TECHNICAL SPECIFICATIONS

Subscription to Managed PABX Services (Hardware-as-a-Service) for Airport Department Telephone System for twenty-four (24) months

For the use of SBMA Airport Department

I. BACKGROUND

Airport Department with its operations requires telephone system for their flight operations that forms part of their CAAP requirements to retain their permit to operate.

II. Objective

Being remotely located along Argonaut Highway, the Managed PABX since 2019 has been procured for the Airport Department to economically provide telephone services in its flight operations. With Managed PABX, communication expenses are monitored and controlled where National Direct Dial is only provisioned for personnel who is authorized to utilize the same in line with his job responsibilities.

III. Scope of Work

1.1 Preparation of PABX Room and Cablings

1.1.1 The rack for the new system will be placed inside the existing PABX room.

1.1.2 Existing cabling facility will be used for the new system and must be carefully inspected and labeled.

1.2 Installation and configuration of new PABX System

1.2.1 Existing 4XXX (4-series) telephone numbers of Airport must not be changed after migration to the new system.

1.2.2 All non-4XXX series telephone numbers will be assigned of 4XXX numbers to be assigned by the end-user.

1.2.3 Existing telephone handsets will be used

1.2.4 Local calls between Airport and other SBMA offices must have no toll charges.

1.3 Testing and Commissioning

1.3.1 Migration to the new system must be systematic to avoid system downtime. Lines will be migrated to the new system by batch, leaving the other batch connected to the old system until completely migrated to the new system.

1.4 Technical Support

1.4.1 Comprehensive full service maintenance for the duration of the lease period.

1.4.2 The Service Provider shall identify who the single point of contact will be within their organization for maintenance and support services activities.

1.4.3 The Service Provider shall respond to emergency support requests within one (1) hour from the time of request

1.4.4 The Service Provider shall provide contact references by Phone, by SMS and by Email for the needed PABX support services.

1. TECHNICAL SPECIFICATIONS

2.1 Managed PABX Services (1 Lot)

2.1.1 Provision of PABX telephone system with appropriate number of Trunk ports to serve at least forty-five (45) telephone lines

2.1.2 With Call Accounting System capable of recording call logs and NDD calls

2.1.3 Uninterruptible Power Supply (UPS) capable of supplying at least ten (10) minutes of backup power

2.1.4 Installation, testing and commissioning included

2.1.5 Comprehensive full service maintenance for the duration of the lease period

2.1.6 Special Conditions:

2.1.6.1 Retention of existing telephone cabling facility

2.1.6.2 Retention of existing telephone handsets

2.1.6.3 Provisioning of additional features built-in to the PABX

IV. Supplier Qualifications/Requirements

V. Approved Budget for The Contract

- PhP 818,000.00 for24 months VAT Inclusive

VI. Payment Scheme/Terms

Monthly Progressive Payment upon submission of billing Statement and COCA for 24 months

The Contract shall be for a term of two (2) years commencing on May 6, 2025 which is the day immediately after expiration of existing contract CA 220080.

VII. Renewal

Subject to recommendation for renewal in basis of satisfactory rating of at least 80 percent of the below criteria as per GPPB Resolution No. 06 – 2022

	Performance Criteria	Weight
I	Conformity to Technical Requirements	(25)
II	Timeliness in the Delivery of Services	(25)
III	Behavior of Personnel (Courteous, Professional, and Knowledgeable)	(20)
IV	Response to Complaints	(20)
V	Compliance with set office policies for such services	(10)
Performance Rating		

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