

**PROJECT: SECONDARY BRANCH CONNECTIVITY SUBSCRIPTION****QUERIES/CLARIFICATIONS RAISED DURING THE PRE-BID CONFERENCE:**

	<b>Query/Clarifications</b>	<b>TWG/BAC Reply</b>
1.	Is there be a router that should be included per site? There is no router requirement per site.	There is no router requirement per site.
2.	Would there be any SLA requirement and how many persons is required.	Yes, it is specified in the Special Conditions of the Contract.

**WRITTEN QUERIES:**

	<b>Query/Clarifications</b>	<b>TWG/BAC Reply</b>
1.	<p>Under the Special Conditions of Contract, Service Level requirements items 1-5: Circuit availability and rebates computation, are these also applicable to the broadband service?</p> <p>If yes, may we request to exclude broadband service as being a shared service? The circuit availability of 99.5% and rebates computation stated can be applied to the dedicated internet access and/or MPLS services only wherein these are not shared service/s</p>	<p>Yes.</p> <p>No.</p>
2.	<p>Under the Special Conditions of Contract, Service Level Requirements Item 8: Problem Severity Levels and Service Response Targets: Can we align the Problem Severity Levels on the following instead:</p> <ul style="list-style-type: none"> <li>a. Level 1 / Severity 1: Global or higher-level outage impacting services</li> <li>b. Level 2 / Severity 2: Isolated hard down</li> </ul>	No.

	<ul style="list-style-type: none"> <li>c. Level 3 / Severity 3: Degraded Service</li> <li>d. Level 4 / Severity 4: Service Requests</li> <li>e. Level 5 / Severity 5: RFO investigation</li> </ul>	
3.	<p>Under the Special Conditions of Contract, Service Level Requirements Item 8: Problem Severity Levels and Service Response Targets: Can we align service response target on the following instead:</p> <ul style="list-style-type: none"> <li>a. First Response Time: 30 minutes upon case creation (All Severities)</li> <li>b. Service Operations Escalation Matrix (All Severities) <ul style="list-style-type: none"> <li>i. Level 1 - Engineer</li> <li>ii. Level 2 (4 hours from L1) - Lead Technical Engineer</li> <li>iii. Level 3 (8 hours from L2) - Technical Lead</li> <li>iv. Level 4 (12 hours from L3) - Shift Operations Manager</li> <li>v. v. Level 5 (16 hours from L4) - Service Operations Head</li> </ul> </li> </ul>	No.
4.	Under the Special Conditions of Contract, Service Level Requirements Item 9: Clarification on the inclusion of the Outage report within 24 hours for every incident. Would this entail formal Incident report from the (SO) Technical Team or RFO and Action Taken on the incident ticket suffice?	Reason for outage and action taken on the incident ticket will suffice.
5.	<p>May we request the following:</p> <ul style="list-style-type: none"> <li>a. Editable format of FORM-02</li> <li>b. Coordinates (longitude/latitude) of the branches</li> </ul>	<ul style="list-style-type: none"> <li>a. We will provide soft copy of Form 02</li> <li>b. Attached is the Branch Coordinates</li> </ul>
6.	Price Schedule(s)/Bid Breakdown - <b>As per instruction under page 49, we are required to “use the softcopy of the Bid Breakdown</b>	We will provide soft copy of the Bid Breakdown

	<b>provided to the bidders”- may we request for the softcopy please?</b>	
7.	Committed Line of Credit Certificate- <b>We would want to know if the note "The amount committed should be machine validated." on Form No. 04 (Credit Line Certificate) be eased because this is not an applicable internal bank process. See screenshot below as proof of coordination with the bank. Also, the CLC is being notarized by PLDT to ensure the validity and legitimacy of our documents.</b>	The Credit Line Certificate is based on GPPB format. As such, machine validation is required.
8.	Special Conditions of Contract- <b>For clarification if this tech specs is for DEDICATED INTERNET ACCESS and DLL?</b>	No, it applies to DIA, DLL, MPLS and Broadband services.
9.	Page 34 to 36- <b>For clarification if this tech specs is for Broadband Internet?</b>	No, it applies to DIA, DLL, MPLS and Broadband services.
10.	Please confirm if SSS will be the one to provide the router for each site. Please provide interface handover (from ISP equipment to SSS equipment/router).	Yes, SSS will provide a router for each site. For the interface handover, RJ-45 is required for all sites except for the backhaul located at Main Office, DR Site and Main to DR site.
11.	Please confirm if SSS will be the one to provide the router for DIA and DLL. Please provide interface handover (from ISP equipment to SSS equipment/router. Who will provide the SFP incase fiber is required?)	Yes, SSS will provide its own router. For the interface handover, our preferred SFP module is multi-mode. However, we will accept single mode SFP if the winning bidder will provide SSS the said module free of charge.
12.	Page 25- Service Level Requirements- Item 9- (Service Provider must submit outage report within 24 hours for every incident), may we ask please if we can ease the requirement from 24 hours to 48 hours?	No
13.	We fully understand the importance of ensuring that technical support personnel are needed in the project.	No

	<p>We, from Converge, wish to request SSS BAC and TWG if it will also consider that the Prospective Bidder on top of its qualified technical support personnel , the prospective bidder should have a growing nationwide fiber backbone , new and future-ready network using the most advance platforms and technology (No Legacy platforms running on the network), most importantly with good track records and awards from a 3 rd Party Channels being the Top and Fastest Internet Provider in the Philippines , having said this , we believed that Converge is also a good prospective bidder in this Nationwide Internet Project if we will be allowed by SSS to slightly modify its requirement. Specifically, we propose the following amendment: -</p> <p>“Provide a certificate related or equivalent to Project Management Professional (PMP) to fulfill the requirement.”</p>	
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