



Subic Bay Metropolitan Authority

Terms of Reference

Renewal of Subscription for SBMA Web-Based E-mail and Collaboration System (100 Subscription Licenses)


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A. BACKGROUND

A.1 ABOUT THE PROCURING ENTITY

A.1.1 Subic Bay Metropolitan Authority

The ***Subic Bay Metropolitan Authority (SBMA)*** is a Government Owned and Controlled Corporation of the Philippines established under Republic Act (RA) No. 7227, otherwise known as BASES CONVERSION DEVELOPMENT ACT OF THE PHILIPPINES (BCDA).

A.1.2 Vision and Mission Statement

The SBMA is committed “to be the leading eco-urban Freeport in Southeast Asia” aligned to its mission which is “to grow the Freeport into an environmentally sustainable community where locators are ahead of their competitors and our stakeholders enjoy the highest quality of life”.

A.2 PROJECT OVERVIEW/OBJECTIVES

The ***Subic Bay Metropolitan Authority (SBMA)*** shall select a service provider for the Renewal of Subscription for web-based email and collaboration system. The supplier must be able to provide renew the subscription for the Google Workspace Enterprise license.

The project was due to the increasing demand for email and collaboration accounts as well as the demand for upgrade of licenses due to the increasing storage requirements. The additional subscription for Google Workspace Enterprise Standard intends to support the communications and collaboration requirements of the agency in order to adapt to the fast changing business requirements of SBMA and adoption of online web-based systems in this time of pandemic. It is aimed to aid in the digital transformation of SBMA by leveraging the use of technology to empower individuals to work efficiently and teams to effectively collaborate and promote business process innovations improving the way SBMA provides its services to all its stakeholders.

A.3 IMPLEMENTATION STRATEGY/DEVELOPMENT SCHEDULE

The project would be undertaken effective **May 1, 2023 to February 28, 2024**.



B. PROJECT ESTIMATES

B.1 APPROVED BUDGET COST

The *Subic Bay Metropolitan Authority (SBMA)*, intends to apply the sum of **Five Hundred Fifty Thousand Thousand (P 550,000.00)** being the Approved Budget for the acquisition of One Year Contract for the web-based Email and collaboration System for 100 users. Offer received in excess of the ABC shall be automatically rejected at the opening of the financial proposals.

B.2 SOURCE OF FUNDS

The ABC authorized for the additional subscriptions for Google Workspace Enterprise Standard shall be sourced from the *Corporate Fund 2023*.

C. GENERAL SCOPE OF WORK/BID REQUIREMENT

C.1 ICT and ICT-RELATED GOODS AND SERVICES

Provision of subscription for email accounts and implementation services and 24 x 7 support for the services and products included in this project.

The service provider must provide 100 accounts with Google Workspace Enterprise standard subscription.

C.2 WEB-BASED EMAIL BASIC REQUIREMENTS:

The proposed system must meet the following requirements:

- Must be 100% Cloud-based email and collaboration system.
- Allow access anytime, anywhere using the internet.
- Requires no software installation on client computers and devices.
- Provide central storage for documents and emails.
- Support for various Internet Browsers – Internet Explorer, Mozilla Firefox, Safari and Google Chrome.
- Capability to turn off advertisements
- Allows System branding and customer data ownership



D. DETAILED TECHNICAL SPECIFICATIONS

D.1 E-MAIL AND COLLABORATION SYSTEM FUNCTIONALITIES AND FEATURES

1. Email

- a. Access via Internet Browsers.
- b. Support for MAPI, POP3, HTTPS and IMAP protocols.
- c. Unlimited storage and Vault
- d. Capability to use own domain name.
- e. Synchronization with mobile devices, tablets and other electronic gadgets.
- f. Capable of fast email search
- g. Integrated spam, virus and threat protection
- h. Online Contact Management: Share and store contacts online with an online address book and internal directory. Ability to synchronize contact information with desktop applications and standard mobile devices;
- i. Support for Global Contact List.
- j. Aggregation of other email accounts via POP within the web interface.
- k. Support for individual and shared task management.

2. Online Calendar – Supports group calendars and resource scheduling

- a. Calendar management and group calendars to collaborate with teams, customers, and business partners.
- b. Manage meetings and events by checking schedules, sending invitations and alerts.
- c. Ability to view multiple calendars at same (both personal and global)
- d. Ability to schedule resources, including but not limited to facilities, conference rooms, and equipment management.
- e. Ability to print calendars locally in formats (such as weekly and monthly format)
- f. Ability to view and schedule from “free-busy” information.
- g. Ability to view or hide appointment details.

3. Real-time Collaboration

- a. Online documents
 - i. Web-based creation, editing, sharing and storing of documents, spreadsheets, drawing, forms and presentations.
 - ii. Includes document library functionality, version control, check in/out
 - iii. On the cloud multi-person editing and sharing of Documents, Spreadsheets, Presentations, and Other files
- b. Conduct meetings over the web with HD video conferencing and instant messaging / chat, with recording and without time constraints/restrictions.
- c. Workgroup Communication that can be used as Mailing Lists and sharing calendars, sites, docs and videos instead of by individuals
- d. Store and share email and documents in project-specific folders, allowing for easier team collaboration.

- e. Has the capability to easily create dynamic secure web pages for intranets and projects.
- f. Provides each user access from anywhere and that syncs with their personal computer. Easily share files internally and externally and control who sees and edits them.
- g. Has the capability to allow secure sharing of organization videos with coworkers without exposing confidential information. Access to company video anytime, anywhere.
- h. Has the capability for event notification for invitations, appointment and task/s via automatic email response or pop up message.
- i. Capable of information sharing and management, task management, forum discussion and survey/polls.

4. Mobile Access and Management

- a. Allows application access from mobile devices.
- b. Allow email, calendar, contact, synchronization with industry standard mobile devices.
- c. Push support and enterprise admin controls of mobile devices
- d. Enables administrator mobile device management policies to let users access their data while keeping organizational information secure.
- e. Can implement the ability to remotely wipe data from lost stolen devices, require a device password, set password strength requirements.
- f. Capable of implementing 2-step verification for accounts (password and a code from mobile phone).

5. Integration with Third Party Applications and services

- a. Allows seamless integration and connection to vendors whose solutions integrate and extend messaging, collaboration and enterprise search products.
- b. Manage user credentials and permissions. Single sign-on and synchronization with Active Directory.

6. Management

Ability, from the Administrative console, to:

- 1. Fully manage all SBMA accounts within the SBMA domain, including but not limited to addition, deletion, manipulation and suspension of accounts.
- 2. Fully manage identity and user accounts;
- 3. Automatically filter and protect accounts from spam, malware and other virus threats;
- 4. Fully manage restrictions, access and services and apply policies in managing solutions;
- 5. Move portable data to other cloud provider;
- 6. Control automatic updates;
- 7. Print historical, statistical and usage reports locally;
- 8. Manage attachment size;
- 9. Manage Domain Service;
- 10. Set up mail routing;
- 11. Management multiple separate Global Address List (GALs);
- 12. Must have the e-Discovery capability search system.
- 13. Use "Whitelist", "Blacklist", and aliases;



14. Integrate with internal applications using e-mail, specifically using SMTP, IMAP, SOAP, POP3, etc;
15. Provide workspaces with customizable security settings for individual teams within the organization;

7. ARCHIVE AND BACKUP

1. The system must have option capability for email, calendar and document backup and archiving from third party or built-in in the system.
2. Has the capability to backup an entire email domain or any single user anytime using GUI based built-in within the email system.

8. REPORTING

1. Support for dashboards for graphical presentation of performance metrics.
2. Support for both user and administrative reporting.
3. Generate reports and alerts specific to administration and security policies.
4. Usage reports, disk space usage and unlimited account provisioning.
5. Allow viewing and generating of reports using own reporting system.

9. AVAILABILITY

1. High availability and failover within and between data centers, and network-based protection to eliminate availability interruptions resulting from denial of service attacks and network outages.
2. The Data Centers of the service provider must be fully redundant and geographically dispersed.

10. SECURITY

1. Support for Two-factor authentication for log-in.
2. Encrypted communication channel between the e-mail client and the mail server.
3. Capable of enforcing existing corporate policies from repositories like LDAP or Active Directory.
4. User Management: Defining the personnel to use the system and assigning roles and groups of each user.
5. Different levels of authorization based on each user's role and working groups.
6. Automatic enforcement of Secure Socket Layer connections.
7. Single User Sign-On:
 - a. Email;
 - b. Calendar;
 - c. Contact management;
 - d. Website; and
 - e. Other services and application

E. PROJECT MANAGEMENT CONTROL PLAN/GUIDELINES

E.1 SCOPE OF WORK AND SERVICES

1. SERVICE LEVEL AGREEMENT

- a. Must be able to deliver 24/7 Phone, Email support and Video Conference.
- b. SAS 70 Type II certification or equivalent International standard.
- c. Online support resources – user discussion groups and help centers.
- d. Self-service online support.
- e. Available local (Philippines) support.

99.9% uptime guarantee in any calendar month. If the service provider does not meet 99.9% uptime, and if SBMA meets its obligations under the service level agreement, SBMA will be eligible to receive the Service Credits described below. SBMA will notify the service provider within thirty days from the time it becomes eligible to receive a Service Credit.

Monthly Uptime Percentage	Days of Service added to the end of the Service term at no charge to SBMA
< 99.9% - >= 99.0%	3
< 99.0% - >= 95.0%	7
< 95.0%	15

2. OTHER SERVICES

- a. Backup/Archival of emails and Drives of identified users to be scheduled by SBMA, if any.
- b. Technology updates as may be requested by SBMA or initiated by the provider at no additional cost. Trainings may be conducted onsite or via video conferencing, depending on the circumstances.

3. OTHER REQUIREMENTS

- a. Provider must be able to render the services / provide the license (subscription) without downtime.

F. PAYMENT SCHEDULE

1. Contract amount to be paid by SBMA within the allowable period upon registration/activation of subscription licenses as certified by the MIS Office.
2. If SBMA chooses to add additional mailboxes during the contract period each mailbox will be charged on a pro-rated basis.
3. Endorsement of payment to the Accounting Department shall be made upon receipt of Sales Invoice / Billing Statement and Certification of Acceptance of Services from Contractor and MIS, respectively.

