



# PHILGUARANTEE

Philippine Guarantee Corporation

## PROCUREMENT OF MAIN INTERNET SERVICE

PROCUREMENT SUMMARY			
ITEM DESCRIPTION	CONTRACT DURATION	DELIVERY PERIOD	ABC
<b>200 MBPS Main Internet Service</b>	<b>One (1) year or Twelve (12) months</b> upon the issuance of Inspection and Acceptance Report	Services 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 Pesos Only <b>(Php 999,990.00)</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 the Main 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></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 99.8% Network Availability</li><li>• Provide a High Availability, High Speed (5MBPS to 1 GPBS), failover/redundancy link (Active-Active), 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</li><li>• /29 IP Block at no additional cost to PHILGUARANTEE</li></ul>
4. DNS	<ul style="list-style-type: none"><li>• Provide Domain Name Server (DNS) reverse lookup for entries with the assigned classless network.</li><li>• Provide reliable Forwarding and Secondary DNS.</li></ul>
5. Network Monitoring	<ul style="list-style-type: none"><li>• Multi-Router Traffic Grapher (MRTG) for monitoring network devices and traffic</li></ul>
6. Circuit Protection	<ul style="list-style-type: none"><li>• Provide DDoS mitigation solution</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>• Fiber optic lines should be provided directly by the winning ISP, <b>sub-contracting, sub-leasing and subscription to other providers not be accepted.</b></li></ul>

## I. CUSTOMER SUPPORT

- a. Name and contact details of the person who will handle the account of PHILGUARANTEE and/or list of 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.

## II. 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 PHILGUARANTEE to determine the most expeditious

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 PHILGUARANTEE.
- 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.

### III. 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.
- e. 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.

### IV. APPROVED BUDGET FOR THE CONTRACT

The ABC is **Nine Hundred Ninety-Nine Thousand Nine Hundred Ninety Pesos Only (Php 999,990.00), or Eighty Three Thousand Three Hundred Thirty Two Pesos Only (Php 83,332.50) monthly**, inclusive of all applicable taxes, chargeable against the Corporate Operating Budget for CY 2023.

### V. 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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