



TERMS OF REFERENCE

SUPPLY, DELIVERY, INSTALLATION, AND CONFIGURATION/TESTING OF VARIOUS ICT SOFTWARE SUBSCRIPTION UNDER THE DIGITAL AGRICULTURE PROJECT (SUB-PROJECT: ENHANCED FARM-TO-MARKET ROAD (FMR) AND AGRI- COMMODITY GEODATABASE) - SMS Portal Subscription

A. RATIONALE

The Agricultural and Biosystems Engineering Management Information System (ABEMIS) and the Geographic Information System for Agricultural and Fisheries Machinery and Infrastructure (GEOAGRI) has been adopted as the planning and implementation tool of the Department in terms of infrastructure and mechanization interventions. As supplementary to their features and requirements, the following systems are necessary:

- The Short Message Service Portal is a web/mobile based system designed to facilitate seamless communication between stakeholders, institutions, and end-users. This system enables authorized users to send SMS messages directly from network-connected devices with customized applications such as data encryption, feedback database, data analytics and reporting, and ticket generation. It also supports two-way communication through IP PBX with call recording options, ensuring secure and efficient information exchange. Designed for project partners such as farmers, local government units, and other stakeholders, the SMS Portal serves as a platform for addressing concerns related to project implementation, farming operations, and agricultural engineering issues. It offers bulk messaging, scheduled notifications, and interactive engagement tools, allowing institutions to send real-time alerts and updates, provide automated notifications for schedules, reminders, and critical announcements, enhance data collection and analysis for better decision-making, and streamline issue resolution through ticketing and feedback mechanisms. By integrating advanced communication and data management capabilities, the SMS Portal ensures fast, reliable, and structured engagement, making it an essential tool for improving responsiveness and service delivery in the agricultural sector.

B. APPROVED BUDGET FOR THE CONTRACT

The ABC is **One Million Nine Hundred Thousand Pesos Only (Php 1,900,000.00)**. The total ABC is inclusive of all applicable government taxes and charges, professional fees, and other costs.



C. TECHNICAL SPECIFICATIONS

PARTICULAR AND TECHNICAL SPECIFICATIONS	QUANTITY	UNIT COST (in PH Pesos)	TOTAL AMOUNT
<ul style="list-style-type: none"> • Must support bulk SMS messaging with predefined recipient lists, with: <ul style="list-style-type: none"> ○ at least 40,000 SMS per month for one-way SMS broadcasting; and ○ at least 1,000 SMS per day for two-way SMS communication with the IP PBX system. • Must support the custom Sender ID "BAFE" • Must have IP PBX Software Design to support VoIP Communications and multiple devices, can manage, routing, and forwarding and recording of calls. • Must have a Web-based Management Dashboard with: <ul style="list-style-type: none"> ○ Analytics and Reporting Tools for tracking key metrics such as SMS delivery, location of sender and users interactions. • Should include VoIP Phones with HD Voice capabilities for improved communication, with the following specifications: <ul style="list-style-type: none"> ○ Display: 2.4-inch, 320x240 pixel color screen ○ Audio Quality: Supports G.722 and Opus codecs; HD audio on both speakerphone and handset ○ Conference Support: Supports 6- 	1	1,900,000.00	1,900,000.00

<p>party local conference</p> <ul style="list-style-type: none"> ○ Headset Compatibility: Supports EHS wireless headset ○ Connectivity: Dual 10/100 Mbps ports with integrated PoE ○ Installation Options: Can be installed using a desktop stand or wall-mounted configuration. <ul style="list-style-type: none"> ● Should include Network Switch to connect multiple devices within the organization, with <ul style="list-style-type: none"> ○ preferably 8 Port Gigabit unmanaged Switch, ○ 8 Gigabit RJ45 Ports and, ○ Plastic Case ● Should include SMS Gateway Device for SMS transmission capabilities, ensuring reliability and efficiency, with the following specification: <ul style="list-style-type: none"> ○ GSM channels: at least 2 ○ Frequency Bands: Quad-Band GSM/GPRS 850/900/1800/1900MHz; supports external antenna ○ Protocol: SIP (Session Initiation Protocol) ○ Transport: UDP (user Datagram Protocol) ○ DTMF: RFC2833, SIP INFO, In-band ○ Audio Codec: G.711A/u-law, G.726, G.729 A, GSM, Speex ○ LAN: 1 (10/100MBps) ○ Network: DHCP Server, VLAN, Firewall ○ Power Supply: AC 100~240V/50~60Hz (DC 12V, 1A) ● All hardware inclusion must have at least 1-year warranty 			
TOTAL			1,900,000.00

E. INSPECTION AND TEST PROCEDURE

- a) The Inspector and/or Supply Officer can reject any software or part thereof that fails to pass any installation, test, and/or inspection or does not conform to the technical specifications.
- b) The Inspector and/or Supply Officer will issue an Inspection and Acceptance Report (IAR) upon determining that the installed computer software is usable and in good working condition.

F. PRODUCTION AND/OR DELIVERY SCHEDULE

Goods and services shall be delivered within thirty (30) calendar days from the receipt of the Notice to Proceed (NTP). The delivery and installation date must fall within weekdays from Monday to Friday only and shall be delivered at the BAFE Office, Sugar Center Compound, Annex II Building Extension, North Avenue, Diliman, Quezon City.

G. BIDDERS ADDITIONAL REQUIREMENTS

To ensure the quality of the products offered and assurance for immediate and competent after-sales technical support:

1. The prospective bidder must submit the following:
 - A detailed company profile that includes history, background, and experience in providing Bulk messaging solution;
 - A list of at least two (2) current and previous clients who utilize the proposed Bulk Messaging System. This should include contact information for referral and verification purposes.
 - Provides Service Level Agreement (SLA) as evidence of their capability to deliver 24x7 technical assistance.

G. AFTER-SALES SERVICES

ITEM/DESCRIPTION	AFTER-SALES SERVICES
1. SMS Portal Subscription	<ul style="list-style-type: none"> ● Must provide 24/7 technical support ● Must provide software updates and customizations for feature enhancements based on user feedback and specific operational needs.



H. PAYMENT TERMS AND CONDITIONS

One-time payment shall be made upon completion of the Supply, Delivery, Installation, Configuration/Testing, and Acceptance of Various ICT software subscriptions to submission of the following documents:

- a. Certificate of Warranty for all equipment; and
- b. Sales Invoice/Delivery Receipt.

I. MODE OF PROCUREMENT / AWARDING

The supply, delivery, installation, and configuration of various ICT software subscriptions will be procured through Public Bidding. The awarding of this project shall be done by lot.

J. LIQUIDATED DAMAGES

Liquidated damages are equivalent to one-tenth of one percent (0.1%) of the value of the goods and services 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.

Prepared by:


JUNDY MER A. DIMASU-AY

Alternate Procurement Coordinator, PKMDD

Noted by:


ENGR. ARNEL L. TENORIO, EnP.

Chief, Interim PKMDD