



TERMS OF REFERENCE

Subscription of Internet Access Service for the Bureau of Agricultural and Fisheries Engineering (BAFE)

I. BACKGROUND

One of the major requirements in the new normal situation is the availability of a fast and reliable internet facility that will enable the staff of the Bureau of Agricultural and Fisheries Engineering (BAFE) to efficiently perform and deliver their expected outputs through available digital platforms. Internet service has significantly transformed the day-to-day operation of the Bureau, expanding our communication internally and externally using electronic mail, instant messaging, business tools, voice services, and teleconferencing.

The Internet Access Service subscription with a higher bandwidth will address the problem of slow internet access due to the growing number of users and the increasing demand for faster connectivity of all BAFE staff.

II. PROJECT OBJECTIVES

To establish a reliable and efficient Internet connection for the Bureau of Agricultural and Fisheries Engineering (BAFE).

III. SCOPE OF WORK

- a. The project covers the installation, configuration, and provision of at least 100 Mbps bonded Internet connection with fiber loops;
- b. Provision of necessary devices, terminations, and other services required to set up the Internet connection;
- c. Provision of monthly utilization graphs for monitoring of incoming and outgoing traffic, user and application control graphs;
- d. Provision of 24/7 support services; and
- e. Provision of diagnostic reports and updates in case of connection failure;

IV. DETAILED TECHNICAL REQUIREMENTS

- a. Qualification of the supplier

The Internet Service Provider should have the required qualifications under Republic Act No. 9184 to be eligible to submit bids. In addition, the Internet Service Provider should have the following minimum qualifications:

- i. Must be an internet service provider for at least five (5) years;
- ii. Must have at least one (1) certified engineer (ECE License or Network Engineer) and at least one (1) technician who will be involved in the network or internet configuration;
- iii. Must submit copies of Client Satisfactory Certificates from at least (3) Private or Government Agency clients for the last three (3) years for similar contracts. Similar contracts shall refer to FOC Leased Line Internet Access Service / Connection;
- iv. Must have a company profile and organizational structure; and
- v. Must have Platinum Philgeps registration, Mayor's/ Business Permit, and BIR Certificate.

b. TECHNICAL SPECIFICATIONS

| Unit | General Description | QTY | Unit Cost (Php/Unit) | Total Cost (Php) |
|-------------|---|------------|-----------------------------|-------------------------|
| lot | Internet Access Service (IAS), with at least 100Mbps speed, FOC Leased Line, and 6-usable public IP Addresses; with bundled Network Firewall (Layer7/NAT, web/ apps filtering) for at least 100-users | 1 | 1,200,000.00 | 1,200,00.00 |

c. DUTIES AND RESPONSIBILITIES OF THE SUPPLIER

i. Schedule of requirements

Complete the installation, configuration, and provision of 100 Mbps Internet Connection within Thirty (30)-Days from the receipt of Notice to Proceed (NTP). Otherwise, the winning bidder shall pay the corresponding penalties/liquidated damages in the amount of one-tenth of one percent (1/10 of 1%) of the total contract price for every calendar day of delay after.

ii. Pre-installation Activities

The Internet Service provider should inform the BAFE about the schedules of installation and configuration of internet connection so that appropriate permits would be issued by BAFE prior to the commencement of any undertakings within the vicinity of the Sugar Regulation Authority and any offices of this bureau.

iii. Installation Activities

1. The internet service provider shall provide materials needed, which include the provision of cables, cable runners and insulation, braces, etc. using industry-standard materials;
2. Set-up Internet connection with at least 100Mbps Committed Information Rate connection bandwidth for both upstream and downstream network traffic flows.

iv. Testing

1. The testing period will be undertaken for a period of five (5) days with no service interruption;
2. The supplier shall provide the necessary testing equipment;
3. At least 100 Mbps Internet Connection speed must be attained during working hours;
4. Monitoring Dashboard should be in place. If any of the foregoing conditions are not met, the count of the testing period shall be reset until all these conditions have been duly satisfied, during the testing period, the supplier shall not be held liable for performance degradation/interruptions that are beyond its control such as power outages, fluctuations, failure or malfunction of the commissioned equipment and international/regional backbone problems; and test results must be submitted to BAFE within 3 days.

v. Implementation

1. The service provider shall provide an escalation list and procedure in reporting fault and outages;
2. The service provider must immediately advise the end-user of any downtime occurrence or if in any case the internet is rerouted to a backup link;
3. The service provider shall ensure the consistent provision of at least 100mbps internet speed to the BAFE.

vi. Rebates and Termination of Contract

1. Provide industry standard Service Level Agreement (SLA) which shall carry a corresponding rebate or termination of the contract in favor of the end-user should any of the committed parameters mentioned below are not met; and
2. The winning bidder should be able to render the following services:
 - a. Provide Service Level at or above 95% availability within the contract period;
 - b. The guaranteed Internet bandwidth is 100mbps CIR as the main connection during working hours; and
 - c. The average latency should not exceed 100 milliseconds average roundtrip from BAFE to ISP port and 500 milliseconds average roundtrip from ISP port to IS/International port.

- d. 45 minutes response time for emergency tickets for the downtime of link connection, packet loss, variation in latency, and routing issue;
- e. Seven days a week and 24 hours per day coverage for technical assistance and/or helpdesk facilities; and
- f. Any problem should be resolved within a maximum of 12 hours for remote troubleshooting after the notification and within 48 hours of on-site response time including weekends or holidays. In case the problem is impossible to resolve within the prescribed time, the service provider should send a letter to BAFE indicating the severity of the problem.

vii. Orientation and Training

The internet service provider shall:

1. Provide at least 1 hour of orientation and training of the BAFE staff on the management and basic troubleshooting of the network.
2. Assist in the orientation of BAFE staff on the do's and don'ts in the network.

viii. Maintenance

The internet service provider shall:

1. Provide a single point of contact for customer support;
2. Provide regular maintenance for the equipment under this project at no cost to BAFE;
3. Provide not less than seven (7) days proactive notice of scheduled downtimes, service interruptions, upgrades, or preventive maintenance; and;
4. Submit monthly access/usage reports to attest compliance to SLA.

d. DUTIES AND RESPONSIBILITIES OF END-USER

1. Grant the authorized representative access to its premises, equipment, and facilities located therein to perform its obligations, provided that such representative is accompanied by duly assigned BAFE personnel;
2. Must secure necessary permits to grant the supplier's authorized representatives access to its premises, equipment, and facilities located therein to perform its obligations, provided that such representatives shall be accompanied by the duly assigned end-user personnel;
3. Responsible for the safe custody and use of the equipment installed by the supplier; and
4. Monitor the provided services and verify if the parameters under the SLA are met and performed by the winning bidder.

V. PAYMENT SCHEME

Payment shall be made 15 days from receipt of the monthly billing provided with complete documents through LDDAP-ADA (directly to your valid Bank Account).

VI. WARRANTIES AND GUARANTEES REQUIREMENTS

- a. Quality assurance is expected from the supplier, such that any error or fault in any hardware, peripherals, pre-installed mandatory software, and installation tools delivered during the implementation shall be acted upon, resolved, mitigated, and/or replaced accordingly at no cost to the organization. Likewise, upon final project acceptance, the supplier is required to provide "after-sales service" and assurance installation are accurate, complete, operable, uncompromised, and error-free during the warranty period; and
- b. List with addresses and contact information of their technical support or accredited help desks.

VII. APPROVED BUDGET

The total Approved Budget for the Contract (ABC) is One Million Two Hundred Thousand Pesos (Php 1,200,000.00), inclusive of all applicable government taxes and service charges.

VIII. CONTRACT DURATION


The contract duration for the Subscription of Internet Access Service shall be one (1) Year upon receipt of Notice to Proceed).

IX. ACCEPTANCE


In addition to the standard parameters for testing Internet subscription, the end-user must issue a Certificate of Satisfactory Service rendered upon completion of all the deliverables and documentary requirements.

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