



Republic of the Philippines
Department of Agriculture
PHILIPPINE COUNCIL FOR AGRICULTURE AND FISHERIES
Department of Agriculture Compound
Elliptical Road, Diliman, Quezon City
Tel. No. (02) 8928-8751 to 64 locals 2601-2625, email: pcafofficial@pcaf.da.gov.ph

January 6, 2025

NOTICE OF AWARD
No. 2025-003

MR. PATRICK PAUL A. GATCHALIAN
Head of Enterprise and
Wholesale Segment of the Corporation
Converge ICT Solutions Inc.
99 E. Rodriguez Jr. Avenue,
Ugong, Pasig City

Dear Mr. Cacao:

With reference to your quotation for the **PROCUREMENT OF TWELVE (12) MONTHS SUBSCRIPTION TO INTERNET ACCESS SERVICE FOR CY 2025**, we are pleased to confirm the award to your firm for the total amount of **ONE MILLION EIGHT HUNDRED FIFTY-FOUR THOUSAND FIVE HUNDRED EIGHTY-FIVE PESOS ONLY (P1,854,585.00)**, inclusive of appropriate taxes and fees, with the following specifications:

Item Description	QTY	Unit	Unit Cost	Total Cost
Procurement of Twelve (12) Months Subscription to Internet Access Service for CY 2025	1	lot		1,854,585.00
- Fiber-Optic Dedicated Internet Access (DIA) for 1 year (January 2025 to December 2025)				
- At least 800Mbps bandwidth allocation				
-24/7 Call Center and Field Engineer support				
- At least 99.7% service availability				
- Installation, activation, and configuration of brand new hardware and equipment (including fiber optic cables)				
Technical Requirements <ul style="list-style-type: none">• Provide one (1) year internet access from January 1, 2025 to December 31, 2025• Provide dedicated access to the Internet (DIA) via end-to-end pure fiber-optic cable connectivity;• Provide DIA with a bandwidth allocation of at least 800Mbps;• Installation, activation, and configuration of brand new hardware and equipment (including cabling) at PCAF premises;• Utilize @ six (6) cable landing stations in the Philippines going outside of the country for diversity and redundancy;• Ensure the proper maintenance and operation of the provided internet service;• Maintain proper working condition of all the equipment provided;• Respond to support requests within the required period;• Provide 24/7 Call Center and Field Engineer support;• Unless offered and accepted as part of the signed proposal, the Service Provider shall provide a security system for its own network, equipment, operating systems, and other similar network and operating software;				



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- Provide a Multi-Router Traffic Grapher (MRTG) account on applicable services.
- Provide necessary updates to the PCAF on the progress of service delivery;
- Provide at least five (5) usable public IP addresses to the PCAF;
- Conduct standard testing of the service and provide an acceptance report; and
- Overall uptime of not less than 99.7% network availability.

Service Installation and Activation

Installation and activation of the service shall be within 30 to 45 days from the date of receipt of the Notice to Proceed. Service Provider must provide a Gantt Chart for the schedule of the installation and activation of the service.

1. Service Testing

- Internet Services
 - Browsing
 - Ping test
 - Speed test to Service Provider test server (Speedtest.net)
- Transport Services
 - RFC2544 Ethernet Testing:
 - ◆ Throughput Test
 - ◆ Frame Loss Test
 - ◆ Jitter Test
 - ◆ Latency Test
 - Ethernet Tester of Service Provider will be used and all the test results will be based on industry standards. Testing will be for 15 to 30 minutes and will be conducted only once.

1. Service Level Commitments

a. Network Availability

- Service Provider hereby guarantees 99% Network Availability

Circuit Availability

Service	Availability
Dedicated internet	99.7%

Circuit availability refers to the available period of the subscribed in a given month and is calculated as follows:

$(\text{Hours in a Day} \times \text{Days in a Month}) - \text{Service Outage Time in hours}$
 $\text{Hours in a Day} \times \text{Days in a Month}$

a. Latency

Origin/Destination	Latency
PH POP to US POP	200 milliseconds (ms)
PH POP TO ASIA POP	70 ms
DOMESTIC LUZON	10 ms



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- This latency is applicable to Service Provider on-net facility. Latency may vary for use of third-party service.
- Committed latency on Dedicated Internet Access
- Values indicated refers to Service Provider ICT POP to POP latency.

2. **Mean Time to Respond/Restore**

Ticket creation from time of report	Within thirty (30) minutes
For Field Dispatch (after initial troubleshooting)	Dedicated internet
Quezon City	90 minutes
After Business Hours	On-call (Field Operation Engineers)

- On-site dispatch will take place when reported problem cannot be resolved by remote troubleshooting
- Service restoration target is 4 hours after the allotted response time, 80% of the time.

• **Ticket Status Update on Network and Circuit Availability**

Service Provider shall provide necessary status update after issuance of ticket. The following update times and frequency shall be followed depending on the level of severity:

Severity Level	Status Update (Dedicated Internet Access)
Severity 1: Hard Down/No connection	1 hour
Severity 2: Intermittent/slow connection	2 hours
Severity 3: Non-service affecting (customer requests)	3 hours

e. **Monthly Report**

The Service Provider will provide a report for all applicable circuits upon the request of PCAF. Report contents will be based on Technical Support records, in connection with the trouble tickets issued to the PCAF during the subscription.

f. **Maintenance Activities**

It may occasionally be necessary for the Service Provider to carry out essential network maintenance and/or enhancement program as well as emergency activities that may be critical to operations. In these cases, the Service Provider shall provide notice to the PCAF as specified below:



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Activity	Notice Period
Scheduled	Seven (7) days
Emergency	One (1) day

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Qualifications of the Service Provider

- The Bidder must be an ISO 9001:2015 and ISO 27001:2013 certified company.
- The Bidder must secure an NTC Tier 1 Certificate.
- Must have at least 100G PHOpenIX peering capacity. Provide Certification.
- Must have at least 10 international uplinks (Tier 1/Tier 2) for redundancy purposes.

Contract Duration

The Service to be provided under this TOR shall be for a minimum period of one (1) year term, from January 1, 2025 to December 31, 2025, subject to extension through a written notice from the PCAF seven (7) days prior to contract expiration.

Please acknowledge receipt and acceptance of this Notice within 3 working days by signing in the space provided below and email us at bacsec@pcaf.da.gov.ph upon receipt thereof.

In connection with this, please post the performance security bond within ten (10) calendar days upon receipt of this notice.

For inquiries, you may get in touch with Mr. Ken Ryan P. Eleazar, BAC Secretariat of PCAF at telephone numbers 8926-2147. Loc 2622

Thank you.

Very truly yours,


JULIETA E. OPULENCIA
OIC / Executive Director

I acknowledge receipt of this Notice of Award on 06 - JAN - 2025

Name of Authorized Representative PATRICK PAUL A. GATCHALIAN

Signature _____

Bank Details:

Name of Payee : Converge Information and Communications Technology Solutions, Inc.
Name of Bank : Landbank of the Philippines
Branch : Balibago Branch
Account Number : 1581-0316-84

