

TERMS OF REFERENCE

PROJECT: Subscription of 50Mbps Internet Leased Line Connection
ESTIMATED COST: P900,000.00 VAT-Inclusive (Fund Source: 2022 LLCS (CO) Fund)
PROPONENT: DOLE-Bureau of Working Conditions

I. OBJECTIVE

The project requires the installation of a leased line connection with 50Mbps bandwidth for one (1) year. The aforementioned line will primarily service the internet connectivity requirement to access the Labor Inspection-Management Information System (LI-MIS) and to ensure minimum downtime and uninterrupted Internet connection service in the times of disaster and emergencies, this line must belong to a Registered Telecommunication company in the Philippines.

II. PROJECT DESCRIPTION

This project calls for the subscription of the internet leased line connection from a Telecommuting Company with 50Mbps bandwidth for one (1) year.

III. GENERAL PROVISION

The internet of this specification is to prescribe the complete purchase and delivery of services for the project which the prospective supplier will undertake in full compliance with DOLE-BWC requirements. If there is any apparent contradiction, or ambiguity between the sections of this specification, the supplier shall bring the matter to the attention of the DOLE-BWC during the pre-bid conference and shall obtain their decisions as to the true meaning or intention before proceeding to the affected supply.

In cases where the bandwidth falls below the guaranteed speed, the DOLE shall be entitled to rebates.

Further, in the event of the IS Provider's default or breach such as, but not limited to the failure to render the technical support and warranties within the stipulated period, the DOLE shall have the right to unilaterally terminate the contract and shall not be held liable for payment of any fees.

IV. GENERAL SPECIFICATIONS

The Contract shall provide for the DOLE-BWC 50 Mbps Internet Access Service via Fiber Optic cable for one (1) year with the following specification:

- 1 block IP addresses with 5 usable IPs
- Supply and installation of fiber optic cable from Internet Service Provider supply area to DOLE-BWC premises inclusive of metal conduits casings and grounding requirements
- 24/7 network management and technical support
- Inclusive of modem other required materials
- Must have certification from NTC stating that it is "an enfranchised public telecommunication entity authorized to provide Local Exchange Service and is a

holder of a Certificate of Registration as Value Added Service Provider", and must submit documents showing it has multiple international direct peering uplinks (at least two (2))

- Online monitoring facility (MRTG)
- Complete installation within 45 Calendar days from issuance of Notice to Proceed

V. TARGET OUTPUT

Complete delivery of the required services from the Internet Service Provider within the prescribed period upon issuance of Notice to Proceed (NTP) from the Bureau.

VI. SCOPE OF WORK

- Supply and delivery of the required services stipulated in Purchase Request; and
- Provision for warranty and support
- Provision of Service Level Arrangement (SLA) with the Internet Service Provider with provisions for penalties for service interruptions through interruption/service credits. Compliant (TOR and PR)
- Conduct site survey for proper planning and installation;
- Provide and install fiber optic cables and necessary connectors/accessories/devices up to the point of BWC's switch.
- Conduct base line testing as soon as the Internet access is activated;
- Provide technical support for all problems pertaining to connectivity.
- Replacement of defective devices and peripherals within a period of one (1) month from the date of installation

VII. RESPONSIBILITY OF THE INTERNET SERVICE PROVIDER (ISP)

- The contractor shall deliver a guaranteed minimum bandwidth of 30 Mbps at a ratio of 1:1 with 99.50% monthly availability for the entire duration of the contract.
- The Contractor should have direct connection to the internet backbone composed of multiple reliable routes through international providers
- The Contractor shall supply a telephone-based qualified technical support available on a 24/7 basis to assist DOLE-BWC troubleshooting issues affecting traffic and security on the provided Internet Access service
- The Contractor shall provide technical support for the resolution of internet service related issues within four (4) hours from time it was reported to helpdesk. In cases where in the reported issues cannot be resolve through telephone, the Contractor shall be required to send a qualified representative to visit the site to resolve the problem at no additional cost to DOLE-BWC
- The Contractor shall make available to DOLE-BWC a 24x7 bandwidth monitoring facility for the Internet Access Service. The facility shall clearly show the real-time utilization and availability
- Install and supply grounding for equipment supplied by Internet Service Provider when necessary

VIII. RESPONSIBILITY OF DOLE – Bureau of Working Conditions

The Bureau shall provide the in-house wiring from the MDF to the end-user's, computer or networking equipment.

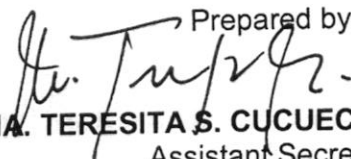
IX. EXPECTED TIMEFRAME

The delivery of the expected output as enumerated above shall be within forty five (45) calendar days after receipt of notice to proceed from Department.

X. MINIMUM REQUIREMENTS/QUALIFICATION REQUIREMENTS FOR THE INTERNET SERVICE PROVIDER

- The IS Provider must have successfully implemented the same scheme of similar magnitude for the last two years;
- The IS Provider must have a certified network engineers who are regular employees and are based locally;
- The IS Provider must have a temporary replacement unit for devices which are under repair;
- Must provide 24x7 Technical Support


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Certified Funds Available

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