

## **TERMS OF REFERENCE**

### **I. PURPOSE**

The procurement of **IP PBX System** is to provide PHILGUARANTEE an efficient telecommunications system to allow internal and external voice communications of the corporation.

### **II. APPROVED BUDGET FOR CONTRACT**

1. The Budget for the said procurement shall be sourced from the Philippine Guarantee Corporation (PHILGUARANTEE) Operating Budget for the calendar year 2023.
2. The Approved Budget for Contract (ABC) is **Nine Hundred Ninety Nine Thousand Nine Hundred Ninety Pesos (₱ 999,990.00)**, inclusive of all applicable taxes.

### **III. MODE OF PROCUREMENT**

The procurement of IP PBX System shall be undertaken through Small Value Procurement pursuant to Republic Act No. 9184 and its 2016 Revised IRR.

### **IV. QUALIFICATIONS OF THE BIDDER**

The Contractor should have the necessary eligibility, experience, and expertise in providing service the following:

#### **A. Expertise Requirements**

1. Must submit a Letter from the Principal Certifying Partnership, Experience, and Capability.

The prospective bidder shall also be required to include in this proposal original descriptive kinds of literature and unamended brochures of all equipment/materials to be supplied. If applicable, plans, drawings, and diagrams/configurations must likewise be provided.

The bidder must submit the additional requirements which shall form part of the technical bid documents:

1. The following certifications must be provided:

- a. Must be authorized dealer of all equipment to be supported by certificate of dealership in the Philippines issued by the manufacturer/distributor of equipment/materials.
- b. Must be capable of rendering local technical services duly certified by the manufacturer/distributor.
- c. Must have at least Three (3) Certified Licensed Electronics Engineers who are currently employed in the bidder's company trained and certified in the design and installation of IP-PBX System. Bidders must attach certification.
- d. Must provide 2 CCNA, 2 CCNE, 2 CCIE, 2 CCIP and must be employed in the company
- e. Should have at least ten (10) years as telephone service provider and at least ten (10) years as internet service provider. The Internet will be used as back up in the Data Center.
- f. Must be an ISO 9001:2015 and ISO 27001:2013 certified company.
- g. Must secure an NTC certification that they are a Tier1 Telco Company.
- h. Shall have a Fiber Optic Cable Multiplexer and shall be Gigabit Ethernet (GE) capable. Interface Hand-off: (Gigabit Ethernet 10/100/1000 - electrical)
- i. Must have at Least 1Gbps Multi-lateral Peering with PHOpenIX for at least six (6) Years and shall Provide certification.

2. Network Requirement:

- a. Must have at least 10 direct International Uplinks (Tier 1/Tier 2, ie. AT&T, Level 3, Telstra etc.) for redundancy purposes. Bidder shall provide a detailed diagram.
- b. Must have/operate its own Backhaul going to Cable Landing Station. Bidder shall provide a detailed diagram.

- c. Must have a minimum total Uplink capacity of 40Gbps (to address needs of client/s) and must provide proof therein.
- d. Manage and operate local Internet peering (i.e. MIX, GIX, PHIX) and provide certification therein.
3. Shall submit Certificate of Employment of at least two (2) *Information Technology Infrastructure Library* (ITIL) Certified Engineers and shall provide proof of certification for ITIL.
4. Shall submit network layout labeled as Electronics Engineer Plan showing connectivity from end user's data terminal facility up to the last mile duly signed by Licensed Electronics Engineer (EE) with his/her valid PRC ID.
5. Shall submit copies of Client Satisfactory Certificates from at least three (3) clients each for the last three (3) years for similar contracts.
6. Must be an NTC registered and certified with Value Added Services (VAS) Registration license certificate.
7. Should be a certified Data Center Provider/Backup provider Tier III. Bidder shall provide proof.
8. Shall submit their proposed Service Level Agreement (SLA) and commit to deliver and maintain their service with a Service Level Agreement of **99.8%**. and provide Customer Service Center which facilitates communication between customers and various technical levels within **24 hours x 7 days a week basis**)
9. Shall submit original copy of design proposal, brochures and other publications that support compliance to the requirements.
10. Shall submit a proposed work plan and detailed implementation schedule for the Project covering the whole contract period

## **V. GENERAL SCOPE OF WORK AND DELIVERABLES**

### **A. GENERAL SCOPE OF WORK**

1. The scope of work, includes the following:
  - Utilization of the existing provisioned layout of network infrastructure.
  - Installation of IP PBX Hardware in Main Distribution Frame.
  - Configuration of IP PBX Management System

- Deployment and Installation of each IP Phones in 22<sup>nd</sup>, 23<sup>rd</sup> and 24<sup>th</sup> floors of BPI-Philam Bldg.
  - Configuration of each IP Phones in 22<sup>nd</sup>, 23<sup>rd</sup> and 24<sup>th</sup> floors of BPI-Philam Bldg.
2. The winning bidder shall be responsible for the end-to-end configuration of IP PBX and IP Phones.
  3. The winning bidder shall ensure minimal disruption, if any, to the operations of PHILGUARANTEE.
  4. The winning bidder will have access to the site seven (7) days a week starting the date of receipt of the notice to proceed. All works should be coordinated with PHILGUARANTEE on a weekly basis and can be revoked or suspended at any time in case of urgent operational need.
  5. The winning bidder shall submit a weekly progress report.
  6. The winning bidder shall submit the following documentation to PHILGUARANTEE upon completion of the project;
    - System documentations for system operational and maintenance/user manuals.
    - Detailed equipment list stating make/model of IP PBX and IP Phones, its location, serial number among others.
    - Result of system test as per manufacturer standards.
    - System/workmanship Warranty/Guarantee.

## **B. DELIVERABLES**

- One (1) Unit of IP PBX Hardware.
- One Hundred (100) Units of IP Phones Handset.
- 10 SIP Trunk Subscription for One (1) Year.
- Detailed specifications are discussed in Annex "A".

## **VI. DELIVERY AND PAYMENT TERMS**

- Delivery and project completion is twenty (20) calendar days upon acceptance of Notice To Proceed.
- Payment is thirty (30) Calendar Days upon acceptance.


## VII. WARRANTY

- One (1) year warranty. Renewable.

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