

TECHNICAL SPECIFICATION

(Internet Service)

RATIONALE

NEA intends to procure a dedicated Internet Access Service requirement which will be utilized for NEA Command Center-Dashboard Project, NEA-BIT, NEA's exchange and transmission of information via the Internet thru E-mail, File Transfer Protocol (FTP), Web Hosting, and videoconferencing among others. It has become a necessity for NEA to transact business in a timely manner with all of its stakeholders and its main clients, the 121 Electric Cooperatives.

I. PROJECT DESCRIPTION

PROJECT TITLE : Procurement of Internet Services for One Year (CY2025)
Lot 1: **Primary Internet Service**
Lot 2: **Secondary Internet Service**

LOCATION : National Electrification Administration
2nd Floor, Main Distribution Facility/Data Server
#57 NIA Road, Diliman, Quezon

APPROVED BUDGET FOR THE CONTRACT (ABC) : The total ABC for each lot (Primary and Secondary) is **Four Hundred Ninety Thousand Pesos (P490,000.00)**, or a total of Eight Hundred Twenty Thousand Pesos (**P980,000.00**) for two lots, inclusive of all applicable taxes which shall be charged against CY2024-2025 Corporate Operating Budget under Maintenance and Other Operating Expenses (MOOE), Dedicated Internet Management Access:

CONTRACT DURATION: The contract period is one (1) year, which shall commence on the following:

Lot 1: January 1, 2025 to December 31, 2025
Lot 2: January 1, 2025 to December 31, 2025

II. TECHNICAL SPECIFICATION

Specification	Primary Internet	Secondary Internet
Internet Connectivity	Dedicated via Fiber Optic	Dedicated via Fiber Optic
Internet Bandwidth	At least 300 MBPS	At least 300 MBPS

Internet Appliance	Modem or Router	Modem or Router
Public IP	At least 10 IP Block	At least 10 IP Block
Graphic Analyzer	MRTG Access	MRTG Access

Both Internet Service Provider (ISP) shall be aggregated during normal operations. In case of technical failure/malfunctioning of either of the components, primary or secondary or vice versa, internet service shall be automatically routed to any of the operational ISP without hampering the business operations of NEA.

III. Conditions on the Awarding of Contracts

Any prospective supplier may submit quotations on both or either of the lots. However, considering the purpose that NEA intends to achieve, the above lots shall be awarded to two (2) different ISP. The winning supplier for Lot 1 can no longer be considered for Lot 2.

IV. Responsibility of Supplier

The winning Supplier must:

- 1) Install, configure, and provide the NEA Office a private circuit/dedicated leased line using Fiber Optic (FO) Internet access connectivity with a guaranteed speed of at least 150 MBPS Committed Information Rate (CIR) or better bandwidth data line.
- 2) Provide an Internet Access Service of at least 150 MBPS bandwidth for both upload and connectivity load at NEA's gateway router.
- 3) Handle Site Preparation
 - a. Mount and configure communication devices including the main router and other network devices to connect and enable the data link for NEA.
 - b. Subject to a Committed Information Rate (CIR) of at least 150 MBPS or better data line to a 24-hour Bit Error Rate (BER) testing and submit the result to the Information Technology and Communication Services Department (ITCSD) for approval before proceeding with the installation.
 - c. Provide, install and configure necessary device/s for the internet connection. Required links in last mile connection should be wired (Fiber Optic).
 - d. Provide at least 15 public internet protocol (IP) addresses, grouped within the same subject, for the NEA's public servers and other internet devices/hardware.

- e. Provide tool/s (device unit) to monitor bandwidth utilization for the NEA office.
 - f. Provide the required necessary Customer Premises Equipment (CPE) at the customer premises such as Modem, Router, Switch, and others.
 - g. Provide the Optical Distribution Frame (ODF) from the end-user to the last-mile connection
- 4) Have an Availability and Quality of Connection of not less than 99.9% link uptime in a month
- 5) Have no Latency (Delay)
- a. Not more than 80 milliseconds on an average round trip from Customer Premises Equipment to ISP Port
 - b. Not more than 250 milliseconds average round trip from ISP port to International Destination
- 6) Provide Access to a web-based Multi Router Traffic Grapher (MRTG) for NEA.
- 7) Provide notice as soon as possible on unscheduled or emergency connectivity times or service interruption

V. Terms and Conditions

The supplier/s who shall be awarded of the above contracts shall agree to provide and abide by the following terms and conditions:

1. Provide training for NEA technical personnel on basic troubleshooting and management of the Primary and Secondary internet service facilities.
2. Provide dedicated personnel for customer service support, 24/7 (online service or on-site).
3. One-hour response time in cases where troubleshooting is required;
4. Provide detailed reports on every internet access-related incident (i.e. connectivity time, Slow/intermittent connection);
5. Submit monthly reports on NEA's internet usage to ITCSD e-mail;
6. Provide notice at least three (3) days before the scheduled system upgrading/ maintenance.
7. Internet Protocol Version 6 (IPV6) - ready and/or compliant.

8. Submit the following as part of technical documents during the bidding period:
- a. Implementation plan and timeline
 - b. ISP Network Diagram from the main source to endpoint

VI. Slow Connectivity and Outages

1. Slow connectivity or intermittent connection due to force majeure
Any slow connectivity, below the required 150 MBPS bandwidth caused by force majeure, shall not be subject to penalty provided that:
 - a. The slow connectivity or intermittent connection shall not extend to more than three (3) hours counted from the time NEA reported the same or upon the time the internet service provider reported it to NEA, whichever comes first;
 - b. Any extension of the three (3) hour period shall be in writing and submitted by the ISP to NEA within one (1) hour before the lapse of the above period. As such, the extension shall be subject to NEA approval.
 - c. Failure of the ISP to restore the 100% connection after the lapse of the periods provided above shall be subject to the penalty.
2. Slow connectivity due to other causes
Any slow connectivity of connection below the required 150 MBPS bandwidth due to causes other than by force majeure shall not be subject to the penalty provided that:
 - a. The slow connectivity shall not exceed one (1) hour counted from the time NEA reported the same or upon the time the ISP reported it to NEA, whichever comes first;
 - b. Failure of the ISP to restore the 100% connection after the lapse of the time indicated above shall be subject to penalty.
3. Outages due to Force Majeure
Outages caused by force majeure shall not be subject to penalty provided that:
 - a. Any outages due to force majeure shall not be subject to penalty provided it shall be restored to 100% bandwidth requirement within three (3) hours counted from the time NEA reported the loss of connection/outages or from the time the internet service provider reported it to NEA, whichever comes

first.

- b. Any extension of the three (3) hour period shall be in writing and submitted by the ISP to NEA within one (1) hour before the lapse of the above period. As such, the extension shall be subject to NEA approval.
- c. Failure of the ISP to restore the 100k connection after the lapse of the periods provided above shall be subject to the penalty.

4. Outages due to other causes

Outages due to other causes shall not be subject to the penalty provided that:

- d. It shall not exceed one (1) hour counted from the time NEA reported the same or upon the time the ISP reported it to NEA, whichever comes first;
- e. Any extension of the one (1) hour period shall be in writing and submitted by the ISP to NEA before the lapse of the above period. As such, the extension shall be subject to NEA approval.
- f. Failure of the ISP to restore the 100% connection after the lapse of the time indicated above shall be subject to the penalty.

5. Outages due to system maintenance/upgrading

Outages due to system maintenance or upgrading shall not be subject to penalty provided that:

- a. It must be scheduled on weekends/holidays or beyond working hours (Monday to Friday, 8 pm – 5 am);
- b. Provide notice at least 3 days before the scheduled system maintenance/upgrading.
- c. Failure of the ISP to observe the above shall be subject to penalty.

VII. Installation, Testing, and Acceptance

Installation of the necessary hardware and software configuration shall commence immediately after the confirmation/issuance of the Purchase Order.

Acceptance shall be made after the completion of the installation and testing within 20 days, provided that the following conditions are met:

- 1. Stable Internet connection based on Multi Router Traffic Grapher (MRTG) and NEA bandwidth manager.

2. Required at least 300 MBPS bandwidth is met
3. All necessary hardware and software configurations are installed and provided including required services and necessary assistance.
4. Provided at least 10 public internet protocol (IP) addresses, Static IP, Subnet Mask, Default Gateway, MTU, and DNS Servers.
5. NEA personnel training

VII. Terms of Payment

a. Project Cost

Payment of the total Contract Price for each lot shall be divided equally with the number of months of the contract period. The Contractor shall bill NEA on a monthly basis.

b. Penalties

Internet outages or slow connectivity shall be subject to a penalty based on the following formula and will be deducted from the monthly billing:

$(\text{Total monthly cost}/\text{No. of days per month})/24 \times \text{total duration of slow connectivity/outages in hours within the month}$

Prepared by:


CESAR F. JACINTO
MIS Development Chief

Reviewed by:


ANNABELLE P. CRUZ
Acting Division Manager, ITSDD


SHEILA ECHIVERRI-VILLANUEVA
Department Manager, ITSDD

Approved by:


RODERICK N. PADUA
Acting Department Manager, ITCSD