



January 15, 2025

NOTICE OF AWARD

INFINIVAN, INC.

17 Floor, Ore Central Tower 31st St.
Cor. 9th Ave. BGC Taguig City
Tel Nos: 7368-5232 loc 5040
Mobile No: 0962-673-0450

Dear Sir/Madam,

Please be advised that as a result of **Public Bidding** conducted by the National Center for Mental Health – Bids and Awards Committee for Contract Services and Consultancy for the **Deployment, Commissioning and Subscription of Secondary 300 MBPS Fiber Optic Leased Line Internet Service for Hospital-wide Operations CY 2025 (Early Procurement Activity)** and is hereby **awarded** to your company the following:

NO	ITEM CODE	ITEM DESCRIPTION	QTY	UNIT OF MEASURE	UNIT PRICE	TOTAL PRICE
01	CS-004-2025-PB	<p>Public Bidding for Deployment, Commissioning and Subscription of Secondary 300 Mbps Fiber Optic Leased Line Internet Service for Hospital-wide Operations CY 2025 (Early Procurement Activity)</p> <p>Total Bid Offer: Five Hundred Ninety-Nine Thousand Nine Hundred Ninety-Nine Pesos (Php599,999.00).</p> <p>Period of Performance/ Time Duration: Delivery in which schedule shall be specified in the approved Terms of Reference upon the receipt of the Notice to Proceed (NTP)</p> <p>I. BACKGROUND The National Center for Mental Health needs and is inclined in becoming an adaptive, modernized, and innovative health institution to sustain and exceed the requirement of being the mental health reference center of the Philippines, and to fulfill its mandate, through Republic Act No. 11036, also known as the Mental Health Act, to become the</p>	1	Lot	599,999.00	599,999.00

There is no Health without Mental Health



premiere training and research center development of interventions on mental and neurological services in the country.

In our current age, digital solutions helped and enabled our institution's existing processes and services to become much more accessible thus paving the way to become inclusive to all Filipinos who need mental health interventions. Mental Health remote services such as, e-Kamustahan, teleKonsultasyon, and e-Konsultasyon delivered necessary mental health interventions to our service users when physical and onsite services were shut down during these times of pandemic. NCMH Telemedicine Programs served its main purpose to bridge the gaps on service users by giving them the convenience to access to mental health service providers even if they are at the farthest point of the country. It also enabled an increase in care delivery. Using more advanced communication tools, it provides expected benefits such as faster access to the health professional, increased time savings for service users, improved access to care ranging from primary to tertiary, and definitely improved the opportunity to access healthcare (N M Hjelm 2005).

Digital Transformation also streamlines hospital processes and operations through constant collaboration amongst its employee.

II. OBJECTIVES

This project aims to provide NCMH with existing internet connectivity with the following:

1. **High Availability on Internet Connection** - Currently, NCMH utilizes only a single internet connection for its daily digital operations so when the existing ISP has internal problems e.g. power loss, data center problems, cybersecurity incidents, maintenance activities, Fiber Optic Connection (FOC) issues and network operation issues, NCMH will suffer business disruptions. The current network architecture has no secondary or backup connection in place in this kind of

		<p>emergency incident and exhibits a single point of failure. Through this project, NCMH will be utilizing a secondary internet connection that will serve as the backup connection in case of incidents resulting in improved and strengthened availability of external connection.</p> <ol style="list-style-type: none"> 2. Seamless, Reliable, and Faster Connections - Through this project, NCMH will utilize two ISPs that will serve as primary and secondary connections with an active-passive redundancy design connectivity. This will provide higher bandwidth and performance as it divides the traffic into two separated external connections 3. Improve Institution Collaboration – Utilizing reliable and faster internet connectivity enable the ability to have an effective and efficient way of communication in NCMH, whether internally or externally. This paved the way to utilize online digital tools such as video conferencing platforms, cloud office productivity tools, messaging applications, learning portals, and online government-mandated sites resulting in higher efficiency in business functions and productivity. This also results in a wider reach of health care services for instance the NCMH telemedicine programs. 4. Sustainability of External Connections – NCMH as mandated by Mental Health Law to become a premier research and training center in the Philippines requires the institution to become innovative and modernized in its services. This results in the utilization of digital processes and solutions, electronic hospital applications, and online portals that NCMH currently/will offer to its service users. <p>III. SCOPE OF WORK</p> <ol style="list-style-type: none"> 1. Provision of Internet Services of Telco Lease line for nationwide coverage. 2. Subscription of Internet connection will be from January to December 2025. 3. Provision of Internet Connection with a CIR of 300 Mbps bandwidth, capable of connecting the whole NCMH network to the 				
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	<p>Internet, 24 hours x 7 days a week unlimited access to the Internet.</p> <ol style="list-style-type: none"> 4. Deploy the connection from NCMH data center to the ISP network operations center. 5. Testing of high availability of active-active redundancy link. 6. ISP must provide 24x7 customer service platforms for reporting if any technical incidents occurred in NCMH internet connectivity. 7. Provision of diagnostic reports and updates in case of connection failure. 8. Provision of monthly utilization graphs and/or MRTG tool for monitoring of link quality and bandwidth utilization. 9. Provision of backup router/s, leased line modem/s, media converter/s or similar devices to attain physical connection from NCMH to the ISP and to the Internet. 10. Provision of at least thirteen (13) static public Internet Protocol (IP) addresses. 11. Installation and configuration of router with integration to NCMH firewall. 12. Delivery of an IPv6-ready and/or compliant connection. 13. Entering into a Service Level Agreement (SLA) which define parameters of rebates for non-performance, etc. 14. In the events of accidental incidents such as disconnection, loose connections or snapped fiber optic cables that needs splicing of cables, ISP must fix or transfer connection immediately with no cost. <p>IV. TECHNICAL REQUIREMENTS</p> <ol style="list-style-type: none"> 1. Bidders must submit detailed work plan specifying installation design, detailed activities, connectivity diagram from NCMH premise up to the last mile and timelines. Service Providers/Bidders are required to conduct site survey. 2. ISP must be different to the existing ISP of NCMH to ensure redundancy and high availability of NCMH Internet Connectivity. 3. Provide a primary and secondary forwarding DNS. 4. Prospective telco/ISP must not be an existing provider of NCMH to ensure high availability thus preventing single point of failure on its network architecture. 				
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	<p>5. ISP must setup and deploy a dedicated direct internet connection at NCMH with at least 300 Mbps Committed Information Rate (CIR) burstable to 320 Mbps bandwidth using Fiber Optic Leased Line Connection.</p> <p>6. ISP must implement and configure the redundant routers using active-active redundancy link for 300 Mbps Direct Internet Connection to provide high availability and prevent business disruptions due to loss of internet connectivity.</p> <p>7. ISP must implement and configure the redundant routers using active-active redundancy link for 300 Mbps Direct Internet Connection to provide high availability and prevent business disruptions due to loss of internet connectivity.</p> <p>8. Provide 13 useable Public IP Addresses.</p> <p>9. ISP must ensure at least 99% link uptime in a month to provide availability and quality of connection.</p> <p>10. Ensure the Latency/Delay not more than 80 ms average round trip from NCMH to ISP port and not more than 200 ms average round trip from ISP port to US/international ports.</p> <p>11. Provide single point of contact for customer support in areas of connectivity and internet access that will submit monthly access/usage reports through MRTG.</p> <p>12. Providers must have proactive notice of scheduled downtimes or service interruptions not less than 5 days.</p> <p>13. Providers must have 24x7 customer service/call center to ensure customer support during incidents.</p> <p>14. Contractors must present detailed work plan including network architecture, and physical layouts prior project implementation</p>				
TOTAL:					Php599,999.00


You are hereby required to provide the following within ten (10) calendar days;

- **Contract Agreement Form for the Deployment, Commissioning and Subscription of Secondary 300 Mbps Fiber Optic Leased Line Internet Service for Hospital-wide Operations CY 2025 (Early Procurement Activity); and**
- Performance Security in any forms and amount stipulated below:


A. Cashier's Managers Check Bank Guarantee	Five Percent (5%) of the Total Contract Price
B. Bank draft/guarantee or irrevocable letter of credit issued by a Universal or Commercial Bank: Provided, however, That it shall be confirmed or authenticated by a Universal or Commercial Bank, if issued by a foreign bank	Five Percent (5%) of the Total Contract Price
C. Surety Bond callable upon demand issued by a surety or insurance company duly certified by the Insurance Commission / GSIS	Thirty Percent (30%) of the Total Contract Price

Failure to provide any of the above shall constitute sufficient ground for cancellation of the Award and forfeiture of the Bid Security.

Truly yours,



NOEL V. REYES, MD, FPPA, MMHoA
Medical Center Chief II

CONFORME:

MICHAEL T. FEDERIS
Authorized Representative

Date and Time: JAN. 21, 2025