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# Individual Service Contract (ISC) between States and CRV Supplier

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## Table of contents

- Individual Service Contract
  - Number of sites
  - Core Service / User of Core Service
  - Additional Service
  - Service Variations



# Overview of the tender package

- **Terms and conditions**
  - Terms and Conditions will generally be used during the contracting and execution stages. In this case the Individual Service contract will be signed between the Supplier and the CRV User.
  - ICAO Terms and Conditions will only be used in the exceptional case where ICAO would procure the services on behalf of a CRV User. In this case the Individual Service contract will be signed between the Supplier and ICAO.
- **Terms of Reference**
  - Background and objectives of the project
  - Specifies the services to be delivered
  - 6 annexes
  - Determines responsibilities
- **Instructions To Tenderers**
  - Gives necessary instructions to the tenderers for the sealed tender process
  - 6 annexes
- **Individual Service Contract**
  - An annex to Instructions to tenderers, which will become an important piece after the contract is awarded



## Individual Service Contract

- Service contract between each CRV member and CRV Service Provider.
- Each contract is signed independently, hence the name 'individual.'
- Contain details of service for each CRV state in a tick-box manner.



# Individual Service Contract

- ISC is used in conjunction with Common Terms and Conditions
  - Common Terms and Conditions
  - ICAO Terms and Conditions (In case, ICAO represents state for contract)
- Most contracts should be similar, however, specific changes can also be accommodated in the ISC



# Common Terms and Conditions

- Templates are provided in the Sealed Tender.
  - Common Terms and Conditions will be discussed during the negotiation period.
  - ICAO Terms and Conditions will be unlikely to change.



# Review Terms and Conditions

- (Use the templates as appear in the Sealed Tender to present)



## Review ISC

- (Use the template as appear in the Sealed Tender to present)





CRV USER	SUPPLIER NAME
<p data-bbox="501 516 905 581">Name of the State/Administration/Organization:</p> <p data-bbox="501 732 905 764">_____</p> <p data-bbox="501 857 653 889">in quality of:</p> <p data-bbox="501 922 898 954"><input type="checkbox"/> Asia Pacific State/Administration</p> <p data-bbox="501 984 919 1016"><input type="checkbox"/> ICAO Member of other ICAO region</p> <p data-bbox="501 1045 743 1078"><input type="checkbox"/> Other organization</p>	<p data-bbox="1039 516 1472 581">Name of the common supplier for CRV Services:</p> <p data-bbox="1039 711 1438 743">_____</p>

Contract number: 20\_\_\_\_\_ / \_\_\_\_\_

*(in case of amendment, please use the same contract number)*



Initial Contract

Amendment number

- Number of sites

I procure CRV services for:

1 site

2 sites

3 sites

This (these) site(s) are additional sites to an existing contract

Yes

No



• Core services

I procure core services (transport on IP, managed NID with Ethernet port(s)) for:

Site:		Point of contact:	
Phone:		Email:	
I want the services to be delivered at this site on: DD/MM/YYYY ...../...../ 20...			
For this site I procure a dedicated access based on <input type="checkbox"/> MPLS			
<input type="checkbox"/> VPN over public internet <sup>1</sup>			
<input type="checkbox"/> 64 Kbps	<input type="checkbox"/> 128 Kbps	<input type="checkbox"/> 256 Kbps	<input type="checkbox"/> 512 Kbps
<input type="checkbox"/> 1024 Kbps	<input type="checkbox"/> 2048 Kbps	<input type="checkbox"/> 4096 Kbps	<input type="checkbox"/> 8192 Kbps

Site:		Point of contact:	
Phone:		Email:	
I want the services to be delivered at this site on: DD/MM/YYYY ...../...../ 20...			
For this site I procure a dedicated access based on <input type="checkbox"/> MPLS			
<input type="checkbox"/> VPN over public internet <sup>2</sup>			
<input type="checkbox"/> 64 Kbps	<input type="checkbox"/> 128 Kbps	<input type="checkbox"/> 256 Kbps	<input type="checkbox"/> 512 Kbps
<input type="checkbox"/> 1024 Kbps	<input type="checkbox"/> 2048 Kbps	<input type="checkbox"/> 4096 Kbps	<input type="checkbox"/> 8192 Kbps

<sup>1</sup> Should be used only for AFTN application as only best effort quality can be provided  
<sup>2</sup> Should be used only for AFTN application as only best effort quality can be provided



Usage of the Core services:

Location	Service Level	Bandwidth	Comment
Site: <u>                    </u>	<input type="checkbox"/> SLA-Voice1 <input type="checkbox"/> SLA-Voice2 <input type="checkbox"/> SLA-Voice3 <input type="checkbox"/> SLA-Voice4 <input type="checkbox"/> SLA-Data1 <input type="checkbox"/> SLA-Data2 <input type="checkbox"/> SLA-Data3 <input type="checkbox"/> SLA-Data4 <input type="checkbox"/> SLA-Data5 <input type="checkbox"/> SLA-Data6 <input type="checkbox"/> SLA-Data7 <input type="checkbox"/> SLA-Data8		
Site: <u>                    </u>	<input type="checkbox"/> SLA-Voice1 <input type="checkbox"/> SLA-Voice2 <input type="checkbox"/> SLA-Voice3 <input type="checkbox"/> SLA-Voice4 <input type="checkbox"/> SLA-Data1 <input type="checkbox"/> SLA-Data2 <input type="checkbox"/> SLA-Data3 <input type="checkbox"/> SLA-Data4 <input type="checkbox"/> SLA-Data5 <input type="checkbox"/> SLA-Data6 <input type="checkbox"/> SLA-Data7 <input type="checkbox"/> SLA-Data8		



- **Additional services**

In coordination with other user(s), I procure a managed voice and data router with the following interfaces:

E1:                     

4-wire E&M Type V (6 wires):                     

2-wire FXS:                     

2-wire FXO:                     

Ethernet:



All common provisions attached to this individual service contract are part of the contract, and as such, shall be complied with by both parties, except:

None

Those differences explicitly stated hereafter:

Variation 1:

Terms and Conditions

Terms of Reference (including annexes)

Final Proposal (including annexes)

Para .., the clause on  is changed as follows:



CRV USER	SUPPLIER (CRV COMMON PROVIDER)
<p>Name: <input type="text"/></p> <p>Title: <input type="text"/></p> <p>Date: <input type="text"/> / <input type="text"/> / 20 <input type="text"/></p> <p>Signed:   <input type="text"/></p>	<p>Name: <input type="text"/></p> <p>Title: <input type="text"/></p> <p>Date: <input type="text"/> / <input type="text"/> / 20 <input type="text"/></p> <p>Signed:   <input type="text"/></p>



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## ICAO

North American  
Central American  
and Caribbean  
(NACC) Office  
Mexico City

South American  
(SAM) Office  
Lima

ICAO  
Headquarters  
Montréal

Western and  
Central African  
(WACAF) Office  
Dakar

European and  
North Atlantic  
(EUR/NAT) Office  
Paris

Middle East  
(MID) Office  
Cairo

Eastern and  
Southern African  
(ESAF) Office  
Nairobi

Asia and Pacific  
(APAC) Sub-office  
Beijing

Asia and Pacific  
(APAC) Office  
Bangkok



THANK YOU