Supplemental Bid Bulletin

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Pilipinas Micro-Matrix Technology
(PMT Joint Venture) Inc.

Republic of the Philippines

PHILIPPINE ECONOMIC ZONE AUTHORITY

PEZA BIDS AND AWARDS COMMITTEE
SUPPLEMENTAL BID BULLETIN NO. 2025-16

PROJECT: Procurement of AWS Cloud Hosting Renewal for PEZA's Servers (PEZA-HO-2025-10).

The Bids and Awards Committee (BAC) hereby issues this Supplemental Bid Bulletin No. 2025-16 to amend the schedule of the Pre-Bid Conference for the project due to the non-availability of a quorum from the BAC members.

INFORMATION/SPECIFICATION		AMENDMENT/RESOLUTION	
SCHEDULE OF ACTIVITIES		**SCHEDULE OF ACTIVITIES**	
Pre-Bid Conference	October 10, 2025; 10:00 AM	Pre-Bid Conference	**October 14, 2025; 10:00 AM**
Deadline for Submission of Bids	October 22, 2025; 12:00 NN	Deadline for Submission of Bids	**October 28, 2025; 12:00 NN**
Opening of Bids	October 22, 2025; 01:30 PM	Opening of Bids	**October 28, 2025; 01:00 PM**

ALL REQUIREMENTS/SPECIFICATIONS PROVIDED IN THE REQUEST FOR QUOTATION, NOT OTHERWISE REVISED OR AMENDED BY THE ABOVE, SHALL REMAIN IN FORCE AND IN EFFECT.

For the information of all concerned.

Issued this 06 October 2025 at PEZA Head Office, Pasay City

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PEZA BIDS AND AWARDS COMMITTEE
SUPPLEMENTAL BID BULLETIN NO. 2025-17

PROJECT: Procurement of AWS Cloud Hosting Renewal for PEZA's Servers (PEZA-HO-2025-10).

The Bids and Awards Committee (BAC) hereby issues this **Supplemental Bid Bulletin No. 2025-17** to address queries/clarifications in the Bidding Documents raised by bidders during the pre-bid conference dated 14 October 2025 and written queries/clarifications raised via email and letters.

A. AMENDMENTS TO THE BIDDING DOCUMENTS

INFORMATION/SPECIFICATION	AMENDMENT/RESOLUTION
APPROVED BUDGET FOR THE CONTRACT PHP 25,175,735.39	**APPROVED BUDGET FOR THE CONTRACT** PHP 25,175,725.39
TECHNICAL SPECIFICATIONS **Section VII:** Bidders' Eligibility Requirements 3. at least one (1) dedicated Technical Account Manager (TAM) and a dedicated DevOps Engineer with at least two (2) completed or ongoing implementations of AI/ML solution to support PEZA for the Artificial Intelligence (AI) services during the subscription period.	**TECHNICAL SPECIFICATIONS** **Section VII:** Bidders' Eligibility Requirements 3. at least one (1) dedicated Technical Account Manager (TAM) and dedicated DevOps Engineer with at least one **(1)** completed or ongoing implementation of AI/ML solution to support PEZA for the Artificial Intelligence (AI) services during the subscription period.
	PEZA AI Chatbot AWS Services Information *-Please refer to the attached Annex A*

B. QUERIES RAISED BY BIDDERS AND RESPONSES

QUERIES/INFORMATION	RESPONSE/RESOLUTION
Questions from: eCloudvalley Technology(Philippines), Inc.	
1. The bidder must have at least twenty (20) years of experience in the IT industry and must be a systems integrator and cloud solutions provider *May we confirm if the intent of this requirement is that the bidder should have at least twenty (20) years of experience in the IT industry, and not necessarily twenty (20) years of*	20 Years of experience pertains only as provider/vendor in the IT industry, not as an AWS systems integrator.

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experience specifically in cloud solutions? *We ask because cloud computing only began gaining traction globally around 2006 and was adopted in the Philippines even later. Hence, no local provider would reasonably have 20 years of direct cloud experience.*	
2. For AI – *Amazon Q was mentioned but is it explicit or can we use Amazon Bedrock as long as the budget allows?*	AI Chatbot requirement is already undergoing development at the time of posting. Specifications indicated are already in use.
3. "The DR Service must be the same brand as the existing DR Service being used by PEZA's system/application servers currently hosted in the cloud (p.22) *What DR Service is being used currently in relation to the statement above?*	AWS
4. No ingress/egress charges" – *Does this mean for the support only or for the AWS charges?*	Ingress/Egress charges pertain to upload and download bandwidth consumption (Migration, File Transfers, etc).
5. Can we ask for an inventory list and an architecture diagram?	A detailed inventory list and architecture diagram would require an NDA from both parties, which cannot be accommodated within the allotted time. We remind you that this is a renewal project. All resources currently in use are already stated in the specification.
6. Do we need to do a migration? *If yes, then what is the allowable cutover downtime for the migration?*	Yes, migration is included. We allow a maximum of 1 hr for cutover.
7. "Reserve resources: 22vCPU, 70 GB RAM, 8 TB SSD" *Are these reserve resources for DR environment?*	No. The reserve resource is to accommodate future capacity increase when needed or additional or unplanned servers to migrate.
8. Cloud Managed Services (Deployment, Migration, Technical Support and Maintenance) (p.23) System and Network Monitoring (System up to VM level, and Network up to internet if provided by service provider) (p.23) *Can you elaborate further on the scope for the Support on the following items?*	The specifications indicated for this item are verbatim. In summary, all in-cloud support is expected to be provided by the bidder. In-server concerns are handled by the end-user, but issues may also be raised when an in-server concern is cloud infrastructure-related.
Questions from: Sugartech	
9. Production Environment:	Yes

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Is this the total of items 3 & 4? (Main Resources and Reserve Resources).	
10. Production Environment: *Is there a fixed count of VM for the Main Resource for the whole year? If so, how many?*	No fixed count for VMs. End-user may migrate VMs as long as the total capacity can accommodate.
11. Production Environment: *Is there a fixed count, minimum, or maximum of VM for the Main Resource for the whole year? If so, how many?*	No fixed count for VMs. End-user may migrate VMs as long as the total capacity can accommodate.
12. Production Environment: *Is this scalability applicable to items 3 & 4? How often does this change happen?*	Scalability pertains to the capability of resources. Changes can occur depending on urgency or requested adjustment.
13. Production Environment: *Are all items already running or will this be launched by the fulfiller?*	Existing workloads are already running. Planned migrations will be assisted by the bidder.
14. Disaster Recovery (DR) Environment *What is the RTO/RPO for the DR? Are all items already running or this will be launched by the fulfiller? How often do you do DR testing?*	RTO and RPO is 1 hr. All workloads have DR. DR Drills are done twice a year.
15. Fully Managed Backup-as-aService (BaaS) *Is S3, EBS, and RDS Backup through the AWS Backup service currently established? Please share the current size of data, lifecycle, and retention plan if there is*	Yes, AWS Backup is currently configured for S3, EBS, and RDS. Current EBS storage totals 13TB, RDS is 400GB, and Object Storage is 3.4GB. The backup lifecycle and retention policy are set to 30 days for standard data and 90 days for infrequent access data.
16. Core Artificial Intelligence (AI) Assistant Service (GenAI Chatbot Platform) *Are all items already running, or will this be launched by the fulfiller?*	Yes, all services are already running.
17. Core Artificial Intelligence (AI) Assistant Service (GenAI Chatbot Platform) *How many Q business lite or pro users? How many number of Indexes?*	50 x Amazon Q Business Pro and 50 x Q Business Lite. It must be able to accommodate at least 100,000 documents for processing each month.
18. Core Artificial Intelligence (AI) Assistant Service (GenAI Chatbot Platform) *How many users?*	At least 800 monthly users with 2 queries per day. Support for 100 concurrent users
19. Core Artificial Intelligence (AI) Assistant Service (GenAI Chatbot Platform) *How much storage is needed?*	At least 2TB for the AI Chatbot knowledgebase

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20. Core Artificial Intelligence (AI) Assistant Service (GenAI Chatbot Platform) *How many email per day is expected?*	between 50,000 and 100,000 emails per month.
21. Core Artificial Intelligence (AI) Assistant Service (GenAI Chatbot Platform) *What is the specification of the database?*	Amazon RDS/DynamoDB: User data and session storage
22. Core Artificial Intelligence (AI) Assistant Service (GenAI Chatbot Platform) *What is the specification of the WAF? count of webACL, rules, groups*	Currently, one (1) WebACL is in place, but up to five (5) WebACLs can be added during the subscription period, with each WebACL supporting up to 25 rules.
23. Support Service Model *Is business support currently activated and is to be retained?*	Yes, AWS Business Support is currently active and must be maintained throughout the subscription period.
Questions from: NOVARE	
24. Production Environment Item no.2: Cloud hosting to accommodate approximately twenty-three (23) virtual machine instances with reserve resource Item no. 3: Main Resource: 72vCPU, 232 GB RAM, 23 TB SSD Item no.4: Reserve resources: 22vCPU, 70 GB RAM, 8 TB SSD *For the Production Environment specifications (Item Nos. 2–4), can you please confirm whether the total of twenty-three (23) virtual machine instances already includes both the Main Resources and Reserve Resources, or if the Reserve Resources are to be provisioned as a separate set of VM allocations in addition to the 23 instances?*	The Main and Reserve resources are separate. The planned migration is to accommodate 23 VMs, but this is not the limit. The bidder should accommodate unplanned capacity increase and additional VMs to be migrated as long as the total consumption does not exceed the total capacity of the main and reserve resources.
25. (p. 24) 3. at least one (1) dedicated Technical Account Manager (TAM) and dedicated DevOps Engineer with at least two (2) completed or ongoing implementations of AI/ML solution to support PEZA for the Artificial Intelligence (AI) services during the subscription period. *What is the skillset needed for a Technical Account Manager?* *Since an AWS Technical Account Manager is not a standard role for system integrators, may we instead propose an alternative by a Technical*	As end-users, we found that the role of Technical Account Manager has been essential in the execution of the targets of the ongoing contract, which is being renewed and therefore cannot compromise and decide to retain. Also, the role of Solutions Architect is already defined as a separate requirement.

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Manager, that is certified as AWS Solutions Architect Associate?	
26. (p. 24) 3. at least one (1) dedicated Technical Account Manager (TAM) and dedicated of AI/ML solution to support PEZA for the Artificial Intelligence (AI) services during the subscription period. DevOps Engineer with at least two (2) completed or ongoing implementation *For the dedicated "DevOps Engineer" role, may we propose for an equivalent role, so long as it can support the AI/ML solution (as detailed in Annex A) of PEZA?*	As end-users we decide to retail the requirement to ensure proper execution and delivery of the AI component by a dedicated role with sufficient experience.
27. (p. 24) 5. The bidder will be responsible for delivering ongoing support and continuous development for the existing AI chatbot platform. This includes ensuring the platform remains aligned with the technical specifications outlined in the Terms of Reference (TOR), and that it continues to meet the evolving needs of the specified use cases (e.g., general search, document search). The provider will be expected to: - Monitor and maintain platform performance and reliability. - Implement enhancements and optimizations based on user feedback and emerging requirements. - Ensure compliance with all *For the sentences marked in bold, does this mean there's monitoring and support (i.e. managed services) for AI applications that will be required after the AI chatbot has been deployed and running in production?*	Yes
28. Bidders' Eligibility Requirements 2. At least one (1) Security Engineer - Certified Security – Specialty capable to do the setup of security and networking, and support May we confirm if the required "Certified Security – Specialty" certification specifically pertains to AWS Certified Security – Specialty? May we request to allow equivalent or relevant security certifications, such as the following: • Certified Cloud Security Professional (CCSP) – a globally recognized certification from (ISC)² that validates	Yes, the end-users may consider Certified Cloud Security Professional (CCSP) and Certified Information Systems Security Professional (CISSP)

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advanced technical skills and knowledge in designing, managing, and securing cloud environments across multiple platforms. • Certified Information Systems Security Professional (CISSP) – a certification from (ISC)² that demonstrates expertise in information security, risk management, and the design and implementation of enterprise-level security programs.	
29. (p.24) Support Service Model *May we kindly confirm if both the support and migration activities will be conducted fully remotely, or if there will be any requirement for onsite presence during the engagement period?*	Support services may be conducted on-site and remotely, whichever is appropriate for the activity. Bidder should be able to accommodate both upon request.
30. (p.24) Support Service Model. Cloud Managed Services (Deployment, Migration, Technical Support and Maintenance) *May we kindly confirm if the migration activities are intended to be purely lift-and-shift, or if there are other migration approaches or transformation activities expected?*	Migration services are not limited to lift-and-shift only, though this is majority subject VMs. End-users may require other modes ex: migration of databases from VM to RDS.
31. (p.24) Support Service Model. Cloud Managed Services (Deployment, Migration, Technical Support and Maintenance) *What is the source environment of the VMs for migration?* *What hypervisor are they utilizing (e.g. VMware, etc.)?*	Microsoft Hyper-V Version 9
32. (p.24) Support Service Model. Cloud Managed Services (Deployment, Migration, Technical Support and Maintenance) *What is the expected number of VMs to be migrated?*	Seven (7) initially planned. More VMs may be migrated within the contract duration.
33. (p 1) Built-in Authentication with Cognito integration *What is your current identity provider?* *What is your authentication method?*	AWS Cognito: Authentication and user management. User Name and Password authentication.
34. (p 1) AWS Q Business: AI-powered business assistant *What are the use cases that will necessitate the use of Q Business, aside from the AI Chatbot?*	The specifications indicated are already in use by the AI Chatbot developed by the incumbent provider using AWS services. We clarify that the requirement is not a new development.

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How many internal users from PEZA will be using AWS Q Business? What are the data sources that Q Business will be using for its knowledge bases? This is an important question to ask because if the AI chatbot will only be served to internal (not external) users (see Q14), then the Q Business requirement is redundant. Based on this answer, we will propose one or the other (AI chatbot dev't vs. Q Business provisioning/dev't), or both.	The bidder is expected to support the existing development and all its components.
35. (p 2) Implementation Specifications: API Integration with ChatSync *Is there an existing AI chatbot for PEZA built on ChatSync? If so, should this project include API integration work with the existing chatbot built on Chatsync?*	The specifications indicated are already in use by the AI Chatbot developed by the incumbent provider using AWS services. We clarify that the requirement is not a new development. The bidder is expected to support the existing development and all its components.
36. (p 2) SES Email integration Support Communications: Help desk integration *What helpdesk system is existing with PEZA?* *Should email integration with Helpdesk be part of the project?*	Help desk integration is limited to the AI Chatbot functionality. PEZA uses social media chat as online help desk.
37. (p 2) Key Technical Requirements: - At least 800 monthly users with 2 queries per day *Are all of these users internal to PEZA? Or are there external users/site visitors? If there are external users, how many are they vs. internal users?*	There are internal and external users. 90% of users are external.
38. (p.24) Support Service Mode *Can PEZA provide clarity on the expected nature or types of tickets that may be raised during the engagement?* We understand that specific incidents cannot be predicted at this stage. However, having a general idea of the types or categories of support requests (e.g., infrastructure-level, network, application-level, etc.) will help us ensure that the scope of support services is properly aligned with your expectations. This is especially important since the support is focused on infrastructure and hyperscaler-level	All in-cloud support is expected to be provided by the bidder. In-server concerns are handled by the end-user but issues may also be raised when in-server concern is cloud infrastructure related.

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activities, and requests falling outside this scope (e.g., application or external network issues) may require a different handling or escalation process.	
39. (p.24) Support Service Model. *Can PEZA also provide an indicative or baseline number of tickets expected to be raised over a given period (e.g., monthly or annually)?*	Average 20 per month.
Questions from: Sagesoft Solutions Inc.	
40. 3. at least one (1) dedicated Technical Account Manager (TAM) and dedicated DevOps Engineer with at least two (2) completed or ongoing implementations of AI/ML solution to support PEZA for the Artificial Intelligence (AI) services during the subscription period. At least one (1) Security Engineer - Certified Security – Specialty capable to do the setup of security and networking, and support. *Can we request that this be relaxed or allow us to submit a Security Certification from another solution?*	The requirement, being specific to AWS, is essential for the ongoing security maintenance of this project, which hosts PEZA's critical online services. Certifications from alternative platforms may not adequately address the unique optimization and security challenges inherent to AWS, and therefore may not fulfill the project's specific needs.
41. Can this be relax to one (1) completed or ongoing implementation of AI/ML?	** Please see amended specification in Item A number 2**

ALL REQUIREMENTS/SPECIFICATIONS PROVIDED IN THE BID DOCUMENT, NOT OTHERWISE REVISED OR AMENDED BY THE ABOVE, SHALL REMAIN IN FORCE AND IN EFFECT.

For the information of all concerned.

Issued this 20 October 2025 at PEZA Head Office, Pasay City

ROWENA T. NAGUIT
Chairperson

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ANNEX A

PEZA AI Chatbot AWS Services

AWS Amplify Frontend

- **React/Vue.js** hosting with CI/CD pipeline
- **Built-in Authentication** with Cognito integration
- **Storage Integration** with S3 for document uploads
- **Domain Management** with SSL certificates

User Access Types

- **Authenticated Users**: Full access with conversation history, document uploads, email notifications
- **Anonymous Users**: Limited access, no history, no uploads
- **Admin Users**: Full system access with user management and analytics

S3 Document Management

- **Knowledge Base Storage**: PDFs, documents, training materials
- **User Document Uploads**: Personal document storage per user
- **Backup Storage**: Daily, weekly, monthly conversation backups
- **Static Assets**: Frontend assets and media files

SES Email Integration

- **Welcome Emails**: Automated user onboarding
- **Conversation Summaries**: Daily/weekly email summaries
- **System Alerts**: Notifications and system updates
- **Support Communications**: Help desk integration

Key AWS Services

- **AWS Amplify**: Frontend hosting and CI/CD
- **Amazon Q Business**: AI-powered business assistant
- **AWS Cognito**: Authentication and user management
- **Amazon S3**: Document storage and knowledge base
- **Amazon SES**: Email communication service
- **Amazon RDS/DynamoDB**: User data and session storage

Security & Monitoring

- **WAF Protection**: Web application firewall
- **CloudWatch**: Comprehensive monitoring and logging
- **X-Ray Tracing**: Application performance monitoring
- **CloudTrail**: Audit logging and compliance

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Chatbot AI Minimum Usage Requirements

Key Technical Requirements:

- At least 800 monthly users with 2 queries per day
- At least 200,000 document enterprise index
- At least 70,400 monthly API units requirement

Implementation Specifications:

- Authentication integration requirements
- Document management pipeline
- API integration with ChatSync
- Monitoring and analytics framework

Performance Targets:

- <3 second response times
- 95% query success rate
- Support for 100 concurrent users
- 80% cache hit ratio

Revised Bidder Requirements:

- The bidder must have at least one (1) dedicated Technical Account Manager (TAM) and dedicated DevOps Engineer with at least two (1) completed or ongoing implementations of AI/ML solution.
- The bidder will be responsible for delivering ongoing support and continuous development for the existing AI chatbot platform. This includes ensuring the platform remains aligned with the technical specifications outlined in the Terms of Reference (TOR), and that it continues to meet the evolving needs of the specified use cases (e.g., general search, document search). The provider will be expected to:
  - Monitor and maintain platform performance and reliability.
  - Implement enhancements and optimizations based on user feedback and emerging requirements.
  - Ensure compliance with all technical and functional requirements.
  - Provide timely updates, bug fixes, and feature improvements.
  - Offer technical support and documentation to assist stakeholders in maximizing platform utility.

Approved by:

(original sgd)
ROBERT R. MARTINEZ
Acting Department Manager, MISD

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PEZA BIDS AND AWARDS COMMITTEE
SUPPLEMENTAL BID BULLETIN NO. 2025-18

PROJECT: Procurement of AWS Cloud Hosting Renewal for PEZA's Servers (PEZA-HO-2025-10).

The Bids and Awards Committee (BAC) hereby issues this **Supplemental Bid Bulletin No. 2025-18** to inform all prospective bidders of the following amendments to the Bidding Documents.

INFORMATION/SPECIFICATION	AMENDMENT/RESOLUTION
Section VII. Technical Specifications **AWS Cloud Hosting Renewal for PEZA's Servers (PEZA-HO-2025-10)**	**Section VII. Technical Specifications** **AWS Cloud Hosting Renewal for PEZA's Servers (PEZA-HO-2025-10)**
Bidders' Eligibility Requirements The bidder must have at least twenty (20) years of experience in the IT industry and must be a systems integrator and cloud solutions provider.	**Bidders' Eligibility Requirements** The bidder must have at least **ten (10)** years of experience in the IT industry and must be a systems integrator and cloud solutions provider.
	In line with the question and answer during the pre-bid conference, majority of the bidders request to lower the required years of experience in the IT industry to participate in this procurement and foster competition.

SCHEDULE OF ACTIVITIES	
Deadline for submission of Bids	**October 28, 2025 12 : 00 NN**
Opening of Bids	**October 28, 2025 01:00 PM**

SCHEDULE OF ACTIVITIES	
Deadline for submission	**October 29, 2025 12:00 NN**
Opening of Bids	**October 29, 2025 02:00 PM**

ALL REQUIREMENTS/SPECIFICATIONS PROVIDED IN THE REQUEST FOR QUOTATION, NOT OTHERWISE REVISED OR AMENDED BY THE ABOVE, SHALL REMAIN IN FORCE AND IN EFFECT.

For the information of all concerned.

Issued this 22 October 2025 at PEZA Head Office, Pasay City

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