



Bid Notice Abstract

Request for Quotation (RFQ)

Reference Number 12867974
Procuring Entity PALAWAN STATE UNIVERSITY
Title SUBSCRIPTION OF 1GB DOWNLOAD 1GB UPLOAD SYMMETRIC DEDICATED INTERNET CONNECTION VIA FIBER OPTIC CABLE AND AFTER-SALE SERVICES FOR THE UNIVERSITY
Area of Delivery Palawan

Solicitation Number:	PSU-GOODS-RFQ-SVP-2026-008	Status	Active
Trade Agreement:	Implementing Rules and Regulations	Associated Components	3
Procurement Mode:	Negotiated Procurement - Small Value Procurement (Sec. 53.9)	Bid Supplements	0
Classification:	Goods	Document Request List	0
Category:	Internet Services	Date Published	23/03/2026
Approved Budget for the Contract:	PHP 1,890,000.00	Last Updated / Time	23/03/2026 00:00 AM
Delivery Period:	30 Day/s	Closing Date / Time	26/03/2026 17:00 PM
Client Agency:			
Contact Person:	LILYBETH JOY MAE AGUM CUYO Administrative Officer V / Procurement Office Tinguiban Heights, Puerto Princesa City Palawan Philippines 5300 63-48-4330488 upo@psu.palawan.edu.ph		
Description Please see attached documents			

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Date Created 19/03/2026

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Republic of the Philippines
PALAWAN STATE UNIVERSITY
Puerto Princesa City

PSU Vision

A premier state university in Southeast Asia that provides excellent and relevant higher education for sustainable development.

PSU Mission

The Palawan State University is committed to upgrade the quality of life of the people by providing higher education opportunities through excellent instruction, research, extension, production services and transnational collaboration and innovations.

TERMS OF REFERENCE (TOR)

For the Project

**SUBSCRIPTION OF 1GB DOWNLOAD 1GB UPLOAD SYMMETRIC DEDICATED INTERNET
CONNECTION VIA FIBER OPTIC CABLE AND AFTER-SALE SERVICES FOR THE UNIVERSITY.**

ABC: 1,890,000.00

Source of Fund: 164 FY2026
Proponent: Procurement Office

Contents

I. BACKGROUND AND OVERVIEW	3
II. TERMS AND CONDITIONS	3
a. Subscription of Symmetrical dedicated Internet Connections via fiber optic Cable from Providers for the period of NINE (9) months.	3
1. Bandwidth Speed: 1Gbps Download and 1Gbps Upload.....	3
2. Network Availability: 99.6%	3
3. Latency: Domestic: 10ms, Asia: 70ms, USA: 200ms	3
4. Jitter: 20ms	3
5. Packet Loss: 1%	3
b. To provide after sales services and access to internet usage monitoring system for the actual internet usage of the university.....	3
III. INCLUSIONS	4
a. Installation and configuration of provided equipment.....	4
b. Provide necessary updates on the progress of service delivery	4
c. Provide Multi-Router Traffic Grapher (MRTG) account on applicable services	4
d. Conduct standard testing of the service and provide service acceptance report.....	4
e. Maintain proper working condition of all provided equipment	4
f. Maintain and ensure operation of the service 24/7	4
g. Provide 24 x 7 Call center and Field Engineer support.....	4
h. Respond to support requests within periods written in the Service Level Agreement (SLA).....	4
i. Submission of Test Reports for Jitter / Packet Loss / Latency\	4
IV. DELIVERY.....	4
V. PAYMENT TERMS.....	4
VI. APPROVED BUDGET FOR THE CONTRACT.....	4
VII. SERVICE LEVEL AGREEMENT (SLA)	5

I. BACKGROUND AND OVERVIEW

The Palawan State University continues to expand its digital services and online platforms for academic instruction, administration, and communication across all campuses. With increasing reliance on cloud-based systems, virtual learning environments, online transactions, and inter-campus coordination, a stable and high-capacity internet connection has become essential to daily operations.

To continuously support these growing requirements, the University seeks to acquire a 1Gbps symmetric dedicated internet connection delivered through fiber optic technology, ensuring consistent upload and download performance, low latency, and reliable uptime for mission-critical applications. Fiber optic connectivity provides the speed and stability necessary for online learning, videoconferencing, research databases, system hosting, backups, and various student and employee services.

II. TERMS AND CONDITIONS

- a. Subscription of Symmetrical dedicated Internet Connections via fiber optic Cable from Providers for the period of 9 months.
 1. Bandwidth Speed: 1Gbps Download and 1Gbps Upload
 2. Network Availability: 99.6%
 3. Latency: Domestic: 10ms, Asia: 70ms, USA: 200ms
 4. Jitter: 20ms
 5. Packet Loss: 1%
 6. Public IP Address:
- b. To provide after sales services and access to internet usage monitoring system for the actual internet usage of the university.

III. INCLUSIONS

- a. Installation and configuration of provided equipment
- b. Provide necessary updates on the progress of service delivery
- c. Provide Multi-Router Traffic Grapher (MRTG) account on applicable services
- d. Conduct standard testing of the service and provide service acceptance report
- e. Maintain proper working condition of all provided equipment
- f. Maintain and ensure operation of the service 24/7
- g. Provide 24 x 7 Call center and Field Engineer support
- h. Respond to support requests within periods written in the Service Level Agreement (SLA)
- i. Submission of Test Reports for Jitter / Packet Loss / Latency\

IV. DELIVERY

The purchased items shall be delivered within Thirty (30) calendar days upon receipt of Purchase Order (P.O.) in case of goods.

V. PAYMENT TERMS

Payment Terms shall be on a monthly basis and shall be processed upon submission of monthly statement of account, signed contract, and other documents.

VI. APPROVED BUDGET FOR THE CONTRACT

The Approved Budget for the Contract (ABC) in this project is Two Million Seventy Thousand Pesos (P1,890,000.00z), inclusive of applicable government taxes and chargeable against the Fund 164 Fiscal Year 2025.

VII. SERVICE LEVEL AGREEMENT (SLA)

A. NETWORK AVAILABILITY

- 99.6% Network Availability.

B. LATENCY

- Domestic: 10ms
- Asia: 70ms
- USA: 200ms

C. PACKET / FRAME LOSS AND JITTER

- Packet / Frame Loss $\leq 1\%$
- Jitter ≤ 20 ms

D. MEAN TIME TO RESPOND / RESTORE

- Ticket Creation from time of report
 - ≤ 30 mins
- Field Dispatch
 - ≤ 90 mins

Provide field dispatch when reported problem can't be resolved by remote troubleshooting.

E. TROUBLE TICKET STATUS UPDATE

- Provide necessary status update after issuance of trouble ticket.
 - Severity 1 - Hard down or No Connection (1 hour)
 - Severity 2 - Intermittent / Slow Connection (2 hours)
 - Severity 3 - Non-service affecting (3 hours)
- Escalation Matrix / Five Levels or less
 - Level 1 - Service Desk
 - Level 2 - Two (2) hours after reporting to Service Desk
 - Level 3 - Four (4) hours after reporting to Service Desk
 - Level 4 - Six (6) hours after reporting to Service Desk
 - Level 5 - Twelve (12) hours after reporting to Service Desk

F. MONTHLY SLA REPORT

- Provide an **SLA report** for all applicable circuits, report contents will be based on Technical Support records, in connection with the trouble tickets issued.

G. MAINTENANCE ACTIVITIES

- Provides **activity notices** when carrying-out essential network maintenance and/or enhancement programs as well as emergency activities that may be critical to operations.

H. REBATE

- Provides **rebates** on the duration of service interruption starting from the time of the interruption until the service has been restored and acknowledge.

Monthly charge x total downtime for the month (in hours)

Rebate for the Month = -----
730 Hrs.

I. IP ADDRESSING (Public IP)

Provide a public IP block with the following configuration

- a. Subnet Mask Requirement: All assigned IP addresses will utilize a minimum subnet mask of /25 (255.255.255.128), providing a capacity of 128 total IP addresses per subnet.
- b. Address Allocation: The Provider will assign specific IP address ranges to the Customer as part of the service configuration details.

Prepared by:


ANTHONY T. DE LEON
Director, OMIS

INSTRUCTIONS FOR FILLING OUT THE PRICE QUOTATION FORM

If you want to submit a quotation, please make sure to fill out the form completely.

What to include in the form:

1. Price of each item or service
2. Total amount of all items
3. Name of the person giving the quotation
4. Signature
5. Contact number
6. Company address

Also send these documents:

- Filled-out and signed Price Quotation Form
- Company legal documents

How to submit: Send the scanned form and documents to **upo@psu.palawan.edu.ph** before the deadline.

Reminder:

- Make sure everything is complete and correct
- Incomplete forms may not be accepted