

TERMS OF REFERENCE

ACQUISITION OF PRIMARY AND SECONDARY INTERNET ACCESS SERVICE REQUIREMENTS FOR THE NATIONAL ELECTRIFICATION ADMINISTRATION (NEA)

I. BACKGROUND/RATIONALE

The National Electrification Administration (NEA) is a government-owned and controlled corporation (GOCC), which has been tasked to improve the social and economic living standards of people residing in the countryside through the implementation of total rural electrification.

Exchange and transmission of information via the Internet thru E-mail, File Transfer Protocol (FTP), Web Hosting, videoconferencing among others have become a necessity for NEA to transact business in a timely manner with all of its stakeholders and its main clients, the 121 ECs. Due to the addition of its current complex innovation, the NEA-BIT, an increase in NEA's current Internet Bandwidth has become a necessity in order for the Agency to fulfill its mandate.

As such, NEA intends to bid out its dedicated Internet Access Service requirement which will be installed at the NEA Main Office broken into two major components as follows:

Lot 1

60 MBPS Primary Internet Access Service

Lot 2

60 MBPS Secondary Internet Access Service (back-up) for NEA Office

These two (2) lots shall be awarded to two (2) different Internet Service bidders (ISP). The primary internet access shall have a guaranteed bandwidth capacity of 60 MBPS while the secondary shall have a guaranteed speed of 60 MBPS for back-up. Both ISP service lots shall be aggregated during normal operations. In case of technical failure/malfunctioning of either of the lots, primary or secondary or vice versa, internet access shall be automatically routed to any of the operational ISP without hampering the business operations of NEA.

Prospective bidders may bid for both or either of the lots. If a bidder's bid is found to have the lowest offer for both lots, the NEA shall first evaluate its bid offering for Lot 1. If NEA found its bid to have the Lowest Calculated and Responsive Bid (LCRB), the contract of Lot 1 shall be awarded to the said bidder. Should the said bidder also bid for Lot 2 and was declared as Lowest Calculated Bid (LCB), the contract of Lot 2 shall not be awarded to said bidder. Thereafter, NEA shall consider the second LCB for Lot 2 for evaluation and possible awarding of contract.

Prospective bidders for Lot 2 shall only be allowed if Lot 1 shall have been bid upon.

II. OBJECTIVE:

- a. Engage the services of an Internet Service Provider Bidder (ISP) that has an existing fiber connection (Tier 1 ISP) for NEA's internet primary link of at least 60 Mbps. Must be a duly registered TELCO provider.
- b. Engage the services of an ISP that has an existing fiber connection (Tier 1 ISP) for NEA's internet secondary link of at least 60 Mbps. Must be a duly registered TELCO provider.

III. SCOPE OF WORKS

A. *LOT 1: PRIMARY INTERNET ACCESS SERVICE FOR NEA OFFICE*

1. *Internet Access Services*

The Project shall cover the acquisition and implementation of the internet connection of the National Electrification Administration office at # 57 NIA Road, Diliman, Quezon City for a period of one (1) year. This will involve the following:

- a.) Install, configure and provide the NEA Office a dedicated leased line using Fiber Optic (FO) Internet access connectivity with a guaranteed speed of 60 Mbps or better bandwidth data line.

2. *Other Related Services*

NEA Office

- a.) The ISP configuration must be 60MBPS bandwidth at NEA's gateway router.
- b.) Handle site preparation:
 - Establish a functional site for data communication services
 - Mount and configure communication devices including the main router and other network devices to connect and enable the data link for NEA.
 - Subject to a committed information rate (CIR) of 60 Mbps or better data line to a 24-hour Bit Error Rate (BER) Testing and forward/submit the result to the Information Technology and Communication Services Division (ITCSD) for approval before proceeding with the installation.
 - Provide, install and configure necessary device/s for the internet connection. Preference links in last mile connection should be wired.
 - Provide at least 15 public internet protocol (IP) addresses, grouped within the same subject, for the NEA's public servers and other internet devices/hardware.
 - Provide, install and configure ISP backup device/s, in case connected device/s fail to operate.
 - Provide at least 15 to 30 days lead time to activate the circuit.

Others

- Provide NEA ITCSD technical key personnel training on basic troubleshooting and management of the Primary internet service facility for 2 days;
- Maintain a 24 hour fault management Call Center for trouble calls;
- Provide at most two-hour response time for connection troubleshooting, cable loss/stolen cable and problem resolution;
- Provide tools/utilities to monitor bandwidth utilization for NEA office and the automatic sending of daily/monthly reports of such to the designated e-mail addresses;
- Provide detailed reports on every internet access-related incidents (i.e. downtime, slow/intermittent connection);
- Provide advance notification of at least three (3) days before any upgrading/alterations in the system will be made that will affect current connections;
- Delivery of an internet protocol version 6 (IPV6) – ready and/or compliant connection;
- Provide the following documentation/reports as part of technical/financial submission during the bidding period:
 - Systems documentation (installation and configuration) to include network schematic diagram, IP destinations and end-to-end set-up of the network connectivity for NEA.
 - Report on the implementation plan of the project in Gantt Chart
 - Detailed cost breakdown of various components of this TOR. (Please use ANNEX A)
- Training (off-site and on-site) of at least four (4) technical personnel who will administer, manage and implement the project.

3. **Approved Budget for the Contract:**

One Million Four Hundred Thousand Pesos (Php1,400,000.00) (yearly subscription) for at least 60 Mbps – Primary Link (Lot 1)

B. LOT 2: SECONDARY INTERNET ACCESS SERVICE FOR NEA OFFICE

1. Back-up Internet Access Services

- Install, configure and provide the NEA Office Fiber Optic (FO) dedicated internet access connectivity with at least a guaranteed 60 MBPS.

2. Other Related Services

a.) ISP shall provide all necessary counterpart devices and materials needed to completely install and terminate internet connections.

b.) Handle site preparation:

- Establish a functional site for data communication services
- Mount and configure communication devices to connect and enable the data link for NEA.
- Subject to a committed information rate (CIR) of 60 MBPS or better data line to a 24-hour Bit Error Rate (BER) Testing and forward/submit the result to the Information Technology and

Communication Services Division (ITSDD) for approval before proceeding with the installation.

- Provide, install and configure necessary device/s for internet connection.
- Provide at least 15 public internet protocol (IP) addresses, grouped within the same subject, for the NEA's public servers and other internet devices/hardware.
- Provide at least fifteen (15) to thirty (30) days lead time (for testing and evaluation) to activate the circuit.

Others

- Provide NEA ITCSD technical key personnel training on basic troubleshooting and management of the primary Internet service facility;
- Maintain a 24-hour fault management call center for trouble calls;
- Provide at most three-hour response time for connection troubleshooting and problem resolution;
- Provide tools/utilities to monitor bandwidth utilization for NEA office and the automatic sending of daily/monthly reports of such to the designated e-mail addresses;
- Provide NEA the monthly detailed report every internet access related to incidents (i.e. downtime, slow/intermittent connection);
- Provide advance notification at least five (5) days before any upgrading/alterations in the system will be made that will affect our current connection;
- Delivery of an internet protocol version 6 (IPV6) – ready and/or compliant connection;
- Provide the following Documentation/Reports as part of Technical/financial submission during the bidding period:
 - Systems documentation (installation and configuration) to include network schematic diagram, IP destinations and end to end set-up of the network connectivity for NEA.
 - Report on the implementation plan of the project in Gantt Chart
- Detailed cost breakdown of various components of this TOR.
- Training (off-site and on-site) of at least four (4) technical personnel who will administer, manage and implement the project.

3. Approved Budget for the Contract:

One Million Four Hundred Thousand Pesos (PHP 1,400,000.00) at least 60 Mbps for Secondary Links.

IV. CONTRACT DURATIONS

The Contract Periods (CP) both for Primary and Secondary Internet Access Management Services shall commence upon completion of the necessary hardware installation and testing and will end after one (1) year unless otherwise terminated by the NEA 30 days upon issuance of written Notice of Termination (NOT).

Contract may be renewed subject to the provisions under Appendix 13 (Guidelines on procurement of Water, Electricity, Telecommunications and Internet Service Bidders) of the Government Procurement Act (R.A. 9184).

V. SERVICE ACCEPTANCE

Acceptance shall be made after ten (10) working-day testing period, provided that the following conditions are met:

- Stable Internet connection (based on Multi Router Traffic Grapher (MRTG) as reference/NEA bandwidth manager);
- Required bandwidth speed is met; and
- All necessary hardware and software requirements are installed and provided including required services and necessary assistance.

VI. TERMS OF PAYMENT

Payment of Total Contract Price for each lot shall be divided equally with the number of months of the CP based on the Cost Breakdown stated in ANNEX A. The Contractor shall bill NEA on a monthly basis.

Annex A

**Internet Access Service Requirements of Lot 1 for the
National Electrification Administration (NEA) CY 2020
Cost Breakdown**

Components	Monthly Service Charge (MSC)	Total Cost (One Year)
A. Primary Internet Access Services of at least 60 MBPS Connection for NEA office	Php 116,666.66	Php 1,400,000
B. Other Related Services		
C. Free training for four (4) NEA ITSDD key technical personnel on the management and administration of NEA internet Services.	N/A	
Total Contract Price	Php 116,666.66	Php 1,400,000

**Internet Access Service Requirements of Lot 2 for the
National Electrification Administration (NEA) CY 2020
Cost Breakdown**

Components	Monthly Service Charge (MSC)	Total Cost (One Year)
A. Secondary Internet Access Services Of at least 60 MBPS Connection for NEA office	Php 116,666.66	Php 1,400,000
B. Free training for four (4) NEA ITSDD key technical personnel on the management and administration of NEA internet Services.	N/A	
C. Other Related Services		
Total Contract Price	Php 116,666.66	Php 1,400,000

LOT 1: 60 Mbps BANDWIDTH CAPACITY
NEA 2020 INTERNET ACCESS AND MANAGEMENT SERVICES

Parameters	Evaluation Parameters	Compliance
1. Setup a Dedicated Direct Internet Connection at NEA	60Mbps Committed Information Rate (CIR full Bandwidth (Secondary Link)	
2. Provide the required/ necessary Customer Premises Equipment (CPE) at customer premises	Modem, Router ,Switch or others	
3. Assign Public Internet Protocol (IP) Addresses to NEA	At least 15 usable Public IP Address (IPv6 ready and/or compliant)	
4. Provide the Optical Distribution Frame (ODF) from end-user to last mile connection	Install ODF	
5. Availability and Quality of Connection	Not less than 99.5% link uptime in a month	

6. Latency (Delay)	<ul style="list-style-type: none"> • Not more than 80 milliseconds average round trip from Customer Premises Equipment to ISP Port • Not more than 250 milliseconds average round trip from ISP port to International Destination 	
7. Provide single point of contact for customer support in both areas of network connectivity and Internet Access	Single point of contact for customer support (name of contact person)	
8. Provide Access to MRTG Graphs	Web-based MRTG Graphs	
9. Provide proactive notice of scheduled downtimes or service interruption	At least 3 days before schedule downtimes or service interruptions	
10. Render customer service support	24 hours x 7 days (online service through e-mail, on-site)	

LOT 2: 60 Mbps BANDWIDTH CAPACITY
NEA 2020 INTERNET ACCESS AND MANAGEMENT SERVICES

Parameters	Evaluation Parameters	Compliance
1. Setup a Dedicated Direct Internet Connection at NEA	60Mbps Committed Information Rate (CIR full Bandwidth (Secondary Link)	
2. Provide the required/ necessary Customer Premises Equipment (CPE) at customer premises	Modem, Router ,Switch or others	
3. Assign Public Internet Protocol (IP) Addresses to NEA	At least 15 usable Public IP Address (IPv6 ready and/or compliant)	
4. Provide the Optical Distribution Frame (ODF) from end-user to last mile connection	Install ODF	
5. Availability and Quality of Connection	Not less than 99.5% link uptime in a month	
6. Latency (Delay)	<ul style="list-style-type: none"> • Not more than 80 milliseconds average round trip from Customer Premises Equipment to ISP Port • Not more than 250 milliseconds average round trip from ISP port to International Destination 	

7. Provide single point of contact for customer support in both areas of network connectivity and Internet Access	Single point of contact for customer support (name of contact person)	
8. Provide Access to MRTG Graphs	Web-based MRTG Graphs	
9. Provide proactive notice of scheduled downtimes or service interruption	At least 3 days before schedule downtimes or service interruptions	
10. Render customer service support	24 hours x 7 days (online service through e-mail, on-site)	

TECHNICAL WORKING GROUP

FEDERICO P. VILLAR JR.
Member

SHIRLEY J. SALVADOR
Member

CYNTHIA E. LISONDRA
Member

RAFAEL B. BARRIENTOS
Member

MARCELINO D. CACDAC
Member

HERNANDO N. GABOTERO
Member

CESAR F. JACINTO
Member

MARK LYNDON G. CORPUZ
End-user

MA. CHONA O. DELA CRUZ
Vice-Chairperson

GWEN P. ENCISO-KYAMKO
Chairperson