



TERMS OF REFERENCE

PROJECT	:	Subscription of 80Mbps Internet Leased Line Connection via Fiber Optic Cable for one (1) year
PROPONENT	:	DEPARTMENT OF LABOR AND EMPLOYMENT – BUREAU OF LOCAL EMPLOYMENT (DOLE-BLE)
APPROVED BUDGET FOR THE CONTRACT	:	PhP 930,000.00

I. RATIONALE/BACKGROUND

Since 2020, the COVID-19 pandemic has continuously changed the world of work particularly with the shift in modes of communication and the delivery of public employment services.

As the Department continues to transform its delivery of services digitally and for public service continuity given the ongoing changes in Alert Levels in areas with high-risk transmission of COVID-19 virus, the Bureau of Local Employment (BLE) has organized a team that will implement the following ICT programs and projects that align with the Bureau's digital transformation roadmap and strategy:

- Allowing the Bureau's data bank to be accessed remotely by employees under work-from-home arrangement;
- Human Resource documents digitization;
- Jobs Center walk-in process and client feedback form digitization;
- Use of digital tools in meeting and conferences;
- Development of JobStart Learning Management System (LMS); and
- Integration of PhilJobNet and PESO Employment Information System (PEIS).

Given the above, the Bureau proposes to procure the needed reliable, stable and high-speed internet connection which shall operate across BLE computer networks. This is crucial and will play a critical role in the efficient, effective, and unhampered day-to-day operations and delivery of information and services to the general public to adapt to the growing digital economy.

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:

- 80 mbps committed information rate (CIR) upstream-downstream
- 80 mbps port speed
- 1 IP block/range address with 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.

The telecommunication system is required to be available seven (7) days a week/365 days a year except on occasions when the Contractor has to perform repair and preventive maintenance or updates.

VII. ACCEPTANCE

1. The Contractor must provide DOLE-BLE with at least ten (10) working days confidence test period upon activation of the service and fifteen (15) working days observation period;
2. During the testing period, the DOLE-BLE shall not be liable for performance interruptions such as fluctuations, power outages, and international/regional internet backbone problems;
3. Notify the Contractor in writing on areas for revision, subject to the conditions in the acceptance evaluations; and
4. The Certificate of Acceptance shall be issued once the minimum specifications stated herein are completed and delivered. However, non-compliance by the Contractor with the technical specifications is a ground for disqualification.

VIII. GENERAL PROVISIONS

The DOLE-BLE may terminate the Contract by serving a 15-day written notice prior to the effective date of circuit termination on any of the following cases:

1. Unavailability of 24/7 technical support hotline (Helpdesk);
2. Failure to respond to reported problem within 3 hours;
3. Breach of any of the major undertaking/conditions/terms of the agreement

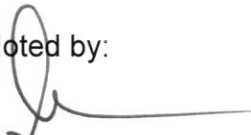
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___ April 2022