

## 1x 100Mbps Additional Redundant Direct Internet Access Terms of Reference

Parameters	
Setup <b>one (1) 100 Mbps redundant Dedicated Direct Internet Connection</b> at the Office of the Solicitor General thru Fiber Optic Connection	<p>Provide <b>one (1) 100 Mbps Direct internet connection (DIA)</b> to the OSG that is stable and reliable for a nationwide coverage. Should be fiber to fiber (end to end point) with no copper in between or inserts.</p> <ol style="list-style-type: none"> <li>a. Provide and install a Channel Service Unit/Data Service Unit (CSU/DSU) modem and media converter at both ends of the Internet connections.</li> <li>b. Provide internet connectivity directly to OSG Data Center, including materials needed for the purpose. This includes provision for the installation of cables/insulation using industry standard, materials and best practices.</li> <li>c. Provide a High Availability, failover/redundancy link (Active Active) to avoid OSG Internet downtime</li> <li>d. Testing of High Availability, failover/redundancy link (Active Active)</li> <li>e. Designing and implementation of an IP addressing schemes or sub-netting for official/valid IP addresses and unofficial/private IP addresses.</li> <li>f. Configuration of private IP workstations to avail unlimited Internet access/services such as surfing, e-mail, and other Internet services via DHCP and proxy.</li> </ol>
Provider Configuration to OSG	<p>Provider must:</p> <ol style="list-style-type: none"> <li>a. Configure modem, media converter or similar devices for dedicated direct internet speed connection;</li> <li>b. Configure router to the equivalent direct Internet connection speed and to support two links for redundancy/fail over;</li> <li>c. Configure backup router, if any.</li> <li>d. Provide DNS reverse lookup for entries with the assigned IP addresses; and,</li> <li>e. Provide reliable Forwarding and Secondary DNS.</li> <li>f. Registration/relocation/ transfer of the existing OSG Domain Name to gov.ph</li> <li>g. Assessment, Reconfiguration and fine tuning of OSG DNS servers</li> <li>h. Configuration of DNS sub-domain names.</li> </ol>
Implementation	Provider shall:

	<ul style="list-style-type: none"> <li>a. Maintain all equipment in proper working order.</li> <li>b. Provide an escalation list and procedure in reporting fault and outages.</li> <li>c. Immediately advice OSG any downtime occurrence or if any case the internet rerouted to a backup link.</li> <li>d. Must have standby equipment to replace immediately the existing equipment used once found defective</li> </ul>
Throughput/Bandwidth should be 100% of committed bandwidth	Set up dedicated, 1:1 Internet Connection with the Committed Information Rate (CIR) of one (1) 100Mbps DIA. With the <b>CIR of 100%</b>
Availability and quality of connection	Not less than <b>100%</b> link uptime in a month
Inception Report, which will include work plan	<p>Prospected Bidders must submit detailed work plan specifying installation design, detailed activities, connectivity diagram from OSG premises up to the last mile and timelines to determine compatibility with existing OSG Local Area Network and network security devices configuration and the OSG building's electrical power rating.</p> <p>Prospected Bidders are required to conduct site inspection.</p>
Assign Public Internet Protocol (IP) Addresses to the OSG	Must provide <b>full classed C IP Addresses (254)</b>
Provide customer support in both areas of network connectivity and Internet access	<ul style="list-style-type: none"> <li>a. Provide a single point of contact for customer support in both areas of network connectivity and Internet access;</li> <li>b. Shall respond to request for maintenance at no cost to OSG;</li> <li>c. Provide not less than 7 days proactive notice of scheduled downtimes, service interruption, upgrades or preventive maintenance, if any; subject to the approval of OSG and</li> <li>d. Submit monthly access/usage reports to attest compliance to the SLA.</li> <li>e. Submit monthly subscription bill to OSG including MRTG reports and other documents required for payment.</li> </ul>
Provide list of Technical Support Staff	List of at least 3 technical support staff with details on qualifications such as education, training and related experience that will be assigned to provide technical support to OSG
Render customer service support	24 hours x 7 days
Provide "Performance Credit" or <b>rebate</b> in the Service Level Agreement (SLA)	<ul style="list-style-type: none"> <li>a. Provide industry standard Service Level Agreement (SLA) which shall carry a corresponding "Performance Credit" or rebate in favor of OSG should any of the committed parameters mentioned below are not met.</li> <li>b. Should be able to render the following services: <ul style="list-style-type: none"> <li>• Availability- Provide 100% link uptime in a month.</li> </ul> </li> </ul>

- Latency
  - I. Provide not more than 80 milliseconds average round trip latency from OSG to local 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., 30 minutes for emergency tickets for the following categories:
  - II. Link connection is down
  - III. Packet loss, variation in latency
  - IV. Routing issue
  - V. Maximum of 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 ISP, as acknowledged by the ISP's Network Operation Center, the ISP shall voluntarily make the appropriate "Performance Credit" or rebate to the OSG 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.

**Rebates and Outages**

1. For purposes of rebate computation, one month is equivalent to 30 days. Credits will not be granted in case where the interruption is directly attributable to the equipment supplied or installed by the Subscriber or other factor/s which are beyond the ISP control or which are not attributable to its fault or negligence.
2. The ISP shall apply the following schedule of rebate per length of interruption should failure of services occur for causes other than what is stipulated in the above paragraph.
3. The ISP commits to provide the OSG within four (4) hours Mean Time To Restore per occurrence of Network Outage.

**The rebates per length of interruptions:**

**Mean Time to Restore:** Measured as a monthly average of the time from inception of trouble ticket until outage is repaired to customer satisfaction as follows:

Total Outage Time (in Hours)

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Total Number of Trouble Tickets

**Table I. Rebate Schedule**

Length of Interruption	Rebate (days)
4 hours and below (within SLA)	0
more than 4 hours but less than 7 hours	1/10
more than 7 hours but less than 10 hours	1/5
more than 10 hours but less than 13 hours	2/5
more than 13 hours but less than 16 hours	3/5
more than 16 hours but less than 19 hours	4/5
more than 19 hours up to 24 hours	1

4. The ISP may make such testing and adjustment necessary to maintain and service its facilities in satisfactory operating condition not to exceed three (3) hours at any one time. However, the ISP shall make such test and adjustment or inspection only after proper consultation with the OSG as to the date, time and withdrawal period.

Others/Fail-Over

The ISP/Telco **must not be an existing internet service provider** of the OSG as to prevent single point of failure, in case of ISP/Telco breakdown.

**Terms of Payment**

Supplier agrees to be paid based on a progressive billing scheme as follows:

- Within thirty (30) days from completion of the delivery and issuance of the Inspection and Acceptance Report by the OSG, and submission of all other required documents - 95% of the contract price.
- One (1) year from issuance of the Inspection and Acceptance Report by the OSG - 95% of the contract price.

Health Protocol

- The supplier shall ensure that its manpower and personnel observe the minimum health and safety protocols enforced and observed by the national government and the OSG in view of the ongoing pandemic during the actual delivery, as well as the checking and fixing of the equipment within the warranty period.

	<ul style="list-style-type: none"> <li>The costs of ensuring compliance with the health protocols, including but not limited to testing, personal protective equipment, etc., of the supplier's employees/personnel shall be for the account of the supplier.</li> </ul>
<b>Delivery</b>	Complete the delivery, installation, and configuration within <b>3 calendar days</b> upon receipt of Notice to Proceed (NTP).

**TECHNICAL WORKING GROUP:**

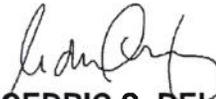


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