permit; Omnibus Sworn Statement;		

For any clarification/s, you may contact us at the telephone no. **8711-94-91 local 245 or 8562-53-38** or email address at **jrrmmc bacsec@yahoo.com**.


RODRIGO SENADOR, MD
Chairperson, HBAC-B

INSTRUCTIONS:

1. Accomplish this RFQ correctly and accurately.
2. Do not alter the contents of this form in any way.
3. All technical specifications are mandatory. Failure to comply with any of the mandatory requirements will disqualify your quotation.
4. Failure to follow these instructions will disqualify your entire quotation.

After having carefully read and accepted the Terms and Conditions, I/ We submit our quotation/s for the item/s as follows:



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Technical Specifications (Item Description)	Y	N	Remarks	ABC/ UNIT	QTTY	BID OFFER/ UNIT	TOTAL
Supply, Delivery, Installation and Configuration of Primary Internet Service Provider (Dedicated Fiber Optic Internet Connection, 800 Mbps symmetric bandwidth, 99.6% uptime, 10 Public Static IPs, 24/7 Support, Independent Infrastructure) (August-December 2025)				100,000.00	5 months		
Supply, Delivery, Installation and Configuration of Secondary Internet Service Provider (Dedicated Fiber Optic Internet Connection, 800 Mbps symmetric bandwidth, 99.5% uptime, 10 Public Static IPs, 24/7 Support, Must be a different provider from the Primary ISP) (August-December 2025)				100,000.00	5 months		

TECHNICAL REQUIREMENTS
(PRIMARY INTERNET SERVICE PROVIDER)

PROCUREMENT OF PRIMARY INTERNET SERVICE PROVIDER

RATIONALE / OBJECTIVE

- Jose R. Reyes Memorial Medical Center (JRRMMC) seeks to procure a Primary dedicated Internet service provider (ISP) with symmetrical bandwidth in accordance with Republic Act No. 9184 (RA 9184), also known as the "Government Procurement Reform Act," and its revised implementing rules and regulations.
- The procurement of a Primary Internet Service aims to ensure uninterrupted, high-speed connectivity to support critical hospital operations, telemedicine, administrative tasks, and digital transformation initiatives.
- ABC of the Project:
$$\begin{array}{r} \text{Php } 100,000.00 \text{ (Monthly Fee)} \\ \times \quad \quad \quad 5 \text{ (Months)} \\ \hline \text{Php } 500,000.00 \text{ (Inclusive of Tax)} \end{array}$$

Total Php 500,000.00

SCOPE OF SERVICES

- The contractor shall provide JRRMMC with symmetric dedicated Internet Access Services with the following requirements:
- Dedicated Leased Line Fiber Optic Internet Connection
- Symmetric bandwidth of at least 800 Mbps
- 99.6% Service Availability
- Direct peering to the Philippine Internet Exchange (PHIX)
- Independent transport facility with multiple failover paths
- 24/7 technical support and monitoring
- Provision of at least 10 Public Static IPs
- Hands-on training to IT Section personnel on maintenance and troubleshooting
- Preventive maintenance at least twice a year

CONTRACT DURATION:

- The contract shall be effective for a period of five (5) months, renewable upon meeting evaluation criteria. The ISP's service must be evaluated with a grade or remark of "VS" (Very Satisfactory) in order to be qualified in the renewal of contract or (B) Proving that the renewal shall be beneficial to Jose R. Reyes Memorial Medical Center using Cost Benefit Analysis.

EVALUATION CRITERIA:

- Performance evaluation will be rated based on:
 1. Speed (CIR compliance)
(100% of CIR given = 500mbps): 5=100%, 4=80%, 3=60%, 2=40%, 1=20% & below
 2. Stability / Reliability (Service Availability)
(100% Service Availability): 5=100%, 4=80%, 3=60%, 2=40%, 1=20% & below

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JRRMMC-F-BAC-VB-49

June 1, 2021

Revision No.: 0

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3. **Technical Support Response Time**

$$\frac{\text{No. of Tech. Support Request Attended} \times 100}{\text{Total Number of Request}}$$

5=100%, 4=80%, 3=60%, 2=40%, 1=20% & below

After the rating, the scores will be summed up, then the sum will be averaged and will be interpreted using this adjectival scale:

- 1 - Poor (65% below)
- 2 - Needs Improvement (66%-75%)
- 3 - Satisfactory (76%-85%)
- 4 - Very Satisfactory (86-95%)
- 5 - Outstanding (96-100%)

The evaluation tool will also be used to determine the performance rating of the ISP quarterly (every 3 months). The evaluations will be used to determine if the ISP is qualified for the renewal of contract.

QUALIFICATION REQUIREMENTS

- An auto failover set up as a redundancy via two different fiber route must be included.
- Must have a City Mayor's Permit to Operate Business.
- Must not lease or depend on another ISP's backbone.
- Must provide at least three (3) very satisfactory performance evaluations from current clients.
- Must not be the same company as the Secondary ISP.
- Must provide proof of independent network infrastructure separate from the Secondary ISP.
- The Internet Service Provider must support I PV6, or its network platform is IPV6 ready and compliant.
- A certificate of Network compliance must be submitted as a proof of compliant with the latest MEF Carrier Ethernet of 2.0 and 3.0
- Provision of 24/7 Technical Support and services
- Segment testing of Fiber Integrity from ISP Data Center to Jose Reyes Medical Center.
- **Installation**
 - Must provide detailed work plan specifying installation design, detailed activities and network diagram showing connectivity from end user's data center up to the last mile and timelines.
 - Provide and install all necessary equipment and infrastructure to set up the internet connection including in-house wiring and structured cabling for the Wi-Fi if needed.
 - Provision, Installation and Configuration of Customer-premises equipment (CPE).
 - Provide internet connectivity directly to the end user's preferred location.
- **Testing**
 - The acceptance test procedure must be in accordance with the following:
 - a. The acceptance testing will be undertaken for a period of five (5) working days and will be attested to by authorized ICT personnel of the Jose Reyes Medical Center.
 - b. The guaranteed Committed Information Rate (CIR) of at least 800 Mbps should be attained during Office hours (i.e., 7:00 AM to 7:00 PM).
 - c. If any of the foregoing conditions are not met, the count of the testing period shall be restarted until all conditions have been duly satisfied continuously for Seven (7) days.
 - d. **Implementation Timeline:** All installation works should be accomplished within 15 calendar days from receipt of Notice to Proceed (NTP).
 - e. Duration of the Contract is until **December 31, 2025**.
- Subscription to the Internet Services will be for Five (5) months upon Circuit Acceptance of the Jose Reyes Medical Center through its End-user.
- **Qualification**
 - The Internet Service Provider is required to submit the following information which shall contain the company's statement of qualifications and technical specifications.
 - 1. **Experience and Qualifications**
 - a) The Company must have at least Fifteen (15) years of industry-grade Internet service implementation experience and a registered Platinum Member of Philgeps.
 - b) The bidder must be a duly registered Telecommunication Company with a proven track record of at least 13 years in directly providing in-building cabling and structured cabling systems across multiple locations nationwide, specifically for a large conglomerate.
 - c) The Company must be a holder of Telco-Mega franchised issued by the Congress



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- d) *Must be operating within Metro Manila Area and has own fiber facility. A certificate of registration issued by the National Telecommunications Commission must be submitted.*

OTHER REQUIREMENTS

1. *Submission of diagnostic reports and updates in case of connection failure within three (3) calendar days after diagnosis/updates;*
2. *Shall maintain all provided equipment in proper working order;*
3. *Shall provide an escalation list and procedure in reporting fault and outages;*
4. *Shall immediately advise IHOM Unit any downtime occurrence*
5. *Provide not less than seven (7) calendar days proactive notice of scheduled downtimes, service interruption, upgrades or preventive maintenance, if any; subject to the approval of Medical Center Chief II or any authorized representative;*
6. *Provide a 24/7 Customer support hotline.*
7. *Must immediately provide a service unit in the event that the existing equipment is found defective;*
8. *The ISP shall send a qualified technical representative at least within 24 hours of trouble/incident to resolve any problem at no additional cost to Jose R. Reyes Memorial Medical Center if the problems cannot be resolved through telephone support or assistance.*
9. *The ISP should assign a focal person who will handle all communication with Jose R. Reyes Memorial Medical Center related to service.*

DUTIES AND RESPONSIBILITIES OF CONTRACTOR

- **Pre-installation**
 - a) *Secure necessary permits for the work to be done, if any.*
- **Installation**
 - a) *Supply, delivery and installation of the required components within Fifteen (15) calendar days upon receipt of Notice to Proceed.*
- **Post-Installation**
 - a) *Hands-on Training of the basic maintenance and operational requirements of the equipment and software to IT Section personnel of JRRMMC.*
 - b) *Provide warranty for all active equipment and components supplied and installed.*
 - c) *Render support services to JRRMMC 24/7 within the contract period.*

DUTIES AND RESPONSIBILITIES OF JRRMMC

1. *Assist prospective Service Provider during the conduct of Site Survey – IT Section Staff*
2. *Reject any unit or any part thereof that fail to pass any test and/or inspection or do not conform to specifications.*
3. *Pay the Contractor in accordance with condition set in the Terms of Payment.*
4. *Issue a Certification of Inspection and Acceptance upon determination by the JRRMMC Inspectorate Team that the delivered and installed equipment and components, and the Internet Service are usable and in good working condition.*
5. *Evaluate the Performance of the ISP to determine if the ISP is qualified for the renewal of contract.*

TERMS OF PAYMENT

- *Payment shall be made on a monthly basis upon submission of Statement of Accounts and confirmation of service availability.*

SERVICE REBATES & TERMINATION

- *Rebates will be issued for any service interruptions exceeding one (1) hour.*
- *Termination may occur if the ISP fails to meet CIR or availability requirements after two (2) months of consecutive non-compliance.*

OTHER AGREEMENTS

- *The winning bidder must submit a Service Level Agreement (SLA).*
- *JRRMMC reserves the right to reject any service that does not conform to the specifications.*
- *The ISP must declare if they are affiliated with another provider bidding for the Secondary ISP contract.*
- *The ISP must submit a network diagram showing their independent transport facility.*

TECHNICAL REQUIREMENTS
(SECONDARY INTERNET SERVICE PROVIDER)

PROCUREMENT OF SECONDARY INTERNET SERVICE PROVIDER

RATIONALE / OBJECTIVE

- *Jose R. Reyes Memorial Medical Center (JRRMMC) seeks to procure a Secondary dedicated Internet service provider (ISP) with symmetrical bandwidth in accordance with Republic Act No. 9184 (RA 9184), also known as the "Government Procurement Reform Act," and its revised implementing rules and regulations.*
- *The procurement of a Secondary Internet Service aims to provide backup connectivity, ensuring redundancy and continuous access in case of disruptions with the Primary ISP. This supports critical hospital operations, online communications, and administrative functions.*
- *ABC of the Project: Php 100,000.00 (Monthly Fee)*
X 5 (Months)



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Php 500,000.00 (Inclusive of Tax)

Total Php 500,000.00

SCOPE OF SERVICES

- The contractor shall provide JRRMMC with symmetric dedicated Internet Access Services with the following requirements:
- Dedicated Leased Line Fiber Optic Internet Connection
- Symmetric bandwidth of at least 800 Mbps
- 99.5% Service Availability
- Diversely routed connection separate from the Primary ISP
- Independent transport facility
- 24/7 technical support and monitoring
- Provision of at least 10 Public Static IPs
- Hands-on training to IT Section personnel on maintenance and troubleshooting
- Preventive maintenance at least twice a year

CONTRACT DURATION:

- The contract shall be effective for a period of five (5) months, renewable upon meeting evaluation criteria. The ISP's service must be evaluated with a grade or remark of "VS" (Very Satisfactory) in order to be qualified in the renewal of contract or (B) Proving that the renewal shall be beneficial to Jose R. Reyes Memorial Medical Center using Cost Benefit Analysis.

EVALUATION CRITERIA:

- Performance evaluation will be rated based on:
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 2. Stability / Reliability (Service Availability)
(100% Service Availability): 5=100%, 4=80%, 3=60%, 2=40%, 1=20% & below
 3. Technical Support Response Time
$$\frac{\text{No. of Tech. Support Request Attended} \times 100}{\text{Total Number of Request}}$$
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After the rating, the scores will be summed up, then the sum will be averaged and will be interpreted using this adjectival scale:

- 1 - Poor (65% below)
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The evaluation tool will also be used to determine the performance rating of the ISP quarterly (every 3 months). The evaluations will be used to determine if the ISP is qualified for the renewal of contract.

QUALIFICATION REQUIREMENTS

- An auto failover set up as a redundancy via two different fiber route must be included.
- Must have a City Mayor's Permit to Operate Business.
- Must not lease or depend on another ISP's backbone.
- Must provide at least three (3) Very Satisfactory performance evaluations from current clients.
- Must not be the same company as the Primary ISP.
- Must provide proof of independent network infrastructure separate from the Primary ISP.
- The Internet Service Provider must support IPV6, or its network platform is IPV6 ready and compliant.
- A certificate of Network compliance must be submitted as a proof of compliant with the latest MEF Carrier Ethernet of 2.0 and 3.0
- Provision of 24/7 Technical Support and services
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jrmimc.bids@doh.gov.ph

- **Installation**
 - Must provide detailed work plan specifying installation design, detailed activities and network diagram showing connectivity from end user's data center up to the last mile and timelines.
 - Provide and install all necessary equipment and infrastructure to set up the internet connection including in-house wiring and structured cabling for the Wi-Fi if needed.
 - Provision, Installation and Configuration of Customer-premises equipment (CPE).
 - Provide internet connectivity directly to the end user's preferred location.
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 - The acceptance test procedure must be in accordance with the following:
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 - b. The guaranteed Committed Information Rate (CIR) of at least 800 Mbps should be attained during Office hours (i.e., 7:00 AM to 7:00 PM).
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4. Shall immediately advise IHOM Unit any downtime occurrence
5. Provide not less than seven (7) calendar days proactive notice of scheduled downtimes, service interruption, upgrades or preventive maintenance, if any; subject to the approval of Medical Center Chief II or any authorized representative;
6. Provide a 24/7 Customer support hotline.
7. Must immediately provide a service unit in the event that the existing equipment is found defective;
8. The ISP shall send a qualified technical representative at least within 24 hours of trouble/incident to resolve any problem at no additional cost to Jose R. Reyes Memorial Medical Center if the problems cannot be resolved through telephone support or assistance.
9. The ISP should assign a focal person who will handle all communication with Jose R. Reyes Memorial Medical Center related to service.

DUTIES AND RESPONSIBILITIES OF CONTRACTOR

- **Pre-installation**
 - a) Secure necessary permits for the work to be done, if any.
- **Installation**
 - a) Supply, delivery and installation of the required components within Fifteen (15) calendar days upon receipt of Notice to Proceed.
- **Post-Installation**
 - d) Hands-on Training of the basic maintenance and operational requirements of the equipment and software to IT Section personnel of JRRMMC.
 - e) Provide warranty for all active equipment and components supplied and installed.
 - f) Render support services to JRRMMC 24/7 within the contract period.



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5. Evaluate the Performance of the ISP to determine if the ISP is qualified for the renewal of contract.

TERMS OF PAYMENT

- Payment shall be made on a monthly basis upon submission of Statement of Accounts and confirmation of service availability.

SERVICE REBATES & TERMINATION

- Rebates will be issued for any service interruptions exceeding one (1) hour.
- Termination may occur if the ISP fails to meet CIR or availability requirements after two (2) months of consecutive non-compliance.

OTHER AGREEMENTS

- The winning bidder must submit a Service Level Agreement (SLA).
- JRRMMC reserves the right to reject any service that does not conform to the specifications.
- The ISP must declare if they are affiliated with another provider bidding for the Primary ISP contract.
- The ISP must submit a network diagram showing their independent transport facility.

TERMS OF PAYMENT: (Please check one)

☐ Terms/ Deferred Payment

☐ Cheque Upon Delivery

Note: No Clearing time before the delivery

DELIVERY PERIOD: 5 Months

TERMS AND CONDITIONS:

1. Bidders shall provide correct and accurate information required in this form.
2. Price quotation/s must be valid for a period of **thirty (30) calendar days** from the date of the receipt of Purchase Order/ Job Order.
3. Price quotation/s, to be denominated in Philippine peso shall include all taxes, duties, and/ or levies payable.
4. Award of the contract shall be made to the lowest quotation (for goods and infrastructure) or, the highest-rated offer (for consulting services) which complies with the minimum technical specifications and other terms and conditions stated herein.
5. Any interlineations, erasures, or overwriting shall be valid only if they are signed or initialed by you or any of your duly authorized representative/s.
6. The item/s shall be delivered according to the requirements specified in the Technical Specifications (item description).
7. JRRMMC shall have the right to inspect and/or to test the goods to confirm their conformity to the technical specifications.
8. The committee reserves the right to reject any and all bids, declare a failure of bidding any time prior to the contract award, or not to award the contract, without thereby incurring any liability, and make no assurance that a contract shall be entered into as a result of the bidding.

**JOSE R. REYES MEMORIAL MEDICAL CENTER
HOSPITAL BIDS AND AWARDS COMMITTEE-B**

Chairperson: RODRIGO SENADOR, MD _____

Vice Chairperson: GERALDINE FERNANDEZ, RN _____

Members:

AIROL ALMINAR _____

RUBY SANTOS _____

JOHN ACE ABEJERO _____

Alternative Member: _____

Signature over Printed Name

Position/ Designation

Office Telephone/ Fax Number

E-mail Address/es