

TERMS OF REFERENCE

Subscription of Annual Internet Access Service (IAS) (Secondary) for BAFE's Server and Various ICT Infrastructure

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 400Mbps 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; and
- e. Provision of diagnostic reports and updates in case of connection failure.

IV. APPROVED BUDGET

The total Approved Budget for the Contract (ABC) is One **Million Pesos Only (Php 1,000,000.00)**, inclusive of all applicable government taxes and service charges.

V. QUALIFICATION OF THE INTERNET SERVICE PROVIDER (ISP)

The Internet Service Provider (ISP) should 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:

- a. Must have Fiber Optic Cable Multiplexer and Gigabit Ethernet (GE) capable. Interface Hand-off: (Gigabit Ethernet 10/100/1000 - electrical);
- b. Must have at least 1Gbps Multi-lateral Peering with PhOpenIX for at least six (6) years;
- c. Must have at least ten direct International Uplinks (Tier 1/Tier 2, i.e., AT&T, Level 3, Telstra, etc.) for redundancy purposes;
- d. Must have at least a minimum total Uplink capacity of 100 GB/s;
- e. Managed and operated its own local Internet peering (i.e., MIX, GIX, PHIX);
- f. Must have a dedicated Internet service with 1:1 CIR (Committed Information Rate)
- g. Must be a Telephone line provider within Metro Manila;
- h. Must have at least three (3) certified engineers or technicians with ECE licenses or network engineer certification. A copy network engineer of the license and/or the certification for the technical staff must be provided;
- i. 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. An endorsement letter may be provided as proof of satisfaction;
- j. The ISP must have and operate its own backhaul going to Cable Landing Station
- k. The ISP must provide a detailed diagram of the following during the post-qualification:
 - i. At least 10 direct international uplinks (Tier 1/Tier 2, i.e., AT&T, Level 3, Telstra, etc.) for redundancy purposes
 - ii. Backhaul going to Cable Landing Station
 - iii. the core network will pass through Backhaul as proof of requirement
- l. The ISP must be an independent company and not affiliated with the current internet service provider utilized by the DA-BAFE

TECHNICAL SPECIFICATIONS

Unit	General Description	QTY	Unit Cost (PhP)	Total Cost (PhP)
lot	Internet Access Service (IAS), with at least 400 Mbps speed or more, and at least 10-usable public IP Addresses	1	1,000,000.00	1,000,000.00

VI. DUTIES AND RESPONSIBILITIES OF THE SUPPLIER

i. Schedule of requirements

Completes the installation, configuration, and provision of at least 400 Mbps Internet connection within Thirty (30) days from the receipt of the Notice to Proceed (NTP). Otherwise, the winning bidder shall pay the corresponding penalties/liquidated damages in the number 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 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 and insulation, braces, etc.; and
2. The ISP shall set up connection with at least 400 Mbps of 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 400 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; and
5. The ISP shall submit the test results to the BAFE within three (3) 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 400 Mbps internet speed to the BAFE.

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; and
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 400 Mbps CIR as the main connection during working hours; and
 - 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 service provider 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; and
4. The ISP shall submit monthly access/usage reports to attest compliance with SLA.
5. Duties and responsibilities of end-user:
 - a. 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;
 - b. 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;
 - c. Ensure the safe custody and proper use of the equipment installed by the supplier; and
 - d. 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 service provider and the issuance of a certificate of satisfactory service by the BAFE.



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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; and
- c. The ISP shall provide a list with addresses and contact information of the technical support or accredited help desks.

IX. CONTRACT DURATION

The contract duration for the Subscription of Annual Internet Access Service (IAS) (Secondary) for BAFE's Server and Various ICT Infrastructure shall be (12) Twelve Months from the issuance of the Certificate of Acceptance by the End-User.

X. 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.

XI. PROVISION FOR THE DURATION OF EXTENSION OF CONTRACT

The contract for the Subscription of Annual Internet Access Service (IAS) (Secondary) for BAFE's Server and Various ICT Infrastructure may 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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