



Republic of the Philippines
PAMANTASAN NG LUNGSOD NG MAYNILA
(University of the City of Manila)
 Intramuros, Manila



PLM - BIDS and AWARDS COMMITTEE (PLM-BAC)

NAME OF PROJECT : **SUPPLY, INSTALLATION, COMMISSIONING AND TESTING OF A 100MBPS DIRECT INTERNET SERVICE BY A FIRST-LEVEL TELCO OR LOCAL TIER-1 ISP**

SUPPLEMENTAL/BID BULLETIN No. 32-G-18
14 November 2018

This Supplemental/Bid Bulletin is issued to clarify or amend some provisions originally indicated in the Bidding Documents, in compliance with Section 22.5.1 of the Revised Implementing Rules and Regulations of Republic Act 9184, to wit:

Issue/Clarification (ORIGINAL)			Response (AMENDED, see capitalization and underlined words)		
Activities	Schedule	Time	Activities	Schedule	Time
Submission of Bids	21 November 2018	2:00 p.m.	<u>SUBMISSION OF BIDS</u>	<u>28 NOVEMBER 2018</u>	<u>2:00 P.M.</u>
Opening of Bids	21 November 2018	2:00 p.m.	<u>OPENING OF BIDS</u>	<u>28 NOVEMBER 2018</u>	<u>2:00 P.M.</u>
Section IV. Technical Specifications			Section IV. Technical Specifications		
PROCURING ENTITY'S SPECIFICATIONS			PROCURING ENTITY'S SPECIFICATIONS		
Description of Work and	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 100Mbps FO dedicated connection.		Description of Work and	<u>PERFORM ALL LABORS AND OPERATIONS AND FURNISH ALL NECESSARY EQUIPMENT TO COMPLETE THE SUPPLY, INSTALLATION, COMMISSIONING AND TESTING OF A DIRECT INTERNET 100MBPS FO DEDICATED CONNECTION.</u>	
Contract Duration	The contract will be for twelve (12) months, 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.		Contract Duration	The contract will be for twelve (12) months, which is renewable per GPPB Res. No. 2006-019 <u>(WETI)</u> , and shall incorporate a price and service review checkpoint that is advantageous to the government at the end of the contract.	
Quantity	One (1) 100Mbps FO 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 (minimum) Webhosting space with domain name parking & MX configuration 1-yr renewal of www.plm.edu.ph domain registration of each year if service is still existing or is not yet terminated at the time of said renewal 1 IDS (Leased line) with at least 2Mbps CIR for Business Continuity and other uses		Quantity	One (1) 100Mbps FO 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 (minimum) Webhosting space with domain name parking & MX configuration 1-yr renewal of www.plm.edu.ph domain registration of each year if service is still existing or is not yet terminated at the time of said renewal <u>(DELETED)</u>	

	1 Firewall –Sophos (Licensing and subscription) Other VASs as may be needed pertaining to webhosting and domain parking.		<u>1 FIREWALL – (HARDWARE AND SOFTWARE LICENSING)</u> <u>(DELETED)</u>
Quality Control	The connectivity shall be installed and supplied by a Provider experienced with Direct Internet FO connection (at least 100Mbps), 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.	Quality Control	The connectivity shall be installed and supplied by a Provider experienced with Direct Internet FO connection (at least 100Mbps), 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.	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.	Bandwidth Upgradeability	<u>SHALL BE EASILY UPGRADEABLE AS THE NEED ARISES AND UPON REQUEST BY PLM. THIS INCLUDES FREE TEMPORARY INCREASE IN BANDWIDTH TO 150 MBPS DURING SPECIAL EVENTS (ENROLLMENT, ADD/DROP PERIOD, ETC) EITHER FOR INTERNET ACCESS OR WEBHOST BACKHAUL.</u>
Quality Performance Requirements / Service Level Agreement	<ul style="list-style-type: none"> • 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). ○ NTC certification/permit/license/ authority as 1st Level Telco or Congressional Franchise on wired and/or wireless communication or equivalent. ○ NTC certification/permit/license/ authority as VAS provider for Direct Internet Service • Diverse and distributed cable routes using trans-Asia or trans-Pacific submarine cable systems, with redundancy. ○ Certification/contract from/with main Tier-1 partners for at least 2 direct peerings, indicating also the: <ul style="list-style-type: none"> ▪ Minimum 1.5Gbps total network IP upstream traffic capacity to US and Asia. ▪ Description or network diagram of diverse and distributed cable routes using trans-Asia or trans-Pacific submarine cable systems with redundancy. • Direct connection to major IXs (Internet Exchanges), both local and international. ○ Certification/contract from/with major Internet Exchanges, i.e., PhIX or NGIX; and ○ Certification from DOST-ASTI as a member of good standing of PhOpenIX for at least 3 consecutive years • Minimum of 1:1 CIR synchronous (Certified network diagram to prove as a 1:1 line) 	Quality Performance Requirements / Service Level Agreement	<ul style="list-style-type: none"> • 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). ○ NTC certification/permit/license/ authority as 1st Level Telco or Congressional Franchise on wired and/or wireless communication or equivalent. ○ NTC certification/permit/license/ authority as VAS provider for Direct Internet Service • Diverse and distributed cable routes using trans-Asia or trans-Pacific submarine cable systems, with redundancy. ○ Certification/contract from/with main Tier-1 partners for at least 2 direct peerings, indicating also the: <ul style="list-style-type: none"> ▪ Minimum 1.5Gbps total network IP upstream traffic capacity to US and Asia. ▪ Description or network diagram of diverse and distributed cable routes using trans-Asia or trans-Pacific submarine cable systems with redundancy. • Direct connection to major IXs (Internet Exchanges), both local and international. ○ Certification/contract from/with major Internet Exchanges, i.e., PhIX or NGIX; and ○ Certification from DOST-ASTI as a member of good standing of PhOpenIX for at least 3 consecutive years • Minimum of 1:1 CIR synchronous (Certified network diagram to prove as a 1:1 line)

<ul style="list-style-type: none"> • Real-time usage/bandwidth utilization report through MRTG account 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: <ul style="list-style-type: none"> ○ The Provider will supply PLM with escalation procedures and escalation calling numbers and contacts for incident report and problem resolution for VIP Account. ○ Mean Time to Respond: 30 minutes (phone) and less than 2 hours (on-field). <ul style="list-style-type: none"> ▪ On top of instant phone notification by the Provider, there shall be a formal report through email for records purposes. ○ Mean Time to Repair: 90% in 4 hours and 100% in 8 hours. ○ Response time for outage calls: 24 x 7 x 1 hour: <ul style="list-style-type: none"> ▪ Although response is expected within 1 hour and repair is expected as indicated above, the Provider, whenever applicable, shall immediately re-route so as to provide immediate restoration of service. ▪ For major concerns, permanent resolution must be available within 48 hours. ○ The Provider shall dispatch its maintenance/service personnel to the PLM's premises where the service terminates, preferably within the prescribed hours 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: <ul style="list-style-type: none"> ▪ For normal conditions: Preferably within a minimum of 4 hours ▪ For critical conditions: Preferably within a minimum of 2 hours [special events] ○ 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-ICTO within 48 hours from outage. ○ Monthly reports of summary of all outages reported or discovered, and the resolution time, should be submitted to PLM-ICTO within the first 5 days of the succeeding month. 	<ul style="list-style-type: none"> • Real-time usage/bandwidth utilization report through MRTG account 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: <ul style="list-style-type: none"> ○ The Provider will supply PLM with escalation procedures and escalation calling numbers and contacts for incident report and problem resolution for VIP Account. ○ Mean Time to Respond: 30 minutes (phone) and less than 2 hours (on-field). <ul style="list-style-type: none"> ▪ On top of instant phone notification by the Provider, there shall be a formal report through email for records purposes. ○ Mean Time to Repair: 90% in 4 hours and 100% in 8 hours. ○ Response time for outage calls: 24 x 7 x 1 hour: <ul style="list-style-type: none"> ▪ Although response is expected within 1 hour and repair is expected as indicated above, the Provider, whenever applicable, shall immediately re-route so as to provide immediate restoration of service. ▪ For major concerns, permanent resolution must be available within 48 hours. ○ The Provider shall dispatch its maintenance/service personnel to the PLM's premises where the service terminates, preferably within the prescribed hours 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: <ul style="list-style-type: none"> ▪ For normal conditions: Preferably within a minimum of 4 hours ▪ For critical conditions: Preferably within a minimum of 2 hours [special events] ○ 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-ICTO within 48 hours from outage. ○ Monthly reports of summary of all outages reported or discovered, and the resolution time, should be submitted to PLM-ICTO within the first 5 days of the succeeding month.
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Penalty	The penalty schedule below will be implemented for all individual link outages:	Penalty	The penalty schedule below will be implemented for all individual link outages:																																
Length of Interruption	<table><tr><th colspan="2">Penalty/Rebate</th></tr><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></table> <p>The penalty shall be an aggregate of all outages in a given monthly billing period. In excess thereof, the foregoing rules shall be applied. “No service, no pay” policy shall apply.</p>	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	Length of Interruption	<table><tr><th colspan="2">Penalty/Rebate</th></tr><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></table> <p>The penalty shall be an aggregate of all outages in a given monthly billing period. In excess thereof, the foregoing rules shall be applied. “No service, no pay” policy shall apply.</p>	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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Guarantees	The Provider shall guarantee that the entire work is free from all defective workmanship and materials. 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.	Guarantees	The Provider shall guarantee that the entire work is free from all defective workmanship and materials. 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.																																
Workmanship	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-ICTO which shall have the power to reject any work and materials which, in the PLM-ICTO Director’s judgment, are not in full accordance therewith.	Workmanship	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-ICTO which shall have the power to reject any work and materials which, in the PLM-ICTO Director’s judgment, are not in full accordance therewith.																																

	<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.</p> <p>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>		<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.</p> <p>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.</p> <p>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>	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.</p> <p>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>
<p>Section VI. Schedule of Requirements</p> <p>Bidder shall complete the project within Seven (7) calendar days from the receipt of Notice to Proceed (NTP).</p>		<p>Section VI. Schedule of Requirements</p> <p><u>BIDDER SHALL COMPLETE THE PROJECT WITHIN THIRTY (30) CALENDAR DAYS FROM THE RECEIPT OF NOTICE TO PROCEED (NTP).</u></p>	

This shall form an integral part of the bidding documents. Any provisions in the Bidding Documents inconsistent herewith is hereby cancelled, modified and superseded accordingly.

For guidance and information of all concerned.

(Original Copy Signed)
MR. BENEDICTO L. AVILA
Vice President for ICT, End-user

(Original Copy Signed)
ATTY. RUFINO V. ABUDA
PLM-BAC Chairperson

Received by the bidder:

Name of the Bidder & Signature

Name of Company
Date: _____