



REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF TRANSPORTATION

MARITIME INDUSTRY AUTHORITY



PURCHASE REQUEST

Office: MRO NCR

PR No.: 2021- 04-131

Division/Section: _____

SAI No.: APR 26 2021

Date Request: April 14, 2021

Item No.	Unit	Item Description	Quantity	Unit Cost	Total Cost
		Supply, Delivery, Installation and Configuration 10 mbps Leased Line Internet Subscription at MARINO Party List Office: Pierre N Paul Bldg. A Flores St. Corner Mabini St., Ermita, Manila			240,000.00
*****	*****	*****	*****	*****	*****

Requisitioning Officer

Signature: _____

Printed Name: _____

ARNIE F. SANTIAGO MSc MSA

Designation

Officer-In-Charge

MARINA Central Office Processing Center

Purpose:

To be used for Online Application of Different Offices of MARINA

CERTIFICATION



FUNDS AVAILABLE



NO FUNDS AVAILABLE

RALPH A. NARVAEZ

Chief, Budget Division



Approved



Disapproved

PR Approver

Signature: _____

Printed Name: _____

VADM ROBERT A EMPEDRAD AFP (Ret)

Designation

Administrator

Note:

TERMS OF REFERENCE

PROVISION INTERNET CONNECTION SERVICE TO MARINA PROCESSING CENTER AT MARINO PARTY LIST OFFICE: PIERRE N PAUL BLDG. A FLORES ST. CORNER MABINI ST., ERMITA, MANILA

I. Introduction

The Maritime Industry Authority (MARINA) was created on 01 June 1974 as an attached Agency to the Office of the President (OP) with the issuance of Presidential Decree No. 474, otherwise known as the Maritime Industry Decree of 1974, to integrate the development, promotion and regulation of the maritime industry in the country. With the creation of the Ministry (now Department) of Transportation (DOTr) by virtue of Executive Order No. 546, the MARINA was attached to the DOTr for policy and program coordination on 23 July 1979. By virtue of Republic Act No. 10635, the Maritime Industry Authority (MARINA) is established as the "Single Maritime Administration" responsible for the implementation and enforcement of the 1978 International Convention on Standards of Training, Certification and Watchkeeping for Seafarers, as amended, and International Agreements or Covenants related thereto. One of the major requirements of the information system being used by the MARINA Office is the availability of internet facility that has efficient capability to access electronic data and information from different sources and share electronic data and information for the processing and issuances of various certificates and online registration and viewing of records by the seafarers.

II. Rationale

GPPB Guidelines on the Procurement of Water, Electricity, Telecommunications and Internet Service Providers (ISPs), states that:

"3.3.1.2 At the end of each year, however, the procuring entity must assess the quality of service provided by its ISP. For instance, it must compare the cost charged by its ISP and the range of service it offers as against other service providers in the area. It may also consider new technologies that may prove less costly. In assessing the quality of service provided by its ISP, procuring entities are encourage to consult the National Telecommunications Commission, or the Information and Communication Technology Office, or other relevant government agencies regarding any new policy or directive in the implementation or use of new technology."

Considering the above premise, upon verification of the current market prices and the quality of service for internet connectivity, as well as, its internal policies, the MARINA can acquire an internet connection viz the allocated budget for the implementation. Thus, this Terms of Reference (TOR)

III. Scope of Work

The project covers the installation of One (1) Lease Line internet connection (10 Mbps) for MARINA Processing Center at MARINO Party List Office: Pierre N Paul Bldg. A Flores St. Corner Mabini St., Ermita, Manila. It involves the following:

- a. 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.
- b. Provision of diagnostic reports and updates in case of connection failure;
- c. Provision of monthly utilization graphs and/or MRTG tool for monitoring of link quality and bandwidth utilization;
- d. Delivery of an IPv6 ready and/or compliant connection;
- e. Provision of 24x7 support services; and
- f. Entering into a Service Level Agreement which defines parameters of rebates for non-performance, etc.

IV. Qualification Requirements

- 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 maintenance services and technical support.
- d. Bidder must have rendered at least five (5) years of internet service to the different government agencies and private companies.

V. Technical Requirements

- g. 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.
- h. The bidders must be compliant with the following parameters:
 - 1. Bandwidth and Connectivity Support
 - a. Guaranteed dedicated 1:1 ratio and bandwidth from clients to the global internet
 - b. Immediate problem isolation and resolution
 - c. Provide corrective service information and configuration
 - d. Remote system monitoring and reporting (MRTG of each of the sites)

2. Internet Bandwidth
 - a. At least 10mbps Committed Information Rate (CIR) full bandwidth at MARINO Party List Office: Pierre N Paul bldg. A flores st. corner Mabini St., Ermita, Manila
 3. Service Restoration and Quality of Service (QoS) Levels
 - a. 8am x 5pm NBD (Next Business Day) response time
 - b. Down / Disconnected sites must be up and running within reasonable time upon received of the report.
 4. 24 x 7 Help Desk Support Services
 - a. Receive and respond to problem reports and user requests
 - b. Provide first level technical support with regards to internet connectivity
- c. The Lease Line internet must have at least 5 Usable Public IP Address.

VI. Approved Budget for the Contract (ABC)

The total ABC for the project is **P 240,000.00** inclusive of all applicable government taxes and service charges.

VII. 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.

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;
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 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 five (5) 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.

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. Provide DNS reverse lookup for entries with the assigned classless network;and,

d. Testing Period

- a. The selected ISP shall notify the MARINA in writing five (5) days prior to the required inspection/testing of the internet service connection.
- b. The acceptance test procedure shall be in accordance with the following:
 1. The acceptance testing will be undertaken for a period of two (2) days.
 2. Leased line internet will have no service interruption during the agreed test period.
 3. The guaranteed Internet bandwidth of 10Mbps Lease Line Internet with 10Mbps Committed Information Rate (CIR) is attained during working hours(i.e., 7:00 a.m. to 7:00 p.m.).
 4. MRTG should be in place
 5. Assignment of at least 5 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".

During the testing period, the Contractor shall not be held liable for performance degradation/interruptions that are beyond its control such as power outages, fluctuations or failure or malfunction of MARINA's own equipment, and international/regional internet backbone problems.

- c. MARINA shall issue Certificate of Inspection and Acceptance to the Provider upon successful completion of the testing certifying that the Service Provider conforms to Section IV and Section VI Item 4.b, respectively.

e. Implementation

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

f. Rebates

- a. Provide industry standard Service Level Agreement (SLA) which shall carry a corresponding "Performance Credit" or rebate in favor of MARINA should any of the committed parameters mentioned below is not met.
- b. 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 80 milliseconds average round trip latency from MARINA to local ISP port; and
 - Provide not more than 200 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 8:00 in the morning of the following business day

Rebate Schedule 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 MARINA 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: Interruptions of 24 Hours or less

Length of Interruption	Credit
Less than 30 minutes	None
30 – 179 minutes	3/10 day
180 – 359 minutes	3/5 day
360 – 539 minutes	1 1/5 day
540 – 719 minutes	1 4/5 day
720 – 899 minutes	2 2/5 days
900 – 1440 minutes	3 days

For interruption over 24 hours, credit will be allowed in 3/5 day multiples for each 3-hour period of interruption or fraction thereof over 24 hours.

g. Maintenance

- a. Provide a single point of contact for customer support in both areas of network connectivity and Internet access;
- b. Shall respond to request for maintenance at no cost to MARINA;
- c. Provide not less than 7 days proactive notice of scheduled downtimes, service interruption, upgrades or preventive maintenance, if any; subject to the approval of MARINA and


VIII Duties and Responsibilities of MARINA

- a. Grant the ISP's authorized representative access to its premises, equipment and facilities located therein to perform its obligations, provided that such representative shall be accompanied by the duly assigned MARINA 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

IX. Duration and Billing Statement

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

Recommending Approval:


ARNIE F. SANTIAGO MSc MSA
Officer-In-Charge
MARINA Central Office Processing Center

Approved by:


VADM ROBERT A EMPEDRAD AFP (Ret)
Administrator