



Republic of the Philippines  
**BUREAU OF AGRICULTURAL AND FISHERIES ENGINEERING**  
SRA Compound, Annex II Building Ext,  
North Avenue, Diliman, Quezon City  
(02) 8351-8120, (02) 8294-9741

## **TECHNICAL SPECIFICATIONS**

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

#### **I. BACKGROUND**

In the modern working environment, a fast and reliable internet facility is crucial to enable the staff of the Bureau of Agricultural and Fisheries Engineering (BAFE) to efficiently perform and deliver their expected outputs through digital platforms. The Bureau relies on Internet services for communication, collaboration, and accessing various tools and resources. Therefore, it is essential to upgrade the internet connection to address the growing demand for faster connectivity and ensure reliable performance.

#### **II. PROJECT OBJECTIVES**

The objectives of this project are as follows:

- a. To establish reliable and efficient Internet connection for the Bureau of Agricultural and Fisheries Engineering (BAFE); and
- b. To establish a secured network that is protected from viruses, data breaches, ransomware, threats, and the likes.

#### **III. SCOPE OF WORK**

The scope of work for this project includes:

- a. Installation, configuration, and provision of at least 350Mbps 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 and graphs with interpretation laymanize for easy monitoring of incoming and outgoing traffic, user and application control graphs thru Monthly utilization Report (e.g., Most Visited Sites; No. Hours Per site and its category and Malware detection and Attacks, etc);
- d. Provision of 24X7 support services;
- e. Provision of diagnostic reports and updates in case of connection failure; and
- f. Establish fiber optic link connecting the SRA Building and BAFE Main building with necessary switch/media converter.



**IV. DETAILED TECHNICAL REQUIREMENTS**

**Qualification of the Internet Service Provider (ISP)**

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

<b>MINIMUM QUALIFICATIONS REQUIRED</b>	<b>PROOF TO BE SUBMITTED BY BIDDER FOR VERIFICATION</b>
a. Must be in the ISP industry for at least 5 years with supporting certificates or documents	NTC Tier 1 ISP Certification
b. Must have at least three (3) certified engineers or technicians with ECE Licenses or Network Engineer certification.	NTC Tier 1 ISP Certification License and/or the certification for the technical staff
c. Must have at least three (3) references from former clients who have completed contracts in the last five (5) years and are fully satisfied with the services provided.	NTC Tier 1 ISP Certification An endorsement letter shall be provided as proof of satisfaction.
d. Telco shall be the owner of Fiber facility and shall not rely with other last mile provider to deliver the service requirement, subcontracting is not allowed.	NTC Tier 1 ISP Certification
e. Must provide Volumetric Anti DDoS Protection of At Least 1 Gbps Capacity.	NTC Tier 1 ISP Certification

**V. TECHNICAL SPECIFICATIONS**

<b>Unit</b>	<b>General Description</b>	<b>QTY</b>	<b>Unit Cost (PhP)</b>	<b>Total Cost (PhP)</b>
lot	Internet Access Service (IAS), with at least 350 Mbps speed or more, and 13-usable public IP Addresses with Anti-DDOS Protection (Anti-DDOS platform and Scrubbing Center should be in the Service Provider's Core Network)	1	1,016,000.00	<b>1,016,000.00</b>

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## VI. DUTIES AND RESPONSIBILITIES OF THE ISP

### i. Schedule of requirements

Completes the installation, configuration, and provision of at least 350 Mbps Internet Connection within Thirty (30) Calendar Days from the receipt of the Notice to Proceed (NTP). Otherwise, the winning bidder shall pay the corresponding penalties/liquidated damages pursuant to Section XI of this Technical Specifications.

### ii. Pre-installation Activities

The ISP 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 ISP shall provide industry-standard materials needed, which include the provision of cables, cable runners, insulation, conduits, braces, etc.
2. The ISP shall set up Internet connection with at least 350Mbps Committed Information Rate (CIR) 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 ISP shall provide the necessary testing equipment.
3. At least 350 Mbps Internet Connection speed must be attained during working hours.
4. During the testing period, the ISP shall not be held liable for performance degradation or interruptions beyond their control, such as power outages, fluctuations, failure or malfunction of the commissioned equipment, and international/regional backbone problems.
5. The ISP shall submit the test results to the BAFE within three (3) calendar days.

### v. Implementation

1. The ISP shall provide an escalation list and procedure for reporting faults and outages.
2. The ISP must immediately advise the end-user of any downtime occurrence or if any case the internet rerouted to a backup link.



3. The ISP shall ensure the consistent provision of 350 Mbps internet speed to the BAFE. If the ISP provider fails to meet the performance standards outlined above, the following compensation, rebates and penalties will be provided. This compensation, rebates and penalties will be based on the ISP provided Service Level Agreement (SLA).

**vi. Rebates and Termination of Contract**

1. The ISP shall provide an 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 is not met.
2. The ISP should be able to render the following services:
  - a. Provide Service Level at or above 95% availability within the contract period;
  - b. Maintain a guaranteed Internet bandwidth of 350 Mbps CIR as the main connection during working hours;
  - c. Ensure 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. Provide technical assistance and/or helpdesk with coverage Seven (7) days a week and 24 hours per day; and
  - f. Resolve any problem 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 ISP should send a letter to BAFE indicating the severity of the problem.

**vii. Maintenance**

1. The ISP shall provide a single point of contact for customer support.
2. The ISP shall provide regular maintenance for the equipment under this project at no cost to BAFE.
3. The ISP shall provide at least seven (7) days of proactive notice of scheduled downtimes, service interruptions, upgrades, or preventive maintenance.
4. The ISP shall submit monthly access/usage reports to attest compliance with SLA.

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#### **viii. Other Duties and Responsibilities of the ISP:**

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. 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. Ensure the safe custody and proper 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.

#### **VII. PAYMENT SCHEME**

Payment shall be made on a monthly basis subject to the submission of a billing statement and other supporting documents by the ISP and the issuance of a certificate of satisfactory service by the BAFE.

#### **VIII. WARRANTIES AND GUARANTEES REQUIREMENTS**

- a. The ISP must provide quality assurance, ensuring that any errors or faults in the hardware, peripherals, pre-installed mandatory software, and installation tools are acted upon, resolved, mitigated, or replaced at no cost to BAFE.
- b. The ISP is required to provide "after-sales service" and ensure accurate, complete, operable, uncompromised, and error-free installations during the warranty period.
- c. The ISP shall provide a list with addresses and contact information of the technical support or accredited help desks.

#### **IX. APPROVED BUDGET FOR THE CONTRACT**

The total **Approved Budget for the Contract (ABC) is One Million Sixteen Thousand Pesos Only (Php 1,016,000.00)**, inclusive of all applicable government taxes and service charges.

#### **X. CONTRACT DURATION**

The contract duration for the **Subscription to Internet Access Service shall be within (12) Twelve Months** which shall commence from the issuance and receipt of the Notice to Proceed.



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## **XI. LIQUIDATED DAMAGES**

Liquidated damages are equivalent to one-tenth of one percent (0.1%) of the value of the goods not delivered within the prescribed delivery period shall be imposed per day of the delay. The DA-BAFE shall rescind the contract once the cumulative amount of liquidated damages reaches 10 percent (10%) of the amount of the contract, without prejudice to other courses of action and remedies open to it.

## **XII. ACCEPTANCE**

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

## **XIII. PROVISION FOR THE DURATION OF EXTENSION OF CONTRACT**

The contract for the Subscription of Internet Access Service (IAS) for the Bureau of Agricultural and Fisheries Engineering (BAFE) will be extended for a period of three (3) months. This extension ensures continuity of service and allows for the uninterrupted operation of BAFE's various ICT infrastructure and Management Information Systems during this period.

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