



Republic of the Philippines
OVERSEAS WORKERS WELFARE ADMINISTRATION
Management Information Systems Division (MISD)

Terms of Reference

Provision of 100 Mbps Dedicated Internet Connection Services to the
OFW LOUNGE at NINYOY AQUINO INTERNATIONAL AIRPORT (NAIA) TERMINAL 3 in PASAY CITY.

I. Rationale

One of the major requirements of the new media is the availability of internet facility with efficient access to electronic data and information for all OFWs who are staying in the NAIA Terminal 3 OFW lounge while waiting for their flight going abroad.

Considering the above, OWWA determined that it was necessary to build an internet connection through the involvement of Internet Providers (ISPs) who would provide the NAIA Terminal 3 OFW Lounge with an efficient, dependable and cost-effective internet connection.

II. Scope of Work

The project covers the acquisition and implementation of the internet connection at the NAIA Terminal 3 OFW Lounge in Pasay City. It involves the following:

- a. Engagement of ISP from NAIA Terminal 3 OFW Lounge to the provider's central office.
- b. Subscription of the Internet Connection will be from September 2024 to December 2024;
- c. The winning ISP bidder/s 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;
- d. Provision of diagnostic reports and updates in case of connection failure;
- e. Provision of monthly utilization graphs and/or MRTG tool for monitoring of link quality and bandwidth utilization;
- f. Delivery of an IPv6 ready and/or compliant connection;
- g. Provision of 24x7 support services;
- h. Entering into a Service Level Agreement (SLA) which defines parameters of rebates for non-performance, etc. and
- i. If in case the OFW Lounge transfers to a new office location, the Provider must transfer the connection to the new location at no cost to OWWA Central.

III. Qualification Requirements

- a. Bidders should be a telecommunication company or owner of a network, have the expertise and five (5) year experience in internet service provisioning.
- b. Bidders must have the capacity and ability to provide technical support group and not through BPO.
- c. Bidders should submit copies of Client Satisfactory Certificates from at least three (3) clients each for the last three (3) years for similar contracts. Similar contracts shall refer to 100 Mbps or higher Leased Line Internet Connection.

IV. 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 the existing OWWA Local Area Network configuration and the OWWA building's electrical power rating. Bidders are required to conduct site inspection.
- b. Bidders must have a current permit to operate/access at NAIA Terminal 3 OFW lounge, which allows for the installation of cable wire and other internet-connected devices.
- c. The technical requirements and evaluation parameters are as follows:

Parameters	Evaluation Parameter
Setup a Dedicated Direct Internet Connection at NAIA Terminal 3 OFW Lounge in PASAY CITY	At least 100 Mbps Committed Information Rate (CIR) burstable bandwidth using Fiber Optic Leased Line Connection.
Provide and Configure modem for the 100 Mbps direct Internet connection	Configure the modem
Configure backup modem in case of breakdown	Configure backup modem (standby)

Provide and install a Channel Service Unit/Data Service Unit (CSU/DSU) modem at both ends of the Internet connections	Channel Service Unit/Data Service Unit modem
Assign Public Internet Protocol (IP) Addresses to OWWA	At least 28 usable Public IP Addresses
Provide Domain Name Server (DNS) reverse lookup for entries with the assigned classless network.	Reliable DNS reverse-look up
Provide reliable Forwarding and Secondary DNS.	Reliable Forward and Secondary DNS
Provide the Termination Block/box from end-user to last mile connection	Install termination block/box
Availability and Quality of Connection	Not less than 99.5% link uptime in a month
Latency (Delay)	Not more than 80 milliseconds average round trip from NAIA Terminal 3 OFW Lounge to ISP port Not more than 200 milliseconds average round trip from ISP port to US/International port
Provide single point of contact for customer support in both areas of network connectivity and Internet access	Single point of contact for customer support
Submit Access/usage reports	Monthly Report
Provide proactive notice of scheduled downtimes or service interruption	Not less than 7 days
Render customer service support	24 hours x 7 days

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

V. Approved Budget for the Contract (ABC)

The total ABC for the project is **PHP 360,000.00** inclusive of all applicable government taxes and service charges.

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

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 OFW Lounge NAIA Terminal 3;
- b. Provide and install a Channel Service Unit/Data Service Unit (CSU/DSU) modem at both ends of the Internet connections.
- c. Provide and install a Modem at both ends of the Internet connections.
- 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 and materials.
- e. 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.

3. Configuration

- a. Configure CSU/DSU modem for dedicated direct internet speed connection;
- b. Configure modem and backup modem to the equivalent direct Internet connection speed;
- c. Assign at least 28 usable hosts public Internet Protocol (IP) Addresses or one classless (/28) network to the OWWA;
- d. Provide DNS reverse lookup for entries with the assigned classless network; and,
- e. Provide reliable Forwarding and Secondary DNS.

4. Testing Period

- a. The selected ISP shall notify OWWA 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. Direct Internet leased line/ will have no service interruption during the agreed test period.
 3. The guaranteed Internet bandwidth of 100 Mbps Committed Information Rate (CIR) as primary connection is attained 24/7.
 4. Average latency should not exceed more than 80 milliseconds average round trip from NAIA Terminal OFW Lounge to ISP port and not more than 200 milliseconds average round trip from ISP port to US/International port
 5. MRTG should be in place
 6. Assignment of at least 28 usable Public IP Addresses
 7. The provider must conduct a Bit Error Rate (BER) test during the testing period to eliminate cyclic redundancy check (CRC) errors.

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 days.

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

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 NAIA Terminal 3 OFW Lounge own equipment, and international/regional internet backbone problems.

- c. OWWA shall issue immediately the Certificate of Inspection and Acceptance to the Provider upon successful completion of the testing certifying that the service Provider conforms to Section IV.

5. Implementation

- a. Shall maintain all equipment in proper working order.
- b. Provide an escalation list and procedure in reporting fault and outages.
- c. Providers must immediately advise OWWA Central 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.

6. Rebates

- a. Provide industry standard Service Level Agreement (SLA) which shall carry a corresponding "Performance Credit" or rebate in favor of OWWA 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 OWWA 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
- Maximum of 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
- Twenty-four (24) hours response time for DNS technical support requests.

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 the OWWA without the need to report or report the outage. The credit allowance/rebate shall be applied to the next billing month.

Credit for Interruptions to service will be allowed as follows:

Interruptions of 24 Hours or less:

Length of Interruption	Credit
Less than 30 minutes	None
30 – 179 minutes	3/10 day
180 – 359 minutes	3/5 day
360 – 539 minutes	1 1/5 day
540 – 719 minutes	1 4/5 day
720 – 899 minutes	2 2/5 days
900 – 1440 minutes	3 days

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.

7. 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 OWWA Central;
- c. Provide not less than 7 days proactive notice of scheduled downtimes, service interruption, upgrades or preventive maintenance, if any; subject to the approval of OWWA Central and
- d. Submit monthly access/usage reports to attest compliance to the SLA.

VII. Duties and Responsibilities of OWWA

- 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 OWWA 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.
- e. Conduct an assessment of the quality of service provided particularly the cost charged by the ISP provider and the range of services it offers against other service providers in the area; and
- f. Conducts assessment/evaluation of the ISP 60 days before the end of the contract. OWWA may renew the contract for another year depending on the ISP performance.

VIII. Terms of Payment

Payment shall be made on the following schedule:

- a. One-time payment of service charge shall be made after full/complete delivery, installation, configuration, and activation of Internet services within the prescribed period and upon issuance of the Certificate of Inspection and Acceptance by OWWA.
- b. Succeeding payment shall be made on a monthly basis subject to submission of billing statement and other supporting documents by the ISP and subject to the issuance of certificate of satisfactory service by OWWA Central.

Proposed by:

(signed)

JOSEPH JOHN Q. PADILLA

Chief, MISD

Recommending Approval:

(signed)

EMMA V. SINCLAIR

Deputy Administrator for Administration and Fund Management

APPROVED BY:

(signed)

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Administrator

Certified Funds Available:

(signed)

MARIA GIEZL T. LANUZA

OIC, Accounting Division

Date: _____, 2024