



REQUEST FOR QUOTATION / PROPOSAL

CIAP-F-PRO-003 || Rev. 1 || 24/02/2022

Provision of Secondary Dedicated Internet Connection Service to the CIAC

P.R. No./Date Received: **2022-098-066 22 September 2022**

RFQ/P No. / Date: **2022-09-0072 / 20 Sept 2022**

The **Constuction Industry Authority of the Philippines (CIAP)** invites all eligible suppliers, contractors and consultants to quote the best offer for the described item/s in the attached **Terms of Reference/Technical Specifications** subject to the Terms and Conditions and within the **Approved Budget for the Contract (ABC)**.

The following are the required document/s to be submitted as attachment/s to the quotation/proposal:

(Please check the appropriate documents needed to be submitted by the bidder. Please refer to Annex "H"-Appendix A of Revised of The 2016 Revised IRR)

- Mayor's/Business Permit
- PhilGEPS Registration Number
- Professional License/Curriculum Vitae for consulting services
- PCAB Licence
- Net Financial Contracting Capacity Computation
- Latest Income/Business Tax Return
- Notarized Omnibus Sworn Statement
- Signed Terms of Reference or Technical Specifications, if applicable
- BIR Certificate of Registration (BIR Form No. 2303)

This pro-forma quotation maybe submitted through **registered** or **electronic mail** to the CIAP Bids and Awards Committee Secretariat at address indicated below or email to bac_ciap@construction.gov.ph / russellracelis@construction.gov.ph on or before **29 September 2022, 5:00pm**, together with any additional requirements indicated in the attached Terms of Reference / Technical Specifications, and subject to the following **Terms and Conditions**:

1. All entries shall be typed or written in a clear legible manner.
2. No alternate quotation/offer is allowed, suppliers who submitted more than one quotation shall be automatically disqualified.
3. All prices offered herein are valid, binding and effective for **sixty (60)** calendar days upon receipt of the bid. Alternative bids shall be rejected.
4. Price quotations to be denominated in Philippine Peso shall include all applicable government taxes subject to **(BIR 2306)** 5% R-VAT and **(BIR 2307)** 1% (PO) or 2% (JO) deductions.
5. CIAP-BAC Technical Working Group may require you to submit documents that will prove your legal, financial and technical capability to undertake this contract.
6. Salient provisions of the IRR of RA 9184: Section 68 - Liquidated Damages and Section 69 - Imposition of Administrative Penalties shall be observed.
7. CIAP reserves the right to reject any and all quotations, declare a failure, or not award the contract pursuant to Sec 41 of the same IRR.
8. In case of tie quotations, suppliers' presence are required during tie breaking through draw lots or toss coin.
9. In case supplier pro forma quotation is submitted, conditions will be governed by the submitted signed **Terms of Reference/Technical Specifications**.
10. Payment shall be made through **check payment (Landbank)**.
11. For bidders with Landbank of the Philippines Bank Account Number, please write Account Number: _____.

Very truly yours,

RUSSELL N. RACELIS

Secretariat, Bids and Awards Committee

CONSTRUCTION INDUSTRY AUTHORITY OF THE PHILIPPINES

4th Floor Room 410, Executive Building Center, 369 Sen. Gil Puyat Ave., cor. Makati Ave., Makati City

Telephone: (+632)8986-4507 / 0917-855-7198 | e-mail: bac_ciap@construction.gov.ph

| Item | QTY | ABC | Technical Specifications | Brand/Model | Unit Price | Total Amount |
|------------------------------------|-------|--------------|--|-------------|------------|--------------|
| (To be filled-out by the supplier) | | | | | | |
| 1 | 1 Lot | ₱ 777,000.00 | Provision of Secondary Dedicated Internet Connection Service to the CIAC (at least 50mbps) - Estimated Monthly Recurring Charge (VAT inclusive) amounting to PhP61,000.00 (for 12 months) - One-time installation charge amounting to PhP 45,000.00 (Please see attached TERMS OF REFERENCE) | | | |
| xxxxx NOTHING FOLLOWS xxxxxxxx | | | | | | |
| Total ABC | | ₱ 777,000.00 | TOTAL Amount | | | |
| Delivery and Other Instructions: | | | Please refer to the attached Terms of Reference for other instructions on delivery, installation, configuration and testing. | | | |

(Please provide **complete** information below)

We undertake, if our Proposal is accepted, to supply/deliver the goods in accordance with the specifications and/or delivery schedule.

We agree to abide by this proposal for the price validity period specified in the terms and conditions and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

Until a Purchase/Job Order or a Contract is prepared and executed, this Quotation/Proposal shall be binding upon us. We understand that CIAP is not bound to accept the lowest or any proposal that CIAP may receive.

Signature over Printed Name : _____

Designation/Position : _____

Name of Company : _____

Address : _____

Telephone / Fax : _____

E-mail Address : _____

Company Tax Identification Number : _____

TERMS OF REFERENCE

Provision of Secondary Dedicated Internet Connection Service to the Construction Industry Arbitration Commission (CIAC)

I. Rationale

The Construction Industry Arbitration Commission (CIAC) is a government agency established under the Construction Industry Authority of the Philippines (CIAP), an attached agency of the Department of Trade and Industry (DTI). To encourage the early and expeditious settlement of disputes in the Philippine construction industry, the CIAC, pursuant to state policy declared under Executive Order No. 1008 (the Construction Industry Arbitration Law), has “original and exclusive jurisdiction over disputes arising from, or connected with, contracts entered into by parties involved in construction in the Philippines.

Currently, CIAC is utilizing the internet connectivity provided by one (1) Internet Service Provider (ISP) for electronic communication, sharing of information, online meetings and access to online systems, among others.

On early part of 2020, the unexpected occurrence of the COVID-19 pandemic in the country constrained the agency to fully operate as physical transaction with the clients and stakeholders were minimized or not allowed. Even physical collaboration with the employees and management were reduced, or even discouraged.

To continue with its operation while ensuring that employees and clients are protected, CIAC increased the use of online platforms to conduct meetings, conferences and webinars. Online systems were also developed to continuously serve clients while practicing necessary safety protocols.

With the new normal and corresponding changes on doing things, and high increased demand for internet, the current subscribed bandwidth is not enough to efficiently provide the needed internet service. As such, subscription to another Internet Service Provider (ISP) with a higher bandwidth is necessary. The new subscription will also serve as a redundant service to avoid internet downtime.



II. Scope of Work

The project covers the installation of 1 redundant dedicated internet connection with **50mbps** for the CIAC office located at 2nd Flr. Executive Center Bldg., Makati Ave., Makati City. The work involves the following:

- a. The Bidder shall make ocular inspection and check the presence of the firm's infrastructure/backbone within the building to facilitate the installation of internet connection.
- b. The winning Bidder shall be responsible in the establishment of the needed infrastructure/backbone of their company for its absence in the building.
- c. The winning Bidder shall provide the necessary hardware, terminations and other services required to setup the internet connection. Details of the technical requirements are indicated in Section IV of this TOR.
- d. Provision of diagnostic reports and updates in case of connection failure;
- e. Provision of monthly utilization graphs and/or MRTG tool for monitoring of link quality and bandwidth utilization;
- f. Delivery of an IPv6 ready and/or compliant connection;
- g. Provision of 24x7 support services (whether onsite support, email or call support, whichever is applicable and according to situation);
- h. Regularly monitor the performance of internet network and actively inform CIAC authorized personnel on any significant/widespread outage of complete service disruption one (1) day before the incident. The notification should include an estimated time needed for the full restoration of service;
- i. Entering into a Service Level Agreement which defines parameters of rebates for non-performance, etc.; and
- j. The winning Bidder will assist CIAC in case of building or office transfer and shall also provide the necessary hardware, terminations and other services required to setup the internet connection.

III. Quality Requirement

- a. The Bidder must be a telecommunication-grade provider that has a dedicated internet gateway service that delivers a dedicated (1:1) 1st level carrier-grade bandwidth from customer direct to the global internet. It also has a robust international network cable of supporting even most complicated networks. The service provider must hold multiple points of presence from leading local and international telecommunications providers and carries.
- b. Bidder must have full telecommunications redundancy and continuous power.
- c. Bidder must have the capacity and ability to provide 24 hours and 7 days (24x7) maintenance services and technical support (whether onsite support, email or call support, whichever is applicable and according to situation).
- d. Bidder must have rendered at least five (5) years of internet service to the different government agencies and private companies
- e. Bidder must submit Certificate of Satisfactory Services Rendered/Certificate of Completion or similar document as proof of engagement from previous clients provisioning of at least 50mbps (please also provide period of engagement i.e., from the past five (5) years or proximity if within Metro Manila), or Notice of Award/Purchase Order on existing clients

- f. Bidder must submit list of identified certified engineers and/or technicians that will be involved in the internet provisioning with signed Curriculum Vitae, reflecting at least three (3) years of experience working in a similar field of engagement.
- g. The pertinent documents to support the above-mentioned qualifications shall be part of the bid submission.

IV. Technical Requirements

- a. Bidders must submit detailed work plan specifying installation design, detailed activities, connectivity diagram from end user premise up to the last mile and timelines. Bidders are required to conduct site inspection.
- b. The bidders must be compliant with the following parameters:
 - 1. Bandwidth and Connectivity Support
 - 1.1 Guaranteed dedicated 1:1 ratio and bandwidth from clients to the global internet
 - 1.2 Immediate problem isolation and resolution
 - 1.3 Provide corrective service information and configuration
 - 1.4 Remote system monitoring and reporting (MRTG of sites)
 - 2. Internet Bandwidth
 - 2.1 At least **50mbps** as baseline Committed Information Rate (CIR) full bandwidth for the Construction Industry Arbitration Commission at 2nd Floor, Executive Center Bldg., 369 Senator Gil Puyat Ave., cor. Makati Ave., Makati City
 - 2.2 Provider should provide CIAC upgrade path subscription
 - 3. Service Restoration and Quality of Service (QoS) Levels
 - 3.1. Down/No Internet service should be immediately restored once reported
 - 3.2 Internet slowdown should be restored to the required speed within 2 hours
 - 4. 24 x 7 Help Desk Support Services
 - 4.1 Receive and respond to problem reports and user requests
 - 4.2. Provide first level technical support with regards to internet connectivity
 - 4.3 Dedicated Line of the internet must have at least **13** Usable Public IP Address

V. Approved Budget for the Contract (ABC)

The estimated monthly recurring charge is **₱61,000.00**, VAT inclusive, plus a one time installation charge of **₱45,000.00**. The total ABC for the project is **₱777,000.00** inclusive of all applicable government taxes and service charges.

VI. Duties and Responsibilities of the Internet Service Provider (ISP)

- a. Pre-Installation Provide detailed work plan specifying installation design, detailed activities, network diagram showing connectivity from end user's datacenter up to the last mile and timelines (ISP to attach WORK PLAN)
- b. Actual Installation
 1. Installation and other related cost shall at the expense of the contractor;
 2. Set up Internet Connection with the Committed Information Rate (CIR) connection bandwidth for both upstream and downstream network traffic flows at the CIAP;
 3. Provide and install a Channel Service Unit/Data Service Unit (CSU/DSU) modem at both ends of the Internet connections.
 4. Provide and install a Router at both ends of the Internet connections.
 5. Provide internet connectivity (for Wifi and wired network) directly to end user's server room, including materials needed for the purpose. This includes provision for the installation of cables/insulation using industry standard and materials.
 6. Complete the delivery, installation and configuration within thirty (30) calendar days from the receipt of the Notice to Proceed. Otherwise, the winning bidder shall pay the corresponding penalties/liquidated damages in the amount of one tenth of one percent (1/10 of 1%) of the total contract price for every calendar day of delay. Application of liquidated damages to be after the delivery, installation and configuration, and testing periods as schedule requirements.
- c. Configuration
 1. Configure modem for dedicated lease line internet connection;
 2. Configure router to the equivalent direct Internet connection speed;
 3. Configure backup router, if any;
 4. Assign at least 13 usable hosts public Internet Protocol (IP) Addresses or one classless (/28) network to CIAC;
 5. Provide DNS reverse lookup for entries with the assigned classless network; and,
- d. Testing Period
 1. The selected ISP shall notify the CIAC in writing seven (7) days prior to the required inspection/testing of the internet service connection. The hourly period when the testing should be done is 8:00 a.m. to 5:00 p.m.
 2. The acceptance test procedure shall be in accordance with the following:
 - 2.1. The acceptance testing will be undertaken for a period of seven (7) days.
 - 2.2. Dedicated line will have no service interruption during the agreed test period.

- 2.3 The guaranteed Internet bandwidth of 50Mbps Dedicated Line Internet Service with 50Mbps Committed Information Rate (CIR) is attained.
- 2.4. MRTG should be in place
- 2.5. Assignment of at least 13 usable Public IP Addresses

If any of the foregoing conditions are not met, the count of the testing period shall be restarted until all of these conditions have been duly satisfied continuously for 7 working days.

Start of the Contractor's billing shall be based on the date of issuance of "Certificate of Acceptance".

3. The CIAC, with the assistance of CIAP and DTI-ISMS shall issue Certificate of Inspection and Acceptance to the Provider upon successful completion of the testing certifying that the Service Provider conforms to Sections IV and IV of this TOR.

e. Implementation

1. Shall maintain all equipment in proper working order
2. Provide an escalation list and procedure in reporting fault and outages.
3. Provider must immediately advise CIAC any downtime occurrence or if any case the internet rerouted to a backup link.
4. Providers must have standby equipment to replace immediately the existing equipment once found defective.

f. Rebates

1. Provide industry standard Service Level Agreement (SLA) which shall carry a corresponding "Performance Credit" or rebate in favor of CIAC should any of the committed parameters mentioned below is not met
2. The selected ISP provider/s should be able to render the following services:
 - i. Availability Provide 99.5% link uptime in a month.
 - ii. Latency
 - ∨ Provide not more than 3 milliseconds average round trip latency from CIAC to local ISP port; and
 - ∨ Provide not more than 20 milliseconds average round trip latency from local ISP port to US/International port
 - iii. Render 24 hours x 7 days customer service support
 - ∨ Support response time
 - ✓ 30 minutes for emergency tickets for the following categories:
 - Link connection is down
 - Packet loss, variation in latency
 - Routing issue

✓ Two (2) hours response time for technical problem that requires on-site services. For problem reported after 4:00 PM, services shall be rendered 6:00 in the morning or before business hour of the following business day.

Rebate for Downtime Connection Interruption/Outage

If the interruption is attributable to the ISP, as acknowledged by the ISP’s Fault Management Center, the ISP shall voluntarily make the appropriate “Performance Credit” or rebate to CIAP without the need to report or claim on the outage. The credit allowance/rebate shall be applied to the next billing month of which total outage shall be cumulatively computed for the month.

Outage is considered due for rebates after 30 minutes of continuous interruption.

Rebate shall be computed using the following formula:

$$\text{Rebate} = \frac{\text{No. of Hours of Actual Outage (cumulative per month)}}{720 \text{ hours}} \times \text{MRC} *$$

*MRC is Monthly Recurring Charges
720 is constant (30 days x 24 hours)

- g. Maintenance
 - 1. Provide a single point of contact for customer support in both areas of network connectivity and Internet access;
 - 2. Shall respond to request for maintenance at no cost to CIAC;
 - 3. Provide not less than 7 days proactive notice of scheduled downtimes, service interruption, upgrades or preventive maintenance, if any; subject to the approval of CIAC and
 - 4. Submit monthly access/usage reports to attest compliance to the SLA.

VII. Duties and Responsibilities of CIAP

- a. Grant the ISP’s authorized representative access to its premises, equipment and facilities located therein to perform its obligations during the maintenance window, provided that such representative shall be accompanied by the duly assigned CIAC personnel;
- b. Responsible for the safe custody and use of the equipment installed by the ISP provider;
- c. Monitor the provided services and verify if the parameters under the Service Level Agreement are met and performed by the ISP provider;
- d. Issue Certificate of Inspection and Acceptance as stipulated in Section VI, Item

VII. Duration and Billing Statement

Twelve (12) months service subscription and payment will be done on a monthly basis. Statement of Account (Inclusive of Tax) will arrive in the 1st week of the preceding month.

IX. Information Security and Non-Disclosure Agreement

The ISP acknowledges the importance of maintaining security and confidentiality of the information and agree to prevent unauthorized transfer, disclosure, or use of this information by any third person or entity.

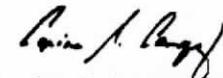
I hereby certify to comply and deliver the above requirements.

| | | |
|------------------------|-----------------------------|------|
| | | |
| Name of Company/Bidder | Signature Over Printed Name | Date |

Prepared by:


Digitally signed by Garcia Raymond Gamboa
Raymond G. Garcia
TIDS, AMCD

and


Lorina S. Laurequez
Sr. TIDS, PPCMD

Approved by:


DELIA B. PERLADA
Officer-In-Charge, CIAC

STATEMENT OF BIDDER'S COMPLIANCE

| Procurement of Secondary Dedicated Internet Connection Service for the Construction Industry Arbitration Commission (CIAC) | |
|--|-------------------------|
| DESCRIPTION | STATEMENT OF COMPLIANCE |
| <p>TECHNICAL REQUIREMENTS</p> <p>a. Bidders must submit detailed work plan specifying installation design, detailed activities, connectivity diagram from end user premise up to the last mile and timelines. Bidders are required to conduct site inspection.</p> <p>b. The bidders must be compliant with the following parameters:</p> <ol style="list-style-type: none"> 1. Bandwidth and Connectivity Support <ol style="list-style-type: none"> 1.1. Guaranteed dedicated 1:1 ratio and bandwidth from clients to the global internet 1.2. Immediate problem isolation and resolution 1.3. Provide corrective service information and configuration 1.4. Remote system monitoring and reporting (MRTG of sites) 2. Internet Bandwidth <ol style="list-style-type: none"> 2.1. Guaranteed dedicated 1:1 ratio and bandwidth from clients to the global internet At least 50mbps as baseline Committed Information Rate (CIR) full bandwidth for the Construction Industry Arbitration Commission at 2nd Floor, Executive Center Bldg., 369 Senator Gil Puyat Ave., cor. Makati Ave., Makati City 2.2. Provider should provide CIAC upgrade path subscription 3. Service Restoration and Quality of Service (QoS) Levels <ol style="list-style-type: none"> 3.1. Down/No Internet service should be immediately restored once reported 3.2. Internet slowdown should be restored to the required speed within 2 hours 4. 24 x 7 Help Desk Support Services <ol style="list-style-type: none"> 4.1. Receive and respond to problem reports and user requests 4.2. Provide first level technical support with regards to internet connectivity 4.3. Dedicated Line of the internet must have at least 13 Usable Public IP Address | |

DUTIES AND RESPONSIBILITIES

- a. Pre-Installation Provide detailed work plan specifying installation design, detailed activities, network diagram showing connectivity from end user's datacenter up to the last mile and timelines (ISP to attach WORK PLAN)
- b. Actual Installation
 1. Installation and other related cost shall at the expense of the contractor;
 2. Set up Internet Connection with the Committed Information Rate (CIR) connection bandwidth for both upstream and downstream network traffic flows at the CIAP;
 3. Provide and install a Channel Service Unit/Data Service Unit (CSU/DSU) modem at both ends of the Internet connections.
 4. Provide and install a Router at both ends of the Internet connections.
 5. Provide internet connectivity (for Wifi and wired network) directly to end user's server room, including materials needed for the purpose. This includes provision for the installation of cables/insulation using industry standard and materials.
 6. Complete the delivery, installation and configuration within thirty (30) calendar days from the receipt of the Notice to Proceed. Otherwise, the winning bidder shall pay the corresponding penalties/liquidated damages in the amount of one tenth of one percent (1/10 of 1%) of the total contract price for every calendar day of delay. Application of liquidated damages to be after the delivery, installation and configuration, and testing periods as schedule requirements.
- c. Configuration
 1. Configure modem for dedicated lease line internet connection;
 2. Configure router to the equivalent direct Internet connection speed;
 3. Configure backup router, if any;
 4. Assign at least 13 usable hosts public Internet Protocol (IP) Addresses or one classless (/28) network to CIAC;
 5. Provide DNS reverse lookup for entries with the assigned classless network;
- d. Testing Period
 1. The selected ISP shall notify the CIAC in writing seven (7) days prior to the required inspection/testing of the internet service connection. The hourly period when the testing should be done is 8:00 a.m. to 5:00 p.m.

2. The acceptance test procedure shall be in accordance with the following:

- 2.1. The acceptance testing will be undertaken for a period of seven (7) days.
- 2.2. Dedicated line will have no service interruption during the agreed test period.
- 2.3. The guaranteed Internet bandwidth of 50Mbps Dedicated Line Internet Service with 50Mbps Committed Information Rate (CIR) is attained.
- 2.4. MRTG should be in place
- 2.5. Assignment of at least 13 usable Public IP Addresses

If any of the foregoing conditions are not met, the count of the testing period shall be restarted until all of these conditions have been duly satisfied continuously for 7 working days.

Start of the Contractor's billing shall be based on the date of issuance of "Certificate of Acceptance".

3. The CIAC, with the assistance of CIAP and DTI-ISMS shall issue Certificate of Inspection and Acceptance to the Provider upon successful completion of the testing certifying that the Service Provider conforms to Sections IV and IV of this TOR.

e. Implementation

1. Shall maintain all equipment in proper working order
2. Provide an escalation list and procedure in reporting fault and outages.
3. Provider must immediately advise CIAC any downtime occurrence or if any case the internet rerouted to a backup link.
4. Providers must have standby equipment to replace immediately the existing equipment once found defective.

f. Rebates

1. Provide industry standard Service Level Agreement (SLA) which shall carry a corresponding "Performance Credit" or rebate in favor of CIAC should any of the committed parameters mentioned below is not met
2. The selected ISP provider/s should be able to render the following services:
 - i. Availability Provide 99.5% link uptime in a month.
 - ii. Latency
 - Provide not more than 3 milliseconds average round trip latency from CIAC to local ISP port; and
 - Provide not more than 20 milliseconds average round trip latency from local ISP port to

US/International port

iii. Render 24 hours x 7 days customer service support

- Support response time
 - ✓ 30 minutes for emergency tickets for the following categories:
 - Link connection is down
 - Packet loss, variation in latency
 - Routing issue

 - ✓ Two (2) hours response time for technical problem that requires on-site services. For problem reported after 4:00 PM, services shall be rendered 6:00 in the morning or before business hour of the following business day.

Rebate for Downtime Connection Interruption/Outage

If the interruption is attributable to the ISP, as acknowledged by the ISP's Fault Management Center, the ISP shall voluntarily make the appropriate "Performance Credit" or rebate to CIAP without the need to report or claim on the outage. The credit allowance/rebate shall be applied to the next billing month of which total outage shall be cumulatively computed for the month.

Outage is considered due for rebates after 30 minutes of continuous interruption. Rebate shall be computed using the following formula:

$$\text{Rebate} = \frac{\text{No. of Hours of Actual Outage (cumulative per month)}}{720 \text{ hours}} \times \text{MRC}^*$$

*MRC is Monthly Recurring Charges
720 is constant (30 days x 24 hours)

g. Maintenance

1. Provide a single point of contact for customer support in both areas of network connectivity and Internet access;
2. Shall respond to request for maintenance at no cost to CIAC;
3. Provide not less than 7 days proactive notice of scheduled downtimes, service interruption, upgrades or preventive maintenance, if any; subject to the approval of CIAC and
4. Submit monthly access/usage reports to attest compliance to the SLA.



CONFORME:

This is to certify that the undersigned, as an authorized representative of the Service Provider, confirms and complies with all of the requirements and deliverables needed for the Provision of Secondary Dedicated Internet Connection Service to the Construction Industry Arbitration Commission (CIAC)

Name and Signature of Authorized Representative of the Contractor

PhilGEPS Registration Number

Tax Identification Number

Date