

**Technical Specifications and Quality Assurance Requirements for the
Supply, Installation, Commissioning and Testing of a Direct Internet Service
(6xE1 or 12Mbps)**

PROCURING ENTITY'S SPECIFICATIONS	
Description of Work and Contract Duration	Perform all labors and operations and furnish all customer premise equipment (CPE) necessary to complete the supply, installation, commissioning and testing of a Direct Internet 12Mbps (6xE1) FE dedicated connection. The contract will be until 31 December 2010, which is renewable per GPPB Res. No. 2006-019, and shall incorporate a price and service review checkpoint that is advantageous to the government at the end of the contract.
Quantity	One (1) 12Mbps (6xE1) FE Dedicated Internet Service by a First-level telco or local Tier-1 ISP. Value-Added Services (VAS), available upon request of PLM: 1 x 1Gb (min.) Webhosting space with domain name parking & MX configuration 1-yr renewal of www.plm.edu.ph domain registration starting 07 August 2010 if service is still existing or is not yet terminated at the time of said renewal 1 DSL line with at least 128kbps CIR for the Executive Building Other VASs as may be needed pertaining to webhosting and domain parking
Quality Control	The connectivity shall be installed and supplied by a Provider experienced with Direct Internet 12Mbps (6xE1) FE connection, and in conformity with the performance requirements/service level agreement as hereinafter provided, without prejudice to the right of PLM to terminate the contract at any time it deems the Provider's service to be below the standard or unsatisfactory.
Number of Static IP Addresses	At least 30 are available on demand.
Bandwidth Upgradeability	Shall be easily upgradeable as the need arises and upon request by PLM. This includes free temporary increase in bandwidth during special events, either for Internet access or webhost backhaul.
Schedule	The supply, installation, commissioning and testing must be completed within fifteen (15) calendar days upon receipt of the Notice to Proceed (NTP). Service acceptance follows shortly after completion. Billing will start after acceptance by the end-user on a progress billing method.
Quality Performance Requirements / Service Level Agreement	<ul style="list-style-type: none"> The Provider must have a total network traffic capacity of at least 1.5Gbps IP upstream (US and Asia) Diverse and distributed cable routes using trans-Asia and trans-Pacific submarine cable systems with redundancy 1st level national Telco ISP, with at least 2 direct peerings to main Tier-1 ISPs (In effect, the ISP serves as a local Tier-1 ISP being directly-peered with main Tier-1 ISPs)

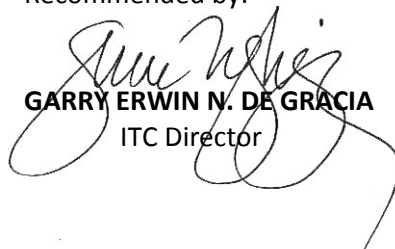


	<ul style="list-style-type: none"> • Direct connection to major IXs (Internet Exchanges), both local and international • Minimum of 1:1 CIR synchronous • Real-time usage/bandwidth utilization report through MRTG access • The Provider shall guarantee that the Over-all Service Availability of 99.50% up to the last-mile point will be met on a month-to-month basis • Round-trip delay to US Node of not more than 200ms • Mean Time to Respond: 30 minutes (phone) and less than 4 hours (on-field) • Mean Time to Repair: 90% in 4 hours and 100% in 8 hours • Response time for outage calls: 24 x 7 x 1 hour. Although response is expected within 1 hour, the Provider, whenever applicable, shall immediately re-route so as to provide immediate restoration of service. Permanent resolution must be available within 48 hours • The Provider will supply PLM with escalation procedures and escalation calling numbers and contacts 																
	<ul style="list-style-type: none"> • The Provider shall dispatch its maintenance/service personnel to the PLM's premises where the service terminates preferably within one (1) hour from receipt by the Provider of a report from PLM, or the discovery thereof by the Provider, regarding an outage, break or malfunction in service requiring immediate on-site repair. • The Provider shall provide service availability and status report to PLM within one (1) hour from the time the outage or problem is reported or discovered and regular updates thereafter. • The formal outage report must be submitted to the PLM-ITC within 48 hours from outage. • Monthly reports of summary of all outages reported or discovered, and the resolution time should be submitted to PLM-ITC within the first 5 days of the month • The Provider's technical section, through its relationship manager, shall meet with PLM-ITC at a minimum of once a month, or whenever necessary, to discuss operational concerns, if any. The PLM-ITC may also from time to time request for assistance in planning expansion projects. 																
Penalty	<p>The penalty schedule below will be implemented for all individual link outages:</p> <table> <thead> <tr> <th>Length of Interruption</th><th>Penalty/Rebate</th></tr> </thead> <tbody> <tr> <td>Less than 30 minutes</td><td>None</td></tr> <tr> <td>30 – 179 minutes</td><td>1/10 day</td></tr> <tr> <td>180 – 359 minutes</td><td>1/5 day</td></tr> <tr> <td>360 – 539 minutes</td><td>2/5 day</td></tr> <tr> <td>540 – 719 minutes</td><td>3/5 day</td></tr> <tr> <td>720 – 899 minutes</td><td>4/5 day</td></tr> <tr> <td>900 – 1440 minutes</td><td>1 day</td></tr> </tbody> </table>	Length of Interruption	Penalty/Rebate	Less than 30 minutes	None	30 – 179 minutes	1/10 day	180 – 359 minutes	1/5 day	360 – 539 minutes	2/5 day	540 – 719 minutes	3/5 day	720 – 899 minutes	4/5 day	900 – 1440 minutes	1 day
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Terms of Payment	<p>PLM will pay the agreed upon monthly recurring rate (MRR) within sixty (60) days from receipt of billing statement. Billing statements should be submitted to PLM-ITC for verification and acceptance every 5th of the following month.</p> <p>Rebates/penalties for outages beyond the agreed upon SLA will be deducted from billing statements of the following month after verification/agreement on the rebate/penalty amount.</p>																



Guarantees	<p>The Provider shall guarantee that the entire work is free from all defective workmanship and materials.</p> <p>The Provider shall indemnify and save harmless the PLM from and against all liability for damages arising from injuries or disabilities to persons or damages to property occasioned by any commission or omission of the Provider or any of its subcontractors.</p>
Workmanship	<p>The work throughout shall be executed in the best and thorough manner that is under the direction of and to the satisfaction of the PLM-ITC which shall have the power to reject any work and materials which, in the PLM-ITC Director's judgment, are not in full accordance therewith.</p> <p>The Provider shall fulfill the required services by using the technical knowledge that is in accordance with the best-accepted professional and industry standards. The Provider shall exercise all reasonable skill, care and diligence in the discharge of the duties agreed to be performed and shall work in the best interest of PLM.</p>
Site Visit	<p>The Provider is advised to visit the site and satisfy itself as to local conditions and facilities that may affect its work. The Provider's representative/s will be deemed to have done this before preparing the proposal, and subsequent claims on the ground of inadequate or inaccurate information may be given due course.</p>

Recommended by:


GARRY ERWIN N. DE GRACIA
ITC Director

Noted by:


RAFAELITO M. GARAYBLAS
Acting President