



BID BULLETIN NO. 1

25 September 2024

- I. Attention is hereby invited to the Bidders of **Provision of Maintenance Service for the Aerodrome Control Tower Simulator installed at CATC and Manila Control Tower with RFQ No. 24-09-022**.
- II. New schedule in the submission and opening of bids due to the revision of the Terms of Reference (TOR):

09 October 2024 @ 9:30 AM at CAAP-BAC MIA Road, Pasay City.
- III. This shall be an integral part of the Bidding Documents and the same shall be enclosed in the technical bid envelope/components and shall be marked accordingly.
- IV. Bids not complying with the above instruction shall be disqualified.

For the information and guidance of all concerned.

Prepare by:


for **MARLENE I. SINGSON**
ADG II, Air Traffic Service

Approved by:


ATTY. DANJUN G. LUCAS
Chairperson, Bids and Awards Committee Bravo



TERMS OF REFERENCE

Name of Project	:	Provision of Maintenance Service for the Aerodrome Control Tower Simulator installed at CATC and Manila Control Tower
Approved Budget	:	Php14,000,000.00
Delivery Period	:	Within Three Hundred Sixty-Five (365) Calendar Days from the date of Notice to Proceed. <ul style="list-style-type: none">• Full delivery of Hardware within Ninety (90) Calendar Days upon receipt of Notice to Proceed• Maintenance Service and Software Upgrade within Three Hundred Sixty-Five (365) Calendar Days upon receipt of Notice to Proceed
Delivery Location	:	Civil Aviation Training Center (CATC) Merville Access Road, Pasay City and Manila Control Tower Old MIA Road, Pasay City <i>Note: Delivery of Hardware must be made only from 8:00AM-4:00PM during regular work days.</i> <i>A Written Notice must be sent to the official email address of the Procurement Division, and Supply Division at least seven (7) calendar days prior to the intended date of delivery of service.</i> <i>A confirmation of availability of concerned office must be received by the supplier before proceeding with the delivery. Non-compliance may be a ground for refusal of entry to the premises and receipt of delivery with no fault on the part of the Civil Aviation Authority of the Philippines.</i>
Terms of Payment	:	Twenty-Five (25%) percent of Annual Service Price. Payable every Quarter of the Year, subject to usual government accounting rules and regulations.

Technical Specifications / Requirements:

The Contractor will provide the following proposal for Provision of Maintenance Services for the Air Traffic Control (ATC) Simulation System and Associated Equipment to Civil Aviation Training Center (CATC) and Manila Control Tower which will cover the following areas:

a) Software Maintenance Services

- Remote Support Services
- System Anomaly Investigation and Resolution Support Services

- iii. Preventive Maintenance Support Services
- iv. Obsolescence Support Services
- v. Emergency Support Services
- vi. On-site Visit
- b) Onsite – Local Support Services
- c) Comprehensive Hardware and Consumables Management Services
- d) Software Change Proposal
- e) Five (5) Years Extended Maintenance Support with Technology Refresh

CAAP MAINTENANCE TEAM

CAAP shall appoint or choose to appoint a Maintenance Team which has prior experience in maintaining the simulator and had been trained to maintain and operate the simulator software. The Contractor will provide system's advisories and software maintenance support to the CAAP or the appointed Maintenance Team.

The maintenance team will be the first line of support & follow L1 maintenance schedule as per advised in the operation manual. The team will attend to all fault calls raised by CAAP users / operators and will resolve the problem with remote support from the Contractor, if necessary.

If the maintenance team is unable to satisfactorily resolve the problem, all gathered information, such as logs, warning messages or screenshots, will be sent back to the Contractor for further analysis and follow up action. The team will attend to all fault calls raised by CAAP users / operators and will resolve the problem with remote support from the Contractor, if necessary.

a) SOFTWARE MAINTENANCE SERVICES

i.) REMOTE SUPPORT SERVICES

Remote support via phone, email, VoIP conference calls or chatting application, such as WHATSAPP/VIBER will be available for CAAP to reach the engineers in Singapore. The Contractor will provide assistance remotely, whenever possible. Such support will be available during working days in Singapore: Mondays to Fridays, 9am –5:30pm. After services hours, if necessary, must be pre-arrange via the CAAP team only for emergency cases

1. Upon receiving a query from CAAP, the Contractor will send a confirmation of receipt and indicate an estimated time for response to the query.
2. The Contractor may request for the CAAP team to send diagnostics information or data of a similar nature for detailed analysis.
3. A File Transfer Protocol (FTP) account will be created for CAAP to facilitate the transfer of large files between CAAP and the Contractor
4. A remote access infrastructure must be created and maintained by CAAP to facilitate the remote access to diagnosis or determine the faults and assist CAAP to resolve any fatal or major fault in the shortest time as possible. The Contractor shall not be hold responsible for the failure of providing support via remote access due to the absent of the remote access infrastructure

ii.) SYSTEM ANOMALY INVESTIGATION AND RESOLUTION SUPPORT SERVICES

The Contractor will provide technical support to CAAP on the investigation, analysis and resolution of system anomalies encountered in the Simulator system.

The Contractor will supply, install and test the system software changes on-site as a result of resolution the simulator anomalies encountered.

iii.) PREVENTIVE MAINTENANCE SUPPORT SERVICES

Upon discovery of any potential critical errors in the Simulation software, the Contractor will immediately inform CAAP and will provide software updates to mitigate the occurrence of the problem. CAAP will have the right to choose not to apply the update.

iv.) OBSOLESCENCE SUPPORT SERVICES

Upon receipt of notification from the equipment manufacturer or on report by CAAP that the makes and models of existing equipment used in the Simulator have become obsolete, the Contractor will verify and validate a new suitable replacement and advise CAAP of the makes and models of the replacement equipment within thirty (30) working days.

If necessary, the Contractor will issue new license keys for the simulator software, atsCAP, to CAAP in order to transfer the licenses to another platform with identical system software. For third party software, the Contractor will advise and provide a quote on the cost to CAAP to transfer the license keys to another platform with identical system software. CAAP will have the right to acquire the licenses from the Contractor or directly from OEM.

v.) EMERGENCY SUPPORT SERVICES

In the event that a serious fault has occurred which prevents or impedes the operation of the system, the Contractor will respond as follows:

For fatal incidents which are defined as:

Errors or incidents preventing the operation of the System

The Contractor will respond within four (4) hours from notification on a working day through remote support via phone, email or VoIP conference calls. Immediately after, the Contractor will begin error investigation and will inform CAAP within one (1) working day, how and when the error can be addressed and will provide handling instructions on how to work around the errors or reduce the effects of the errors.

For major incidents which are defined as:

Errors or incidents impeding the operation of the System 

The Contractor will respond within eight (8) hours from notification on a working day through remote support via phone, email, VoIP conference calls or chatting application, such as WHATSAPP/VIBER. Immediately after, the Contractor will begin error investigation and will inform CAAP within three (3) working days, how and when the error can be addressed and will provide handling instructions on how to work around the errors or reduce the effects of the errors. If the system is unable to be recovered to a usable state despite the advisement of the Contractor, the Contractor will send their engineers down to site at the earliest opportunity to access the situation and address the problem. Such trips will be limited to only once a year.

vi.) ON-SITE VISITS

The Contractor will make half yearly trip for a period of five (5) working days (two trips per year), to perform system health checks and backups at CATC and Manila Tower. Any outstanding works such as those described in Section: System Anomaly Investigation and Resolution Support Services will also be implemented by the Contractor engineers during the visit.

During the on-site visit, the Contractor will also conduct a "Question & Answer" session with the CAAP team, such as users / operators, to address their concerns and queries on the system and simulator software.

b) ONSITE – LOCAL SUPPORT SERVICES

A local support will be appointed by the Contractor to be the first line of support. The local support will attend to all fault calls raised by CAAP and will resolve the problem with remote support from the Contractor, if necessary.

If the local support is unable to satisfactorily resolve the problem, all gathered information, such as logs, warning messages or screenshots, will be sent back to the Contractor for further analysis and follow up action.

PREVENTIVE MAINTENANCE

Preventive Maintenance covers the following services:

- Weekly Health Check (servers, network equipment etc.)
 - o Inspect the environmental conditions of all the equipment.
 - o Perform general cleaning
 - o Check the voltage and ampere of the equipment, especially UPS
 - o Check the connectivity of the power/video/data cables
 - o Check brackets, bolts, and screws in general
 - o Check operation of the equipment together with the user before the maintenance ended
- Monthly System Check
 - o Include all services as stated in Weekly Health Check Tasks
 - o Health check on Database e.g., free space usage and alert log checks.
 - o Back up of Database, if necessary
- Quarterly System Health Check

- o Include all services as stated in Monthly Health Check
- o Cloning of Server and Core Clients, if necessary

MANAGEMENT & ADMINISTRATION

The administration and logistics activities and tasks are as follows:

- Monitoring and planning of preventive maintenance schedule
- Monitoring, tracking and coordination of defects rectification
- Submission of status report to the Customer during monthly reporting.
- Follow up with Main Contractor/OEM on defects
- Coordinate with Main Contractor/OEM on defect resolution
- Escalation of Customer queries to Main Contractor /OEM
- Follow up with Main Contractor/OEM on Customer queries.
- Fault escalation management

c) COMPREHENSIVE HARDWARE AND CONSUMABLES MANAGEMENT SERVICES

The Contractor will offer comprehensive hardware and consumables management services based on the provided list of critical spares from Annex A - CAAP ATCSIM Critical Spares (please see attached), excluding items marked as "EXCLUDED, FOC (Free of Charge)"-to be supplied, such as headsets. The Contractor will inform CAAP of any additional equipment required for maintaining system serviceability, should critical spares be depleted.

d) SOFTWARE CHANGE PROPOSAL (OPTIONAL)

CAAP may request to the Contractor to create new functions or features within the following software:

- atsCAP-SIM
- atsCAP-COM
- atsCAP-VIS

The Contractor will work out the details and effort required for the new items and provides a quotation and schedule based on the agreed schedule of rates (i.e. manpower costs, administration costs etc.).

The schedule of rates will be provided upon request by CAAP. The Contractor will be responsible for providing any firmware / upgrade released during the maintenance contract period, if any.



Detailed schedule of rate for the same can be provided on request.

e) Five (5) YEARS EXTENDED MAINTENANCE SUPPORT WITH TECHNOLOGY REFRESH (OPTIONAL)

Typical Air Traffic Control Simulator Systems have a system life of approximately fifteen (15) years while COTS products, which comprises of much of the system, have an average product life of five (5) to seven (7) years.

When the Integrated ATC Simulator approaches its seventh year in operation, CAAP will be advised to consider a full hardware and technology refresh to avoid key components such as the servers, equipment or projectors failing at inopportune or unexpected moments.

Detailed quote for the same can be provided on request.

Prepared by:  JOE MARIE ANTHONY E. ELIGIO <i>Acting Division Chief</i> ATS PLANNING DIVISION	Approved by:  MARLENE I. SINGSON <i>Assistant Director General II</i> AIR TRAFFIC SERVICE
--	--

Technical Specifications and Compliance

Item	Specification	Statement of Compliance
	<p>The Contractor will provide the following proposal for Provision of Maintenance Services for the Air Traffic Control (ATC) Simulation System and Associated Equipment to Civil Aviation</p>	<p><i>[Bidders must state here either "Comply" or "Not Comply" against each of the individual parameters of each Specification stating the corresponding performance parameter of the equipment offered. Statements of "Comply" or "Not Comply" must be supported by evidence in a Bidders Bid and cross-referenced to that evidence. Evidence shall be in the form of manufacturer's un-amended sales literature, unconditional statements of specification and compliance issued by the manufacturer, samples, independent test data etc., as appropriate. A statement that is not supported by evidence or is subsequently found to be contradicted by the evidence presented will render the Bid under evaluation liable for rejection. A statement either in the Bidder's statement of compliance or the supporting evidence that is found to be false either during Bid evaluation, post-qualification or the execution of the Contract may be regarded as fraudulent and render the Bidder or supplier liable for prosecution subject to the applicable laws and issuances.]</i></p>

<p>Training Center (CATC) and Manila Control Tower which will cover the following areas:</p> <ul style="list-style-type: none"> a) Software Maintenance Services <ul style="list-style-type: none"> i. Remote Support Services ii. System Anomaly Investigation and Resolution Support Services iii. Preventive Maintenance Support Services iv. Obsolescence Support Services v. Emergency Support Services vi. On-site Visit b) Onsite – Local Support Services c) Comprehensive Hardware and Consumables Management Services d) Software Change Proposal (Optional) e) Five (5) Years Extended Maintenance Support with Technology Refresh (Optional) <p>CAAP MAINTENANCE TEAM</p> <p>CAAP shall appoint or choose to appoint a Maintenance Team which has prior experience in maintaining the simulator and had been trained to maintain and operate the simulator software. The Contractor will provide system's advisories and software maintenance support to the CAAP or the appointed Maintenance Team.</p> <p>The maintenance team will be the first line of support & follow L1 maintenance schedule as per advised in the operation manual. The team will attend to all fault calls raised by CAAP users / operators and will resolve the problem with remote support from the Contractor, if necessary.</p> <p>If the maintenance team is unable to satisfactorily resolve the problem, all</p>	
--	--

	<p>gathered information, such as logs, warning messages or screenshots, will be sent back to the Contractor for further analysis and follow up action. The team will attend to all fault calls raised by CAAP users / operators and will resolve the problem with remote support from the Contractor, if necessary.</p> <p>a) SOFTWARE MAINTENANCE SERVICES i.) REMOTE SUPPORT SERVICES</p> <p>Remote support via phone, email, VoIP conference calls or chatting application, such as WHATSAPP/VIBER will be available for CAAP to reach the engineers in Singapore. The Contractor will provide assistance remotely, whenever possible. Such support will be available during working days in Singapore: Mondays to Fridays, 9am-5:30pm. After services hours, if necessary, must be pre-arrange via the CAAP team only for emergency cases.</p> <ol style="list-style-type: none"> 1. Upon receiving a query from CAAP, the Contractor will send a confirmation of receipt and indicate an estimated time for response to the query. 2. The Contractor may request for the CAAP team to send diagnostics information or data of a similar nature for detailed analysis. 3. A File Transfer Protocol (FTP) account will be created for CAAP to facilitate the transfer of large files between CAAP and the Contractor 4. A remote access infrastructure must be created and maintained by CAAP to facilitate the remote access to diagnosis or determine the faults and assist CAAP to resolve any fatal 	
--	--	--

	<p>or major fault in the shortest time as possible. The Contractor shall not be hold responsible for the failure of providing support via remote access due to the absent of the remote access infrastructure</p> <p>ii.) SYSTEM ANOMALY INVESTIGATION AND RESOLUTION SUPPORT SERVICES</p> <p>The Contractor will provide technical support to CAAP on the investigation, analysis and resolution of system anomalies encountered in the Simulator system.</p> <p>The Contractor will supply, install and test the system software changes on-site as a result of resolution the simulator anomalies encountered.</p> <p>iii.) PREVENTIVE MAINTENANCE SUPPORT SERVICES</p> <p>Upon discovery of any potential critical errors in the Simulation software, the Contractor will immediately inform CAAP and will provide software updates to mitigate the occurrence of the problem. CAAP will have the right to choose not to apply the update.</p> <p>iv.) OBSOLESCENCE SUPPORT SERVICES</p> <p>Upon receipt of notification from the equipment manufacturer or on report by CAAP that the makes and models of existing equipment used in the Simulator have become obsolete, the Contractor will verify and validate a new suitable replacement and advise CAAP of the makes and models of the</p>	
--	---	--

	<p>replacement equipment within thirty (30) working days.</p> <p>If necessary, the Contractor will issue new license keys for the simulator software, atsCAP, to CAAP in order to transfer the licenses to another platform with identical system software.</p> <p>For third party software, the Contractor will advise and provide a quote on the cost to CAAP to transfer the license keys to another platform with identical system software. CAAP will have the right to acquire the licenses from the Contractor or directly from OEM.</p> <p>v.) EMERGENCY SUPPORT SERVICES</p> <p>In the event that a serious fault has occurred which prevents or impedes the operation of the system, The Contractor will respond as follows:</p> <p>For fatal incidents which are defined as:</p> <p>Errors or incidents preventing the operation of the System</p> <p>The Contractor will respond within four (4) hours from notification on a working day through remote support via phone, email or VoIP conference calls. Immediately after, The Contractor will begin error investigation and will inform CAAP within one (1) working day, how and when the error can be addressed and will provide handling instructions on how to work around the errors or reduce the effects of the errors.</p> <p>For major incidents which are defined as:</p>	
--	---	--

	<p>Errors or incidents impeding the operation of the System</p> <p>The Contractor will respond within eight (8) hours from notification on a working day through remote support via phone, email, VoIP conference calls or chatting application, such as WHATSAPP/VIBER. Immediately after, MSS will begin error investigation and will inform CAAP within three (3) working days, how and when the error can be addressed and will provide handling instructions on how to work around the errors or reduce the effects of the errors. If the system is unable to be recovered to a usable state despite the advisement of the Contractor, the Contractor will send their engineers down to site at the earliest opportunity to access the situation and address the problem. Such trips will be limited to only once a year.</p> <p>vi.) ON-SITE VISITS</p> <p>The Contractor will make half yearly trip for a period of five (5) working days (two trips per year), to perform system health checks and backups at CATC and Manila Tower. Any outstanding works such as those described in Section: System Anomaly Investigation and Resolution Support Services will also be implemented by the Contractor engineers during the visit.</p> <p>During the on-site visit, the Contractor will also conduct a "Question & Answer" session with the CAAP team, such as users / operators, to address their concerns and queries on the system and simulator software.</p>	
--	---	--

	<p>b) ONSITE – LOCAL SUPPORT SERVICES</p> <p>A local support will be appointed by MSS to be the first line of support. The local support will attend to all fault calls raised by CAAP and will resolve the problem with remote support from the Contractor, if necessary.</p> <p>If the local support is unable to satisfactorily resolve the problem, all gathered information, such as logs, warning messages or screenshots, will be sent back to the Contractor for further analysis and follow up action.</p> <p>PREVENTIVE MAINTENANCE</p> <p>Preventive Maintenance covers the following services:</p> <ul style="list-style-type: none"> • Weekly Health Check (servers, network equipment etc.) <ul style="list-style-type: none"> ➤ Inspect the environmental conditions of all the equipment. ➤ Perform general cleaning ➤ Check the voltage and ampere of the equipment, especially UPS ➤ Check the connectivity of the power / video / data cables ➤ Check brackets, bolts, and screws in general ➤ Check operation of the equipment together with the user before the maintenance ended • Monthly System Check <ul style="list-style-type: none"> ➤ Include all services as stated in Weekly Health Check Tasks ➤ Health check on Database e.g., free space usage and alert log checks. 	
--	--	--

	<ul style="list-style-type: none"> ➤ Back up of Database, if necessary • Quarterly System Health Check <ul style="list-style-type: none"> ➤ Include all services as stated in Monthly Health Check ➤ Cloning of Server and Core Clients, if necessary <p>MANAGEMENT & ADMINISTRATION</p> <p>The administration and logistics activities and tasks are as follows:</p> <ul style="list-style-type: none"> • Monitoring and planning of preventive maintenance schedule • Monitoring, tracking and coordination of defects rectification • Submission of status report to the Customer during monthly reporting. • Follow up with Main Contractor/OEM on defects • Coordinate with Main Contractor / OEM on defect resolution • Escalation of Customer queries to Main Contractor /OEM • Follow up with Main Contractor/OEM on Customer queries. • Fault escalation management <p>c) COMPREHENSIVE HARDWARE AND CONSUMABLES MANAGEMENT SERVICES</p> <p>MSS will offer comprehensive hardware and consumables management services based on the provided list of critical spares from Annex A - CAAP ATCSIM Critical Spares (<i>please see attached</i>), excluding items marked as "EXCLUDED, FOC or Free of Charge", such as headsets, will also be supplied. The Contractor will inform CAAP of any additional equipment</p>	
--	--	--

	<p>required for maintaining system serviceability, should critical spares be depleted.</p> <p>d) SOFTWARE CHANGE PROPOSAL</p> <p>CAAP may request for MSS to create new functions or features within the following software:</p> <ul style="list-style-type: none"> • atsCAP-SIM • atsCAP-COM • atsCAP-VIS <p>The Contractor will work out the details and effort required for the new items and provides a quotation and schedule based on the agreed schedule of rates (i.e. manpower costs, administration costs etc.).</p> <p>The schedule of rates will be provided upon request by CAAP. The Contractor will be responsible for providing any firmware / upgrade released during the maintenance contract period, if any.</p> <p>Detailed schedule of rate for the same can be provided on request.</p> <p>e) Five (5) YEARS EXTENDED MAINTENANCE SUPPORT WITH TECHNOLOGY REFRESH</p> <p>Typical Air Traffic Control Simulator Systems have a system life of approximately fifteen (15) years while COTS products, which comprises of much of the system, have an average product life of five (5) to seven (7) years.</p> <p>When the Integrated ATC Simulator approaches its seventh year in operation, CAAP will be advised to consider a full hardware and</p>	
--	---	--

	<p>technology refresh to avoid key components such as the servers, equipment or projectors failing at inopportune or unexpected moments.</p> <p>Detailed quote for the same can be provided on request.</p> <p><i>nothing follows</i></p>	
--	---	--

