



TERMS OF REFERENCE (TOR) OF THE QUEZON CITY GENERAL HOSPITAL 100Mbps DEDICATED FIBER OPTIC INTERNET CONNECTION FOR MEDICAL FRONTLINERS AND HOSPITAL ONLINE SERVICES.

I. RATIONALE:

The aim of a fiber optic dedicated internet connectivity is to improve the communication processes in the **QCGH** operations and to contribute to effective patient treatment services through Information & Communication Technology (I.C.T) and to online **QCGH** internet connection to provide better medical services to the **Q.C** citizenry.

II. PROJECT OBJECTIVES AND DESCRIPTION

Fiber optic dedicated internet connectivity for the Quezon City General Hospital.

- To online schedule using telemed and hospital website (www.qcgh.org)
- To online schedule the PWD ID
- To online **QCGH** OPD consultation
- To online Health Declaration Assessment for patients and employees
- Online sending of report to Executive Offices
- Online sending of report to Department of Health (DOH)
- Online sending of report to Quezon City Local Government Unit (**QC-LGU**)

III. SCOPE OF WORK

1. The solution provider shall distribute internet connectivity per department and install a internet connection under the name of Quezon City General Hospital with the following standard capability, qualifications meeting the following requirements;

- 1.1 Provision of Wi-Fi Infrastructure with Internet Dedicated Access at 100Mbps with Gigabit Router via Fiber Network.
 - Inclusions:
 - Installation and supply of 10 units indoor Access Points (AP) and 2 units outdoor access points wall mounted Aruba Access points (AP315) or its equivalent, with Wi-Fi controller.
 - CAT6 Cabling from AP to switches including conduiting works
 - /29 IP Block or 5 usable IP address
 - 1 unit layer 5, Bandwidth Manager
 - (CCR1009-7G-1C-1S+) or its equivalent
 - CPU: TLR4-00980, Dimensions: 442 x 175 x 44 mm, OS: RouterOS, Ethernet: 10/100/1000 Ethernet ports 7, Fiber: SFP + ports 1
 - OSP and ISP cabling works
 - Provision of 1 SSID & basic portal
 - Portal Modification 4x a year
 - Provision of user-password, modification 4x a year
- 1.2 The **Fiber optic internet connectivity** capable of digital encoding in bandwidth manager, distribution of internet mbps per department, viewing on web base and configuration on other computer devices.

1.3 Training and Area Coaching

The solution provider shall further provide the following training, area coaching and orientation programs to the hospital wide personnel in batches with the end in view of properly transferring technology and utilization of the fiber optic internet connectivity controller , to wit:
QCGH Management
QCGH-IT System administrator
Engineering Department

1.4 The presence onsite by the solution provider for technical support within maximum of six (6) hours response time to the fiber optic internet connectivity.

1.5 Monthly maintenance within the warranty period.

1.6 Monthly visitation within the warranty period.

1.7 Voice call (8am-5pm/Monday to Sunday), 24/7 mobile hotline (SUN/Smart/GLOBE) and e-mail for technical support of the fiber optic internet connectivity problems.

IV. AREA OF COVERAGE

1. Main building of QCGH, OPD building and HOPE 4.

V. PROJECT STANDARDS AND REQUIREMENTS

a) General Requirements

1. The Service Provider shall be responsible for the supply, delivery, installation, configurations and maintenance of Internet Service including all needed equipment / active components for the Internet Service.
2. The cable facility to be used in the connectivity between the provider's circuit and client must be exclusively owned and/or operated by the service provider. For this purpose, a certification must be submitted as part of the technical documents
3. The Service Provider must have international POP
4. The Service Provider's IP network must support IPv4 and IPv6.
5. The Service Provider should have international and local peering connections.
6. The Service Provider must have Fiber Optic Circuit (FOC) Certificate.
7. The Service Provider must have peering connection and exchanges IP traffic at PHOpenIX.
8. The Service Provider must have multiple internet global gateways for redundancy and reliability.
9. All of the equipment will be owned by QCGH after the contract end.
10. All the equipment to be installed by service provider must be compatible with the existing equipment of the QCGH.

b) Technical Part Requirements

1. The Internet Service must have a guaranteed, symmetrical bandwidth.
2. The Internet Service must be connected to Service Provider's nearest IP gateway through a dedicated leased line connection.
3. The Internet Service must include a managed router. Maintenance support and repair of the equipment is the Service Provider's responsibility in the duration of the contract.
4. An online MRTG will be provided to monitor the utilization of the Internet services.
5. The Service Provider must have a 24x7 technical support desk to receive trouble complaints related to the Internet Service and all components supplied by Service Provider and to manage the restoration during service downtime.
6. The Internet Service must have a Service Availability of at least 99.8%.
7. Qualified Bidders must provide network diagram.
8. Monthly maintenance within the warranty period.
9. Monthly visitation within the warranty period.
10. Report to QCGH management any update to the internet status.

VI. PROJECT DURATION

The project shall be completed within sixty (60) days from date of Notice to Proceed (NTP).

VII. APPROVED BUDGET FOR THE CONTRACT

The Approved Budget for the Contract is **P3,800,000.00**

VIII. BASIS OF PAYMENTS

1. Ten percent (10%) upon complete delivery and conduct of a Project installation.
2. Forty-five (45%) upon deployment of the 100Mbps dedicated internet connectivity.
3. Forty-four percent (44%) upon system utilization and Final acceptance and submission of QCGH 100Mbps dedicated internet connectivity documentations (both soft & hard copy);
4. One percent (1%) retention upon completion of project one (1) year from date of final acceptance.

IX. PENALTIES CLAUSE FOR SERVICE INTERRUPTIONS

The Internet Service Provider (ISP) is required to be available seven (7) days a week and perform maintenance.

- a) Allowable Outage = 6 hours
- b) Service for Non Conformance in the event that the maximum allowable outage will be exceeded, Internet Service Provider(ISP) will be required to provide rebates to the QCGH which shall be the number of hours in excess of the allowable hours of outages computed in six (6) hour increments equivalent to one (1) day of the monthly recurring fee. In the event that an outage lasted for more than 72 hours, the monthly service fee shall be paid in whole.

Should either party, however, find any due cause or determine a justifiable need to modify or revise or change any of the provisions or part or parts thereof in this TOR, such move shall be mutually agreed upon in writing subject to concurrence of the project proponent.

X. CANCELLATION OR TERMINATION OF CONTRACT

Should there be any dispute, controversy or difference between the parties arising out of this TOR, the parties herein shall exert efforts to amicably settle such dispute or difference. However, if any dispute, controversy or difference cannot be resolved by them amicably to the mutual satisfaction of the parties, then the matter may be submitted for arbitration in accordance with existing laws, without prejudice for the aggrieved party to seek redress before a court of competent jurisdiction.

The guidelines contained in RA 9184 and its revised IRR shall be followed in the termination of any service contract. In the event the City terminated the Contract due to default insolvency, or for cause, it may enter into negotiated procurement pursuant to section 53(d) of RA 9184 " and its IRR.

XI. WARRANTY

The 100Mbps dedicated fiber optic internet connectivity shall be free from any and all defects in material fiber optic network cable and workmanship for a period of five (5) years within the warranty period from date of final acceptance of the project and that same shall substantially conform to the specifications provided under the Terms of Reference (TOR). Any devices / equipment, cables, fiber optic cables has a monthly maintenance / visitations and report to the management of Quezon City General Hospital.

XII. SERVICE LEVEL AGREEMENT (SLA)


The Solution Provider shall provide 24/7 on call technical support services in the course of the implementation of the project and during the warranty period.

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