

Terms of Reference

Note: Bidders must state in the Statement of Compliance either “*Comply*” or “*Not Comply*” against each of the individual parameters of each Specification stating the corresponding performance parameter of the equipment offered. Statements of “Comply” or “Not Comply” must be supported by evidence in a Bidders Bid and cross-referenced to that evidence. Unless otherwise categorically stated hereunder, evidence shall be in the form of manufacturer’s un-amended sales literature, unconditional statements of specification and compliance issued by the manufacturer, samples, independent test data etc., as appropriate. A statement that is not supported by evidence or is subsequently found to be contradicted by the evidence presented will render the Bid under evaluation liable for rejection. A statement either in the Bidders statement of compliance or the supporting evidence that is found to be false either during Bid evaluation, post-qualification or the execution of the Contract may be regarded as fraudulent.

A. General Scope of Work

No.	General Scope of Work	Statement of Compliance
1	<i>[Emergency Procurement Under Bayanihan To Recover As One Act (Bayanihan 2) - Proposed Installation of Fiber Optic Cable for Center for Emerging and Re-emerging Infectious Diseases (CERID), Main Building, Out Patient Department Building, National Reference Laboratory Building and Medical Social Service Department Building with Active Equipment]</i>	

Detailed General Scope of Work

ITEM NO.	Scope of Work	STATEMENT OF COMPLIANCE
	Proposed Installation of Fiber Optic Cable for Center for Emerging and Re-emerging Infectious Diseases (CERID), Main Building, Out Patient Department Building, National Reference Laboratory Building and Medical Social Service Department Building with Active Equipment	
	I. Rationale	
	<p>The East Avenue Medical Center network is already slow and counterproductive due to the following factors:</p> <ul style="list-style-type: none"> a. Designed years ago with whatever is the existing technology at that time. b. Network cabling between buildings uses Cat 5 Copper Cable that is 10/100mbps. c. Network speed is 10/100mbps. d. Network hub and switches speed is also 10/100mbps. e. Hardware & software increase in capability, capacity, density, demand, etc. and the existing network cannot keep up with the demand. 	
	II. Objectives	
	<p>In general, this project seek to:</p> <ul style="list-style-type: none"> a. Provide fiber optic cable connection between buildings specifically for the Center for Emerging and Re-emerging Infectious Disease and the EAMC's Main Building Local Area Network b. Increase network speed to 1,000 mbps = 1 GBPS (gigabit network) or 10x the speed of our current network. c. Switches between buildings to 1,000 mbps (1gbps) with capability up to 10,000 mbps (10 GBPS). d. Network cabling within buildings will all be upgraded to Cat 6 Copper Cable that is 1,000 mbps (1gbps). e. Network between or outside buildings will be connected to Fiber Optics Cable that have 1 GBPS, 10 GBPS, or above for future technology advancement to 10x up to 100x the speed of our current network. f. Network traffic must be efficiently handled due to the capacity & speed upgrade. 	
	III. Scope of Work	
	The envisioned infrastructure upgrade shall consist of the following:	
	1. Mobilization, site verification and delivery of materials and manpower	
	2. Supply and installation of PVC Pipes and fitting for the network cabling works of East Avenue Medical Center from distributed MDF / IDF's to distributed nodes based on the given plan & list.	
	3. Supply of labor for the installation of Hangers, Boxes, Support and fitting for the network cabling works of East Avenue Medical Center from distributed MDF / IDF's to distributed nodes based on the given plan & list.	
	4. Supply and cable pulling of UTP Cable Cat 6 for the network cabling works of East Avenue Medical Center from distributed MDF / IDF's to distributed nodes based on the given plan & list.	
	5. Supply of labor for the concrete cutting, ground breaking and excavation for the Fiber Optic Backbone cabling works of East Avenue Medical Center if needed.	
	6. Supply and installation of PVC Pipes and fitting for the Fiber Optic Backbone cabling works of East Avenue Medical Center base on the proposed design.	
	7. Supply of labor for the installation of Hangers, Boxes, Support and fitting for the Fiber Optic Backbone cabling works of East Avenue Medical Center based on the proposed design.	
	8. Supply and cable pulling of 8 core Indoor – Outdoor type OM4 fiber optic backbone cables for the Fiber Optic Backbone cabling works of East Avenue	

	Medical Center based on the proposed design.	
	9. Supply and installations of Network Cabinet, Patch Panel, Cable Management Panel, Patch Cord, Information Outlets, Fiber Panel, Fiber Patch Cord and Fiber Pigtail Connector for the Fiber Optic Backbone & Network cabling works of East Avenue Medical Center based on the proposed design.	
	10. Supply of labor for the splicing and termination of Fiber Optic and Copper Cables for the Fiber Optic Backbone & Network cabling works of East Avenue Medical Center based on the proposed design.	
	11. Supply of labor for the Testing of Fiber Optic & Copper Cables.	
	12. Cleaning of affected area during installation.	
	IV. Minimum Materials and Technical Specifications	
	<i>A. Roughing-inn Materials for Distributing Cabling</i>	
	1. Roughing-inn Materials for Distributing Cabling (PVC Pipe, Boxes, Hangers, Support Fittings and Consumables) (1 lot)	
	<i>B. Roughing-inn Materials for Backbone Cabling</i>	
	1. Roughing-inn Materials for Backbone Cabling (PVC Pipe, Boxes, Hangers, Support Fittings, Service Hand Hole and Consumables) (1 lot)	
	<i>C. Cabling Components for Distribution Cabling</i>	
	1. 1U Cable Management Panel (3 pieces)	
	2. 19" Closed Cabinet 2 Feet (1 unit)	
	3. 19" Opened Cabinet 2 Feet (6 units)	
	4. 19" Closed Cabinet 6 Feet (1 unit)	
	5. Cat 6 RJ45-RJ45 Patch Cord 1 meter (8 pieces)	
	6. Patch Panel 24 Ports loaded Cat 6 (3 pieces)	
	7. 4 Pairs UTP Cat 6 Cable Solid (305 meters) (10 boxes)	
	<i>D. Cabling Components for Backbone Cabling</i>	
	1. 8 Core Fiber Optic Cable OM4 Indoor/Outdoor Type for CERID Bldg., OPD Bldg., MSSD Bldg. and NRL Bldg. (1100 meters)	
	2. Optical Distribution Panel 12 Ports (4 pieces)	
	3. Optical Distribution Panel 24 Ports (1 piece)	
	4. F.O. Patch Cord Multimode Duplex (OM4) 2M (10 pieces)	
	5. Fiber Optic SC Pigtail Connector OM3 (60 pieces)	
	<i>E. Supply of core and distribution switches</i>	
	1. Core Switch, 16 port SFP+ based ports. 2 open slot for network module expansion and 1 open slot for stacking module. Should support secondary power supply. Should be capable of cloud-management and on-premise management. (1 unit)	
	2. SFP+ Transceiver module, 10G Multimode Fiber module. Should be compatible with the proposed Core switch. (4 units)	
	3. SFP Transceiver module, 1G Copper module. Should be compatible with the proposed Core switch. (10 units)	
	4. 48G Switch, 48 port GbE autosensing 10/100/1000 ports, 4 SFP+ Ports. Should be capable of cloud-management and on-premise management. Layer 3 capabilities for distribution role. (2 units)	
	5. SFP+ Transceiver module, 10G Multimode Fiber module. Should be compatible with the proposed Distribution switch. (2 units)	
	6. 24G Switch, 24 port GbE autosensing 10/100/1000 ports, 4 SFP+ Ports. Should be capable of cloud-management and on-premise management. Layer 3 capabilities for distribution role. (2 units)	
	7. SFP+ Transceiver module, 10G Multimode Fiber module. Should be compatible with the proposed Distribution switch. (2 units)	
	8. 48 port Layer 2 Smart-Managed Switch autosensing 10/100/1000 ports. (2 units)	

	<i>F. Implementation Method and Warranty</i>	
	a. Work completion within 60 calendar days. b. Five (5) years warranty on supplied cabling components. c. One (1) year warranty on other hardware components. d. One (1) year warranty on services. e. Must have 24 x 7 helpdesk system (must submit notarized procedure) f. In case of any technical problem within the warranty period, a service engr. should report on-site within 3 to 4 hours to resolve the problem	
	<i>G. Supplier's Qualification and Responsibility</i>	
	a. Must be System Integrator with at least Five (5) years in the industry. b. Must have a track record of at least three (3) I.T. Network Infrastructure installation and implementations to DOH/Government and/or Private Hospitals c. Supply, delivery, installation, configuration, of the network infrastructure upgrade. d. Supply, delivery, and installation of the required components hardware and/or software needed for the network infrastructure upgrade. e. Cleaning of the affected areas during the installation at East Avenue Medical Center. f. Complete trainings for EAMC Network Administrator and Network Support personnel on the new setup / configuration. g. Complete network diagram, user's manual and system documentation (soft and hard copies), documentation for Network Administrator and Network Support personnel on the new setup / configuration. h. Warranty and Support Services.	
	V. Service Level Agreement	
	* Faster Response time o With fifteen (15) to thirty (30) minutes response time phone technical support o With remote technical support o With email technical support o Within Two (2) to four (4) hours response time by a competent Technical Engineers on site; o Availability of Service Units;	
	* 8 x 5 Technical Support via helpdesk;	
	* Inclusive of Annual Preventive Maintenance within the Warranty Period;	
	* Inclusion in the Help Desk Services. The facility provides:	
	o Single point of Contact for Problem Reporting o Technical Engineer Dispatch Facility o Case Logging and Monitoring o Technical Support History and Reporting	
	VI. Technical Support Procedures	
	Upon receipt of a service call, phone support would immediately be provided for possible immediate solution through coordination with East Avenue Medical Center's personnel involved with the situation.	
	The Technical Support Engineer shall arrive within two (2) to four (4) hours after it has been decided that the technical support engineer's presence is required.	
	<i>A. Service Level Classifications</i>	
	Severity Level: 1 Severity Type: URGENT Description: There is a CRITICAL IMPACT on the entire business operation OR 100% of Network Operation is affected	
	Severity Level: 2 Severity Type: HIGH	

	Description: Part of the network is down or performance of the network is severely degraded, or significant aspects of the end user's operation are being negatively impacted by unacceptable network performance	
	Severity Level: 3 Severity Type: MEDIUM Description: Operational performance of the network is impaired while most business operation remains functional	
	Severity Level: 4 Severity Type: LOW Description: Minimal or No Business Impact	
	Severity Level: 5 Severity Type: AF Description: Scheduled Activities	
	B. Service Levels	
	Severity Level: 1 Severity Type: URGENT Response Time (Phone Support): Within 30 minutes from receipt of Service Call Response Time @ Site (WITHIN METRO MANILA): Within Two (2) hours from receipt of Service Call Response Time @ Site (OUTSIDE METRO MANILA): NBD, or; Based on agreed schedule, or; Based on earliest available land/air travel.	
	Severity Level: 2 Severity Type: HIGH Response Time (Phone Support): Within 30 minutes Response Time @ Site (WITHIN METRO MANILA): Within Two (2) hours from receipt of Service Call Response Time @ Site (OUTSIDE METRO MANILA): Next Business Day, or; Based on agreed schedule, or; Based on earliest available land/air travel.	
	Severity Level: 3 Severity Type: MEDIUM Response Time (Phone Support): Within 30 minutes Response Time @ Site (WITHIN METRO MANILA): Within Four (4) hours Response Time @ Site (OUTSIDE METRO MANILA): Next Business Day, or; Based on agreed schedule, or; Based on earliest available land/air travel.	
	Severity Level: 4 Severity Type: LOW Response Time (Phone Support): Within 30 minutes Response Time @ Site (WITHIN METRO MANILA): Within Six (6) hours Response Time @ Site (OUTSIDE METRO MANILA): Next Business Day, or; Based on agreed schedule, or; Based on earliest available land/air travel.	
	Severity Level: 5 Severity Type: AF Response Time (Phone Support): Within 30 minutes Response Time @ Site (WITHIN METRO MANILA): Based on Agreed Schedule Response Time @ Site (OUTSIDE METRO MANILA): Based on Agreed Schedule	

<i>Conforme:</i>
<i>Company/Bidder's Name:</i>
<i>Name and Signature of Authorized Representative:</i>
<i>Date:</i>

EAMC