

TERM OF REFERENCE (TOR)
Supply and Installation of Dedicated Internet Service Provider for BSU Students

Benguet State University (BSU) requires Internet Service from a qualified Internet Service Supplier/Provider hereafter referred to as supplier for its internet service requirement.

A. Technical Specifications and Requirements:

The service shall have the following specifications and requirements:

1. Internet service has minimum bandwidth of 100 Mbps leased line (direct internet access) in physical circuits. A leased line is any telecommunications path between two points that is available 24 hours a day 7 days a week for use by a designated company. It is not shared in common among multiple users thus having a guaranteed ratio of 1:1 upload: download speeds.
2. It has gigabit Ethernet hand-off which could be in any compatible single mode or multiple fiber hand-off upon request at no extra cost to BSU;
3. Supplier shall install last mile fiber optics cabling outside and within BSU premises necessary in establishing connectivity between supplier's network and the BSU network centers at no extra cost to BSU.
4. Service has a minimum of 30 usable IP addresses at no additional cost to BSU;
5. Guaranteed redundant automatic routes to the internet i.e. multi peering routes or any alternative routes that will provide access to the internet in case of problems with the suppliers' primary connections to ensure the 99.5% service availability;
6. Complete the supply, delivery, installation and commissioning of all items within ten (10) calendar days from final notice from BSU.
7. Other requirements shall be defined in the service level agreement.

B. Technical Support Service:

The supplier shall:

1. Provide telephone-based qualified technical support available on a 24x7 basis to assist BSU in troubleshooting issues affecting the internet connection on the provided internet Service;
2. Send a qualified technical representative within 24 hours to resolve any problem at no additional cost to BSU, if the problems cannot be resolved through telephone support or assistance;
3. Provide 24x7 monitoring facility available online that would show historical and real-time performance of the internet service;
4. Inform BSU at least thirty (30) days ahead prior to any monthly scheduled maintenance or twenty four (24) hours ahead prior to any unscheduled emergency maintenance on the side of the Provider;
5. Provide BSU an account/relationship manager who will serve as single point of contact during the supply, installation and commissioning of the project;
6. Confirm in writing or electronic mail any reported service interruption due to supplier's equipment or facilities or causes within its control, and adjust or repay part of the charges in accordance with a rebate structure;

C. Project Cost

The annual budget for the project is P 1,200,000.00 or a monthly recurring charge of PhP 100,000.00 inclusive of government taxes and other charges such as one time charge (OTC), installation fee, equipment cost, engineering fee and the likes.

D. Contract Period, Service Renewal and Contract Termination

The initial contract period shall be a minimum of One (1) year, renewal of the contract for a period not exceeding another year may be made only after a positive evaluation. The total duration of the contract shall not exceed Two (2) years after the lapse of the One year period or Two year period as the case may be without any renewal, the contract is deemed renewed on a monthly basis until a new contract shall have been executed.

E. Rebates

Internet outages must be rebated with the following formula: $(\text{total annual cost}/365)/24 \times \text{duration of downtime in hours}$.

Any refund shall be paid in the form of a rebate against BSU's subsequent monthly charges. All claims for refund should be received while service provided to BSU is still active. The supplier reserves the right to determine the duration of any outage, and such determination shall be done in coordination with BSU. Any refunds given by the supplier to BSU shall be final and exclusive, and shall form BSU's sole and only remedy against the supplier on such refunds.

F. Testing and Acceptance

There shall be one week free testing period prior to circuit acceptance. Billing commences the day after acceptance.

Third party bandwidth testing tools/websites shall be used to verify the upload and download speeds.

OGT/stp