

TECHNICAL SPECIFICATIONS

Trade and Investment Development Corporation of the Philippines (TIDCORP) PROCUREMENT OF BACKUP INTERNET SERVICE FOR ONE YEAR

I. Requirements Definition

The project covers the acquisition and implementation to enhance the internet connection of TIDCORP Head Office in Makati City. It involves the following:

1. Engagement of backup ISP from TIDCORP.
2. Subscription of guaranteed internet bandwidth of four (4) Mbps Committed Information Rate (CIR) Backup Internet Connection for One (1) year.
3. Integration of the proposed Internet connections to the existing TIDCORP's network infrastructure. The winning ISP bidder/s shall provide the necessary hardware, terminations and other services required to setup the internet connection. Details of the technical requirements are indicated in Section III and IV of this document.
4. Winning bidder of the backup internet connection should not be the same as the main internet connection;
5. Provision of diagnostic reports and updates in case of connection failure;
6. Provision of monthly utilization graphs and/or MRTG tool for monitoring of link quality and bandwidth utilization;
7. Delivery of an IPv6 ready and/or compliant connection;
8. Provision of **24x7 support services**.

II. Qualification Requirements

1. Bidders should be a telecommunication company or owner of a network, have the expertise and three (3) year experience in internet service provisioning.
2. Bidders must have the capacity and ability to provide maintenance services and technical support.
3. Bidders should have at least 1 Government Agency using their proposed Internet plan.

III. Technical Requirements

1. Bidder must submit detailed work plan specifying installation design, detailed activities, connectivity diagram from end user premise up to the last mile and timelines in order to determine compatibility with the existing TIDCORP Local Area Network configuration and TIDCORP building's electrical power rating. Bidders are required to conduct site inspection.
2. Bidder must have an existing vertical line in the building where TIDCORP's office is located.

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

1. 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 submit WORK PLAN)

2. Actual Installation

- A. Setup Internet Connection with the four (4) Mbps Committed Information Rate (CIR) connection bandwidth for both upstream and downstream network traffic flows at TIDCORP;
- B. Provide and install a Channel Service Unit/Data Service Unit (CSU/DSU) at both ends of the Internet connections.
- C. Provide necessary equipment from ISP to the agency's border firewall.
- D. 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.

3. Configuration

- A. Configure CSU/DSU for dedicated direct internet speed connection;
- B. Configure network equipment any other necessary equipment to the equivalent direct Internet connection speed;
- C. Assign at least 6 usable hosts public Internet Protocol (IP) Addresses or one classless (/29) network to TIDCORP;
- D. Provide DNS reverse lookup for entries with the assigned classless network; and,
- E. Provide reliable Forwarding and Secondary DNS.

4. Testing Period

- A. The selected ISP shall notify TIDCORP in writing seven (7) 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 maximum period of five (5) days.
 - 2. The service will have no service interruption during the agreed test period;
 - 3. The Guaranteed Internet bandwidth of four (4) Mbps Committed Information Rate (CIR) as backup connection is attained during working hours (i.e., 7:00 a.m. to 7:00 p.m.);
 - 4. Average latency should not exceed more than 80 milliseconds average round trip from TIDCORP to ISP port and not more than 300 milliseconds average round trip from ISP port to US/International port;
 - 5. MRTG should be in place.

5. Implementation

- A. Shall maintain all equipment in proper working order.
- B. Provide an escalation list and procedure in reporting fault and outages.
- C. Providers must immediately advise TIDCORP of any downtime occurrence.
- D. Providers must have standby equipment to replace immediately within 24 hours the existing equipment once found defective.

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