

Terms of Reference G Suite Maintenance

One (1) Year Maintenance of G Suite

I. Scope

1. Provider will have overall responsibility for the maintenance of G Suite, including all items enumerated in Section II.
2. Provider will be the primary focal point for any matters concerning the email messaging and collaboration platform.
3. Provider will create and manage the schedule, actions, and issues/risks registers for the duration of the maintenance of G Suite.
4. Provider will monitor and manage the email security service settings.
5. Setup the appropriate domain and service settings (MX record, mail routing configuration, etc.) if needed.
6. Provider will train the IT administrators, developers and select users on updates of the G Suite platform and all items enumerated in Section III.

II. Specification

1. Platform: Cloud (can be accessed by any browser)
2. No. of Users: 300 users with the following inclusions:
 - Gmail, Google Calendar, Google Drive, Google Docs, Google Sheets, Google Slides, Google Forms, Google Drawings, Google Keep, Google Hangouts, Google+, Google Sites
 - 30 GB storage available for emails and documents
 - Mobile Device Management to remotely protect and manage Android, iOS, or Chrome devices
 - 100% compliance to information security and data privacy requirements for user access and data storage (two-factor authentication, end-to-end encryption, mandatory password strength, security dashboard)
 - G Suite Admin Console to centrally manage all end users, applications and devices
 - Full platform accessibility across any device running on all major desktop/mobile operating systems
 - 99.9% availability with zero scheduled downtime and Service Level guarantee
 - 24x7 phone and email support with Google via direct access
 - 9x5 technical support for G Suite uptime and/or technical-related issues across email, direct phone, Hangouts Chat and SMS
3. 2TB Google Drive Storage upgrade



III. Knowledge Transfer

1. 4-hour G Suite platform refresher training sessions for select end users
2. Three (3) 4-hour G Suite application-specific training session (e.g. Docs, Sheets, Slides, Sites) for advanced users
3. Information security and data privacy workshop, including pilot assessment of existing cloud environment
4. Customer success discovery workshop to identify process improvement opportunities and adoption gaps
5. Google JavaScript training for application developers and advanced users for one session with the following coverage:
 - 1x JavaScript training workshop (4-hour session)
 - 10 participants per training workshop session
 - Issuance of Certificate of Completion for participants who complete the training workshop
6. Google Apps Script training for application developers and advanced users for one session with the following coverage:
 - 1x Google Apps Script training workshop (8-hour session)
 - 10 participants per training workshop session
 - Issuance of a Certificate of Completion for participants who complete the training workshop

IV. Qualifications of the Provider

1. Must be PhilGEPS registered.
2. Must be a Google Cloud Premier Partner with at least three (3) years business operation and has implemented G Suite in the past year.
3. Must have at least conducted one (1) G Suite related training in the past year.
4. The key personnel that will be assigned to the project should at the very least have two (2) years of experience in G Suite, one (1) of which must be a certified G Suite Deployment Specialist and one (1) a certified G Suite Administrator.

V. Implementation Period

The maintenance of the G Suite is for one (1) year upon issuance of Notice to Proceed.

VI. Payment Terms

In consideration of the G Suite maintenance, BCDA agrees to pay the total amount of the project cost inclusive of all applicable taxes and fees.

The consideration shall be paid under the following condition:



1. Upon full delivery and issuance of a billing statement to cover all items under Section II.
2. Upon completion of Section III.5 and issuance of a billing statement.
3. Upon completion of Section III.6 and issuance of a billing statement.

