



Republic of the Philippines
Office of the Solicitor General
134 Amorsolo St. Legaspi Village, Makati City

Technical Working Group for
Information and Communications Technology

TERMS OF REFERENCE

Subscription of 1x 1000Mbps Direct Internet Access

Background:

The Office of the Solicitor General (OSG) at Convergys One Building has been experiencing increased demand for reliable and high-speed internet connectivity due to the growing complexity of its operations. As a key legal agency representing the government in various legal matters, the OSG requires seamless communication, research, and collaboration capabilities. The current internet infrastructure, while functional, has encountered periodic bandwidth shortages, particularly during peak usage hours, affecting productivity and service delivery. These limitations necessitate the augmentation of the existing bandwidth to ensure that the agency can fulfill its responsibilities effectively.

Direct Internet Access (DIA) with a bandwidth of 1000 Mbps is being proposed as a solution to address the connectivity challenges. DIA provides a dedicated and uncontended internet connection, guaranteeing consistent speeds and low latency, which is critical for handling data-intensive tasks such as legal research, large file transfers, and video conferencing. By subscribing to this additional internet bandwidth, the OSG aims to optimize its operations and ensure uninterrupted access to vital online resources.

Objective:

The primary objective of subscribing to 1000 Mbps Direct Internet Access for the OSG at Convergys One Building is to significantly *augment* the agency's Internet capacity and enhance its reliability. This additional bandwidth will empower the office to support high-demand applications, improve communication channels, and ensure seamless, efficient staff operations, especially during critical periods. Moreover, this upgrade will equip the OSG with the scalability to handle future workload increases and evolving technological needs, as the demand for robust online resources continues to grow.

Another objective is to minimize downtime and connectivity issues that could hinder the OSG's legal functions. With 1000 Mbps of dedicated internet access, the agency aims to secure a stable, high-speed connection that meets its operational needs. This will ensure smooth coordination with other government agencies, courts, and international organizations and enhance overall service delivery to the public.

Subscription of 1x 1000Mbps Direct Internet Access

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Terms:

1. *Scope.* - Supply and delivery of subscription for 1x 1000Mbps direct internet access.
2. *ABC.* - The Approved Budget for the Contract (ABC) is **Two Million and Four Hundred Thousand Pesos (₱2,400,000.00) for twelve (12) months**, inclusive of all government taxes, charges, and other standard fees.

ICT SUBSCRIPTION			
ITEM	QTY	UNIT COST	TOTAL
Subscription of 1x 1000Mbps Direct Internet Access	1	2,400,000.00	2,400,000.00
TOTAL			₱ 2,400,000.00

3. *Warranties and Schedule of Payment.* - To guarantee the performance by the winning bidder of its obligations under the contract, it shall post a performance security before the signing of the contract. The performance security shall be in an amount not less than the required percentage of the total contract price in any of the following forms and in accordance with the following schedule:

Form of Performance Security	Amount of Performance Security (Not less than the required % of the Total Contract Price)	Statement of Compliance
a) Cash or cashier's/ manager's check issued by a Universal of Commercial Bank.	5%	
b) Bank draft/ guarantee or irrevocable letter of credit issued by a Universal or Commercial Bank; <i>however</i> , it shall be confirmed or authenticated by a Universal or Commercial Bank if issued by a foreign bank.	5%	
c) Surety bond callable upon demand issued by a surety or insurance company duly certified by the Insurance Commission as authorized to issue such security.	30%	
TERMS OF PAYMENT		Statement of Compliance
Supplier agrees to be paid based on a billing scheme as follows:		

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Supplier agrees to be paid based on a monthly billing scheme as follows:	
<ul style="list-style-type: none"> • First Billing - Within thirty (30) days from completion of the installation, and issuance of the Inspection and Acceptance Report by the OSG and submission of all other required documents. • Subsequent Billing - Within fifteen days upon receipt of billing/invoice. All payment is subject to deduction of applicable taxes. The supplier must submit a special bank guarantee equivalent to at least one percent of the contract price upon issuance of the first billing as retention/warranty security.	

All bid prices shall be considered as fixed prices and therefore not subject to price escalation during contract implementation.

4. *Qualifications of the Supplier:*

- a) The bidder must have satisfactorily completed, within the last three years from the date of submission and receipt of at least one (1) single contract of a similar nature amounting to at least twenty-five percent (25%) of the ABC.

For this purpose, the procurement of Internet subscriptions shall be referred to as a similar contract.

- b) The service provider must have certified engineers and professionals with the following certifications:
- At least 3 Cisco Certified Internetworking Expert
 - At least 5 MEF Carrier Ethernet Certified Professional
 - At least 5 MEF Software Defined Network Certified Professional
 - At least 5 MEF SDWAN Certified Professional technical support personnel.
- c) The financial proposal shall include all costs necessary for the supplier to fulfill its obligation to deliver and deploy the internet bandwidth (software, hardware, etc.).

5. Applicable provisions of the Government Procurement Reform Act (RA No. 9184) and its Revised Implementing Rules and Regulations (RIRR) shall form part of the Terms of Reference.

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Technical Specifications:

PARAMETERS	SPECIFICATIONS	COMPLIANCE
Setup one 1 Gbps redundant Dedicated Direct Internet Connection at the Office of the Solicitor General Convergys One through Fiber Optic Connection inclusive of the needed router.	– Provide one 1 Gbps DIA internet connection to the OSG that is stable and reliable for nationwide coverage. Should be fiber to fiber (end to endpoint) with no copper in between or inserts.	
	– Provide and install routers at both ends of the Internet connections.	
	– Provide internet connectivity directly to OSG Convergys One Data Center, including materials needed for the purpose. This includes provision for the installation of cables/insulation using industry standards, materials, and best practices.	
	– Provide a High Availability, failover/redundancy ¹ link (Active Active) to avoid OSG Internet downtime.	
	– Testing of High Availability, failover/redundancy link (Active-Active)	
	– Designing and implementing an IP addressing scheme or subnetting for official/valid IP addresses and unofficial/private IP addresses.	
	– Configuration of private IP workstations to avail unlimited Internet access/services such as surfing, e-mail, and other Internet services via DHCP and proxy.	
Service	– The Service Provider must provide a dedicated, high-speed, diverse, reliable, and managed	

¹ Redundancy refers to the implementation of additional network infrastructure, such as backup systems or alternative routing paths, to ensure continuous service in case of hardware failure, congestion, or outages. This improves reliability and minimizes downtime, allowing for uninterrupted connectivity even during network disruptions.

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	connectivity to the Internet and guaranteed Internet bandwidth	
	– Service Reliability must be ensured with an overall uptime of not less than 99.6% (SLA).	
Bandwidth	Provider shall:	
	a. Provision of a minimum fixed bandwidth requirement: symmetrical and dedicated bandwidth of 1Gbps. (CIR 1:1) \	
	b. Multi-telco redundant internet connectivity with a committed information rate (CIR). \	
	c. Unlimited usage with no data cap.	
	d. Symmetrical upload and download speeds.	
	e. Ingress, logging, quarantine, testing, mounting, connectivity, testing, and go-live support.	
IP Addresses	– Must provide 30 usable Public IP addresses	
	– The Service Provider must support IPV4 or IPV6 ready and compliant on the IP deployment.	
Support	– The Service Provider must have a Network Operation Center (NOC) capable of providing 24 hours x 7 days a week network management and support.	
	○ Support response time, i.e., 30 minutes for emergency tickets for the following categories:	
	○ The link connection is down	
	○ Packet loss, variation in latency	
	○ Routing issue	
	○ Two (2) hours of response time for a technical problem that requires on-site services	
Other Requirements	– The Service Provider must certify that the cable facility being used in the last mile connectivity is	

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	exclusively owned and operated by the Internet Service Provider.	
	– The Service Provider must provide a certification that it uses its own domestic nationwide network and operates its own landing stations, at least 3 cable landing stations facility.	
	– The Service Provider must provide a certification that they are connected or subscribed to Tier 1 networks.	
	– The Service Provider has more than 10 Terabit per second (Tbps) combined International IP and Domestic Caching capacities.	
	– For the best network performance possible, the Service Provider must have more than 30 peering connections to global Internet Service Providers and Content Providers through a commercial and bilateral peering arrangement.	
	– The Service Provider must have more than 15 peering Interconnection to global and domestic Internet Exchanges.	
	– The Service Provider must have five International Internet Points of Presence (POPs) and use more than 10 Submarine Cable Systems to connect to its international nodes.	
	– The Service Provider must be in the top 300 global rankings based on the latest (August 2020) CAIDA AS rankings. The Internet Service Provider must be peered with at least five (5) Global Internet Service Providers that are included in the top 10 of the latest CAIDA AS rankings to ensure that the Internet service provided has a wide first-mile reachability to ensure the best	

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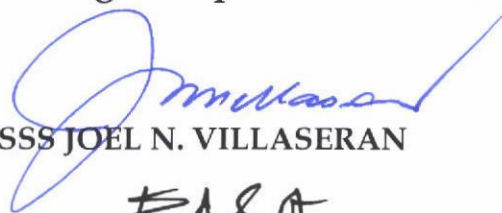
	network performance possible with minimum latency	
	– The Service Provider must provide a certification that its network platform is compliant with the latest MEF Carrier Ethernet (3.0) in all Ethernet Service Types.	
Provide “Performance Credit” or rebate in the Service Level Agreement (SLA)	<p>a. Provide an industry standard Service Level Agreement (SLA) that shall carry a corresponding “Performance Credit” or rebate in favor of OSG should any of the committed parameters mentioned below not be met.</p> <p>b. Should be able to render the following services:</p> <ul style="list-style-type: none"> • Availability- Provide 99.6% link uptime in a month. • Latency <ul style="list-style-type: none"> I. Provide not more than 80 milliseconds average round trip latency from OSG to local ISP port; and II. Provide no more than 200 milliseconds of average round-trip latency from the local ISP port to the international port. <p>c. Render 24 hours x 7 days customer service support</p> <ul style="list-style-type: none"> I. Support response time, i.e., 30 minutes for emergency tickets for the following categories: II. The link connection is down III. Packet loss, variation in latency IV. Routing issue V. Two (2) hours of response time for a technical problem that requires on-site services 	

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	<p>d. Rebate Schedule for Downtime Connection Interruption/Outage</p> <p>Suppose the interruption is attributable to the ISP, as the ISP's Network Operation Center acknowledges. In that case, 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 out the necessary credit equivalent for each length of interruption.</p>	
<p>Delivery</p>	<p>Upon receipt of the Notice to Proceed (NTP), complete the delivery, installation, and configuration within 45 calendar days.</p>	

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Technical Working Group for ICT Subscriptions

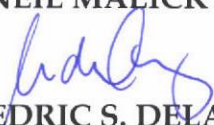


SSS JOEL N. VILLASERAN



DIR IV EDUARDO ALEJANDRO O. SANTOS

ITO III JAYVIE NEIL MALICK S. MALICDEM



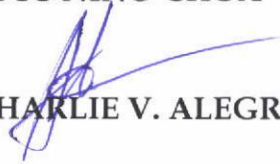
ITO II CEDRIC S. DELA CRUZ



SAO JOY Y. CHUA



CMT III JESUS NINO CHUA



AO IV RAY CHARLIE V. ALEGRE

Approved/Disapproved:

Certified Funds Available:

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