

TERMS OF REFERENCE

PROVISION OF INTERNET CONNECTION SERVICE TO SOUTHERN LEYTE STATE UNIVERSITY, MAIN CAMPUS: 6606 SOGOD, SOUTHERN LEYTE

I. Scope of Work

The project covers the installation of 300 Mbps Fiber Last Mile Internet Connectivity. It involves the following:

- a. The winning Bidder shall provide the necessary hardware, terminations and other services required to setup the internet connection. Details of the technical requirements are indicated in Section IV of this TOR.
- b. Provision of diagnostic reports and updates in case of connection failure;
- c. Provision of monthly utilization graphs and/or MRTG tool for monitoring of link quality and bandwidth utilization;
- d. Delivery of an IPv6 ready and/or compliant connection;
- e. Entering into a Service Level Agreement which defines parameters of rebates for non-performance, etc.

II. Qualification Requirements

- a. The Bidder must be a telecommunication-grade provider that has a dedicated internet gateway service that delivers a dedicated (1:1) 1st level carrier-grade bandwidth from customer direct to the global internet. It also has a robust international network cable of supporting even most complicated networks. The service provider must hold multiple points of presence from leading local and international telecommunications providers and carries.
- b. Bidder must have full telecommunications redundancy and continuous power.
- c. Bidder must have the capacity and ability to provide maintenance services and technical support.

- d. Bidder must have rendered at least five (5) years of internet service to the different government agencies and private companies.

III. 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. Bidders are requested to conduct site inspection.
- b. The bidders must be compliant with the following parameters:
 - 1 Bandwidth and Connectivity Support
 - a. Guaranteed dedicated 1:1 ratio and bandwidth from clients to the global internet
 - b. Immediate problem isolation and resolution
 - c. Provide corrective service information and configuration
 - d. Remote system monitoring and reporting
 - 2 Internet Bandwidth
 - a. At least 300Mbps Committed Information Rate (CIR) full bandwidth for SLSU – Main Campus
 - 3 Service Restoration and Quality of Service (QoS) Levels
 - a. 8am x 5pm NBD (Next Business Day) response time
 - b. Down / Disconnected sites must be up and running within reasonable time upon received of the report.
 - 4 24 x 7 Help Desk Support Services
 - a. Receive and respond to problem reports and user requests
 - b. Provide first level technical support with regards to internet connectivity.
 - c. The Fiber Last Mile internet must have at least 25 Usable Public IP Address.

IV. Approved Budget for the Contract (ABC)

The total ABC for the project is Php1,500,000.00 inclusive of all applicable government taxes and service charges for the period of six (6) months subject for renewal and/or extension.

V. Duties and Responsibilities of the Internet Service Provider (ISP) a. Pre-Installation

a. 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 (ISP to fill up WORK PLAN form as attachment 2)

b. Actual Installation

- 1 Installation and other related cost shall at the expense of the contractor;
- 2 Set up Internet Connection with the Committed Information Rate (CIR) connection bandwidth for both upstream and downstream network traffic flows at SLSU – Main Campus;
- 3 Provide and install a Channel Service Unit/Data Service Unit (CSU/DSU) modem at both ends of the Internet connections.
- 4 Provide and install a Router at both ends of the Internet connections.
- 5 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 and materials.
- 6 Complete the delivery, installation and configuration within thirty (30) calendar days from the receipt of the Notice to Proceed. Otherwise, the winning bidder shall pay the corresponding penalties/liquidated damages in the amount of one tenth of one percent (1/10 of 1%) of the total contract price for every calendar day of delay.

c. Configuration

- 1 Configure modem for dedicated fiber last mile internet connection;
- 2 Configure router to the equivalent direct Internet connection speed;
- 3 Configure backup router, if any;
- 4 Provide DNS reverse lookup for entries with the assigned classless network.

d. Testing Period

- a. The selected ISP shall notify the SLSU – Main Campus in writing seven (7) days prior to the required inspection/testing of the internet service connection.

b. The acceptance test procedure shall be in accordance with the following:

- 1 The acceptance testing will be undertaken for a period of seven (7) days.
- 2 Fiber Last Mile internet will have no service interruption during the agreed test period.
- 3 The guaranteed internet bandwidth of 300Mbps Fiber Last Mile Internet with 300Mbps Committed Information Rate (CIR) is attained during working hours (i.e., 7:00 a.m. to 7:00p.m.)
- 4 MRTG should be in place
- 5 Assignment of at least 25 usable Public IP Addresses.

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 7 working days. Start of the Contractor's billing shall be on the 15th day of the Month. During the testing period, the Contractor shall not be held liable for performance degradation/interruptions that are beyond its control such as power outages, fluctuations or failure or malfunction of SLSU's own equipment, and international/regional internet backbone problems.

c. SLSU shall issue Certificate of Inspection and Acceptance to the Provider upon successful completion of the testing certifying that the Service Provider conforms to Section IV and Section VI Item 4.b, respectively.

e. Implementation

- a. Shall maintain all equipment in proper working order
- b. Provide an escalation list and procedure in reporting fault and outages.
- c. Provider must immediately advise SLSU any downtime occurrence or if any case the internet rerouted to a backup link.
- d. Providers must have standby equipment to replace immediately the existing equipment once found defective.

f. Rebates

- a. Provide industry standard Service Level Agreement (SLA) which shall carry a corresponding "Performance Credit" or rebate in favor of SLSU should any of the committed parameters mentioned below is not met.



b. The selected ISP provider/s should be able to render the following services:

i. Availability

Provide 99.5% link uptime in a month.

ii. Latency

- Provide not more than 80 milliseconds average round trip latency from SLSU to local ISP port; and
- Provide not more than 200 milliseconds average round trip latency from local ISP port to US/International port

iii. Render 24 hours x 7 days customer service support

- Support response time
 - ✓ 30 minutes for emergency tickets for the following categories:
 - Link connection is down
 - Packet loss, variation in latency
 - Routing issue
 - ✓ 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

Rebate Schedule for Downtime Connection Interruption/Outage

If the interruption is attributable to the ISP, as acknowledged by the ISP’s Fault Management Center, the ISP shall voluntarily make the appropriate “Performance Credit” or rebate to SLSU without the need to report or claim on the outage. The credit allowance/rebate shall be applied to the next billing month.

	SLA 99.8%	Credit (Day)
Fiber Last Mile	less than 88	none
	88 to 179	1/10
	180 to 359	1/5
	360 to 359	2/5
	540 to 719	3/5
	720 to 899	4/5
	900 to 1440	One (1) day

For interruption over 24 hours, credit will be allowed in 3/5 day multiples for each 3-hour period of interruption or fraction thereof over 24 hours.

g. Maintenance

- a. Provide a single point of contact for customer support in both areas of network connectivity and Internet access;
- b. Shall respond to request for maintenance at no cost to SLSU;
- c. Provide not less than 7 days proactive notice of scheduled downtimes, service interruption, upgrades or preventive maintenance, if any; and
- d. Submit monthly access/usage reports to attest compliance to the SLA.

VII Duties and Responsibilities of SLSU

- 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 SLSU personnel;
- b. Responsible for the safe custody and use of the equipment installed by the ISP provider;
- c. Monitor the provided services and verify if the parameters under the Service Level Agreement are met and performed by the ISP provider;
- d. Issue Certificate of Inspection and Acceptance as stipulated in Section VI, Item 4.

VIII. Duration and Billing Statement

Six months service subscription and payment will be done on monthly basis. Statement of Account (Inclusive of Tax) will arrive in the 4th week of the preceding month.