

TERMS OF REFERENCE (TOR)

Acquisition of Services for Internet Connection of the BCDA Clark Extension Office in One West Building, West Aeropark Campus, Global Gateway Clark, Clark Freeport Zone, Pampanga

I. Background Information

The Bases Conversion and Development Authority (BCDA) is a government instrumentality vested with corporate powers under Republic Act (RA) 7227 (Bases Conversion and Development Act of 1992), as amended by RA 7917, and further amended by RA 9400. Its mandate is to convert former US military baselands and Metro Manila camps into productive civilian economic growth centers consistent with the thrust to generate business opportunities, jobs and economic activities.

Since its creation in 1992, the BCDA has remained at the forefront of development efforts in the country. It has proven to be one of the most successful government agencies in attracting investments, creating jobs for the Filipino people and boosting the Philippine economy.

Internet solutions that shall provide efficient communication and information facilities are continuously needed. Availability of such shall boost the efficiency of BCDA.

Considering the above, BCDA deemed it necessary to acquire internet connection for the Clark Extension Office through the engagement of Internet Service Providers (ISPs) that shall provide the new office with efficient, reliable and cost effective internet connection.

II. Objective

The objective of the Procurement is to supply the BCDA Clark Extension Office internet connection. Specifically, it aims to engage two (2) different ISP that owns an existing fiber connection from BCDA Clark Extension Office, 9th Floor One West Building to their central office for a 30 Mbps Internet Connection 1 and Connection 2, respectively.

III. Scope of Work

The Project shall cover the acquisition and implementation of the Internet connection of the BCDA Extension office in 9th Flr., One West Building, Global Gateway Clark, Clark Freeport Zone, Pampanga. This will involve the following:

- a. Engagement of two different ISP with a fiber connection from BCDA Clark Extension Office, 9th Floor One West Building to their central office for the 30 Mbps for Connection

1 and Connection 2. The monthly billing shall commence upon the issuance of the Certificate of Acceptance as provided under Section IX hereof covering a period of one (1) year;

- b. Integration of the proposed Internet connections to the BCDA Clark Extension Office's network infrastructure;
- c. Provision of 1GB Web Hosting Space;
- d. Provision of One (1) Domain Name System (DNS) Hosting Service;
- e. Provision of One (1) Domain Name Registration;
- f. Provision of fifteen (15) Usable Public IP Addresses;
- g. Selected ISP shall provide the necessary hardware and other services required to setup the Internet connection. BCDA Clark Extension Office currently has an existing router. However should there be compatibility issues, the winning bidder has the option to provide their own router or assist in the configuration of BCDA's router.
- h. Provision of diagnostic reports and updates in case of connection failure;
- i. Provision of monthly utilization graphs and/or MRTG tool for monitoring of link quality and bandwidth utilization;
- j. Delivery of an IPv6 ready and/or compliant connection;
- k. Provision of 24x7 support services;
- l. The winning proponent shall be responsible for the successful commissioning, integration and rollout of all the items included in the contract.
- m. Entering into a Service Level Agreement which defines parameters of rebates for non-performance, etc.
- n. If in case BCDA transfers to a new office location, the Provider must transfer the connection to the new location at no cost to BCDA.

IV. Approved Budget for the Contract (ABC)

The ABC for Connection 1 is **Php500,000.00 INCLUSIVE** of all applicable government taxes and service charges.

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The ABC for Connection 2 is **Php500,000.00 INCLUSIVE** of all applicable government taxes and service charges.

The total ABC for the project is **Php1,000,000.00 INCLUSIVE** of all applicable government taxes and service charges.

V. Basic Internet Connectivity Design and Requirements

BCDA Clark Extension Office will be connected with two (2) ISPs, utilization of which will be carried out by a Failover and Load Balancing appliance.

VI. Procurement Strategy

Acquisition shall be done through the most appropriate procurement process as defined in RA 9184 and shall be covered by a service agreement.

VII. Qualifications of the Desired ISPs

The bidder must be a reputable ICT services provider with at least five (5) years of experience in internet service provisioning.

The bidder must have the capacity and ability to provide maintenance services and technical support.

The bidder is not directly associated with entities that may have an interest in or bias against BCDA or any of its projects.

The bidder must have rendered similar services for reputable organizations in the past three (3) years.

VIII. Technical Requirements

- a. Bidders must submit detailed work plan specifying installation design, detailed activities, connectivity diagram from end user premise up to the last mile and timelines in order to determine compatibility with BCDA Clark Extension Office's Local Area Network configuration and the One West Building's electrical power rating. Bidders are required to conduct site inspection.
- b. The technical requirements and evaluation parameters are as follows:

30 Mbps Internet Connection 1 and Connection 2 Direct Internet Connection

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Parameters	Evaluation Parameter
1.Setup a Dedicated Direct Internet Connection at BCDA Clark Extension Office.	At least 30Mbps Committed Information Rate (CIR) for Internet Connection 1 and Connection 2 full bandwidth
2.Assign Usable Global (IP) Addresses to BCDA	At least fifteen (15) Usable Public IP Addresses
4. Provision of Web Hosting Space	1GB Web Hosting Space
5. Provision of Domain Name System (DNS) Hosting Service	One (1) Domain Name System (DNS) Hosting Service
6. Provision of Domain Name Registration	One (1) Domain Name Registration
7. Provide Domain Name Server (DNS) reverse lookup for entries with the assigned classless network.	Reliable DNS reverse-look up
8. Availability and Quality of Connection	Not less than 99.5% link uptime in a month
9. Line Test Criteria	<p>Test for Packet Loss</p> <ul style="list-style-type: none"> o Test: Ping o Standard: 100% packet return <p>Latency Test</p> <ul style="list-style-type: none"> o Test: Ping o Standard: 180-250ms to US
10. Provide single point of contact for customer support in both areas of network connectivity and Internet access	Single point of contact for customer support
11.Provide proactive notice of scheduled downtimes or service interruption	Not less than 7 days
12. Render customer service support	24 hours x 7 days

13. Provide "Performance Credit" or rebate in the Service Level Agreement (SLA)	Performance Credit
14. Provide detailed Work Plan	Detailed work plan

IX. Duties and Responsibilities of the Internet Service Provider (ISP)

1. Pre-Installation

Provide detailed work plan specifying installation design, detailed activities, network diagram showing connectivity from end user's datacenter up to the last mile and timelines.

2. Actual Installation

- a. Set up Internet Connection with the Committed Information Rate (CIR) connection bandwidth for both upstream and downstream network traffic flows at the BCDA Clark Extension Office;
- b. Provide and install a Router at both ends of the Internet connections if needed.
- d. Provide internet connectivity directly to end user's server room, including materials needed for the purpose. This includes provision for the installation of cables/insulation using industry standard materials.
- e. Complete the delivery, installation and configuration within thirty (30) calendar days from the receipt of the Notice to Proceed.

3. Configuration

- a. Configure router to the equivalent direct Internet connection speed;
- b. Configure backup router, if any.
- c. Assign at least 15 Usable Global IP Addresses to BCDA Clark Extension Office;
- d. Provide DNS reverse lookup for entries with the assigned classless network

4. Testing Period

The selected ISP shall notify BCDA in writing seven (7) days prior to the required inspection/testing of the internet service connection.

During the testing period, the Provider shall not be held liable for performance degradation/interruptions that are beyond its control such as power outages, fluctuations or failure or malfunction of BCDA's own equipment, and international/regional internet backbone problems.

5. Implementation

- a. Provider shall maintain all equipment in proper working order.
- b. Provide an escalation list and procedure in reporting fault and outages.
- c. Provider must immediately advice BCDA of any downtime occurrence or if the internet rerouted to a backup link.
- d. Provider must have standby equipment to replace immediately the existing equipment once found defective.
- e. Load balancing when either of the lines will be down during contract implementation shall be under BCDA's responsibility.
- f. BCDA Clark Extension Office equipment is capable of Fast Ethernet handover. Fast Ethernet cable going to the router shall be provided by the winning bidder.

6. Service Level/Fault Monitoring and Escalation Procedure

- a. The Service Level to be provided by the Provider to BCDA shall be governed by the terms of the Service Level Agreement attached as Annex C in the Service Agreement.

For purposes of Fault Monitoring and Escalation Procedure, reference should be made to Annexes C and D, respectively of the Service Agreement.

- b. BCDA shall inform Provider in writing of the performance level degradation within the next day after the degradation occurred.

The rebate mechanism shall be imposed once the performance level degrades noticeably by exceeding 250ms average latency per day on a continuous five (5) working day period. The rebate scheme detailed below shall be applied:

Rebate Formula for Latency:	Cost per day x Credit x n	
where:		
Cost per day	Contract Price/365	

Credit	Average Latency Range (ms)	Credit (Day)
	250 - 350	1/10
	351 - 600	2/5
	600 - up	4/5
n:	no of days with latency exceeding 250ms (every 24 hours or a fraction thereof will be counted as a day.)	

Sample Computation		
Contract Price:	Php 600,000.00	
Cost per day:	Php 600,000.00/365= Php 1643.84	
n:	5 days	
Credit	Rebate Scheme (Min)	Total (Min)
1/10	(1,643.84) x (1/10) x 5 days	821.92
2/5	(1,643.84) x (2/5) x 5 days	3,287.68
4/5	(1,643.84) x (4/5) x 5 days	6,575.36

Should Provider fail to remedy the situation after ten (10) working days from receipt of written notice, BCDA will automatically give a rating of "unsatisfactory" to the Internet Service Provider.

However, in cases where reported latency is resolved by the Provider within the allowed ten (10) working day period, BCDA only allows a maximum of two (2) reports of latency per month and/or a maximum of four (4) reports of latency per quarter. In excess thereof, BCDA will automatically give a rating of "unsatisfactory" to the Internet Service Provider.

- c. In the event that service disruption or total internet connection outage shall occur due to the ISP's fault, the rebate scheme detailed below shall be applied:

Rebate Formula for Service Disruption:	Cost per day x n
where:	

Cost per day	Contract Price/365
n:	no of outage days (every 24 hours or a fraction thereof will be counted as a day.)

Sample Computation	
Contract Price:	Php 500,000.00
Cost per day:	Php 500,000.00/365= Php 1369.86
n:	52 hours= 52/24=2.16 will be considered as 3 days
Rebate Scheme:	
(1,369.86) x (3) = Php 4,109.58	

Should such disruption or outage occur three (3) times during the contract period or should the Provider fail to remedy the situation after five (5) calendar days from receipt of a written notice, BCDA will automatically give a rating of “unsatisfactory” and may terminate its agreement with the Provider. International gateway and connection problems beyond the ISP’s control are not covered by these rebate scheme.

X. Duties and Responsibilities of the BCDA

- a. Grant the ISP’s authorized representative access to its premises, equipment and facilities located therein to perform its obligations, provided that such representative shall be accompanied by the duly assigned BCDA personnel;
- b. Responsible for the safe custody and use of the equipment installed by the ISP;
- c. BCDA shall conduct the inspection/testing and inform the Provider in writing if it accepts or rejects the services stating the reasons for rejection.
A “Certificate of Acceptance” shall be issued after the testing period, provided that the following conditions are met:
 - a. Minimum speed of 30 Mbps and 20 Mbps, respectively, is attained during the following hours (7:00 a.m- 7:00 p.m.);
 - b. Test for Packet Loss (Ping): 100% packet return
 - c. Average latency should not exceed more than 80ms average round trip from BCDA Clark Office to ISP port
 - d. Average latency should be 180-250ms to US/International port.
 - e. 15 USABLE GLOBAL IP addresses is available

- f. 1GB Web Hosting Space
- g. One (1) Domain Name System (DNS) Hosting
- h. One (1) Domain Name Registration
- i. MRTG
- j. 24X7 Support Services
- k. IPv6 ready and/or compliant connection
- l. Stable internet service connection

If any of the foregoing conditions are not met, the count of the testing period shall be restarted until all of these conditions have been duly satisfied continuously for ten (10) working days.

Start of the Provider's billing shall be based on the date of issuance of the "Certificate of Acceptance".

- d. BCDA shall monitor the performance of the Provider by using the following sites:

- i. www.yahoo.com
- ii. www.google.com
- iii. www.microsoft.com
- iv. www.ibm.com
- v. www.facebook.com
- vi. www.pnb.com.ph (Philippine National Bank)
- vii. www.philgeps.net (Philippine Government Electronic Procurement System)
- viii. www.bir.gov.ph (Bureau of Internal Revenue)
- ix. www.inquirer.net (Philippine Daily Inquirer)
- x. www.philstar.com (Philippine Star)
- xi. www.mb.com.ph (Manila Bulletin)
- xii. www.manilastandardtoday.com (Manila Standard)
- xiii. www.tribune.net.ph (The Daily Tribune)
- xiv. www.gmanews.tv
- xv. www.abs-cbn.com

Average latencies on a per-day basis to the above sites shall be monitored and recorded by BCDA.

- e. BCDA shall inform the Provider in writing of the performance level degradation within the next day after the degradation occurred.
- f. Pursuant to General Procurement Policy Board (GPPB) Resolution No. 019-2006 dated 06 December 2006, at the end of each year, BCDA will conduct an assessment of the quality of service provided and the cost charged by the ISP

provider and the range of services it offers against other service providers in the area; and

- g. Conducts assessment/evaluation of the ISP 60 days before the end of the contract. BCDA may renew the contract for another year depending on the ISP performance. BCDA shall not allow the current ISP to join on the next bidding if it receives unsatisfactory rating on its tenure as the current internet provider.

XI. No Default. The Bidder, its parent company, or its subsidiaries, or affiliates with common controlling shareholdings, if any, is not considered in default of its financial or other obligations, in any past or current project being undertaken with BCDA, or its subsidiaries, at the day of submission of bids.

XII. No Pending Case. The Bidder, its parent company, or its subsidiaries, or affiliates with common controlling shareholdings, if any, is not involved in any form of ongoing litigation or court case against the BCDA, or its subsidiaries, which is considered inimical to the interest of BCDA or the government, at the day of submission of bids.

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