

NATIONAL ECONOMIC AND DEVELOPMENT AUTHORITY INFORMATION NETWORK PROJECT (NINP)

Terms of Reference (TOR) for the Procurement of Consultancy Services on the Design for an Enhanced Digital Telephony System for NEDA

A. Background/Rationale

Recent advancements in digital telephony have made communication across geographic areas more cost-efficient, flexible and effective than traditional modes. The National Economic and Development Authority (NEDA) plans to utilize this recent technology in delivering results and in the achievement of outputs per its mandate. It aims to modernize its voice communication systems between the central and regional offices and further reduce NEDA's monthly telephone expenses.

Given the limited expertise of Information and Communications Technology Staff (ICTS) on said technology, the assistance of a consultant that will shepherd the start-up implementation of the desired communication system is needed. Succeeding implementation upon knowledge transfer by the consultant will be handled by NEDA-ICTS.

B. Objectives

The engagement aims to assess, design, and develop a plan for the implementation of the NEDA-wide digital telephony system using technological advancements in Information and Communications Technology (ICT) that provides a more cost effective way of communication between the NEDA Central Office (NCO) and the NEDA Regional Offices (NROs).

C. Scope of Consultancy Services

Specifically, the consultancy service will entail the following activities, among others:

1. Undertake a review of the existing telephony system of NCO and NROs as well as assess the ICT equipment needed to establish/improve voice communication system between NEDA offices;
2. Develop network design and implementation plan inclusive of the technologies needed and financial requirements; and
3. Develop/formulate the relevant Terms of Reference (TOR) in coordination with the Information and Communications Staff (ICTS) for the implementation of the project.

D. Duration of Services

The Consultancy Services will be implemented for a period of six (6) months reckoned from the signing of the contract agreement or commencement of the undertaking as indicated in the contact agreement.

E. Cost of Consultancy Services

The Approved Budget for the Contract (ABC) for the Consultancy Services is **PhP 240,000.00**, inclusive of all applicable government taxes and charges, professional fees, and other incidental and administrative costs.

The Consultancy Services shall be a fixed price contract. Any extension of contract time shall not involve any additional cost to NEDA.

F. Deliverables/Timelines/Payment Schedule

The main output will be the assessment report, network plan and design, and TOR for the enhancement of the telephony system of NEDA. The Consultant shall submit to NEDA—for validation and approval—the deliverables of each activities/milestones, following the schedule below:

Deliverables	Timeline	Payment Schedule of Consultant Fee
Inception Report	Within three (3) weeks from receipt of NTP/Job Order	5% of Contract amount upon acceptance by NEDA-ICTS
Assessment Report (3 hard copies with electronic copy), which includes, among others, review of existing NEDA telephony system, product demos from suppliers, cost estimates, technologies to be used, its limitations, problems and the possible solution to the problems. (To include NRO visits if necessary)	Within three (3) months upon receipt of NTP/Job Order	25 % upon issuance of certificate of acceptance from NEDA-ICTS
Network Plan and Design (3 hard copies with electronic copy), includes presentation of results to NEDA-ICTS.	Within four (4) months upon receipt of NTP/Job Order	30% upon issuance of certificate of acceptance from NEDA-ICTS
Draft TOR (3 hard copies with electronic copy), to be used for the implementation of the project in coordination with the NEDA-ICTS.	Within five (5) months upon receipt of NTP/Job Order	20% upon issuance of certificate of acceptance from NEDA-ICTS
Revised Final TOR (3 hard copies with electronic copy), which takes into account the final comments from the NEDA-ICTS.	Within six (6) months upon receipt of NTP/Job Order	20% of certificate of acceptance from NEDA-ICTS

G. Implementation Arrangement

1. Responsibilities of NEDA

The NEDA, through the ICTS, shall be responsible for the following:

- a. Provide workspace and necessary ICT equipment to the consultant;

- b. Review, comment and/or approve the reports/documents submitted by the consultant;
- c. Expenses for the travel and accommodation of the consultant to NROs as may be necessary;
- d. Coordinate with the consultant on the preparation of the Final TOR;
- e. Provide counterpart to the consultant for the technology transfer; and
- f. Pay the consultant in accordance with the schedule provided in this TOR.

NEDA shall be the executing agency for the consultancy service. It shall define the acceptability of the deliverables and shall be the approving authority for all operations-related activities, including payment of the consultant.

2. Responsibilities of the Consultant

The consultant shall be responsible for the following:

- a. Be physically available for consultations at the NEDA Central Office at least four (4) man-hours a week for six (6) months to discuss the progress of the engagement as well as provide regular discussions regarding ICT issues and to be available online, by phone or by other means for emergency consultations;
- b. Develop and complete, but not limited to, the following:
 - i. Assessment report for the ICT equipment requirement for the project;
 - ii. Draft and revised Final Network Plan and Design for the project; and
 - iii. Draft and revised Final TOR which will be prepared in coordination with the NEDA-ICTS;
- c. Invite suppliers that will conduct product demos in relation with the project;
- d. Present the assessment report, network plan and design as well as the TOR to the NEDA for review, comments and/or approval;
- e. Coordinate and report to the Information and Communications Technology Staff (ICTS) in providing updates on the progress of the project;
- f. Provide technology transfer for the NEDA counterpart; and
- g. Conduct of NEDA Regional Office (NRO) visits, as may be necessary, as part of the assessment of ICT requirements and network plan and design for the project with expenses shouldered by NEDA.

H. Qualification Requirements

1. The service shall be undertaken by an individual Consultant whose minimum qualifications are stated herein:

Qualifications	
Education	<ul style="list-style-type: none"> Educational attainment in ICT-related fields.

Experience	<ul style="list-style-type: none"> • Experience as Telecoms Analyst (Telecoms research, planning and development). • Experience in Internet Service Provider (ISP) operations, network design and implementation. • Actual ICT network plan or designs
Trainings	<ul style="list-style-type: none"> • Session Initiation Protocol (SIP) • Internet Protocol – Private Automatic Branch Exchange (PABX) • Integrated Services for Digital Network (ISDN) • Multi-site Voice-over-internet-protocol (VOIP)
Skills and Competencies	<ul style="list-style-type: none"> • Linux, Unix, Novell and Microsoft Windows administration. • Voice-over-internet protocol (VOIP) and Voice-over frame relay. • Integrated Services Digital Network (ISDN), Signaling System 7 (SS7) and Channel-associated Signaling (CAS). • Data Communication Networking such as Synchronous Digital Hierarchy (SDH), Fiber optic network and Metropolitan Area Wireless Technology. • Knowledgeable in ICT design and implementation. • VMWare and VSphere administration. • Installation and configuration of Cisco, HP, Mikrotik, Dell and Peplink network equipment.

2. Short-listing and selection of qualified candidates will be according to the criteria specified in Annex A. Prospective bidders are required to submit the following:

- a. Curriculum Vitae highlighting relevant work experience and credentials;
- b. No more than four (4) samples of approved network designs/plans;

I. Selection of Consultant

The proposals will be evaluated using the *Quality-Cost Based Evaluation Procedure* under the Revised Implementing Rules and Regulations (IRR) of RA 9184, with the technical proposal allocated 80 % and 20 % for the financial proposal.

J. Liquidated Damages

- a. Where the Consultant refuses or fails to satisfactorily complete the work within the specified contract time, plus any time extension duly granted and is hereby in default under contract, the Consultant shall pay NEDA for liquidated damages, and not by way of penalty, an amount, as provided in the conditions of contract, equal to one tenth (1/10) of one (1) percent of the cost of the unperformed portion for every day of delay. The maximum deduction shall be ten percent (10%) of the amount of contract. Once the cumulative amount of liquidated damages reaches ten percent (10%) of the amount of the contract, NEDA shall at its own discretion terminate the contract without prejudice to any further action it may take to recover whatever losses incurred due to non-performance of the Consultant.

- b. To be entitled to such liquidated damages, NEDA does not have to prove that it has incurred actual damages. Such amount shall be deducted from any money due or which may become due the Consultant under the contract and/or collect such liquidated damages from the retention money or other securities posted by the Consultant whichever is convenient to NEDA.

ANNEX A: EVALUATION CRITERIA FOR CONSULTANCY SERVICES ON THE DESIGN FOR AN ENHANCED DIGITAL TELEPHONY SYSTEM FOR NEDA

	Rating Factor	Points/Weight
Education	<ul style="list-style-type: none"> Degree/s obtained or 4-year academic program/course in ICT related field. 	10
Experience	<ul style="list-style-type: none"> Experience as telecoms analyst (telecoms research and development). Experience in Internet Service Provider (ISP) operations, network design and implementation. Samples of approved ICT network plans/designs 	50
Training	<ul style="list-style-type: none"> Session Initiation Protocol (SIP) Internet Protocol – Private Automatic Branch Exchange (PABX) Integrated Services for Digital Network (ISDN) Multi-site Voice-over-internet-protocol (VOIP) 	10
Skills and Competencies	<ul style="list-style-type: none"> Linux, Unix, Novell and Microsoft Windows administration. Voice-over-internet protocol (VOIP) and Voice-over frame relay. Integrated Services Digital Network (ISDN), Signaling System 7 (SS7), ATM and Channel-associated Signaling (CAS). Data Communication Networking such as Synchronous Digital Hierarchy (SDH), Fiber optic network and Metropolitan Area Wireless Technology. VMWare and VSphere administration Installation and configuration of Cisco, HP, Mikrotik, Dell and Peplink network equipment. 	30