

PROJECT: SATELLITE INTERNET FOR SSS BRANCHES**A. QUERIES/CLARIFICATIONS RAISED DURING THE PRE-BID CONFERENCE:**

	Query/Clarifications	TWG/BAC Reply
1	<p>What specific plan is this project procuring for?</p> <p>Currently, Starlink is implementing a data allocation for a specific plan e.g if a subscriber reached the allocated 1TB, it would automatically throttle down.</p> <p>So, by your description we can offer the 50GB plan of Starlink for your services, is that correct?</p>	<p>The satellite service is for inquiries, registration and emails. There will be no heavy streaming, only basic services.</p> <p>You may offer the 50GB plan at your desired cost. But the required speed, which is 100mbps, must be maintained even if they exceeded the plan.</p>
2	<p>Representative from Data Lake has the same concern with regard to the subscription plan. They have to know the exact subscription type that the SSS required for the providers to give the right subscription plan.</p> <p>Yes, because as mentioned earlier, Starlink is currently implementing that once a data allocation was reached, the system will automatically throttle down. With that scenario, the SLA would not be meet.</p>	<p>Please refer to Item A.1.</p>
3	<p>Regarding the delivery, will the 38 units be delivered to a single delivery site?</p>	<p>Yes. The delivery of all units will be at the SSS Main Office Building, East Avenue, Diliman, Quezon City.</p>
4	<p>How about the installation of the units?</p>	<p>The deployment and installation at the target sites will be handled by SSS.</p>
5	<p>For confirmation, the suppliers only need to deliver the units to the main office, is that correct?</p> <p>The installation to the different sites will be handled by SSS?</p>	<p>Yes.</p> <p>Yes.</p>
6	<p>Are the cables and wires included in the two (2) year warranty or just only the antenna?</p>	<p>The whole package is included in the warranty. Throughout the contract, all components of the unit must be working.</p>
7	<p>How many days are required for the supplier to replace a cable in case of cable problem?</p>	<p>As stated in the Bidding Documents the supplier must replace the cable and all other components covered by the warranty within 48 hours from receipt of notification.</p>

WRITTEN QUERIES:

	Query/Clarifications	TWG/BAC Reply
1	<p>Item # 3&4</p> <p>Download Speed: 100- 200Mbps *The bidder must provide product literature.</p> <p>Upload Speed: 8-25 Mbps *The bidder must provide product literature.</p> <p>Just to manage expectations to Satellite Internet Subscription, the Satellite provider doesn't offer unlimited data subscription. The packages are monthly data allocation driven. We humbly recommend 50GB data allocation per month. This is the data allocation that fits the requirements. Based on the ABC, number of Sites and Contract term.</p>	<p>Our requirement is that the minimum download speed of 100 Mbps and upload speed of 8 Mbps be maintained throughout the contract.</p>
2	<p>Item # 8</p> <p>The bidder must be a registered ISP by NTC.</p> <p>*The bidder must provide a Certified True Copy of Certification issued by NTC</p> <p>Just to clarify based on our understanding, since this is Internet Subscription the NTC Certificate required is NTC Tier 1 ISP. Kindly confirm.</p>	<p>Our requirement is that the bidder must be a registered internet service provider by the NTC.</p>
3	<p>Service Provider should have Customer Service Hotline or Helpdesk for timely and responsive trouble reporting, incident handling, problem escalation and field support for all connectivity related issues, and must be available 24x7 including Saturday, Sunday, and holidays.</p> <p>*The bidder must provide a notarized certificate of Helpdesk and Technical</p> <p>Just to clarify, based on the pre-bid, this project is supply and delivery only with 72 hours turnaround time in case of defective unit.</p>	<p>In case of defect detected prior to the final acceptance, the winning bidder must replace the defective unit within the 30-calendar day period from receipt of the NTP and signed contract.</p> <p>In case of defect detected after the acceptance, the winning bidder must replace the defective unit within 48 hours.</p>
4	<p>What is the required bandwidth subscription for the project?</p>	<p>Please refer to Item A.1.</p>
5	<p>May we kindly request the coordinates and exact address</p>	<p>The 38 units will be equally distributed to 19 Divisions throughout the Philippines. Since the project aims to provide connectivity to the E-Wheels program that provides SSS services for far-flung areas and barangays, we cannot give the exact coordinate or address.</p>
6	<p>Regarding ISO 9001: May we clarify if this requirement can be waived or removed?</p>	<p>We maintain our requirement.</p>