Republic of the Philippines
DEPARTMENT OF SCIENCE AND TECHNOLOGY (DOST)
Philippine Atmospheric, Geophysical and Astronomical Services Administration (PAGASA)

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	Local Technical Support Services – 3-Year Support Coverage, 24x7
	• 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:
	
	   ➢ Zimbra Collaboration Certified System Administrator
	   ➢ Zimbra Certified Training Partner
	   ➢ Zimbra Value Added Reseller – Silver 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.

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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 must also be provided by a Zimbra partner with Silver Level and a Red Hat Advanced Partner.

I. SYSTEM DOCUMENTATION

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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. TERMS OF PAYMENT

The term of payment for this project is annually which means the ABC will be subdivided into three-year payment scheme.

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