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.

Reducing downtime and connectivity problems that can impair the OSG's ability to carry out its legal duties is another goal. This will improve overall service and guarantee seamless coordination with other governmental entities, courts, and international organizations.

With the increasing volume of online legal services, cloud-based applications, and remote access by internal users and external stakeholders, there is now a critical need to increase the current internet bandwidth from 50 Mbps to 500 Mbps. This will support higher data throughput, reduce latency, and ensure uninterrupted access to collocated systems.

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.

As part of this upgrade, the project will increase the previous internet connectivity to 500 Mbps to accommodate increasing client connections, support real-time data exchange, and sustain bandwidth-heavy operations such as document uploads, video conferencing, and secure data transfers.

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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 four Hundred Thousand Pesos (₱2,400,000.00) 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 Dedicated Colocation of Servers with 500 Mbps Resilient Internet Connectivity	**1**	2,400,000.00	2,400,000.00
		TOTAL	**₱ 2,400,000.00**

3. *Warranties and 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%**	

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TERMS OF PAYMENT	Statement of Compliance
Supplier agrees to be paid based on a 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. Any non-compliance with the technical support provisions or the 99.9% uptime requirement stated in the Terms of Reference will result in the automatic forfeiture of the 5% Warranty Deposit.	

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

4. *Qualifications of the Supplier*:

a) The bidder must have completed, within the last three years from the date of submission and receipt of at least one (1) single contract of a similar nature, amounting to at least twenty-five percent (25%) of the ABC.

For this purpose, the definition of a similar contract is the provision of a Data Center Co-location Provider.

b) The provider's Data Center must have the following certifications:

- TIA942 Rated 3 Facility Certified
- NexCenter Certified
- PCIDSS Version 4.0
- ISO 9001:2015 (Quality Management System)
- ISO 14001:2015 (Environmental Quality System)
- ISO 20000-1:2018 (IT Service Management System)
- ISO 22301:2019 (Business Continuity Management System)

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- ISO 27001: 2013 (Information Security Management System)
- ISO 50001: 2018 (Energy Management Systems)

c) The Data Center Management Team should have:

- At least one (1) Certified Data Center Professional (CDCP)
- At least one (1) Certified Data Center Specialist (CDCS)
- At least one (1) Cisco Certified Network Associate (CCNA)

5. 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.

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TECHNICAL SPECIFICATIONS:

PARAMETERS	SPECIFICATIONS	COMPLIANCE
Full Rack Co-location	– Provision of one (1) full rack to collocate OSG's IT infrastructure.	
Internet Connectivity	Provider shall: a. Provision a leased line internet connection with a minimum bandwidth of **500Mbps** resilient with 99.99% SLA) 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. e. Ingress, logging, quarantine, testing, mounting, connectivity, testing, and go-live support.	

The service provider's data center must satisfy the following minimum requirements:

Description	Compliance
I. Building Structure	
A. Must be designed in accordance with the National Structure Code of the Philippines using the highest consideration for building construction, maximum security, and safety	
B. It must be at least seismic Zone 4 compliant and can withstand intensity 8 earthquake.	
C. The provider must have data centers located and operated across the country's major business hubs, like in the NCR, Cebu, Davao, and North Luzon for diversity and alternative sites.	
D. The Data Center must be **ANSI/TIA-942 Rated 3** or equivalent certified.	
E. The DC provider must be able to guarantee an **SLA of at least 99.99% uptime.**	
F. The DC provider must be the owner of the facility.	
G. The DC must be concurrently maintainable, allowing the shutdown of any electrical component for maintenance and testing without requiring the shutdown of the critical load.	

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Description	Compliance
H. Area/Floor must be exclusive to hosted/co-located equipment.	
I. Floor loading design of 250psf.	
J. Power cabling must be below the raised floor, and data cabling must be overhead.	
II. Heating, Ventilation and Air-conditioning (HVAC)	
A. Must provide a minimum of N+1 configuration for major mechanical equipment such as cooling towers, Chillers and CRACs.	
B. Must provide a minimum of N+1 configuration for CRAC units.	
C. The CRACs must be in separate rooms with separate entry and maintenance works from the server farm to lessen security risks to client equipment & data.	
D. CRACs must have dual power supplies to eliminate single point of failure.	
E. Constant temperature must be within the range of 23degC +/-2 following latest the ASHRAE standard.	
F. Humidity must be within range of 50% RH +/-10 following latest the ASHRAE standard.	
III. Uninterruptible Power (UPS)	
A. Must provide a separate UPS system for the IT load and Cooling Load	
B. Must provide a minimum of 2N configuration for UPS, and 15 min back-up for CRAC supply.	
C. Must provide a minimum of 2N configuration and 15 min back-up for client racks supply.	
IV. Backup Generators	
A. A minimum of 2N configuration must be provided to support the power requirements of the data center.	
B. In the case of a disaster, the generators must be able to provide power for at least 72 hrs. of continuous operation without commercial power at full load	
C. The Generator sets must be Data Center Grade, allowing it to run continuously without needing to rotate the units to cool it down.	
D. The Generator Sets must have multiple fuel storage tanks, multiple pumps with bypass and backup piping systems to eliminate a single point of failure.	
V. Fire Suppression System	

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Description	Compliance
A. Must provide an environment-friendly Gas-based fire suppression system at the Server Farm, UPS room, Battery Room and CRAC room	
B. The server farms must have discharge nozzles and smoke detectors at inside ceiling void, inside the room, and under the raised flooring.	
C. The facility must have a Very Early Warning Smoke Detection system.	
VI. Raised Floor Specifications	
A. Must have raised floor panels with at least 61cm x 61cm (24" x 24") dimension.	
B. Must have a minimum of 0.7m vertical raised floor height.	
C. Must have at least 1,200 kg/sqm floor loading capacity.	
D. The raised floor must have seismic bracing to provide additional stability in the event of an earthquake.	
VII. Network Backbone Architecture	
A. To avoid complete dependence to a single telco carrier, the provider must be carrier-agnostic.	
B. Must have a minimum of three (3) Carrier / Service Provider, allowing for a resilient (multi-carrier) design configuration.	
C. Must have minimum of two (2) diverse cable risers to the server farm up to the rack level.	
D. Must have Meet-Me-Rooms where other TELCO providers can provide the connectivity requirements of the clients. The rooms must have redundant power for the TELCO equipment cages.	
VIII. Building Management System	
A. The provider must have water leak detection (WLDS) systems under the raised floor.	
B. The provider must have a building manage system that will allow reliable and centralized monitoring of the following Data Center equipment:	
• Electrical system showing the status (ON/OFF & trip position of CB's), essential parameters, utilization of equipment capacity and branch circuit monitoring of each server rack load	
• PUE metering	
• UPS & batteries status, essential parameters and alerts	
• Air-conditioning system CRAC's status and essential parameters	

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Description	Compliance
• White space cold aisle temperature and humidity status and alerts	
• Water leak detection system status and alerts	
• Fire protection status and alerts	
• Generator system essential parameters and fuel level status	
IX. Support	
A. The provider must have (at a minimum) the following capabilities:	
1. 24 x 7 helpdesk, phone, and email support	
2. Remote hands	
3. 24 x 7 site access to customer	
B. The Data Center must have a 24/7 Network Operations Center (NOC) that provides a centralized monitoring system.	
X. Security	
A. The provider must have multiple layers of security between the main entrance of the facility and the co-located racks for purposes of ensuring physical security.	
B. Physical access to the server farm must be controlled by a man trap.	
C. For access to the server farm, the use of both tap card and biometric authentication is a must.	
D. Must provide video surveillance cameras located in strategic areas of the building and its perimeter.	
E. Video surveillance system must have at least 6 months retention period.	
F. Employees must not be allowed to bring in their personal belongings. Lockers must be provided where employees can store their gear while they are inside the building premises.	
X. Service & Client Corridors	
A. For safe and easy mobilization of equipment, the services corridors must have at least 2.5m width.	
B. Data Center must be fire-rated providing the necessary protection and buffer for the server farm.	
XI. Electrical Rooms (High Voltage Switch Gear (HVSG) and Low Voltage Switch Gear (LVSG) Rooms and Transformers)	
A. All electrical systems must have their own redundant rooms.	

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Description	Compliance
B. The HVSG must utilize vacuum type circuit breakers for safety protection during maintenance.	
C. The LVSG, must have integrated automatic transformer switch (ATS) & must utilize draw-out circuit breakers for safety protection during maintenance.	
XII. Loading and Unloading Docks	
A. The facility must have a provision for loading and unloading dock.	
B. The loading/unloading dock must have direct access to the freight elevator so there is less stress on the equipment during movement.	
C. The facility must have a quarantine area and staging area for equipment.	
XIII. Freight Elevator	
A. It must have direct access to all floors of the data center, thereby making ingress & egress as quick & as secure as possible.	
B. Must have security camera installed near the freight elevator so it can monitor 3rd party vendors and other external visitors doing ingress/egress.	
XIV. Server Farms	
A. Server Farms must be surrounded by "fire-rated" wall protection from the outside environment.	
B. The racks must follow a standard cold-aisle/hot-aisle configuration to improve cooling efficiency.	
C. To help achieve a more consistent ambient temperature, the hot aisles should be significantly narrower to allow hot air to rise faster and speed up the cooling cycle.	
D. Standard racks must have a minimum of a 2 x 30-amp power source.	
E. Server racks must provide an external indicator for door closed/open status.	
F. Data cables must route overhead while power must route underneath the raised floor.	
G. Raised Floor-to-ceiling heights for racks must be at least 3m.	
XV. Migration to a different data center	
A. In the event that a new data center is awarded, the winning bidder must be responsible for the migration of all machines (servers, storage, network switches, and others) hosted on the present data center to the other. This includes hauling and racking to the new data center.	

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Description	Compliance
B. The winning bidder will initially assess the current infrastructure, develop a detailed migration and hauling plan, and ensure the new system is transferred and optimized for a seamless transition.	
C. Upon completion of migration, the winning bidder will provide comprehensive documentation on the new data center and offer training to familiarize relevant staff with the new data center platform. All necessary post-migration optimizations will be performed to ensure the system operates efficiently. The bidder will be fully accountable for the success of the migration and the stability of the new environment.	

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Technical Working Group for ICT Subscriptions

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