Republic of the Philippines
Office of the Solicitor General
134 Amorsolo St. Legaspi Village, Makati City

Technical Working Group for
Information and Communications Technology

TERMS OF REFERENCE

Subscription of 24/7 Dedicated Colocation of Servers

Background:

The Office of the Solicitor General is enhancing its data center infrastructure. As the OSG's ICT infrastructure and systems continue to expand, there is a greater need for a robust and secure IT infrastructure to manage legal cases, process documents, and handle sensitive information. To ensure its IT systems' reliability, performance, and security, the Case Management Service has decided to undertake a colocation project.

Objective:

The Office of the Solicitor General's dedicated colocation of servers project aims to relocate its IT infrastructure to a specialized 24/7 data center facility. By collocating its servers, OSG aims to achieve enhanced performance, scalability, security, and cost optimization for its IT operations.

The project aims to provide OSG with a stable, reliable, and well-connected environment that supports its legal representation activities while minimizing downtime, ensuring data integrity, and enabling efficient resource allocation. Ultimately, the colocation project aims to strengthen OSG's IT infrastructure and support its mission of effectively representing the government before the courts.

Terms:

1. *Scope.* – Supply and delivery of Subscription of 24/7 Dedicated Colocation of Servers

2. *ABC.* - The Approved Budget for the Contract (ABC) is **Two Million Pesos (₱2,000,000.00) for twelve (12) months**, inclusive of all government taxes, charges and other standard fees.

ICT SUBSCRIPTION			
ITEM	QTY	UNIT COST	TOTAL
Twelve (12) Months Subscription of 24/7	1	2,000,000.00	2,000,000.00

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Dedicated Colocation of Servers			
	TOTAL		₱ 2,000,000.00

3.   *Schedule of Payment.* - To guarantee the performance by the winning bidder of its obligations under the contract, it shall post a performance security before the signing of the contract. The performance security shall be in an amount not less than the required percentage of the total contract price in any of the following forms and in accordance with the following schedule:

Form of Performance Security	Amount of Performance Security (Not less than the required % of the Total Contract Price)	Statement of Compliance
a) Cash or cashier's/ manager's check issued by a Universal of Commercial Bank.	5%	
b) Bank draft/ guarantee or irrevocable letter of credit issued by a Universal or Commercial Bank; *however,* it shall be confirmed or authenticated by a Universal or Commercial Bank if issued by a foreign bank.	5%	
c) Surety bond callable upon demand issued by a surety or insurance company duly certified by the Insurance Commission as authorized to issue such security.	30%	

TERMS OF PAYMENT		Statement of Compliance
Supplier agrees to be paid based on a progressive billing scheme as follows: • Within thirty (30) days from completion of the delivery and issuance of the Inspection and Acceptance Report by the OSG and submission of all other required documents - 95% of the contract price. • One (1) year from the issuance of the Inspection and Acceptance Report by the OSG - 5% of the contract price.		

All bid prices shall be considered as fixed prices, and therefore not subject to price escalation during contract implementation.

4.   Applicable provisions of the Government Procurement Reform Act (RA No. 9184) and its Revised Implementing Rules and Regulations (RIRR) shall form part of the Terms of Reference.

Technical Specifications:

PARAMETERS	SPECIFICATIONS	COMPLIANCE
Full Rack Co-location	– Provision of one (1) full rack to co-locate OSG's IT infrastructure.	
Power and Cooling	Provider shall: a. Provision a 2 kVA power allocation for the rack, ensuring a stable and uninterrupted power supply. b. Availability of redundant UPS systems with a backup time of at least 15 minutes to ensure continuous operation during power outages. c. Availability of cooling systems to maintain a consistent temperature and controlled humidity within the rack.	
Internet Connectivity	Provider shall: a. Provision a leased line internet connection with a minimum bandwidth of 50mbps. b. Multi-telco redundant internet connectivity with a committed information rate (CIR). c. Unlimited usage with no data cap. d. Symmetrical upload and download speeds. Ingress, logging, quarantine, testing, mounting, connectivity, testing, and go-live support.	
Project Management	– Oversight and project coordination, including planning, implementation, and monitoring. – Timely communication and reporting on project progress and milestones.	
Facilities Support	– 24x7 support for any facilities-related issues, ensuring continuous operation of the co-located infrastructure. – Availability of on-site technical personnel to address facility-related concerns and emergencies.	
Facilities Management	– 24x7 management of the co-location facility, ensuring optimal conditions for the IT infrastructure. – Regularly maintain infrastructure components, including power, cooling, and security systems.	
Network Support	– 24x7 technical support for network-related issues, ensuring smooth connectivity and troubleshooting any network disruptions.	

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Remote hands and eyes	– Availability of on-site technical staff to perform physical tasks, as directed by OSG, such as equipment installation, reboots, and visual inspections.	
Helpdesk/Supp ort Service	– 24x7 access to a helpdesk or support service for prompt assistance with any IT or facility-related concerns.	
Provide a list of Technical Support Staff	– List of at least 3 technical support staff with details on qualifications such as education, training, and related experience that will be assigned to provide technical support to OSG.	
Technical Support Staff . Qualifications	Technical support must have: – Certified data center personnel and/or Training in IT service management, end-user support, and remote troubleshooting.	
SLA and compliance	The service provider must have: • 99.99% SLA – Seismic zone 4 compliance	
Data Center Certifications	The data center must have at least two (2) of the following globally recognized certifications: • TIA942 Rated 3 Concurrently Maintainable Facility • Nexcenter • PCI-DSS Payment Card Industry Data Security System • ISO 22301:2012 Business Continuity Management System • ISO 200001:2011 IT Management System • ISO 27001:2013 Information Security Management System • ISO 14001:2004 Environmental Management System • ISO 9001:2015 Quality Management System • ISO 50001 – Energy management	
Other technical requirements	The co-location service provider must meet the following technical requirements: **1. Redundant Power Supply:** • Availability of redundant power sources to ensure uninterrupted power supply to the co-located infrastructure. **2. Redundant Generators:** • Availability of redundant generators to provide power backup during commercial	

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	power outages, ensuring continuous operations. 3. **Computer Room Air-Conditioning (CRAC) System:** • Availability of redundant CRAC systems to maintain a consistent temperature and controlled humidity within the co-location facility. 4. **Fire Suppression System:** • Provide a gas-based fire suppression system strategically located in ceilings and under floor voids to ensure equipment safety during fire outbreaks. 5. **Building Security System:** • Implementation of a building security system, including access control systems with swipe cards and biometric authentication. • 24x7 monitoring of equipment rooms and personnel using the Building Management System group. • Video surveillance cameras are located in strategic locations to ensure that the equipment areas, perimeter areas, and entrances are constantly monitored.	
	- This Terms of Reference serves as a guiding document for the Dedicated Co-Location of the Server's Project and should be referred to throughout the project lifecycle to ensure successful implementation and achievement of the project objectives.	

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Technical Working Group for ICT Subscriptions

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