

**TERMS OF REFERENCE**

<b>PROJECT</b>	Subscription of <b>150 Mbps Dedicated/Guaranteed Internet Service</b> for one (1) year for BWSC
<b>ESTIMATED COST</b> (Fund Source: 2022 BWSC and TUPAD fund amounting to <b>₱800,000.00</b> and <b>₱900,000.00</b> )	<b>Php1,560,000.00</b> for one (1) year subscription
<b>PROPONENT</b>	Department of Labor and Employment – Bureau of Workers with Special Concerns
<b>I. OBJECTIVE</b>	

The project aims to provide a primary internet connection for BWSC for one (1) year. This dedicated connection will serve the bureau’s internet needs for its daily operations and provide 24/7 online connectivity to its online facilities and services.

<b>II. PROJECT DESCRIPTION</b>
This project requires the subscription of dedicated Internet Leased Line (ILL) for a period of one (1) year thru a fiber optic line with at least thirteen (13) public Internet Protocol (IP) addresses worth <b>Php1,560,000.00</b>

<b>III. GENERAL PROVISION</b>
The intent 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 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 during the pre-bid conference and shall obtain their decision as to the true meaning or intention proceeding with the affected supply.
In cases where bandwidth falls below the guaranteed speed, the DOLE shall be entitled to rebates.
Further, in the event of the Internet Service Provider’s default or breach such as, but not limited to the failure to render 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**

Item	Technical Specification	Quantity	Unit Cost (per month)	Total Cost
Subscription of 150 Mbps Internet Leased Line (ILL) for 1 year thru fiber optic line for BWSC	<ul style="list-style-type: none"> <li>• 150 Mbps Committed Information Rate (CIR)</li> <li>• Symmetrical downlink/uplink data speeds (100/100)</li> <li>• Provision of at least 13 Usable Static Public Internet Protocol (IP) Addresses</li> <li>• Supply and installation of fiber optic cable from Internet Service Provider supply area to DOLE-BWSC premises inclusive of metal conduits, casings, and grounding requirements</li> <li>• Immediate problem isolation and resolution – within 24 hrs. period</li> <li>• High prioritization of urgent requests (i.e. reverse DNS, IP whitelisting, etc.)</li> <li>• Provision of online monitoring facility (MRTG)</li> </ul>	1 Lot	<b>₱130,000.00</b>	<b>₱1,560,000.00</b>

	<ul style="list-style-type: none"> <li>• 24/7 Help Desk and Field Support Services</li> <li>• 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))</li> <li>• Must ensure assigned public IPs are not blacklisted</li> <li>• Internet Service Provider/Contractor should secure all permits/licenses/other related documents prior to, or within thirty (30) calendar days to ensure installation of cabling requirements as scheduled</li> <li>• Delivery Period: 30 days from receipt of Notice to Proceed (NTP)</li> </ul>			
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**V. TARGET OUTPUT**

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

**VI. SCOPE OF WORK**

1. Supply and delivery of the required services stipulated on the Purchase Request;
2. Provision, installation and testing of necessary facilities and services (CPE, fiber optic cables, baseline test, etc.) stipulated on the Purchase Request;
3. Provision of warranty and support;
4. Provision of Service Level Agreement (SLA) with the Internet Service Provider with provisions for penalties for service interruptions through interruption/service credits;
5. Provision of technical support for all problems pertaining to connectivity; and
6. 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**

The Internet Service Provider shall provide the DOLE-BWSC with the following:

- 145 Mbps guaranteed minimum bandwidth at a ratio of 1:1 with 99.50% monthly availability for the entire duration of the contract;
- The provider should have direct connection to the Internet backbone composed of multiple reliable routes through international providers;
- At least 13 usable Public IP Addresses;
- Ensure assigned public IPs are not blacklisted
- Supply and install fiber optic cable to the BWSC Server Room.
- Secure all other necessary permit/licenses within 30 days delivery period time to ensure installation of cabling requirements as scheduled;
- Provide special cables, connectors and devices from the terminal to the existing router/switch of the bureau;