TERMS OF REFERENCE

PROCUREMENT AND INSTALLATION OF INTERNET SERVICE FOR OPERATION CENTER - 1

I. Rationale

PPA embraced the benefits of utilizing the internet in their day-to-day work, making it an essential tool in conducting business. The availability of good internet facility will provide efficient capability to access electronic data and information from different sources as well as share to both internal and external clients, any electronic data, especially in processing Online applications for various PPA permits and/or other documents including the implementation of PPA iPorts.

With the new development in port operations process, the provision of reliable and stable internet connectivity is expected to facilitate the efficient exchange of information, ensure seamless integration of processes, promote greater efficiency and ease of doing business between PPA and its clients/stakeholders.

II. Scope of Work

The Project covers but not limited to the following:

a. Engagement of Internet Service Provider (ISP) at the Operation Center -1 from the provider's Internet facility;
b. Subscription of the Internet Connection for a period of twelve (12) months from issuance of the Notice to Proceed;
c. Installation of the proposed internet connection to Operation Center -1 network infrastructure shall be during working hours (from 8:00 AM to 5:00 PM) from Monday to Friday. The winning ISP providers/s shall provide the necessary hardware, terminators and other services required to setup the internet connection. Details of the technical requirements are indicated in Section IV of this TOR. Winning provider of the primary internet connection can no longer bid for the secondary internet connection;
d. Provision of diagnostic reports and updates in case of connection failure;
e. Provision of monthly utilization graphs and/or MRTG tools for monitoring of link quality and bandwidth utilization;
f. Provision of 24/7 support services;
g. Entering into a Service Level Agreement which defines parameters of rebates for non-performance, etc.

III. Qualification Requirements

- The provider shall submit a certification issued by the National Telecommunications Commission (NTC) stating that the company is a certified Telephone Company that operates Local Exchange Carrier and provides Internet Services. The telephone service providers (TelCos) are mostly Tier 1 Internet Service Providers, which offers the following:

    - Ability to change traffic with other Tier 1 providers, following strict peering agreements. Peering is the exchange of internet traffic, it occurs between two networks that have agreed on a connection to exchange traffic without the use of a third party, reducing the internet costs. Without Tier 1 internet providers, internet traffic could not be exchanged between different countries.
    - Future installation of Fiber Connectivity for different sites.
    - Handle Distributes Denial of Attack Services (DDoS) attacks better.
    - Directly connected to the foundations of the internet, offering higher speed connections and more reliable networks. Another advantage is that solving issues with a Tier 1 ISP can be much simpler.

- The Provider should have at least ten (10) years as a telephone service provider and at least ten (10) years as internet service provider.
- The Provider must secure NTC Certification that the Bidder is a Tier 1 Telco Company, as provided in the general premises above.
- The Providers be ISO 9001:2015 certified.
- The Provider must have PhilGEPS Registration Certificate (Platinum Membership).
- The Provider must provide DTI/Sec permit.
- Ability to provide integrated connectivity solutions and supports business continuity through Data Center-connected backup solutions.
- Ability to support cloud connectivity requirements through internet-based access solutions.
- Domestic local loop shall be optic cable, which should be provided directly by the ISP that provides Internet connectivity and not be subcontracted, sub-leased, or subscribed from other service providers. The ISP is required to lay its cabling backbone separately from the others.
- ISP shall submit a network layout labeled as Electronics Engineer Plan showing connectivity from end user's data terminal facility up to the last mile duly signed by Licensed Electronics Engineer (EE) with his/her valid PRC ID.
- Submit copies of Client Satisfactory Certificates from at least three (3) clients each for the last three (3) years for similar contracts. For the purpose of this TOR, similar Contracts refers to the minimum bandwidth service specified in this project. Proof that they can provide internet connection with the specified bandwidth in the documents.

IV. Technical Requirements

The technical requirements and evaluation parameters are as follows:

Technical Requirements	Evaluation Criteria	Required Supporting Documents
1. Bandwidth Capacity	Minimum dedicated bandwidth allocation of 300 Mbps (based on 1 Mbps per user standard) or higher.	Technical proposal indicating the committed bandwidth or Service Level Agreement (SLA)
2. Connection and Interface	Enterprise-grade presentation interface with Gigabit Ethernet (1000Base-T or optical SFP/LC handoff) supporting high-density routing.	Provider's datasheet or product brochure
3. Type of Connection	100% pure dedicated Enterprise Fiber Optic Internet (Dedicated Internet Access - DIA) with a 1:1 contention ratio.	Proposed Service Level Agreement (SLA) or Service Commitment
4. International Uplinks	Provider must have multiple tier-1 international submarine cable paths with zero single points of failure to prevent regional bottlenecks during cable cuts.	List of International upstream providers and submarine cable system utilized.
5. Independent Backhaul	**Network Independence:** Provision of a completely independent, non-shared physical backhaul routing path separate from standard public consumer lines to isolate corporate traffic and secure performance.	Proposed Physical Network Diagram showing the backhaul routes
6. Total Uplink Capacity	**Aggregate Headroom:** Total core network uplink capacity must comfortably handle peak concurrency across all 4 locations simultaneously with at least 30% headroom for future scalability.	Proposed Bandwidth Allocation Schedule for all four (4) locations.
7. Local Internet Peering	**XP Integration:** Direct local peering connections with major domestic Internet Exchange Points (IXPs) and local content providers to keep local traffic domestic, minimize latency, and ensure resilience.	Documentary evidence of peering arrangements or Certification confirming its active local/domestic peering arrangements
8. Service Reliability	**SLA Commitments:** Guaranteed Service Level Agreement (SLA) of at least **90% to 99.5% uptime availability** annually, with strict latency and packet-	Proposed SLA specifying guaranteed annual uptime

	loss thresholds.	
9. Data Confidentiality	**Security Standards:** Compliance with enterprise data security frameworks, and secure routing protocols.	Technical Documentation identifying supported security protocols or Information Security Policy
10. Equipment and Installation	**Turnkey Deployment:** Provider supplies, installs, and configures all necessary enterprise-grade Customer Premises Equipment (CPE), fiber transceivers, and backup power failovers across the Administration Building, Operation Center -1, VTMS Control Center Manila and Pier 18 TMO Vitas.	Proposed installation, configuration and implementation layout
11. Technical Support	**Support Tier:** 24/7 dedicated helpdesk support, rapid on-site dispatch service level agreements (e.g., 4-hour MTTR for major outages), and a dedicated account manager. **Dedicated Chat & Transparency Channel (Preferred):** Provision of a dedicated group chat platform (e.g., Viber or Teams) with dedicated helpdesk engineers, enabling fast incident responses, direct updates, and full visibility for company supervisors and management.	Proposed SLA specifying support service availability, response time and restoration time and list of designated technical support personnel and account manager

V. Approved Budget for the Contract (ABC)

The total Approved Budget for the Contract (ABC) is **P660,000.00** inclusive of all government taxes, service charges, and other fees.

VI. Terms of Payment

Payment shall be made on a monthly basis effective upon signing of the contract, subject to mandatory submission of written billing statement and other supporting documents by the ISP.

VII. Implementation Timeline

All installation works shall be accomplished, and all connections launched within fifteen (15) days after the signing of the Contract

VIII. Liquidated Damages

Where the Service Provider fails to satisfactorily complete the work within specified contract time plus any extension duly granted and is hereby default under the contract. The former shall be liable for damages for the delay and shall pay to the PPA liquidated damages, not by way of penalty, an amount equal to one-tenth (1/10) of (1%) of the cost of the delayed or unperformed portion for every day of delay.

IX. Reservation Clause

The employees of the ISP are not employee of PPA and will not in any way be liable for any physical injury or damages, including death sustained or caused by any employee of the ISP whether or not occurring the performance of their duties.

PPA reserves the right to accept or reject any quotation to annul the procurement process, and to reject all quotations at any time without hereby incurring any liability to the affected provider/s.

Recommended Approval:

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