



REPUBLIC OF THE PHILIPPINES  
DEPARTMENT OF FINANCE  
**BUREAU OF CUSTOMS**

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**BIDS AND AWARDS COMMITTEE**

**SUPPLEMENTAL/BID BULLETIN**

**ADDENDUM NO. 1**

**SUPPLY, DELIVERY, INSTALLATION AND COMMISSIONING OF SESSION INITIATED PROTOCOL (SIP) TRUNKING AND AN IP PBX SYSTEM, COLLABORATION AND CONTACT CENTER SOLUTION AND RELATED EQUIPMENT**

This Addendum No. 1 dated 20 December 2023 is issued to clarify, modify or amend items in the Bid Documents. This shall form an integral part of the Bid Documents.

ISSUES		CLARIFICATION/AMENDMENTS	
<b><u>Section I. Invitation to Bid</u></b>		<b><u>Section I. Invitation to Bid</u></b>	
7. Bids must be duly received by the BAC Secretariat through manual submission at the office address as indicated below on or before December 26, 2023, 9:30 a.m. Late bids shall not be accepted.	9. Bid opening shall be on December 26, 2023, 10:00 a.m. at the given address below. Bids will be opened in the presence of the bidders' representatives who choose to attend the activity.	7. Bids must be duly received by the BAC Secretariat through manual submission at the office address as indicated below on or before <b>December 27, 2023, 9:30 a.m.</b> Late bids shall not be accepted.	9. Bid opening shall be on <b>December 27, 2023, 10:00 a.m.</b> at the given address below. Bids will be opened in the presence of the bidders' representatives who choose to attend the activity.
<b><u>Section III. Bid Data Sheet</u></b>		<b><u>Section III. Bid Data Sheet</u></b>	
<b>ITB Clause</b>		<b>ITB Clause</b>	
<b>5.3</b>	The bidder must have completed, five (5) years prior to December 26, 2023 single contract that is similar to the project at hand and whose value must be at least fifty percent (50%) of the ABC to be bid.  Bidders must include in their Bid a photocopy of Single Largest Completed Contract, Notice of Award (NOA), Notice to Proceed (NTP), Technical Inspection and Acceptance Committee	<b>5.3</b>	The bidder must have completed five (5) years prior to <b>December 27, 2023</b> single contract that is similar to the project at hand and whose value must be at least fifty percent (50%) of the ABC to be bid.  Bidders must include in their Bid a photocopy of Single Largest Completed Contract, Notice of Award (NOA), Notice to Proceed (NTP), Technical Inspection and Acceptance Committee



<p>(TIAC) Report or Certificate of Final Acceptance Report or equivalent in the Private Sector.</p> <p>Failure to submit a copy of Single Largest Completed Contract with proof of Completion or a failure against the veracity of such shall be a ground for disqualification of the bidder for award and forfeiture of the bid security.</p> <p>For this purpose, similar contract shall refer to <b>“Installation of Unified Communication Solution, Equipment and Professional Services”</b></p>		<p>(TIAC) Report or Certificate of Final Acceptance Report or equivalent in the Private Sector.</p> <p>Failure to submit a copy of Single Largest Completed Contract with proof of Completion or a failure against the veracity of such shall be a ground for disqualification of the bidder for award and forfeiture of the bid security.</p> <p>For this purpose, similar contract shall refer to <b>“Installation of Unified Communication Solution, Equipment and Professional Services”</b></p>	
<p><b><u>Section VI. Schedule of Requirements</u></b></p>		<p><b><u>Section VI. Schedule of Requirements</u></b></p> <p>Please see attached revised Schedule of Requirements</p>	
<p><b><u>Section VII. Technical Specification</u></b></p>		<p><b><u>Section VII. Technical Specification</u></b></p> <p>Please see attached revised Technical Specification</p>	

**Reminders:**

- Submission of bids will be on or before 27 December 2023, 9:30 AM.
- Bids must be properly sealed and signed.
- Late submission will not be accepted.

For guidance and information of all concerned.

**MICHAEL C. FERMIN**  
Chairperson, BOC-BAC





## *Section VI. Schedule of Requirements*

Item	Description	Delivery Date
1	<ul style="list-style-type: none"> <li>• Provision and management of a Session Initiated Protocol (SIP) Trunking services and an IP PBX system by an Internet Telephony Service Provider (ITSP) or by a Telephone Company (TELCO) authorized by the National Telecommunications Commission (NTC) that has nationwide coverage as certified by the NTC.</li> </ul>	Deliver within ninety (90) calendar days after receipt of Notice to Proceed to be delivered in ICT Building, South Harbor, Port Area Manila.
	<ul style="list-style-type: none"> <li>• Supply and Delivery of Contact Center Solution and Related Equipment</li> </ul>	
	<ul style="list-style-type: none"> <li>• Support and Maintenance for 12 months</li> <li>• SIP service subscription 24months</li> </ul>	

**I hereby commit to comply and deliver the above requirements.**

\_\_\_\_\_  
Name of Company (in print)

\_\_\_\_\_  
Signature of Company Authorized Representative

\_\_\_\_\_  
Name & Designation (in print)

\_\_\_\_\_  
Date



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BAGONG PILIPINAS

# *Section VII. Technical Specifications*

## STATEMENT OF COMPLIANCE TO TECHNICAL SPECIFICATIONS

### A. INSTRUCTION:

The bidder must state in the last column opposite each parameter and required specifications either “Comply” or “Not Comply”. All pages shall be properly signed. Bidders must state here either “Comply” or “Not Comply” against each of the individual parameters of each Specification stating the corresponding performance parameter of the equipment offered. Statements of “Comply” or “Not Comply” must be supported by evidence in a Bidders Bid and cross-referenced to that evidence. Evidence shall be in the form of manufacturer’s un-amended sales literature, unconditional statements of specification and compliance issued by the manufacturer, samples, independent test data etc., as appropriate. A statement that is not supported by evidence or is subsequently found to be contradicted by the evidence presented will render the Bid under evaluation liable for rejection. A statement either in the Bidders statement of compliance or the supporting evidence that is found to be false either during Bid evaluation, post-qualification or the execution of the Contract may be regarded as fraudulent and render the Bidder or supplier liable for prosecution subject to the provisions of ITB Clause above goods manufactured by us.

Item	Specifications	Statement of Compliance
	<p><b><u>General Specifications</u></b></p> <ul style="list-style-type: none"> <li>• The Bid is deemed to have been based on current data, including physical conditions at the site. The TELCO or ITSP acknowledges and warrants that it has inspected and examined the site and their surroundings, and has satisfied itself by submitting its Bid as to the requirements of the work and materials necessary for the completion of the works, and the means of access to the site, the accommodation it may require, and that it has obtained for itself, all necessary information as to risks, contingencies and other circumstances which may have influenced or affected its Bid. No increase in cost or extension of time will be considered for failure to familiarize, inspect and examine the site condition.</li> <li>• The installation of SIP Trunks and routers, activation of 300 DID numbers and implementation of the IPPBX system shall be completed within 120 calendar days reckoned from the date stated in the Notice to Proceed (NTP).</li> <li>• SIP service should be operational 24 hours a day, 7 days a week, and 365 days a year continuously, including holidays.</li> <li>• All services shall be bid and paid in Philippine Pesos, at a fixed monthly rate, inclusive of all taxes and any other fees or charges. Rates are not subject to fluctuations in foreign currency valuations.</li> </ul>	





Item	Specifications	Statement of Compliance
	<ul style="list-style-type: none"> <li>• The Service Provider shall provide credits in the next monthly billing for all downtimes of the voice service. This will be subject for SLA (Service Level Agreement).</li> <li>• Service Provider will provide as-built documentation and corresponding updates consistent with major in-scope adds/moves/changes to the Customer Network.</li> </ul>	
	<p><b><u>General Requirements</u></b></p> <ul style="list-style-type: none"> <li>• The Bidder shall have at least 9 years' experience in undertaking similar project.</li> <li>• Provider shall consider the following for deployment of the Contact Center ticketing solution. The Provider must include reference documents or web links for compliance or must indicate specific features that shall be shown in the Proof of Concept (POC) during post-qualification, POC may be done via an online presentation.</li> <li>• Must support single infrastructure for voice and video endpoints.</li> <li>• The system must be able to handle different tools of communications - mobile clients, phones, video phones, smartphones - having the same collaboration experience.</li> <li>• Must support VPN-less connection to extend the benefits of multimedia collaboration outside BOC corporate office using any device.</li> <li>• Must be equipped with pre-loaded applications for voice, mobility, and conference.</li> <li>• Must be compatible and must reuse the existing 200 units of IP phones.</li> <li>• The system should support 25 contact center agent licenses including call recording.</li> <li>• Provision for a ticketing system for the 25 contact center agents.</li> <li>• Offered IP Telephony and Contact Center System must be an on-premise solution.</li> </ul>	
	<p><b><u>Collaboration Solution</u></b></p> <ul style="list-style-type: none"> <li>• Specifications of SIP IP Trunk <ul style="list-style-type: none"> <li>- SIP trunk should support G.729 and G.711 codec</li> <li>- SIP Trunk must support up to 90 concurrent calls.</li> <li>- The Bidder must retain the existing BOC ISDN Number Block</li> <li>- Fast Ethernet interface handover to the IP PBX or Voice Gateway</li> <li>- Telco or ITSP must not sub-contract the telephony service.</li> </ul> </li> </ul>	



Item	Specifications	Statement of Compliance
	<ul style="list-style-type: none"> <li>- The bidder must provide 300 DID numbers</li> <li>- SIP IP trunk subscription is 24 Months</li>   <li>• Specifications of Server for Collaboration Apps (2 units) <ul style="list-style-type: none"> <li>• <b>Each Server must include the following specification and Hosted in the End-user Virtual environment no hardware to be delivered:</b> <ul style="list-style-type: none"> <li>- <b>Min 16 core</b></li> <li>- <b>Min 96 GB memory</b></li> <li>- <b>Sixteen (16) 600GB 12G disk</b></li> <li>- <b>Operating System licenses provided by the bidder</b></li> </ul> </li> </ul> </li>   <li>• Specifications of Server for VPN-less connection (2 units) <ul style="list-style-type: none"> <li>• <b>Each Server must include the following specification and Hosted in the End User Virtual environment no hardware to be delivered:</b> <ul style="list-style-type: none"> <li>- <b>Min 10Core</b></li> <li>- <b>Min of 64 GB memory</b></li> <li>- <b>Six (6) 600GB 12G SAS 10K RPM SFF disk</b></li> <li>- <b>Operating System licenses provided by the bidder</b></li> <li>- <b>Must be set-up in demilitarized zone</b></li> <li>- <b>Must be set-up behind the firewall for secure connections</b></li> </ul> </li> </ul> </li>   <li>• Specifications of Server for Recording <ul style="list-style-type: none"> <li>• <b>Each Server must include the following specification and Hosted in the End User Virtual environment no hardware to be delivered:</b> <ul style="list-style-type: none"> <li>- <b>2 x 16GB DDR5-4800 RDIMM 1Rx8 (16Gb)</b></li> <li>- <b>2 x 1.2 TB 12G SAS 10K RPM SFF HDD (512n) Raid 1 (OS, SW, Logs etc)</b></li> <li>- <b>2 x 600GB 12G SAS 10K RPM SFF HDD Raid 1 (DB)</b></li> <li>- <b>3 x 600GB 12G SAS 10K RPM SFF HDD Raid 5 (Media)</b></li> <li>- <b>2 x 240GB M.2 SATA Micron G1 SSD</b></li> <li>- <b>At least Four Gigabit Ethernet port</b></li> <li>- <b>Must include database license provided by bidder</b></li> </ul> </li> </ul> </li> </ul>	



Item	Specifications	Statement of Compliance
	<ul style="list-style-type: none"> <li>- <b>Must include required Operating System licenses provided by bidder</b></li>   <li>• Specifications of Gateway <ul style="list-style-type: none"> <li>- <b>License to support voice functionality</b></li> <li>- <b>90 SIP trunk licenses for PSTN connectivity</b></li> <li>- <b>Gateway must support up to 2500 SIP trunk for future requirement.</b></li> <li>- <b>Must have four built-in Ethernet WAN ports</b></li> <li>- <b>Must be redundant</b></li> </ul> </li>   <li>• Software Licenses <ul style="list-style-type: none"> <li>▪ Upgrade of existing Telephony Licenses and Additional Licenses <ul style="list-style-type: none"> <li>- 250 CUWL licenses</li> <li>- 250 Basic licenses</li> <li>- 52 Additional CUWL licenses for mobile users</li> <li>- 4 Telepresence license</li> </ul> </li> </ul> </li>   <li>• Contact Center License <ul style="list-style-type: none"> <li>- 25 contact center agent licenses</li> <li>- Must be able to support both supervisor and agent</li> <li>- 25 Voice recording</li> <li>- Contact center application H.A License</li> </ul> </li>   <li>• Contact Center Features <ul style="list-style-type: none"> <li>- Must support web-based interface for agents and supervisor desktop, no client-side installations will be required.</li> <li>- Must support route on skill competency</li> <li>- Must support inbound calls</li> <li>- Must support conditional routing (time of day, day of week, custom variables and so on).</li> <li>- Must support barge-in and silent monitoring.</li> <li>- Must have wrap-up code capability.</li> <li>- Must have historical, real-time reports and dashboards.</li> </ul> </li>   <li>• Operator Console <ul style="list-style-type: none"> <li>- Must include two (2) advance licenses for the operator console</li> <li>- Must support server redundancy</li> <li>- Support for 100 queues with prioritization</li> </ul> </li> </ul>	





Item	Specifications	Statement of Compliance
	<ul style="list-style-type: none"> <li>- 100,000 contacts and synchronize directly with Microsoft Active Directory</li> </ul>	
	<p><b><u>Specifications of The Additional Phone Requirement</u></b></p> <ul style="list-style-type: none"> <li>• Contact Center Agent's phones (25 units) <ul style="list-style-type: none"> <li>- <b>Supports four (4) programmable lines keys</b></li> <li>- <b>With 396 x 162 pixels display with white backlighting</b></li> <li>- <b>Must have two internal 10/100/1000BASE-T Ethernet network</b></li> <li>- <b>Support full-duplex speakerphone</b></li> <li>- <b>Supports analog headset jack with standard wideband-capable RJ-9 audio port</b></li> <li>- <b>Must include license for the registration of phone on Call Manager</b></li> <li>- <b>Must be POE capable</b></li> </ul> </li> <li>• Conference Phone (8 units) <ul style="list-style-type: none"> <li>- With 3.9-inch 480x128-pixel color LCD display</li> <li>- Must have two internal 10/100 BASE-T Ethernet network</li> <li>- Support full-duplex speakerphone</li> <li>- Can support 360-degree coverage for all sizes of conference phone.</li> <li>- Must include external wired microphone</li> <li>- Must include license for the registration of phone on Call Manager</li> <li>- Must be POE capable</li> </ul> </li> <li>• Operator's Phone (2 units) (for Reception or Trunk operator) <ul style="list-style-type: none"> <li>- <b>Supports five (5) programmable lines keys</b></li> <li>- <b>With 800 × 480, 24-bit color, 5-in. WVGA display</b></li> <li>- <b>Must have two internal 10/100/1000BASE-T Ethernet network</b></li> <li>- <b>Support full-duplex speakerphone</b></li> <li>- <b>Must include one expansion module that can support up to 28 soft keys button</b></li> <li>- <b>The phone can support up to three expansion modules for future requirement</b></li> <li>- <b>Must include license for the registration of phone on Call Manager</b></li> <li>- <b>Must be POE capable</b></li> </ul> </li> </ul>	





Item	Specifications	Statement of Compliance
	<ul style="list-style-type: none"> <li>• Mid – level phones (310 units) <ul style="list-style-type: none"> <li>- Supports four (4) programmable lines keys</li> <li>- <b>With 396 x 162 pixels display with white backlighting</b> Must have two internal 10/100/1000BASE-T Ethernet network</li> <li>- Support full-duplex speakerphone</li> <li>- Supports analog headset jack with standard wideband-capable RJ-9 audio port</li> <li>- Must include license for the registration of phone on Call Manager</li> <li>- Must be POE capable</li> </ul> </li>   <li>• Video Phones (17 units) (Collection Districts) <ul style="list-style-type: none"> <li>- Supports five (5 programmable lines)</li> <li>- Video capable IP phone that can support 720p HD two-way video</li> <li>- With 5-in. high-resolution (800 x 480) widescreen VGA backlit color display</li> <li>- Must have two internal 10/100/1000BASE-T Ethernet network</li> <li>- Support full-duplex speakerphone</li> <li>- Must include license for the registration of phone on Call Manager</li> </ul> </li>   <li>• Video Phones (23 units) (Commissioner, Deputy Commissioner, Assistant Commissioner, Directors) <ul style="list-style-type: none"> <li>- Supports five (5 programmable lines)</li> <li>- Video capable IP phone that can support 720p HD two-way video</li> <li>- With 5-in. high-resolution (800 x 480) widescreen VGA backlit color display</li> <li>- Must have two internal 10/100/1000BASE-T Ethernet network</li> <li>- Support full-duplex speakerphone</li> <li>- Must include license for the registration of phone on Call Manager</li> </ul> </li>   <li>• Video Con Endpoint (1 unit Dev Comm) <ul style="list-style-type: none"> <li>- Must include camera, microphones, codec and speakers which are all integrated in a single device only</li> <li>- Camera must have a speaker tracking capabilities</li> </ul> </li> </ul>	



Item	Specifications	Statement of Compliance
	<ul style="list-style-type: none"> <li>- Must have 4K content sharing</li> <li>- Must have 4K video output/resolution</li> <li>- Must be capable of wired and wireless connection</li> <li>- Must include two external microphones</li> <li>- Must include HDMI presentation cable</li> <li>- Must include license for registration to videoconferencing infrastructure</li> </ul> <ul style="list-style-type: none"> <li>• Web conferencing (30 concurrent host with 1000 participants each) <ul style="list-style-type: none"> <li>- Must have meeting, event and trainings capability</li> <li>- Must be a cloud-based solution that can support multi conferencing for web, mobile app, on-premise and cloud SIP or H.323 videoconferencing endpoints/clients</li> <li>- Existing and proposed videoconferencing endpoint must be able to join on the proposed cloud-based web conferencing solution (Please see Annex A).</li> <li>- Must be able to support scheduled meeting and create an ad-hoc meeting whenever needed, or start a new meeting, instantly.</li> <li>- Must support integrated voice, video, and content sharing in one meeting.</li> <li>- Must have break-out sessions</li> <li>- The proposed solution must support VOIP audio.</li> <li>- Conference host must have the capability to lock meetings to prevent unintended participants from joining.</li> <li>- Conference host must have the capability to mute, hard mute, unmute, and drop any participant.</li> <li>- Must be able to support up to 25 SIP or H.323 video conferencing/client on a single conference</li> <li>- Must support recording of meetings.</li> <li>- Must include at least 1GB storage per user for the recordings.</li> </ul> </li> </ul>	
	<p><b><u>Contact Center Ticketing Solution</u></b></p> <p>Should be web-based access</p> <ul style="list-style-type: none"> <li>• <b>Must include license for 25 agents</b></li> <li>• <b>Should be deployed on-premise.</b></li> <li>• <b>Ticketing solution to be hosted in end user virtual machine.</b></li> <li>• <b>Must have the ability to facilitate case management.</b></li> <li>• <b>Must be able to open New Cases</b></li> </ul>	





Item	Specifications	Statement of Compliance
	<ul style="list-style-type: none"> <li>• <b>Should be able to assign Cases.</b></li> <li>• <b>Must be able to delete Cases.</b></li> <li>• <b>Must be able to resolve Cases.</b></li> <li>• <b>Must be able to cancel Cases.</b></li> <li>• <b>Must be able to Create Services</b></li> <li>• <b>Must be capable of deactivating Services.</b></li> <li>• <b>Must be capable of adding New Service Activity</b></li> <li>• <b>Must be capable of changing Status.</b></li> <li>• <b>Must be capable of showing/Hiding Conflicts</b></li> <li>• <b>Must be capable of creating Draft Knowledge Base Articles</b></li> <li>• <b>Ability to categorize / tag knowledge articles (e.g., Topic)</b></li> <li>• <b>Must be capable of publishing solutions to the knowledge base with an approval process, designate a knowledge management article as public or non-public (private) and publish to specified audience.</b></li> <li>• <b>Ability to set keywords search to find solutions based on request description.</b></li> <li>• <b>Must be capable of dashboard Creation.</b></li> <li>• <b>Ability to define SLA for response time.</b></li> <li>• <b>Ability to define SLA for resolution time.</b></li> <li>• <b>Supports OLA (operational level agreement)</b></li> <li>• <b>Ability to assign service level agreements (SLAs) automatically based on ticket parameters.</b></li> <li>• <b>Assign tickets to technicians automatically with the technician auto assign based on round-robin or load balancing algorithms.</b></li> <li>• <b>Must be able to keep track of your customer requests and issues by creating support cases.</b></li> <li>• <b>Ability to create case via emails, user portal or phone calls.</b></li> <li>• <b>Ability to customize the incident and service templates/forms and set additional fields</b></li> <li>• <b>Should be able to quickly check if there is an existing case or open a new case and start tracking the issue when a customer contacts support with a question or problem.</b></li> <li>• <b>Should be able to escalate, reassign, or put a case back into the service queue if support don't have enough information or time to work on it.</b></li> <li>• <b>Must be capable of merging cases to eliminate redundancies between similar cases.</b></li> <li>• <b>Must be capable of automatic escalation/notification of requests that exceed defined thresholds for response and resolution time.</b></li> <li>• <b>Must have ticket prioritization based on impact / urgency matrix.</b></li> <li>• <b>Must provide pre-built reporting templates for different reporting requirements.</b></li> <li>• <b>Ability to create custom and query reports.</b></li> <li>• <b>Reports can be exported as HTML, PDF, CSV, XLS.</b></li> </ul>	



Item	Specifications	Statement of Compliance
	<ul style="list-style-type: none"> <li>• Ability to configure system high availability/failover service as needed for future expansion. Any additional server and OS requirement for failover/high availability configuration will be c/o of BOC.</li> </ul>	
	<p><b><u>Contact Center Call Recording System</u></b></p> <ul style="list-style-type: none"> <li>• Must be able to record the telephone conversation on twenty-five (25) extensions or agents</li> <li>• Must be able to record telephone conversations on a 24/7 basis/period</li> <li>• Must be able to contain/store at least six (6) months of recorded conversations.</li> <li>• Must include a facility to review recordings based on the local extension, agent ID, caller ID, date, and time.</li> <li>• The review of recordings must be accessible over the existing ethernet Local-Area-Network (LAN)</li> <li>• Must be able to use different web base browser for administration, retrieval, and playback of recordings.</li> <li>• Must be able to download or export the recordings in windows media file format.</li> <li>• Must be able to monitor the Active/Live calls real-time.</li> <li>• Must be manage recordings retention period and support offline archive solution.</li> <li>• Must be able to accommodate future expansion and advance features (Screen Recording, Quality Monitor, High Availability, Encryption, Workforce Management/Optimization).</li> <li>• No need for additional license in order to access, retrieve, playback, and download recordings.</li> <li>• Must be able to manage user security access and group partition</li> <li>• Must be an on-premise system</li> </ul>	
	<p><b><u>GSM Gateway (2 Units With 4-Port Sim Quad Band)</u></b></p> <ul style="list-style-type: none"> <li>• Specifications the 2 units of GSM Gateway should comply with the below minimum requirements: <ul style="list-style-type: none"> <li>- 4 port SIM Quad Band</li> <li>- Up to 4 concurrent call</li> <li>- G.711 A/U law</li> </ul> </li> </ul>	



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Item	Specifications			Statement of Compliance																																																				
	<ul style="list-style-type: none"> <li>- Frequency Range: GSM 850/900/1800/1900MHz</li> <li>- Sim card must be included.</li> </ul>																																																							
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Item	Specifications			Statement of Compliance
			(back of American Cemetery), Angeles City	
10	Port of San Fernando	1300 Pennsylvania Ave., Poro Point, San Fernando City, La Union	1 Video Phone 3 Mid Level Phone	
11	Port of Aparri	Bureau of Customs Punta, Aparri, Cagayan	1 Video Phone 3 Mid Level Phone	
12	Sub-Port of ILOILO	BOC Building, Port of ILOILO, COR MUELLE LONEY, GEN MACARIO, PERALTA ST., ILOILO CITY	1 Video Phone 3 Mid Level Phone	
13	Port of Tacloban	Trece Martirez St. Tacloban City	1 Video Phone 3 Mid Level Phone	
14	Port of Surigao	Bureau of Customs PPA Compound, Port Area, Surigao City	1 Video Phone 3 Mid Level Phone	
15	Port of Cagayan de Oro	Bureau of Customs Corrales Extension, Macabalan Cagayan de Oro City	1 Video Phone 3 Mid Level Phone	
16	Port of Zamboanga	1 Video Phone 3 Mid Level Phone	1 Video Phone 3 Mid Level Phone	
17	Legaspi	Port of Legaspi, Quezon Ave. Ext. Pier Side Legapi City	1 Video Phone 3 Mid Level Phone	
18	Limay Bataan	Old national Rd. Lamao, Limay Bataan	1 Video Phone 3 Mid Level Phone	
<b>SERVICE LEVEL AGREEMENT AND REBATES</b>				



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	<ul style="list-style-type: none"> <li>• The Service Provider shall provide industry standard Service Level Agreement (SLA) which shall carry a corresponding “Performance Credit” or rebate in favor of BOC should any of the committed parameters mentioned below is not met.</li> <li>• Service availability shall be based on the transport medium used to deliver the SIP Trunk Service.: <ul style="list-style-type: none"> <li>- Fiber last mile – 99.6%</li> <li>- Copper last mile – 99.6%</li> <li>- Microwave radio last mile – 99.5%</li> </ul> </li> <li>• Render 24 hours x 7 days customer service support. Status update will be given within thirty (30) minutes from receipt of the complaint and thirty (30) minutes thereafter if necessary.</li> <li>• Four (4) hours response time for technical problem that requires onsite services. For problem reported after 7:00 PM, services shall be rendered 8:00 in the morning of the following business day.</li> <li>• If the interruption is attributable to the Service Provider, as acknowledged by the Service Provider’s Fault Management Center, the Service Provider shall voluntarily make the appropriate “Performance Credit” or rebate to BOC without the need to report or claim on the outage. The credit allowance/rebate shall be applied to the next billing month.</li> <li>• Credit for Interruptions to service will be allowed as follows: <ul style="list-style-type: none"> <li>- Interruptions of 24 Hours or less <table border="1" data-bbox="490 1203 1089 1518"> <thead> <tr> <th>Length of Interruption</th> <th>Rebate Factor</th> </tr> </thead> <tbody> <tr> <td>Less than 30 minutes</td> <td>None</td> </tr> <tr> <td>30-179 minutes</td> <td>1/10 day</td> </tr> <tr> <td>180-359 minutes</td> <td>1/5 day</td> </tr> <tr> <td>360-539 minutes</td> <td>2/5 day</td> </tr> <tr> <td>510-719 minutes</td> <td>3/5 day</td> </tr> <tr> <td>720-899 minutes</td> <td>4/5 day</td> </tr> <tr> <td>900-1440 minutes</td> <td>1 day</td> </tr> </tbody> </table> </li> <li>- For interruption over 24 hours, credit will be allowed in 1/5-day multiples for each 3-hour period of interruption or fraction thereof over 24 hours.</li> <li>- All incidences of interruptions should be included in the monthly reporting.</li> </ul> </li> </ul>	Length of Interruption	Rebate Factor	Less than 30 minutes	None	30-179 minutes	1/10 day	180-359 minutes	1/5 day	360-539 minutes	2/5 day	510-719 minutes	3/5 day	720-899 minutes	4/5 day	900-1440 minutes	1 day	
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	<ul style="list-style-type: none"> <li>• A summary of all issues logged, along with their corresponding SLA scores shall be included in the monthly report.</li> <li>• For interruptions due to Force Majeure, the Service Provider shall restore service at the earliest possible time. In the event that service is not restored within specified period, then the Service Provider shall an additional credit of 1 day for each 24-hour period the service is not restored beyond the committed date.</li> <li>• Service Provider shall attend BOC Change Management technical meetings as scheduled.</li> <li>• Service Provider will work with BOC to define requirements, design, document, and work with Service Provider operations to implement changes on Managed Devices only. Service Provider's Operations perform the Change Management activities and Service Provider's Network Engineer performs billable, design-impacting Managed Device changes.</li> </ul>									
	<p><b><u>MAINTENANCE AND AFTERSALES SUPPORT</u></b></p> <ul style="list-style-type: none"> <li>• <b>Scope of the Service Provider for the SIP Trunk, IP PBX, Servers for Collaboration, GSM Gateway, Various Phones, Video Con Endpoint and video phones.</b></li> <li>• <b>All equipment will be delivered by Provider at BOC Head Office except for equipment listed in the distribution list.</b></li> <li>• <b>Provider will provide replacement for the defective unit during the duration of the 12-month subscription and support period</b></li> <li>• <b>Warranty and Support for the SIP Trunk and all Collaboration Components except endpoint devices is 24x7</b></li> <li>• <b>Warranty and Support for the endpoints i.e. UC Phones, IP Phones, Conference Phones, Video Phones and Room Kit is 8X5XNBD.</b></li> <li>• <b>All equipment and licenses shall be owned by BOC at the end of the subscription period.</b></li> </ul>									
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Item	Specifications				Statement of Compliance
	Submission of Inception Report and Project Plan	Within Fifteen (15) calendar days from receipt of Notice to Proceed	10%	Approved Inception Report and Project Plan	
	Delivery and installation of all hardware, software and other equipment for all sites	Within Sixty (60) calendar days from receipt of Notice to Proceed and approval of Inception Report	30%	Delivery receipts; Certificate of Inspection and Acceptance issued by BOC;	
	Configuration and commissioning of all hardware, software, other equipment and SIP Trunk/ IP PBX for all sites.	Within ninety (90) calendar days from receipt of Notice to Proceed and approval of Inception Report	30%	Certificate of Inspection and Acceptance issued by BOC; Weekly Progress Reports with attached installation reports; Billing statement	
	SIP IP PABX service	SIP IP trunk service subscription	30% (subdivided per quarter for 2 years or 24 months)	Certificate of subscription; Certificate Acceptance issued by BOC; Billing statement	
<ul style="list-style-type: none"> <li>• Distribution and delivery: Refer to Technical Requirements</li> <li>• Testing Parameters/Procedures (As Applicable): Compliance with the above-stated requirements.</li> <li>• (Required) Manuals (as applicable): Mandatory Manual/Procedures and as specified above.</li> <li>• Training, no. of employees and place (as applicable): Min. 5 days for 10 employees; place to be provided by BOC.</li> </ul>					



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