



TERMS OF REFERENCE FOR THE SUPPLY, DELIVERY, INSTALLATION, TESTING AND COMMISSIONING OF IMPROVED COLLABORATION INFORMATION SYSTEM

A. OBJECTIVE

A collaboration system is an IT-based set of software and tools designed to unify personnel who are working on a related process, the same task or workflow. It assists in uniting members of the group to finish the work and meet the objectives that the process necessitates. Because a collaboration information system is a multi-user network, team members can access the part of the data required to meet a goal.

Weather Division (WD) disseminates weather information to general public, shipping, civil aviation, disaster groups and managers thru PAGASA's official email system. PAGASA personnel use the current email system for official correspondence. As part of enhancing our existing email system, different collaboration features and workflow tools will be integrated to the system to provide users with diverse ways of functioning or working together online.

The project will provide PAGASA with an on-premise, self-managed collaboration system to maximize the efficiency of personnel in their workplace, either in the office or at home, and decrease the need for in-person meetings and communication through traditional methods. The collaboration system will help the Weather Division personnel work and contribute to a team task without being physically present at the office. These personnel will be able to create and collaborate real-time processing of documents, spreadsheets, and presentations, and will have a single point of access for sharing and storing work files and information in a private cloud storage. The WD personnel will be able to have shared calendars, open-source chat messaging for teams, video meetings, and voice conferencing. These collaborative features will be integrated into our email system, the Zimbra Collaboration Suite.

B. APPROVED BUDGET FOR THE CONTRACT (ABC)

The Approved Budget for the Contract is **FOUR MILLION FIVE HUNDRED THOUSAND PESOS (Php 4,500,000.00)** inclusive of VAT and all applicable government taxes.

C. DELIVERY PERIOD AND PLACE OF DELIVERY

The winning bidder shall provide the subscriptions and support components including upgrade, configuration and testing of Zimbra server to the latest version located at the WD Modular Data Center, PAGASA WFFC compound, Senator Miriam Defensor Santiago Avenue, Quezon City within the period of **Thirty calendar days** (30 c.d.) commencing from the date of the issuance of the Notice to Proceed (NTP).

D. TECHNICAL SPECIFICATIONS AND REQUIREMENTS

These specifications set out the requirements to be met in the supply, delivery, testing, and commissioning of the Improved Collaboration Information System.

1. SOFTWARE AND SUBSCRIPTIONS

Item	Description	Qty
1	ZCS Zimbra Collaboration Suite Standard edition 3-year SNS (per mailbox, premier support 250-2,499 mail boxes)	1000
2	RedHat Enterprise Linux (RHEL) OS Software. Standard Edition, 3-year Subscription (License for every 1-2 socket physical machine or 2 Virtual Nodes).	2
3	Cisco Webex Meeting, Collaboration Flex Plan Leading enterprise solution for video conferencing, online meetings, screen share, and webinars. Must also have features on Web conferencing & cloud calling. Must be integrated to ZCS, and with 3-Year subscription.	1
4	<ul style="list-style-type: none"> Covers Zimbra Collaboration System and Linux operating system, Email, Phone, Remote and On-Site Technical Support Support Ticket status updates Level 1 and Level 2 Support Status reporting Backed by a Service Level Agreement Supported by: <ul style="list-style-type: none"> ➤ Zimbra Collaboration Certified System Administrator ➤ Zimbra Certified Training Partner ➤ Red Hat Certified Systems Administrator ➤ Red Hat Advanced Partner 	1

E. SCOPE OF WORKS

The following are the minimum scope of works as a basic guide for deployment:

- 1) Enhancement of Zimbra production environment:
 - a) Upgrade of Zimbra Collaboration Suite (ZCS) to latest version
 - b) Zimbra SNS licenses
 - c) Enable Zimbra features and zimlets for: Zimbra-WebEx, OnlyOffice, Briefcase, open-source Chat Platform and Video Conferencing
- 2) Facilitate VM cloning for Zimbra backup environment:
 - a) Setting up of automated periodic synchronization of Zimbra backup and restore updated email data to Zimbra backup.
- 3) Set-up of integration of open-source Chat Platform with Zimbra Collaboration Suite.

F. SYSTEMS ADMINISTRATOR HANDOVER AND TRAINING

To provide proficiency in managing the official PAGASA email system, the Winning Bidder shall also provide a Zimbra Admin Handover Training for maximum of five (5) PAGASA personnel who will directly maintain and manage the Zimbra email system. The said training will provide the mail administrators with the needed skills to properly manage email user accounts including mail security. The training shall be conducted online by a Zimbra certified training partner for at least 4 training hours, and topics shall include the following:

- a) Zimbra Admin Overview
- b) Zimbra Admin Training
- c) Zimbra New Features
- d) Common Issues and Problems

Aside from admin training, the Winning Bidder shall also provide a Zimbra webmail user's training for PAGASA for two batches either on line or physical which is more convenient to user for familiarization and safety usage of email to be arranged the number of attendees and time schedule.

G. UPGRADE, TESTING AND SYSTEM COMMISSIONING

The deployment activity which includes setup, upgrade, configurations and testing shall be closely coordinated with the sysadmins and/or mail admins managing the current PAGASA webmail and the WD/ICT support team.

Any defect or failure discovered during the testing must be fixed and resolved by the Winning Bidder, immediately or within a maximum period of one (1) month after the test. After such fixing, another test shall be made to verify if the trouble has been resolved.

The winning bidder will demonstrate the operational procedures and the functionality and performance of all application tools and services offered by the collaboration system following the successful completion of testing. The enhanced collaborative information system will be commissioned upon successful demonstration based on its acceptance checklist.

H. WARRANTIES AND AFTER-SALES SUPPORT

The Winning Bidder warrants that it shall strictly conform to all the Terms and Conditions of the Contract, including this Terms of Reference (TOR). It shall include in its bid a commitment the required years of support to PAGASA for maintenance deliverables including the required years of subscription and support (SNS) for software and services indicated in the Terms of Reference. It shall also include in its commitment the provision of reliable, swift, and efficient on-site 24/7 support, availability of skilled personnel, trouble ticketing, and/or trouble response system and ensure a quick action. Technical support services 24/7 via telephone, text, and email, which include Remote Access Assistance through the Internet web or VPN access.

I. SYSTEM DOCUMENTATION

The Winning Bidder shall provide operations, and maintenance manuals to the end-user. It shall also contain among others the complete and detailed schematic diagrams, theory of operations, systems management, and maintenance procedures. In addition, the winning bidder shall provide a complete list of deliverables and installation materials before the final inspection and acceptance report.

J. SERVICE LEVEL AGREEMENT

Three (3) Years Warranty with Preventive and Remedial Services

A 3-year warranty with preventive and remedial services is required on all delivered goods and shall take effect upon issuance of the Certificate of Final Acceptance. Said warranty shall include, as follows:

1. The winning bidder must warrant that if any improvements are announced for the proposed product or its components between the submission of proposals and the implementation date, the Service Provider will deliver and install the improved product or components at the PAGASA without affecting the contract amount.
2. PAGASA should be entitled to receive all applicable software version updates (including operating systems and bundled software), security patches, and feature packs at no additional cost.
3. The Service Provider shall utilize experienced and trained technicians or technical support personnel under its supervision in rendering the required remedial service. Hence, the winning Supplier is required to provide a list of support personnel with detailed resumes on experience and training.
4. Support services shall be available 7 x 24
5. All technical support shall be available locally. Technical support from abroad shall be allowed if it can meet the required SLA for support.
6. The winning bidder must have Helpdesk System Support to handle PAGASA technical support requests, providing a ticket for each issue and issuing status reports until resolution. The Helpdesk System Support must be operational 24/7, including holidays, and should provide notification options for technical assistance via email and telephone/smartphone.
7. Within four (4) hours upon receipt of a request for support, either through phone, email, or in writing, the Service Provider shall address the problem by making a phone call to the concerned PAGASA unit. If the problem persists, the Service Provider shall address the problem onsite.

K. TERM OF PAYMENT

Payment to the winning bidder may be made upon submission of billing statement, with all the attached supporting documents like completion of all the deliverables, installation, testing, training, and commissioning mentioned in this document and other documentation like submission of as-built, reference manuals, certificate of acceptance and completion, photos taken during the installation, testing, and commissioning and other related documents required by the accounting and auditing rules and regulations.