

TERMS OF REFERENCE

Supply, Delivery and Installation of Leased Line Internet Service for the
Commission on Human Rights,
SAAC Building Commonwealth Avenue,
Diliman, Quezon City

I. BACKGROUND

The Commission on Human Rights is looking for qualified and competent internet service provider who can provide internet service according to the CHR's requirements.

II. OBJECTIVES

The objective of this procurement project is to obtain the services of a legitimate, reputable and experienced internet service provider that can provide cost-efficient internet service for official use of CHR personnel.

III. DESCRIPTION AND SCOPE OF SERVICES

General Requirements:

1. LOT 1 – Leased line internet service (Static download and upload)
 - o 500 MBPS bandwidth or higher
 - o 24 x 7 connectivity for twelve (12) months (January to December 2023)
 - o At least 13 public IP addresses
 - o Fiber optic cabling technology with media converter
 - o Access to a Network Utilizing Monitoring Tool (Multi Router Traffic Grapher - MRTG)
 - o Two weeks testing and monitoring upon activation – In reference for the End-user's certificate of acceptance
 - o 24 x 7 support and service during contract implementation
 - o Initial installation included

IV. COMPANY QUALIFICATIONS

- At least 10 years in the business providing leased line internet service (Static download and upload)
- At least 3 ongoing projects on leased line service for the past 2 years from the opening of bids
- At least 2 completed projects on leased line service for the past 3 years from the opening of bids

V. APPROVED BUDGET FOR THE CONTRACT

The Approved Budget for the Contract (ABC) for this procurement project is as follows:

- LOT 1 = One Million One Hundred Fifty Thousand Pesos (Php1,150,000.00) VAT Inc.

VI. MODE OF PROCUREMENT

The mode shall be via Public Bidding based on the Revised Implementing Rules and Regulations (IRR) of Republic Act 9184.

VII. DELIVERY AND INSPECTION

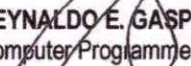
- o The delivery period is thirty (30) calendar days or earlier upon receipt of the notice to proceed (NTP).
- o The CHR shall have the right to inspect and/or test the internet service provided to confirm conformity with the specifications.

- Inspection and Acceptance Report from the CHR shall form part of the payment process as proof of compliance of the service provider on the requirements herein.

VIII. MAINTENANCE/TECHNICAL SUPPORT

- During the contract implementation, the internet service provider shall provide highly technical personnel to provide support whenever connectivity problem should occur.
- On call support shall be available 24 hours a day, 7 days a week.
- On-site support must have a response time of not more than 24 hours from the time of the call in cases when the phone support could not solve the problem, winning bidder must provide expert personnel in site on such cases.
- The winning bidder must shoulder all expenses of the technical person(s) who will be providing the technical services on-site.


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