



## TERMS OF REFERENCE

### 1. PROJECT TITLE

Provision of 100Mbps Internet Access Service (Secondary Connection) for BTr Operations, Ayuntamiento Building

### 2. DESCRIPTION

The project calls for the provision, installation, configuration, and commissioning of 100Mbps dedicated Internet Access Services (IAS) subscription to address the Internet connectivity requirements of the Bureau's day-to-day operations.

### 3. AGENCY BUDGET ESTIMATE

The agency budget estimate for the project is **SEVEN HUNDRED EIGHTY THOUSAND PESOS** (Php 780,000.00), inclusive of all applicable taxes.

### 4. DURATION OF THE CONTRACT

Contract period shall be one (1) year from the start date of IAS implementation.

4.1.1. The effective start of the IAS shall be based on the issuance of the Certificate of Acceptance by BTr-MISS.

Purchaser's Specifications	Supplier's Specification
<p><b>5. SCOPE OF WORK AND TECHNICAL SPECIFICATIONS</b></p> <p>The minimum requirement specified in this Scope of Work shall be complied with. Non-compliance with these requirements is a ground for disqualification.</p> <p>5.1. Provision, installation, configuration and commissioning of a dedicated IAS with the following specifications and inclusions:</p> <p>100mbps Internet Access Service</p> <p>5.1.1. Bandwidth: 100 Mbps;</p> <p>5.1.2. Last Mile: Fiber-optic;</p> <p>5.1.3. 1:1 ratio;</p> <p>5.2. Integration of the proposed Internet connection to the existing BTr network infrastructure.</p> <p>5.3. Provision of diagnostics and incident reports and updates in case of connection failure.</p>	

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- 5.4. Provision of monthly utilization graphs and/or MRTG tool for monitoring of link quality and bandwidth utilization;
- 5.5. DNS hosting for BTr official domain and MX records.
- 5.6. Provision of a reliable Forwarding and Secondary DNS.
- 5.7. Provision of a DNS reverse lookup for entries with the assigned classless network.
- 5.8. Must provide BTr an advanced notice in case of scheduled maintenance or service interruption.
- 5.9. Submission of an industry standard Service Level Agreement (SLA) that shall include but not limited to the following:
  - 5.9.1. Availability: 99.5% uptime in a month
  - 5.9.2. Latency: 80milliseconds average round trip from BTr to ISP port
  - 5.9.3. 200milliseconds average round trip from ISP port to US/International port
  - 5.9.4. Provision of 24x7 customer support services;
    - 5.9.4.1. Support response time:
      - 5.9.4.1.1. 30 minutes for emergency tickets for the following categories:
        - 5.9.4.1.1.1. Link connection is down.
        - 5.9.4.1.1.2. Packet loss, variation in latency.
        - 5.9.4.1.1.3. Routing issue.
      - 5.9.4.1.2. Two (2) hours response time for technical problem that requires on-site services. For problem reported after 4:00 PM, services shall be rendered 8:00 in the morning of the following business day.
    - 5.9.4.1.3. Routing issue.
  - 5.9.5. Deviation from the SLA must have a corresponding performance credit or rebate in favor of BTr which shall be reflected on the following month billing.
- 5.10. Provision of a single point of contact for customer support in both areas of network connectivity and Internet access.
- 5.11. Must respond to request for maintenance at no cost to BTr.
- 5.12. Must submit a monthly access/usage report. The report will be used to support the monthly recurring charges thru billing statements submitted by the IAS provider.

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<p>5.13. Rebates due to service interruption/downtime must be reflected on the following month billing.</p>	
<p><b>6. DELIVERY PERIOD AND SERVICE ACCEPTANCE</b></p> <p>6.1. Completion of installation and configuration of IAS infrastructure must be within Thirty (30) calendar days from the receipt of the Notice to Proceed.</p> <p>6.2. A Certificate of Acceptance shall be the basis in determining the effective start date of the IAS and shall be issued by BTr-MISS once the following conditions are met:</p> <p style="margin-left: 20px;">6.2.1. Installation and configuration of all hardware and software required for the proper implementation of the project.</p> <p style="margin-left: 20px;">6.2.2. Average latency should not exceed:</p> <p style="margin-left: 20px;">6.2.3. 80 milliseconds average round trip from BTr to ISP port.</p> <p style="margin-left: 20px;">6.2.4. 200 milliseconds average round trip from ISP port to US/international port.</p> <p style="margin-left: 20px;">6.2.5. Stable internet service connection.</p>	
<p><b>7. VENDOR REQUIREMENTS</b></p> <p>7.1. Bidders must have the capacity and ability to provide maintenance services and technical support to Internet Access Service and Direct Leased Line.</p> <p>7.2. Bidders must have the capacity and ability to provide maintenance services and technical support. The Bidder must be a Telecommunications company, certified by the National Telecommunications Commission (provide a copy of the certification) and have been operating as a Telecommunications Company for the past 15 years.</p>	
<p><b>8. OTHER REQUIREMENTS</b></p> <p>8.1. Bidders must submit detailed work plan specifying installation design, detailed activities, connectivity diagram from end user premise to the last mile and timelines in order to determine compatibility with the existing BTr network infrastructure, configuration, and electrical power rating.</p> <p>8.2. Bidders may arrange an schedule, prior to submission of their respective bids, for the conduct of site inspection to ensure that all project requirements are fully</p>	



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understood and verified to ensure successful implementation of the project.	
<b>9. MODE OF PAYMENT</b>	
9.1. Monthly payment shall be made upon submission of required monthly service reports and billing invoice.	
<b>10. NON-GRAFT CLAUSE</b>	
The winning bidder warrants that it has not given nor promised to give any money or gift to any officer or employee of the BTr, or any member of the Bids and Awards Committee (BAC), BAC Secretariat or TWG, to secure this contract.	

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