



## TERMS OF REFERENCE

PROJECT	:	<b>Procurement of 80Mbps Internet Leased Line Connection via Fiber Optic Cable for one (1) year to Support the Implementation of Employment Facilitation Programs through the Public Employment Service Office (PESO)</b>
PROPONENT	:	<b>DEPARTMENT OF LABOR AND EMPLOYMENT – BUREAU OF LOCAL EMPLOYMENT</b>
APPROVED BUDGET FOR THE CONTRACT	:	<b>PhP 960,000.00</b>

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### I. RATIONALE/BACKGROUND

Since the start of the COVID-19 pandemic in 2020, many companies shifted to hybrid work arrangements. Major technological upgrades have been implemented and continuously changed the world of work particularly with the shift in modes of communication and the delivery of public employment services.

In order for the Department to adapt this technological shift, Bureau of Local Employment (BLE) has a series of information technology programs for development and deployment that align to the Bureau's digital transformation roadmap and strategy.

Currently, the BLE has started developing an in-house JobStart - Learning Management System (LMS), this is an online digital platform for the implementation of life skills training (LST) of the program. The full implementation and deployment of Alien Employment Permit Management System this year 2022. On the pipeline for the development are Online Job Fair, and the Special Program for Employment of Students (SPES) information systems.

To support the implementation of the above mentioned systems, the Bureau proposes to procure the required reliable, stable and high speed internet connection for the operation, monitoring and maintenance of the Bureau's ICT programs and projects.

### II. SUBSCRIPTION CONTRACT

One (1) year subscription of 80Mbps Internet Leased Line Connection via Fiber Optic Cable.

### **III. Minimum Specifications**

The Contractor shall provide 80Mbps internet access service via fiber optic cable with the following minimum specifications:

- 80Mbps committed information rate (CIR)(upstream-downstream)
- 80Mbps port speed
- 1 IP block/range address with at least 15 usable IPs
- Inclusive of supply and/or installation of fiber optic cable from supply area to DOLE-BLE server room
- Inclusive of device/s (modem) and other required peripherals
- 24/7 network management and technical support
- Online Multi Router Traffic Grapher (MRTG) Access

### **IV. SCOPE OF SERVICE**

The Contractor shall:

- Secure all permits/licenses/certifications and other related documents prior to, or within thirty (30) calendar days delivery period to ensure installation of cabling requirements if needed;
- Deliver a guaranteed minimum bandwidth of 80Mbps at a ratio of 1:1 for the entire duration of the contract;
- Have direct connection to the internet backbone composed of multiple reliable resources through international providers, and preferably, but not necessarily with existing leased line connection near the DOLE-BLE;
- Supply a telephone-based qualified technical support available on a 24/7 basis to assist DOLE-BLE in troubleshooting issues affecting traffic and security on the provided internet access service;
- Provide technical support for the solution of internet service related issued within four (4) hours from the time it was reported to helpdesk. In cases wherein the reported issues cannot be resolved through telephone, the Contractor shall be required to send a qualified technical representative to visit the site to resolve the problem at no additional cost to the DOLE-BLE;
- Provide temporary replacement unit for own equipment/devices which have become inoperable or which need/s repair; and
- Make available to the DOLE-BLE, a 24/7 bandwidth monitoring facility for the internet access service. The facility shall clearly show the real-time utilization and availability.

### **V. QUALIFICATION REQUIREMENTS**

1. The Contractor must submit certification from NTC stating that it is an enfranchised public telecommunications entity authorized to provide local Exchange Service and is a holder of Certificate of Registration as Value Added Service (with validity dates indicated); and
2. Must submit documents showing it has multiple international direct peering uplinks (at least 2).

### **VI. SERVICE LEVEL AGREEMENT**

The DOLE-BLE shall maintain a Service Level Agreement (SLA) with the Contractor with provision for liquidated damages for non-compliance and provision for credits for service interruptions.