



Republic of the Philippines
SOCIAL SECURITY SYSTEM
East Avenue, Diliman, Quezon City

PROCUREMENT PLANNING & MANAGEMENT DEPARTMENT
Tel. No. 8709-7198 loc 5504-5507/6391

March 30, 2022

Sir/Madam:

Please furnish us with your quotation on or before **April 4, 2022 @ 5:00PM** for the items listed in the attached **Request for Quotation (RFQ)**.

Kindly accomplish the **RFQ Form** together with the **Bidder's Information** and indicate your confirmation on the **Terms and Conditions** by signing the **Certification**.

Refer to the Instruction to Suppliers for the procedure on the submission of quotation.

Thank you.

Very truly yours,



VIOLETA V. JAVAR
Acting Head

PHILGEPS REF. NO.:	8570679
DATE POSTED	: 03/30/22
POSTED BY	: AMY

REQUEST FOR QUOTATION (RFQ) FORM

RFQ Number 2022-0020	RFQ Date March 29, 2022	APP Number 2022-244
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One-Year Initial Subscription of Broadband Internet for SSS Service Offices (SO) in Luzon South (Minimum Bandwidth 10 Mbps)				
Lot No.	PARTICULARS	One-Time Charge	12-Month Subscription Charge	Total Cost
1	<u>Robinsons Mall Imus Service Office</u> located at 4F, Robinsons Place Imus, Emilio Aguinaldo Highway, Tanzang Luma, Imus, Cavite ABC: ₱ 63,000.00			
2	<u>Robinsons Mall Dasmariñas Service Office</u> located at GF, Robinsons Place Dasmariñas, Gen. Emilio Aguinaldo Highway cor. Governor's Drive, Sampaloc, Dasmariñas, Cavite ABC: ₱ 63,000.00			
3	<u>Gumaca Service Office</u> located at R. Alvarez Bldg., No. 13 Tañada St., Brgy., Pipisik, Gumaca, Quezon ABC: ₱ 63,000.00			
4	<u>Los Baños Service Office</u> located at Upper GF, Olivarez Plaza Mall Bldg., Los Baños, Laguna ABC: ₱ 63,000.00			
5	<u>Siniloan Service Office</u> located at Temprosa Bldg., Bagong Barangay Siniloan, Laguna ABC: ₱ 63,000.00			
6	<u>Balayan Service Office</u> located at 2F, New Public Market Plaza, Mabini St., Balayan, Batangas ABC: ₱ 63,000.00			
7	<u>Nasugbu Service Office</u> located at Municipal Hall Bldg., Escalera St., Nasugbu, Batangas ABC: ₱ 63,000.00			

8	<u>Mamburao Service Office</u> located at Sytacor Building, Tangkalan, Mamburao, Occidental Mindoro ABC: ₱ 63,000.00			
9	<u>Robinson's Place Palawan Service Office</u> located at National Highway, Barangay San Manuel, Puerto Princesa City ABC: ₱ 63,000.00			
10	<u>Taytay Palawan Service Office</u> located at Taytay Municipal Hall Building, Taytay, Palawan ABC: ₱ 63,000.00			
11	<u>Brooke's Point Service Office</u> located at Brooke's Point Municipal Hall, Brooke's Point, Palawan ABC: ₱ 63,000.00			

Please completely fill-out and submit the following form/s:
Annex A – Technical Specifications

Date Receipt of Request for Quotation Form: _____

Price Validity	Three (3) Months
Delivery Terms	Sixty (60) Calendar Days upon receipt of Approved Purchase Order / Job Order.
Payment Terms	<ul style="list-style-type: none"> • Government Terms • SSS shall withhold the applicable taxes from the amount payable in accordance with the BIR regulations. • Payment is upon delivery of items/services and submission of billing documents. • Payment shall be on a monthly basis.

BIDDER'S INFORMATION

Business Name	Address	
Name of Company Representative	Email Address	Telephone/Mobile Number
PhilGEPS Registration No.	SS Number	BIR TIN

NOTE: The Supplier must ensure to fill-out the details of its business and of the owner/company representative, with signature over printed name. Incompletely filled-out RFQ Form is a ground for disqualification of submitted quotation.

TERMS AND CONDITIONS

1. **For contract price amounting to P100,000.00 and above**, the winning Supplier shall be required to post a Performance Security from receipt of Notice of Award equivalent to % of Contract Price as follows:
 - 5% (Goods & Consulting Services) or 10% (Infrastructure) Cash, Cashier's/Manager's Check, Bank Draft/Guarantee, or
 - 30% Surety Bond callable upon demand.
2. If two (2) or more Suppliers submitted the same price quotation and have been post-qualified as the suppliers with Lowest Calculated and Responsive Quotations, the procuring unit shall use "draw lots" or similar method of chance to break the tie.
3. Alternative offer shall not be allowed. Any bid exceeding the ABC shall be a ground for disqualification.
4. Quantity is subject to change but not to exceed the quantity in the approved PO/JO/LO.
5. Award shall be on a per **"LOT BASIS"** and the date of conduct/start of the project is subject to change.

INSTRUCTIONS TO SUPPLIERS

1. For clarification of details, please contact **Mr. Jestoni Soriano** at **8709-7198 local 5639** or via e-mail sorianojf@sss.gov.ph.
2. Supplier should indicate "COMPLIED" or "NOT COMPLIED" in the STATEMENT OF COMPLIANCE COLUMN. Failure to indicate compliance and non-compliance will mean automatic disqualification.
3. Sealed Quotations may be submitted through the following:
 - a. DROP BOX located at Procurement Planning & Management Dept. (PPMD), 2nd Floor, SSS Main Bldg., East Ave., Diliman, Quezon City. It shall be addressed to Ms. VIOLETA V. JAVAR – Acting Head of the PPMD. Indicate in the sealed envelope the RFQ Number, company name, name of company representative, business address, and contact details.
 - b. ELECTRONIC MAIL at **bacsealedquotations@sss.gov.ph** with the following requirements:
 - i. Quotations and attachments should be in portable document format (pdf), compressed/zipped and protected by a password. (See attached Guide in Creating password protected zip file folder.)
 - ii. File name of the zip file folder shall be by **RFQ number and Project Title**.
 - iii. The Supplier who timely submitted its Sealed Quotation but who fails to provide its password on the date and time of opening shall be disqualified.
 - iv. Passwords shall be made available only (**not earlier and not beyond the prescribed schedule**) through email (**bacsealedquotations@sss.gov.ph**) or **SMS (09062603807)** during opening of bids which is scheduled on:
DATE: April 5, 2022 TIME: 1:30 PM
4. After evaluation of offer, the SUPPLIER shall be required to submit complete documentary requirements after receipt of notice or advise from SSS, as follows:
 - a. Valid Mayor's/Business Permit;¹
 - b. PhilGEPS Registration Number (Red Membership) or PhilGEPS Certificate (Platinum Membership);
 - c. Certificate of Registration whichever may be appropriate under existing laws of the Philippines:
 - i. Bureau of Domestic Trade & Industry (BDTI) – Sole Proprietorship
 - ii. Incorporation Papers registered and approved by the Securities & Exchange Commission - Partnership/Corporation
 - iii. Philippine Contractors Accreditation Board License (PCAB) - Contractors/Civil Works

¹ Per GPPB Resolution No. 09-2020, dated 7 May 2020, Expired Business or Mayor's permit with Official Receipt of renewal application and Unnotarized Omnibus Sworn Statement may be submitted for procurement activities during a State of Calamity, or implementation of community quarantine or similar restrictions subject to compliance therewith after award of contract but before payment.

- iv. Cooperative Development Authority (CDA) – Cooperatives;
- d. Latest Annual Income / Business Tax Return (for ABCs above P500K);
- e. BIR Certificate of Registration Form 2303;
- f. SSS ID Number (Employer/Self-Employed);
- g. Notarized Omnibus Sworn Statement (for ABCs above ₱50,000);¹ and
- h. For ABCs amounting to ₱50,000 and below, the supplier with lowest calculated & responsive quotation/bid shall be required to submit a Notarized Special Power of Attorney (SPA) for Sole Proprietorship or Secretary's Certificate for Partnership/Corporation.

GENERAL CONDITIONS OF THE CONTRACT

1. The SUPPLIER shall deliver the goods in accordance with the description and quantity specifications of the Purchase Order/Job Order.
2. The SUPPLIER shall deliver the goods within the period indicated in the Purchase Order. A penalty of 1/10 of 1% of the total amount of the items shall be imposed for every day of delay in delivery.
3. The SUPPLIER shall deliver Goods/Services which must all be fresh stock, brand-new, unused, properly sealed, and which are not set to expire within two (2) years from date of delivery to the SSS, if applicable.
4. The SUPPLIER warrants that all the Goods/Services have no defects arising from design, materials, or workmanship or from any act or omission of the Supplier or the manufacturer that may develop under normal use of consumables, if applicable.
5. For Goods, the SUPPLIER shall replace any defective item within twenty-four (24) hours from the time that it was notified by the SSS of the defect. Defects detected only after the item is installed and used are covered by the replacement warranty which will be in effect for every item until its expiry date. Replacement of defective item shall have no cost on the SSS, if applicable.
6. To assure that manufacturing defects shall be corrected by the SUPPLIER, a warranty security shall be required from the SUPPLIER for a minimum of three (3) months in the case of expendable items, or a minimum period of one (1) year in the case of non-expendable items, after the acceptance of the delivered items. The obligation for the warranty shall be covered, at the Supplier's option, by either retention money in an amount equivalent to five percent (5%) of total purchase price, or a special bank guarantee equivalent to five percent (5%) of the total purchase price with validity period starting from the date of acceptance. The said amounts shall only be released after the lapse of the warranty period
7. If the SUPPLIER, having been notified, fails to remedy the defect(s) within the specified period, the SSS may proceed to take such remedial action as may be necessary, at the SUPPLIER's risk and expense and without prejudice to any other rights which the SSS may have against the SUPPLIER under these Terms and Conditions and under the applicable law.
8. The pricing of the Goods/Services shall be in Peso and inclusive of Twelve Percent (12%) Value-Added Tax (VAT).

MISCELLANEOUS PROVISIONS

1. **Confidentiality.** Neither Party shall, without the prior written consent of the other, disclose or make available to any person, make public, or use directly or indirectly, except for the performance and implementation of the works, any confidential information acquired from an information holder in connection with the performance of this Agreement, unless: (i) the information is known to the disclosing Party, as evidenced by its written records, prior to obtaining the same from the information holder and is not otherwise subject to disclosure restrictions on the disclosing Party, (ii) the information is disclosed to the disclosing Party by a third party who did not receive the same, directly or indirectly, from an information holder, and who has no obligation of secrecy with respect thereto, or (iii) required to be disclosed by law.

The obligation of confidentiality by both Parties, as provided herein, shall survive the termination of this Agreement.

2. **Merger and Consolidation.** In case of merger, consolidation or change of ownership of the SUPPLIER with another company, it is the responsibility of the surviving company/consolidated company/acquiring entity to inform the SSS of the change in corporate structure/ownership. Failure to do so shall translate in such company assuming all liabilities of the acquired/merged company under this Agreement.
3. **Force Majeure.** The SUPPLIER shall not be liable for forfeiture of its performance security, liquidated damages, or termination for default if and to the extent that the SUPPLIER's delay in performance or other failure to perform its obligations under this Agreement is the result of a force majeure.

For purposes of this Agreement the terms "force majeure" and "fortuitous event" may be used interchangeably. In this regard, a fortuitous event or force majeure shall be interpreted to mean an event which the SUPPLIER could not have foreseen, or which though foreseen, was inevitable. It shall not include ordinary unfavorable weather conditions; and any other cause the effects of which could have been avoided with the exercise of reasonable diligence by the SUPPLIER. Such events may include, but not limited to, acts of the SSS in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.

4. **Non-Assignment.** Neither Party may assign the Contract in whole or in part without the consent of the other Party.
5. **Waiver.** Failure by either Party to insist upon the other the strict performance of any of the terms and conditions hereof shall not be deemed a relinquishment or waiver of any subsequent breach or default of the terms and conditions hereof, which can only be deemed made if expressed in writing and signed by its duly authorized representative. No such waiver shall be construed as modification of any of the provisions of this Agreement or as a waiver of any past or future default or breach hereof, except as expressly stated in such waiver.
6. **Cumulative Remedies.** Any and all remedies granted to the Parties under the applicable laws and this Agreement shall be deemed cumulative and may, therefore, at the sole option and discretion, be availed of by the aggrieved Party simultaneously, successively, or independently.
7. **No Employer-Employee Relationship.** It is expressly and manifestly understood and agreed that the employees of the SUPPLIER assigned to perform the PROJECT are not employees of the SSS. Neither is there an employer-employee relationship between the SSS and the SUPPLIER.

This Agreement does not create an employer-employee relationship between the SSS and the SUPPLIER including its personnel; that the PROJECT rendered by the personnel assigned by the SUPPLIER to the SSS in the performance of its obligation under this Agreement do not represent government service and will not be credited as such; that its personnel assigned to the SSS are not entitled to benefits enjoyed by SSS' officials and employees such as Personal Economic Relief Allowance (PERA), Representation and Transportation Allowance (RATA), ACA, etc.; that these personnel are not related within the third degree of

consanguinity or affinity to the contracting officer and appointing authority of the SSS; that they have not been previously dismissed from the government service by reason of an administrative case; that they have not reached the compulsory retirement age of sixty-five (65); and that they possess the education, experience and skills required to perform the job. The SUPPLIER hereby acknowledges that no authority has been given by the SSS to hire any person as an employee of the latter. Any instruction given by the SSS or any of its personnel to the SUPPLIER's employees is to be construed merely as a measure taken by the former to ensure and enhance the quality of PROJECT performed hereunder. The SUPPLIER shall, at all times, exercise supervision and control over its employees in the performance of its obligations under this Agreement.

8. **Partnership.** Nothing in this Agreement shall constitute a partnership between the parties. No Party or its agents or employees shall be deemed to be the agent, employee or representative of any other Party.
9. **Compliance with SS Law.** The SUPPLIER shall report all its employees to the SSS for coverage and their contributions, as well as all amortizations for salary/education/calamity and other SSS loans shall be updated. Should the SUPPLIER fail to comply with its obligation under the provisions of the SS Law and Employees' Compensation Act, the SSS shall have the authority to deduct any unpaid SS and EC contributions, salary, educational, emergency and/or calamity loan amortizations, employer's liability for damages, including interests and penalties from the SUPPLIER's receivables under this Agreement.

Further, prescription does not run against the SSS for its failure to demand SS contributions or payments from the SUPPLIER. Moreover, the SUPPLIER shall forever hold in trust SS contributions or payments of its employees until the same is fully remitted to the SSS.

10. **Compliance with Labor Laws.** The SUPPLIER, as employer of the personnel assigned to undertake the PROJECT, shall comply with all its obligations under existing laws and their implementing rules and regulations on the payment of minimum wage, overtime pay, and other labor-related benefits as well as remittances or payment of the appropriate amount or contributions/payment (SSS, EC, Pag-IBIG, PhilHealth and taxes) with concerned government agencies/offices.

It is agreed further, that prior to the release of any payment by the SSS to the SUPPLIER, its President or its duly authorized representative, shall submit a sworn statement that all moneys due to all the employees assigned to the PROJECT as well as benefits by law and other related labor legislation have been paid by the SUPPLIER and that he/she assumed full responsibility thereof.

11. **Compliance with Tax Laws.** The SUPPLIER shall, in compliance with tax laws, pay the applicable taxes in full and on time and shall regularly present to the SSS within the duration of this Agreement, tax clearance from the Bureau of Internal Revenue (BIR) as well as copy of its income and business tax returns duly stamped by the BIR and duly validated with the tax payments made thereon, if applicable. Failure by the SUPPLIER to comply with the foregoing shall entitle the SSS to suspend payment of the Contract Price.
12. **Liquidated Damages.** If the SUPPLIER fails to satisfactorily deliver any or all of the Goods and/or to perform the Services within the period(s) specified in the PBD inclusive of duly granted time extensions if any, the SSS shall, without prejudice to its other remedies under this Agreement and under the applicable law, deduct from the Contract Price, as liquidated damages, the applicable rate of one tenth (1/10) of one (1) percent of the cost of the unperformed portion for every day of delay until actual delivery or performance. Once the amount of liquidated damages reaches ten percent (10%), the SSS may rescind or terminate this Agreement, without prejudice to other courses of action and remedies open to it.
13. **Hold Free and Harmless.** The SUPPLIER agrees to defend, indemnify, and hold the SSS free and harmless from any and all claims, damages, expenses, fines, penalties and/or liabilities of whatever nature and kind, whether in law or equity, that may arise by reason of the implementation of the Agreement. In addition, the SUPPLIER agrees to indemnify the SSS for any damage as a result of said implementation.

14. **Settlement of Disputes.** All actions and controversies that may arise from the Contract involving but not limited to demands for specific performance of the obligations as specified herein and/or in the interpretation of any provisions or clauses contained herein, shall, in the first instance, be settled within thirty (30) calendar days through amicable means, such as, but not limited to mutual discussion. Should the dispute remain unresolved by the end of the aforementioned period, the dispute shall be settled in accordance with applicable provisions of Republic Act No. 9285, otherwise known as the Alternative Dispute Resolution Act of 2004.
15. **Venue of Actions.** Any suit or proceeding arising out of or relating to the contract shall be instituted in the appropriate court in Quezon City, the Parties hereto waiving any other venue.
16. **Governing Law.** This Agreement shall be governed by and interpreted according to the laws of the Republic of the Philippines.
17. **Amendments.** This Agreement may be amended only in writing and executed by the Parties or their duly authorized representatives.
18. **Separability.** If any one or more of the provisions contained in this Agreement or any document executed in connection herewith shall be invalid, illegal or unenforceable in any respect under any applicable law, then: (i) the validity, legality and enforceability of the remaining provisions contained herein or therein shall not in any way be affected or impaired and shall remain in full force and effect; and (ii) the invalid, illegal or unenforceable provision shall be replaced by the parties immediately with a term or provision that is valid, legal and enforceable and that comes closest to expressing the intention of such invalid, illegal or unenforceable term or provision.
19. **Binding Effect.** This Agreement shall be binding upon the Parties hereto, their assignee/s and successor/s-in-interest.
20. **Non-Publicity.** No press release in oral, written or electronic form shall be issued covering this transaction without prior written approval of the SSS. Inclusion in any reference lit shall also be undertaken only upon prior written approval of the SSS.

CERTIFICATION

This is to certify that my company conforms with the above Terms and Conditions, and that the data/quotation indicated is true, correct, and valid.

Owner/Company Representative
(Signature over Printed Name)

Date

ANNEX A. TECHNICAL SPECIFICATIONS

Suppliers/Bidders should indicate "COMPLIED" or "NOT COMPLIED" to each specification below. Please do not leave any portion blank as it will result to disqualification of quotation/bid.

Initial One-Year Subscription of Broadband Internet for SSS Service Offices (SO) in Luzon South																		
Item	Specification	Statement of Compliance																
1.	FUNCTIONAL / TECHNICAL SPECIFICATIONS																	
1.1	Unlimited data broadband internet																	
1.2	Minimum speed of 10 Mbps																	
1.3	Must provide modem with 4 LAN ports capable of multiple connection.																	
1.4	Must render all the required and necessary services in accordance with accepted standards, conventions and practices; and in compliance with applicable laws, rules and regulations governing the installation, operation and maintenance of a broadband internet.																	
1.5	Must be responsible for all installation and restoration works that complies with SSS NCD requirements. All installation plans must be approved by SSS NCD prior to implementation.																	
1.6	The Service Provider may use the existing SSS cabling system and other network equipment in the commissioning of its services.																	
1.7	Must at all times maintain a reasonable supply of replacement and spare parts to effect the remedial services required.																	
2.	SERVICE LEVEL REQUIREMENTS																	
2.1	Circuit availability must be 99.5%. Circuit availability refers to the available period of the subscribed circuit in a given month.																	
	<p>2.1.1. Availability is calculated as follows:</p> $\frac{(\text{Hours in a Day} \times \text{Days in a month}) - \text{Network Outage Time}}{\text{Hours in a Day} \times \text{Days in a month}} \times 100$ <p><i>Unavailability consists of the number of hours that Service was not available to the SSS excluding scheduled maintenance or any unavailability resulting from (a) SSS' applications, equipment or facilities (b) SSS negligence (c) reasons of Force Majeure.</i></p>																	
	<p>2.1.2. In the event the Service Provider's network is not available as set forth or in the event the SSS experiences any interruption of the service performance stated below due to Provider's failure to provide the Service, SSS shall be eligible to receive a rebate in accordance with the following schedule:</p> <p>Credit for interruptions to service will be allowed as follows:</p> <table border="1" style="margin-left: 40px;"> <thead> <tr> <th style="text-align: center;">Length of Interruption (total in a month)</th> <th style="text-align: center;">Rebate factor</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Less than 30 minutes</td> <td style="text-align: center;">None</td> </tr> <tr> <td style="text-align: center;">30 – 179 minutes</td> <td style="text-align: center;">1/10 day</td> </tr> <tr> <td style="text-align: center;">180 – 359 minutes</td> <td style="text-align: center;">1/5 day</td> </tr> <tr> <td style="text-align: center;">360 – 539 minutes</td> <td style="text-align: center;">2/5 day</td> </tr> <tr> <td style="text-align: center;">540 – 719 minutes</td> <td style="text-align: center;">3/5 day</td> </tr> <tr> <td style="text-align: center;">720 – 899 minutes</td> <td style="text-align: center;">4/5 day</td> </tr> <tr> <td style="text-align: center;">900 – 1440 minutes</td> <td style="text-align: center;">One day</td> </tr> </tbody> </table>	Length of Interruption (total in a month)	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	540 – 719 minutes	3/5 day	720 – 899 minutes	4/5 day	900 – 1440 minutes	One day	
Length of Interruption (total in a month)	Rebate factor																	
Less than 30 minutes	None																	
30 – 179 minutes	1/10 day																	
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360 – 539 minutes	2/5 day																	
540 – 719 minutes	3/5 day																	
720 – 899 minutes	4/5 day																	
900 – 1440 minutes	One day																	
	<p>2.1.3. Two or more interruption of 30 minutes or more during any period but not up to 3 hours must be considered as one interruption.</p> <p>Rebate is calculated as follows: (Monthly recurring charge x rebate factor) / 30 days Mean Time to respond of 30 minutes for phone support and 30 minutes for field dispatch after confirmation that problem cannot be resolved via phone support.</p>																	

	2.1.4. SSS Credits must be deducted from the succeeding month's charges, following the procedures below: <ul style="list-style-type: none"> • Within five (5) business days upon resolution of the problem and closure of the Trouble Ticket, SSS must contact their assigned Service Provider's Account Manager, via email or written notice, to request a service rebate (SSS Credit) using the issued Trouble Ticket as reference. • SSS must provide relevant details such as: SSS representative's name and contact information, date and time service interruption was reported to Service Provider's Helpdesk, and date and time service was restored. 		
	2.1.5. The following service unavailability or service disruptions must not constitute downtime or cause computation of SSS Credits. <ul style="list-style-type: none"> a) Suspension of Service as a result of the following: <ul style="list-style-type: none"> • SSS is in breach, non-compliance, or is in violation of any of the provisions in the Agreement during a Service Outage; • SSS' non-payment or dues that remain unpaid for more than one hundred twenty (120) days, or other just causes • When service is being modified/upgraded per SSS request; or when service is under scheduled maintenance 		
	b) Downtimes due to security breaches including, but not limited to, hacking or other security lapses (e.g. computer virus attacks from external sources via Internet) on SSS's systems, equipment and network, and mail "bombs" or mail "spamming" (unsolicited e-mails) on the Subscriber's servers;		
	c) Downtimes caused by fortuitous events and/or force majeure;		
	d) Inability of a Service Provider's technical staff to gain access after following protocols to SSS's systems and/or premises for purposes of fault rectification;		
	e) SSS equipment, application and circuit malfunction / failure identified as arising from SSS' fault.		
2.2	The following Problem Severity Levels and Service Response Targets will apply during the term of the contract:		
	Severity Level	Response Target	Contact
	Level One (1) This refers to total service outages.	Frequency of updates on progress of troubleshooting must be at a minimum of every 30 minutes or as needed. Incident report must follow within 24 hours or the next working day.	Service Provider's Operations Head
	Level Two (2) This refers to partial or intermittent service outages	Frequency of updates on progress of troubleshooting must be at a minimum of every 30 minutes or as needed. Incident report must follow within 24 hours or the next working day.	Service Provider's Project Manager and / or Account Manager
	Level Three (3) This refers to services that do not cause critical degradation in service or with no/low impact to SSS operations. (i.e. regular maintenance activities)	Frequency of updates on progress of troubleshooting or maintenance must be at a minimum of every 30 minutes or as needed. Incident report must follow within 24 hours or the next working day. Note, however, that a prior notice must be given to SSS at least 2 days before any scheduled maintenance.	SSS Support Group and/or concerned Support Group Head / Engineer-in-Charge
3.	TECHNICAL SUPPORT		
a)	Service Provider must have Customer Service Hotline or Helpdesk for timely and responsive trouble reporting, incident handling, problem escalation and field support for all connectivity related issues. The Call Service shall be available 24 hours a day, 7 days a week including holidays.		
b)	Service Provider must submit outage report within 24 hours for every incident and summary for all the incidents on a monthly basis and upon request of SSS.		