



**PHILIPPINE NATIONAL OIL COMPANY**

PNOC Building VI, Energy Center

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[www.philgeps.gov.ph](http://www.philgeps.gov.ph) / [www.pnoc.com.ph](http://www.pnoc.com.ph)

**REQUEST FOR QUOTATION / PROPOSAL**

The PHILIPPINE NATIONAL OIL COMPANY (PNOC) through its Bids and Awards Committee (BAC), invites all interested and PhilGEPS-registered suppliers / contractors / consultants to submit quotations / proposals for the following company requirements:

Project Title : **Internet/Leased Line Connection for PNOC Industrial Park**  
Reference No. : **21-06-119**  
ABC : **PhP235,000.00**  
Submission Deadline: **June 21, 2021 (10:00 AM)**

Accomplished **Price Quotation/Proposal and Compliance Forms** may be submitted through registered or electronic mail to the PNOC Procurement Management Division at the above address or to [procurement@pnoc.com.ph](mailto:procurement@pnoc.com.ph) and [rqvergara@pnoc.com.ph](mailto:rqvergara@pnoc.com.ph) no later than the submission deadline together with the following documentary requirements and information:

- Mayor's/Business Permit / BIR Certificate of Registration (for individual consultant)
- PhilGEPS Registration Number
- Signed Terms of Reference / Technical Specifications Sheet
- Notarized Omnibus Sworn Statement - Annex "A" (Unnotarized copy may be submitted prior to submission deadline, but the notarized one shall be submitted after award or before payment)

The PNOC reserves the right to accept or reject any or all quotations/proposals or parts thereof, to waive formality therein or to accept such or to award any that are considered most advantageous to the company.

Thank you.

  
**EVANGELINE B. ALBAYTAR**  
Chairperson  
Bids and Awards Committee

## PRICE QUOTATION / PROPOSAL AND COMPLIANCE FORM

# Terms of Reference

### Internet / Data Line Connection for PNOC Industrial Park

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#### I. JUSTIFICATION

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The Internet connection is an essential tool for the PNOC Industrial Park's business operation.

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#### II. OBJECTIVES

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This Terms of Reference (TOR) aims to achieve the following:

- A. Provide the terms and conditions for the bidding contractors.
- B. Set guidelines on the financial and technical aspects of the project.

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#### III. MANDATORY SUBMITTALS

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**Bidders are expected to submit the following documents:**

1. **Technical Proposal which includes:**
  - A. Company Information
  - B. Technical Specifications:
    - 30 Mbps or better Dedicated Internet connection
    - 99% Service Availability
    - Detailed Work Plan
    - 24/7 Customer Support
    - Monitoring Tool
    - Business Continuity Plan
2. Financial Proposal for the 30 Mbps or better dedicated internet connection where the total budget for the project is fixed at PhP235, 000 for six (6) months.
3. Copies of Certificates of Satisfactory Performance from at least three (3) clients each for the last three (3) years for similar contracts. Similar contract refers to the minimum bandwidth service specified in this project.

A. Technical Proposal

It is significant that the Internet Service Provider (ISP) has experience and resources required to support the PNOC Industrial Park's current and future communications needs. The ISP is expected to submit a proposal which includes the following:

1. Company Information

- a) Brief overview of the company, including products and services offered, as well as a summary of the company's history describing how long it has been providing telecommunications solutions, its capability to configure, install, and support the proposed telecommunications solution, as well as its capacity to deliver maintenance services and technical support.
- b) Briefly describe local and remote technical support facilities in systems administration, monitoring, operations, repair and maintenance, including the number of support personnel and training and dispatch methods and technician support tools.
- c) Should submit copies of Client Satisfactory Certificates from at least three (3) clients each for the last three (3) years for similar contracts. Similar contract refers to the minimum bandwidth service specified in this project.

2. Technical Specifications

Each proponent must submit a Technical Proposal for a Dedicated Leased Line Internet Bandwidth of 30 Mbps or better. Furthermore, each bidder should adhere to the technical requirements stated in part IV.A of this TOR. Only bidders who meet the following technical requirements shall be considered in the evaluation of financial proposal. In brief, the following are the technical requirements:

- a) 30 Mbps or better Dedicated Internet Connection
- b) 99% Service Availability
- c) Detailed Work Plan
- d) 24/7 Customer Support
- e) Monitoring Tool
- f) Business Continuity Plan

## B. Financial Proposal

The Financial Proposal shall be for the 30 Mbps or better dedicated internet connection. It should be noted though that the total budget for the project is fixed at PhP235, 000 for six (6) months. Thus, the bidder's proposal, to be considered, should not exceed PhP235, 000, inclusive of all costs, expenses, taxes, and charges. The proposals should explain thoroughly and clearly the details of the bid pertaining to the following:

- a) **Price of 30 Mbps internet connection;**
- b) Installation and reconfiguration costs, equipment costs, maintenance costs, training costs, if any; and
- c) All other costs, expenses and charges entailed in executing the project.

The Financial Requirements detailed in part IV.B of this document shall be strictly observed.

## **IV. PROJECT GUIDELINES AND SPECIFICATIONS**

Bidders are expected to submit a complete proposal that shall be in accordance with the detailed technical requirements. If the proposed bid does not comply with the specifications as written, the bidder shall attach to the proposal a complete detailed itemization and explanation for each and every deviation or variation from these specifications. Absence of any such itemization and explanation shall be understood to mean that the bidder failed to meet all details of these specifications.

Winning bidders delivering products or services pursuant to these specifications shall guarantee that they meet specifications as set forth herein. If it is found that products or services delivered do not meet requirements of the specifications, the bidder concerned will be disqualified.

### A. Technical Requirements

The following are the technical specifications for the Internet leased line connection:

- 1) 30 Mbps or better Dedicated Internet Connection
- 2) The Internet connection must have a Committed Information Rate (CIR) Ratio of 1:1 with at least 99% uptime service availability and both the download stream and upload stream is the same as specified at all times

- 3) ISP must submit detailed work plan specifying installation design, detailed activities with timeline, connectivity diagram from end user premise up to the last mile in the event that they do not have an existing facility within the area.
- 4) Provide 24/7 customer support
- 5) Provide monitoring tool which should be available online that would show historical and real-time performance of the Internet service i.e. Multi Router Traffic Grapher (MRTG).
- 6) Submit a Business Continuity Plan (BCP)

B. Financial Requirements

**The subsequent specifications should be strictly considered for the financial aspect of the project:**

- 1) Cost for the installation and maintenance services of the proposed project.
- 2) Cost for civil works and additional wiring should also be detailed in the proposal.
- 3) Installation, civil works, reconfiguration costs and any additional equipment should be shouldered by the winning bidder.

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## **V. SCOPE OF WORK**

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A. Pre-Installation

Provide detailed work plan with timeline specifying installation design, detailed activities, and network diagram showing connectivity.

B. Actual Installation and Configuration

Internet Access Service

1. Install, configure, and provide a guaranteed 30 Mbps or better bandwidth leased line for internet access, to include the mounting and configuration of communication devices and other network devices to connect and enable the data link.
2. Subject the connection to a 24-hour Bit Error Rate (BER) test and submit to the MIS unit/Division for approval before proceeding with the installation.
3. Maintain a 24-hour fault management call center for trouble calls.

4. Provide tools/utilities to monitor bandwidth utilization.
  5. Provide detailed report on every internet access related incident (downtime, slow/intermittent connection, etc.).
  6. Single point of contact for sales, billing and support concerns.
  7. All other activities and provision of required equipment that may be identified during the provision of internet service.
- C. Business Continuity Plan in the event of a disaster
- Mitigation controls or action plan in the event that the IPs or block suffers a Distributed Denial of Service (DDoS) attack, accidentally tagged as SPAM hosts and have been blacklisted.

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## **VI. EVALUATION PROCESS AND CRITERIA**

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- A. The bidding shall follow the procedures prescribed in the Revised Implementing Rules and Regulations (RIRR) of R.A. 9184, otherwise known as the Government Procurement Reform Act, which took effect 2 September 2009.
- B. The Technical Proposals will be evaluated by the PNOC Bids and Awards Committee, according to the technical requirements stated in part IV.A.
- C. The ISP of the proposed system solution should have sufficient experience and resources required to support PNOC's current and future communications needs. The ISP must provide the following information:
  1. Must be an ISP/Telco Company that has its own core data network running over its own domestic fiber optic backbone network.
  2. Must have the capacity and ability to provide maintenance services and technical support.
  3. Should submit copies of Certificates of Satisfactory Performance from at least three (3) clients each for the last three (3) years for similar contracts. Similar contract refers to the minimum bandwidth service specified in this project.

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## **VII. TERMS AND CONDITIONS**

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- A. The Agreement shall take effect beginning the first monthly bill and may be terminated by either or both parties as provided therein subject to thirty (30) days' prior notification to the party concerned.
- B. The Agreement shall be for a period of SIX (6) MONTHS and can be renewed at PNOC's option, subject to evaluation of performance and compliance with the policies of PNOC.
- C. The ISP shall secure all required permits and approvals. However, PNOC shall extend its assistance and will provide full support.
- D. The ISP shall complete the installation of facilities within thirty (30) days from signing of the Agreement.
- E. The ISP shall provide a 24/7 customer and technical support.
- F. The ISP shall provide a free usage and statistic online monitoring tool.
- G. The ISP shall provide PNOC incident reports for Internet outages.
- H. Either party may terminate the Agreement for the other party's breach or non-compliance of obligation by serving the latter a formal written notice thirty (30) days prior to the effective date of termination.
- I. The ISP shall abide by all the applicable safety procedures, policies and standards of PNOC when performing repairs, maintenance and/or installation(s) of equipment within the premises of work. Failure of the ISP to adhere to relevant safety practices shall result in stoppage of work. The ISP shall make the necessary correction(s) of the unsafe acts/practices to the satisfaction of PNOC before the work can be resumed.
- J. Should PNOC wish to upgrade or downgrade its connectivity to a higher or lower bandwidth, or lease additional capacities, the terms and conditions of the Agreement shall apply, provided that both parties have agreed in writing to the applicable charges for the upgraded or downgraded capacity and provided further that applicable procurement rules and regulations are followed.
- K. The ISP of the proposed system solution should have sufficient experience and resources required to support PNOC's current and future communications needs.

#	Item Description	No. of Months	Rate per Month	Total (9 months)
1	Internet/Leased Line Connection for PNOG Industrial Park	6	P	P

**Total Amount (in words):** \_\_\_\_\_

### TERMS AND CONDITIONS

1. All entries shall be typed or written in a clear legible manner.
2. Bidder shall offer one (1) bid only. Alternative bids shall be rejected.
3. All prices offered herein are valid, binding and effective for THIRTY (30) calendar days upon issuance of this document.
4. As a general rule, price quotations to be denominated in Philippine Peso shall include all taxes, duties and/or levies payable.
5. In case of tie quotations, tie breaking shall be on draw lots or toss coin.
6. In case supplier pro forma quotation is submitted, conditions will be governed by the submitted signed Terms of Reference / Technical Specifications Sheet.

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

We agree to abide by this quotation/proposal for a period of thirty (30) calendar days, which is the price's validity period and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

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

Signature over Printed Name : \_\_\_\_\_

Designation/Position : \_\_\_\_\_

Name of Organization : \_\_\_\_\_

Organization Address : \_\_\_\_\_

Tel No. / Mobile No. and Email Address : \_\_\_\_\_