



## PROCUREMENT OF BACKUP INTERNET SERVICE

PROCUREMENT SUMMARY			
ITEM DESCRIPTION	CONTRACT DURATION	DELIVERY PERIOD	ABC
<b>200 MBPS Backup Internet Service</b>	<b>One (1) year or Twelve (12) months</b> upon the issuance of Inspection and Acceptance Report	Installation service shall be <b>completed within seven (7) calendar days</b> starting from issuance of the Notice to Proceed	Nine Hundred Ninety-Nine Thousand Nine Hundred Ninety-Six Pesos Only <b>(Php 999,996.00)</b>
LOCATION			
22nd - 24th Floors, BPI Philam Life Makati, 6811 Ayala Ave. Bel-Air 1209 City of Makati NCR, Philippines			

The winning bidder shall provide Backup Internet Service which shall comply with the following specifications and requirements:

MINIMUM MANDATORY SPECIFICATIONS	
1. Internet Access	<ul style="list-style-type: none"> <li>Dedicated Internet Service via Fiber Optic Lease line to be provided by a duly established Internet Service Provider (winning ISP) or a telecommunication company (Telco)</li> <li>Should be fiber to fiber (end to end point) with no copper in between or inserts.</li> </ul>
2. Bandwidth	<ul style="list-style-type: none"> <li>With a 1:1 Committed Information Rate (CIR) of at least 200 MBPS bandwidth from Direct Internet Access</li> <li>Guarantees 99.96% Network Availability and 99.7% Circuit Availability</li> <li>Provide a High Availability, failover/redundancy link (ActiveActive) to avoid PHILGUARANTEE Internet downtime</li> </ul>
3. IP Block	<ul style="list-style-type: none"> <li>Provide a full class A of public IP address that will be used in peering</li> <li>/28 IP Block(14 usable static IPs) each circuit at no additional cost to PHILGUARANTEE</li> </ul>
4. Latency	<ul style="list-style-type: none"> <li>Less than 250 ms</li> </ul>
5. Circuit Protection	<ul style="list-style-type: none"> <li>Anti-DDoS mitigation solution that can at least capture one (1) GBPS capacity of traffic</li> <li>Circuit Protection/Mitigation or the Scrubbing Center should be physically located at the winning ISP's Core Network</li> <li>Pro-active monthly &amp; per incident security reporting</li> </ul>
6. Monitoring	<ul style="list-style-type: none"> <li>Multi-Router Traffic Grapher (MRTG) for monitoring network devices and traffic</li> </ul>
7. Website hosting	<ul style="list-style-type: none"> <li>Website Hosting Space - Free Domain Parking</li> </ul>

8. Exemption	<ul style="list-style-type: none"> <li>• The fiber optic facility shall be owned by the winning ISP/Telco and shall not rely with other provider to deliver the required service/s;</li> <li>• <b>Sub-contracting, sub-leasing and subscription to other providers not be accepted;</b></li> <li>• <b>Backup Internet Access Service provider MUST be a different winning ISP/Telco from the Primary and existing winning ISP of the PHILGUARANTEE</b> as to prevent single point of failure, in case of winning ISP/Telco breakdown.</li> </ul>
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## I. SCOPE OF WORK

- a. Supply and installation of dedicated Backup Internet Access Service connection via Fiber Optic Cable leased line to the Philippine Guarantee Corporation (PHILGUARANTEE) Office/s in the 22<sup>nd</sup>, 23<sup>rd</sup> and 24<sup>th</sup> Floors, BPI Philam Life Makati, 6811 Ayala Ave. Bel-Air 1209 City of Makati.
- b. Installation and/or configuration cost shall be bundled with the one-year contract service, including the provision of the needed cables/insulation and other related materials following industry standards.
- c. Enter into a Service Level Agreement (SLA) with PHILGUARANTEE which includes parameters of rebates for non-performance, and monthly reports for all applicable circuits.
- d. In the event of accidental disconnection/loose connection, the service provider must transfer or fix the connection immediately at no cost to PHILGUARANTEE;
- e. Provide Ticketing System for every technical issue that will be reported;
- f. Provide diagnostic reports and updates in case of connection failure;
- g. Provide monthly utilization graphs and/or MRTG tool for monitoring of link quality and bandwidth utilization;
- h. Provide 24x7 support services.
- i. Provide website hosting with a 10 GB storage and 60 GB Bandwidth.

## II. CUSTOMER SUPPORT

- a. Name and contact details of the person who will handle the account of PHILGUARANTEE and/or list of at least 3 technical support staff that will be assigned to provide technical support to PHILGUARANTEE.
- b. Provide a single point of contact who will handle the account of PHILGUARANTEE
- c. Provide an updated and detailed escalation matrix for customer support in both areas of network connectivity and Internet access;
- d. Provide telephone (landline/cellphone), SMS or Email technical support, available on a 24x7 basis to assist in troubleshooting issues;
- e. Resolution of technical problems within 30 minutes from initial report time, including but not limited to:
  1. When links connection is down

2. Packet loss
  3. Latency variation
  4. Routing issue
- f. Every one (1) hour status update from receipt of initial report time, if trouble will take more than 30 minutes to resolve;
  - g. Provide and issue a standard incident report for every reported incident regardless of length of service interruption;
  - h. Provide qualified technical representative/s, within 24 hours of initial report time and at no additional cost to PHILGUARANTEE, for issues that need to be resolved on-site.

### III. **REBATES**

- a. Provide industry standard Service Level Agreement (SLA) which shall carry a corresponding "Performance Credit" or rebate in favor of PHILGUARANTEE should any of the committed parameters mentioned below are not met.
- b. Should be able to render the following services:
  1. Availability - Provide at least 99.95% link uptime in a month.
  2. Latency
    - i. Provide not more than 80 milliseconds average round trip latency from PHILGUARANTEE to local winning ISP port; and
    - ii. Provide not more than 200 milliseconds average round trip latency from local ISP port to International port.
- c. Render 24 hours x 7 days customer service support
  - i. Support response time, i.e., not more than 30 minutes for emergency tickets for the following categories:
    1. Link connection is down
    2. Packet loss, variation in latency
    3. Routing issue
  - ii. Not more than Two (2) hours response time for technical problem that requires on-site services
- d. Rebate Schedule for Downtime Connection Interruption/Outage

If the interruption is attributable to the winning ISP, as acknowledged by the winning ISP's Network Operation Center, the winning ISP shall voluntarily make the appropriate "Performance Credit" or rebate to the PHILGUARANTEE without the need to report or claim on the outage. The credit allowance/rebate shall be applied to the next billing month. Credit for Interruptions to service will be allowed as follows: The prospective bidder must fill up the necessary Credit equivalent for each Length of Interruption.

### IV. **TERMS OF DELIVERY**

- a. Services must be made **within seven (7) calendar days upon receipt of the Notice to proceed**, at the Information Technology Department (ITD), 23rd Floor BPI-Philam Life Building, 6811 Ayala Avenue, Makati City.

- b. The above specified period of delivery is subject to change without prior notice and activities may be re-scheduled in any of the following or similar circumstances:
1. Natural disasters or calamities
  2. National security emergencies
  3. Implementation of work suspensions or community quarantine/lockdown due to worldwide/nationwide health emergencies (e.g. plague, pandemic, epidemic, etc.)
  4. *Force majeure* or any unforeseen circumstances that prevent the Supplier from fulfilling the Contract.

In any occurrence of the circumstances noted above wherein the scheduled activity cannot be completed or performed, the activity will be rescheduled and completed or performed immediately after the circumstances mentioned above. In addition, the winning ISP will still be paid as scheduled based on the Terms of payment.

- c. If the winning ISP will be unable to deliver the items and services by the delivery date(s) stipulated in the Contract, the winning ISP shall:
1. Immediately consult with PE to determine the most expeditious means for delivery and;
  2. Use an expedited means of delivery, at the winning ISP's cost (unless the delay is due to *Force Majeure*), if reasonably so requested by PE.
- d. Late delivery and performance of the services stipulated herein shall be subject to a penalty equivalent to 1/10 of 1% of the total cost of undelivered items.

#### V. DELIVERY AND RECEIVING INSTRUCTIONS

The winning ISP shall observe the following instructions:

- a. Items and Services as required by the Specifications shall be delivered only to the location indicated in the Procurement summary above.
  - b. The winning ISP shall notify the indicated authorized representative below at the location of the scheduled date of delivery at least three (3) working days in advance and shall ensure that the authorized representative of PHILGUARANTEE is present during the date and time of delivery.
  - c. The winning ISP shall make delivery/ies to the location from 8:00 AM to 5:00 PM and on Mondays to Fridays only; the winning ISP shall not make deliveries before 8:00 AM, after 5:00 PM, and on non-working days.
  - d. Upon delivery of the items and services to the location, the winning ISP shall notify PHILGUARANTEE through the authorized representative and present the following documentary requirements:
    1. Original copy of the winning ISP's Invoice showing the Item description, quantity, unit price, and total price.
    2. Original copy of Delivery Receipts
    3. Original Statement of Accounts.
- b. For the purpose of these conditions, PHILGUARANTEE's representative at the location is Mr. Lloyd A. Sioson, Department Manager, Information

Technology Department (ITD), and/or one of his staff.

VI. **APPROVED BUDGET FOR THE CONTRACT**

The ABC for this procurement is **Nine Hundred Ninety-Nine Thousand Nine Hundred Ninety Six Pesos Only (Php 999,996.00), or Eighty Three Thousand Three Hundred Thirty Three Pesos Only (Php 83,333.00) monthly**, inclusive of all applicable taxes, chargeable against the Corporate Operating Budget for CY 2023.

VII. **TERMS OF PAYMENT**

- a. The Procuring Entity (PHILGUARANTEE) shall make **payment on or within fifteen (15) days after end of each billing month** subject to submission of winning Provider's billing statement.
- b. All prices shall be VAT inclusive, considered as fixed price, and therefore not subject to price escalation during contract implementation.
- c. All prices shall be denominated and payable in Philippine currency pursuant to the provisions required in Section 61.4 of R.A. 9184 and its IRR.

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**Conforme:**

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Signature over printed name  
Date: \_\_\_\_\_