



Terms of Reference

Internet Service Provider
2017

University of the Philippines Los Baños

Revision History

Version	Reasons for Changing	Date
Initial Draft		March 7, 2017
1 st Revision	Changed bandwidth requirement to 300 Mbps	May 5, 2017
2nd Revision	Changed language in Paragraph 3 of the Rationale	Aug 10, 2017

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1.0 RATIONALE

Since the inter-weaving of information and communications technology (ICT) in the social fabric of modern man, instruction and learning have become diverse, interactive, and multifunctional, changing the learning paradigm from an instructor-centered to a student-centered focus. The University of the Philippines Los Baños (UPLB), being a publicly-funded academic, research, and extension institution, anticipates and advocates the use of ICT as a major mode for disseminating information and cultivating knowledge generation for its students and constituents. Furthermore, in line with UPLB's continuous pursuit of honor and excellence, the use of ICT services and products are deemed requisite in creating an environment where access, security, and diversity of information exists.

UPLB, like other institutions now, is very dependent on the Internet to perform its functions. Electronic mails, chats, websites, Voice over Internet Protocol (VoIP), web streaming, video conferencing and recently cloud services are being used by UPLB to teach, research and disseminate information.

For academic year 2017, UPLB aims to maintain its bandwidth connection at 2.155 Gbps (gigabits per second). **UPLB intends to contract with a commercial Internet Service Provider (ISP) for 300 Mbps CIR (Committed Information Rate) burstible to 600 Mbps bandwidth connection, but not from the same ISP providing the current primary connections.** The current primary connections are already contracted through PREGINET and Converge ICT via the UP System.

With over 13,500 students and hundreds of thousands of alumni to date, UPLB continues to strive to seek the best ways of harnessing the power of ICT in optimizing its systems in the academe, administration, research, and extension.

2.0 GOALS

This Terms of Reference (TOR) aims to achieve the following:

- Illustrate the current scenario of UPLB's bandwidth usage
- Specify the requirements in maintaining the amount of bandwidth dedicated for UPLB
- Provide the terms and conditions for the bidding contractors
- Set guidelines on the financial and technical aspects of the project

Each bidder shall be asked to submit a Technical Proposal and a Financial Proposal based on the requirements and conditions specified in this document. The proposals shall discuss the technical and financial aspects for the 300 Mbps CIR burstible to 600 Mbps Internet connection.

3.0 PROJECT BACKGROUND

3.1 Organizational Context

The University of the Philippines Los Baños (UPLB), a publicly-funded academic, research, and extension institution, is one of the primary constituent universities of the University of the Philippines System. It started out as the UP College of Agriculture in 1909 and became a full-fledged University in 1972. It has emerged as a leading academic institution in Southeast Asia. UPLB is dedicated to advancing knowledge and educating students in science, technology, agriculture, forestry, veterinary medicine, and other areas of scholarship that will best serve the Filipinos and humanity in the 21st century. Its outstanding achievements in the basic and applied sciences are testaments to the great strides it has made for the past one hundred years. The UPLB alumni continue to be prime movers in the academe, in government, and in business.

UPLB is organized into nine colleges: Agriculture and Food Sciences, Arts and Sciences, Development Communication, Economics and Management, Engineering and Agro-Industrial Technology, Forestry and Natural Resources, Human Ecology, Public Affairs, and Veterinary Medicine; and two schools: Environmental Science and Management, and the Graduate School. Within these are degree-granting institutes, departments, and divisions. In addition, a great deal of teaching and research and extension takes place in interdisciplinary programs, laboratories, and centers, with works extending beyond traditional departmental boundaries. The UPLB Faculty and Administration consists of leaders in higher education, business and industry, science, engineering, and other professions.

3.2 Current Scenario of UPLB's Bandwidth Usage

UPLB currently has 155 Mbps commercial CIR contracted through PLDT, 100 Mbps from PREGINET and 1.9 Gbps from Converge ICT. The combined bandwidth of the 3 ISPs is 2.155 Gbps. Based on current data, the demand for bandwidth is steadily rising due to the increase in the number of devices connecting to the network. To be able to support the primary functions of instruction, research and extension UPLB needs to keep up with the growing demand for bandwidth.

4.0 REQUIRED SUBMITTALS

Bidders are required to submit a Technical Proposal which shall contain the company's statement of qualifications and technical specifications. Bidders are advised to comply with UPLB's required technical specifications for their financial proposal to be considered for evaluation.

4.1 Technical Proposal

4.1.1 Company Information

This set of documents should include the following sections:

4.1.1.1 Experience and Qualifications

- Total number of years in the industry, years providing Internet services, general scope of services provided, and number of personnel and principal areas of expertise;
- Copies of current operating licenses secured from the National Telecommunications Commission (NTC), with a disclosure as to whether their licenses have ever been suspended or if they are currently facing administrative sanctions that may lead to their license's suspension;
- Description and organizational chart representing the management of the company's organization and its relationship to any larger entity;
- Description of current operations, number, and scope of other projects currently on-going or set to begin within the next six (6) months;
- Statement whether the proposing firm has:
 - Filed for bankruptcy or reorganization in the past 5 years;
 - Been suspended or banned from bidding on government contracts;
 - Had any contracts terminated (either voluntarily or involuntarily) within the past 5 years;
- Description of technical support system, and response and problem resolution time and procedures;
- Description of company's equipment purchase and distribution strategy; company's policies for warranty, and return of damaged or unsatisfactory equipment, such as but not limited to media converters, switches, gbic transceivers, etc.; and
- Subcontracting Information. Any subcontracting of services required for this project will not be allowed.

4.1.1.2 Financial Qualifications

- Provide a narrative description of the firm's financial capacity to undertake and complete the project.
- Provide copies of operating budgets and financial statements for the past three (3) years. If the bidder has not been in business for the past three (3) years, please indicate so and provide financial statements for the years it has been in operation.
- Provide two (2) bank references with corresponding contact names, addresses, and phone numbers.
- Provide any other information that the bidder believes will help to display its financial capacity.

4.1.1.3 Relevant Experience

- The Company must have at least five (5) years of industry-grade Internet service implementation experience (*and other qualifications*).
- Provide at least two previous clients and references, including company name, address, contact name and title, phone number, email address, and description of the service provided, with related completed projects (and ongoing projects, if any) similar to the proposed project.
- Describe the company's experience in providing and implementing Internet services.
- Describe all completed projects related to Internet service implementation that are similar in scale or complexity to the project outlined in this TOR.

4.1.2 Technical Specifications

Each proponent should submit a Technical Proposal for 300 Mbps CIR burstible to 600 Mbps internet connectivity.

Each proposal shall describe the full details of the following aspects:

- amount of bandwidth
- upstream and downstream speeds
- information on domestic local loop
- information on the fiber optic cable
- IP backbone connection
- IP gateways
- support

Furthermore, each bidder should adhere to the technical requirements stated in Section 5.1 of this TOR. Only bidders who meet the technical requirements shall be considered in the evaluation of financial proposal.

4.2 Financial Proposal

The Financial Proposal shall be for the 300 Mbps CIR burstible to 600 Mbps. It should be noted though that the total budget for the project is fixed at Php4,800,000, so that a bidder's proposal, to be considered, should not exceed Php4,800,000, inclusive of all costs, expenses, taxes, and charges. The proposals should explain thoroughly and clearly the details of the bid pertaining to the following:

- price for 300 Mbps CIR burstible to 600 Mbps
- computation of monthly rental including discounts or rebates, if any
- computation of monthly rental per Mb prorated to duration of downtime (per min/hr) including discounts or rebates, if any
- installation and reconfiguration costs, maintenance costs, training costs, if any,
- billing cycle
- money-back guarantee, if any
- and all other costs, expenses and charges entailed in executing the project

The Financial Requirements stated in Section 5.2 of this document shall be strictly observed.

5.0 PROJECT GUIDELINES AND SPECIFICATIONS

Bidders are expected to meet or exceed the specifications in their entirety. Each proposal shall be in accordance with the stated specification. If products or services as bid do not comply with the specifications as written, the bidder shall attach to the proposal a complete detailed itemization and explanation for each and every deviation or variation from these specifications. Absence of any such itemization and explanation shall be understood to mean that the bidder failed to meet all details of these specifications.

Winning bidders delivering products or services pursuant to these specifications shall guarantee that they meet specifications as set forth herein. If it is found that products or services delivered do not meet requirements of the specifications, the bidder concerned will be disqualified.

5.1 Technical Requirements

The following are the technical specifications for leased line connection:

1. Bandwidth shall be 300 Mbps CIR burstible to 600 Mbps.

2. Domestic local loop shall be fiber optic cable, which should be provided directly by Service Provider and not to be subcontracted, sub-leased or subscribed from other service providers. Each provider is required to lay its cabling backbone separately from the other;
3. IP Backbone connection shall be fully redundant fiber optic cable network and not to be subcontracted, sub-leased or subscribed from other service providers;
4. Fiber Optic Cable Multiplexer shall be Gigabit Ethernet (GE) capable;
5. Should have direct route to the United States;
6. Provide Network diagram showing upstream internet connection going outside of the country;
7. Have latency of less than 200ms from the US West Coast;

5.2 Financial Requirements

The following specifications should be strictly considered for the financial aspect of the project:

1. Amount of monthly rental should be fixed for channels, modems, tail circuits, and Telco loop charges;
2. Installation and reconfiguration costs should be shouldered by the winning bidder;
3. Monthly billing shall commence only after the full turnover of facilities; and
4. The subscriber may pay monthly bills and other relevant invoices by the provider within 15 days upon receipt of invoice.

6.0 PROJECT TIMELINE

DATE	DESCRIPTION

7.0 EVALUATION PROCESS AND CRITERIA

The bidding shall follow the procedures prescribed in the *Revised Implementing Rules and Regulations (RIRR) of R.A. 9184*, otherwise known as the *Government Procurement Reform Act*, which took effect 2 September 2009.

The Technical Proposals will be evaluated by the UPLB Bids and Awards Committee Technical Working Group in coordination with Information Technology Center (ITC), according to the technical requirements stated in Section 5.1.

8.0 AWARDING

Financial proposals of bidders who have met all the technical requirements will be ranked from lowest to highest. The lowest complying responsive bid (LCRB) shall automatically be considered for award.

9.0 PERFORMANCE AND ACCEPTANCE TESTING

Installation of facilities shall be completed within thirty (30) days upon signing of the formal Internet Service Agreement accompanying the bid documents (the Agreement). Furthermore, full turnover of facilities shall only be done after the completion of installation and after UPLB is satisfied with the data communication link. A 24-hour burst test (600 Mbps) is required to determine reliability of connection before full turnover of facilities can be made.

Training/orientation shall be performed as well by the winning bidder/s for the staff of ITC with regards to the technical aspects of the project.

10.0 TERMS AND CONDITIONS

1. The Agreement shall take effect beginning the first monthly bill and may be terminated by either or both parties as provided therein subject to thirty (30) days' prior notification to the party concerned.
2. The Agreement shall be for a period of ONE (1) YEAR and renewable yearly up to three (3) years, at UPLB's option, subject to evaluation of performance and compliance with the policies of UPLB.
3. The ISP shall secure all required permits and approvals. However, UPLB shall extend its assistance and will provide full support.
4. The ISP shall complete the installation of facilities within thirty (30) days from signing of the Agreement.

5. The ISP shall not be liable for any loss or damage suffered by UPLB as a result of failure of connection to operate or function caused or brought about by natural occurrences or disturbances or force majeure, except if such loss or damage is attributable also to the fault or negligence of the ISP or its personnel, in which event it shall not be absolved of responsibility.
6. The ISP shall have 24/7 customer support for on-site and on-call support from technical group.
7. The ISP shall provide free online usage and statistic tools.
8. The ISP shall provide UPLB incidence reports for Internet outages.
9. Any required converter/repeater/equipment can be housed at the ISP's premises or UPLB's Data Centers at the Abelardo G. Samonte Hall or at the Francisco O. Santos Hall. The ISP should provide a minimum of 12-hour power back-up to minimize network downtime in case of failure or power surges. Connection must be maintained even if there are power shortages or fluctuations lasting less than twelve (12) hours.
10. Either party may terminate the Agreement for the other party's breach or non-compliance of obligation by serving the latter a formal written notice thirty (30) days prior to the effective date of termination.
11. The ISP shall abide by all the applicable safety procedures, policies and standards of UPLB when performing repairs, maintenance and/or installation(s) of equipment within the premises of work. Failure of the ISP to adhere to relevant safety practices shall result in stoppage of work. The ISP shall make the necessary correction(s) of the unsafe acts/practices to the satisfaction of UPLB before the work can be resumed.
12. The ISP shall undertake all the necessary precautions to ensure the safety and health of its personnel. The ISP acknowledges UPLB's strong commitment to safety and confirms that it has a safety policy, which is standard comparable to the UPLB's safety policy.
13. Should UPLB wish to upgrade or downgrade its connectivity to a higher or lower bandwidth, or lease additional capacities, the terms and conditions of the Agreement shall apply, provided that both parties have agreed in writing to the applicable charges for the upgraded or downgraded capacity, and provided further that applicable procurement rules and regulations are followed.
14. The ISP shall conform to all other terms and conditions in the format Internet Service Agreement accompanying the bid documents.