

**ACQUISITION OF NEW, ADDITIONAL AND/OR REPLACEMENT TELECOMMUNICATION
LINE/CONNECTIVITY SERVICES FOR THE DEVELOPMENT BANK OF THE PHILIPPINES (DBP)-
SIARGAO BRANCH**

APPROVED BUDGET FOR THE CONTRACT: Php 520,000

TECHNICAL SPECIFICATIONS

A. BACKGROUND

The telecommunication connectivity service (line) is for the connection of DBP online systems, services and facilities in any of the following DBP remote sites:

- A.1. Branch Office, including:
 - A.1.a. Lending Center
 - A.1.b. Cash Center
 - A.1.c. Branch-Lite Unit
- A.2. Automated Teller Machine (ATM)

B. OBJECTIVE

To acquire stable, reliable and secure telecommunication connectivity/line service to link DBP remote sites to the Head Office from an authorized and qualified telecommunication service provider (Telco).

C. COVERAGE OF THE CONTRACT

The contract will be for a one (1) year period starting from date of acceptance of service with the option for automatic renewal.

D. MINIMUM SPECIFICATIONS

- D.1. Connectivity/Line Service Availability
 - > The minimum availability of service is 99.6%.
- D.2. Connectivity/Line Specifications
 - D.2.a. Branch Office
 - D.2.a.i. Wired MPLS/VPN, Radio Last Mile or VSAT connection with minimum of 2 Mbps bandwidth
 - D.2.a.ii. Must be Ku Band or C Band for the VSAT
 - D.2.a.iii. Inclusive network equipment, such as router and or router/modem, must not be on End-of-Life/End-of-Support status within the contract period
 - D.2.a.iv. Router must support GRE/mGRE tunneling and IP Security (ex. dynamic VPN) and SNMP
 - D.2.a.v. DBP shall have the full access of the router
 - D.2.a.vi. Provide near real time and historical link monitoring
 - D.2.b. ATM - Wired
 - D.2.b.i. VPN connection at least 128 Kbps via MPLS
 - D.2.b.ii. Inclusive network equipment, such as router and or router/modem, must not be on End-of-Life/End-of-Support status within the contract period
 - D.2.b.iii. Support GRE tunneling and SNMP
 - D.2.b.iv. Provide near real time and historical link monitoring

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D.2.c. ATM – Wireless

- D.2.c.i. Provide data transmission function by public GPRS/ GSM network or higher
- D.2.a.vii. Inclusive network equipment, such as router and or router/modem, must not be on End-of-Life/End-of-Support status within the contract period
- D.2.c.ii. Support GRE Tunneling and SNMP
- D.2.c.iii. Provide GUI access for local and remote management
- D.2.c.iv. Operate at -30~+75°C temperature
- D.2.c.v. Has LED status indication
- D.2.c.vi. Support RJ45 console port
- D.2.c.vii. Include: 1 power cord, 2 antennas, 1 console cable, 1 set documentation
- D.2.c.viii. Provide near real time and historical link monitoring.
- D.2.c.ix. Meet the average latency requirement of not greater than 200ms measured using the Ping utility or any similar mobile applications
- D.2.c.x. Meet signal requirement of not less than 2 bars measured using mobile or similar devices capable of said measurement
- D.2.c.xi. DBP shall have full access to the Modem/Router

D.3. Support Services and Incident Management

- D.3.a. The Telco shall provide 24 x 7 onsite, telephone and email support. For every service unavailability/downtime reported, the response time shall be within thirty (30) minutes.
- D.3.b. Upon the occurrence of service unavailability/downtime, the Telco shall:
 - D.3.b.i. Conduct problem isolation/resolution and link restoration activities
 - D.3.b.ii. Notification via electronic mail (E-mail) and telephone within one (1) hour of the occurrence
 - D.3.b.iii. Minimum of twice a day status report to DBP via E-Mail
 - D.3.b.iv. Estimated time of arrival (ETA) if onsite activities required
 - D.3.b.v. Estimated time of resolution (ETR)
 - D.3.b.vi. Root cause
 - D.3.b.vii. Comply with DBP policies on security and confidentiality during support services.
- D.3.c. The Telco shall submit an incident report stating the reason/s for the outage and detailing the steps undertaken to resolve a particular problem upon DBP's request.

D.4. Service Performance Review

- > The Telco shall conduct a performance review session at least once every quarter of a year

E. TELECOMMUNICATION CONNECTIVITY/LINE REQUIREMENT CLASSIFICATION

The primary objective of the following provisions is to have multiple Telcos per site, providing service redundancy, high availability and avoiding single point of failure.

E.1. New Telecommunication Line Requirement

- E.1.a. Covered Sites

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> **New remotes sites**

E.1.b. Telco Selection Criteria

> **Telecommunication Line for Branch Office**

E.1.b.i. Two (2) different Telcos (Telco A and Telco B) shall be selected

E.1.b.ii. Telco A is the lowest (winning) provider

E.1.b.iii. Telco B is the second lowest provider

> **Telecommunication Line for Additional ATM Facility of a Branch Office**

E.1.b.iv. The Telco must be different from the one which has the majority or most of the telecommunication connectivity services provided for the ATM/s of that Branch Office

E.2. Additional Telecommunication Line Requirement

E.2.a. Covered Sites

> For existing sites with existing telecommunication line/s

E.2.b. Telco Exception

> The Telco/s of the existing line/s servicing the site shall not be invited and will not be allowed to participate

E.3. Replacement Telecommunication Line Requirement

E.3.a. Covered Sites

> For existing sites with existing telecommunication line/s

E.3.b. Telco Exception

E.3.b.i. For Telco Redundancy Replacement

> The Telco of the existing line/s servicing the site including the one to be replaced shall not be invited and will not be allowed to participate

E.3.b.ii. Replacement for the Purpose of Telecommunication Line Capacity (Bandwidth) Upgrade

> The Telco of the other existing line/s servicing the site (i.e., other than the one to be replaced) shall not be invited and will not be allowed to participate

E.3.b.iii. For Wireless to Wired Facility Replacement

> The Telco of the other existing line/s servicing the site (i.e., other than the one to be replaced) shall not be invited and will not be allowed to participate

F. DISCONTINUANCE OF SERVICE

DBP can opt to discontinue the service within the contract period without pre-termination fee/s, if the Telco provider fails to meet the required minimum availability of service, specified in item D.1, for three (3) consecutive months (3-strike rule)

G. PAYMENT

The payment shall be in a monthly basis every after the service acceptance.

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H. REBATES

Should the Service Provider fail to meet the minimum availability of service, as stated in item D.1, and/or in the event of service interruption, it shall provide service credit to DBP the amount corresponding to the period of interruption and circuit outage.

The computation is as follows:

$$\text{Rebate for the Month} = [\text{MRC} \times \text{TDM}] \div 730 \text{ Hours}$$


Where:

MRC – Monthly Recurring Charge (Php)

TDM – Total Downtime for the Month (Hours)

I. DELIVERY PERIOD

The line service must be completed / done by the Service Provider within (45) forty-five calendar days upon receipt of the Notice to Proceed (NTP).


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