

TERMS OF REFERENCE
FOR THE PURCHASE OF DISASTER RECOVERY SERVICES
FOR THE PHILIPPINE DEPOSIT INSURANCE CORPORATION

I. APPROVED BUDGET FOR THE CONTRACT – PhP3,200,000.00

II. QUALIFICATIONS AND REQUIREMENTS

1. The company must have a track record of providing Business Recovery site and service and must be in the business for the last five (5) years.
2. The company must have the technical capability to support the hardware infrastructure required by PDIC and must have at least four (4) implementations of similar projects in the last five (5) years.
3. Must have at least five (5) IT Operation Support Specialists with a minimum of three (3) years work experience each in setting up and operating disaster recovery sites. Must submit the resume of the personnel who would be directly involved with the implementation of the project.

III. SCOPE OF SERVICES

The company joining the bidding for this project must be able to provide the following:

1. One (1) year subscription to a Disaster Recovery Site (DRS) that has the capacity to restore the PDIC applications/systems in case of a disaster. Disaster should include acts of God, natural, man-made, or other incidents/ occurrences, such as but not limited to political unrest, strikes and security risks within the vicinity of the PDIC Data Center, hardware or software failure, any of which may or has actually rendered the hardware and applications inside the PDIC Data Center partially or fully unoperational or inaccessible.
2. The DRS must be located in a vicinity that is at least ten (10) km straight-line distance away from the PDIC Head Office, which is located at SSS Building, Ayala corner Rufino St., Makati City.

Note: The straight-line distance will be measured using a scaled map and a ruler. Distance is first measured on the map using the ruler. This measurement is then converted into the approximate real world distance by using the map's scale as multiplier.

3. The DRS must have an alternative DRS in case the main site itself is hit by a disaster. The alternative DRS should be accessible and operational in case the primary DRS becomes inaccessible by PDIC including all facilities and services that should have been provided for by the primary DRS as specified herein.
4. The alternative DRS must be located in a different island group from where the main DRS is located.
5. Provision and exclusive use of the following equipment:
 - a. at least ten (10) units of Intel-based servers with the following specifications:
 - i. at least 2 x quad core Intel Xeon; 2.1 GHz processor; 10MB Cache
 - ii. at least 16GB of DDR3 memory

- iii. at least 500GB of usable hard disk space
 - iv. support for RAID 0,1,5,10 implementation
 - v. at least four (4) 1000 Base-T/100 Base-TX Network Interface Cards (NIC)
 - vi. At least 24x CD-ROM drive
 - vii. Servers should support legacy operating systems like Red Hat Linux, MS Windows Server 2003 as well as latest MS Windows Server versions
- b. at least one (1) unit of LTO tape drive that should be compatible with the tape drive being used by PDIC
 - c. one (1) set of KVM switch (if needed), monitor, keyboard and mouse for each server rack
 - d. at least one (1) network laser printer
6. The DRS must have the following installations/facilities:
- a. Precision Airconditioning Units/Systems – must provide a consistent temperature range of 22 – 24°C, guaranteed 24/7 cooling
 - b. Uninterruptible Power Supply – must have a guaranteed uptime of 99.9% and capable of providing a minimum of 15 minutes run-time at full load.
 - c. Generator Sets - must have sufficient fuel to support at least three (3) days run-time at full load.
 - d. Fire Suppression System – must have a VESDA (Very Early Smoke Detection Apparatus) or similar devices and gas fire suppression system.
 - e. CCTV Surveillance System – available at all points of entry/exit to the facility and recordings must have a retention period of at least 60 days.
 - f. Access Control System - access should be via badges or biometric/fingerprint/palm scanners or any combination thereof.
 - g. Data Center should be manned 24/7 by teams from IT operations, security personnel and facilities/maintenance personnel
7. Must have a secured Tape Storage Room that can accommodate at least one hundred twenty five (125) LTO tapes at a time.
8. Must have office amenities such as:
- a. reception and meeting/conference rooms
 - b. manager and staff offices
 - c. phone lines
 - d. at least 1Mbps bandwidth of internet service
 - e. fax machines
 - f. photocopiers
 - g. toilets/restrooms
 - h. 24 x 7 Lounge
9. Must include provision for work space that can accommodate at least twenty (20) users with provision for individual LAN/Voice ports.
10. Must include the free use of the DRS for thirty (30) days per disaster. A daily rate of not more than 1.5% of the proposed annual cost shall be charged for usage in excess of the thirty (30) days.
11. Must include Disaster Recovery Process Simulation of at least 240 hours, which should be manned by at least one (1) Technical Engineer during testing.

12. Must be able to respond with-in two (2) hours after the notification of a disaster by PDIC was initiated.
13. Must have provision for communication facilities from at least two (2) major telecommunications company.

IV. OTHER SERVICES

1. Daily pick-up of LTO back-up tapes from PDIC Head Office and delivery to the Tape Storage Room located in the DRS (Monday to Friday, office hours only).
2. Maintenance of the Inventory of the LTO back-up tapes in the DRS.
3. Loading of the back-up tapes as needed to facilitate partial restoration or recovery of backed-up information and data from the tapes.
4. Provide assistance in the dissemination of information regarding the implementation of the DRS.
5. Provide whatever is necessary to ensure that the Disaster Recovery Plan will be responsive and will be operational in case of an actual disaster.

V. PROJECT TIME FRAME

The Disaster Recovery Site must be setup within 60 days upon execution of the contract. This will be deemed complete when all the hardware and software required to run the critical business applications of PDIC are already installed and the Certificate of Set-up Completion and Acceptance has been issued by PDIC.

The one (1) year subscription to the Disaster Recovery Service shall only commence upon the issuance of the Certificate of Set-up Completion and Acceptance by PDIC.

VI. TERMS OF PAYMENT

The subscription fee shall be paid every quarter. The first quarter payment shall be made three (3) months after the issuance of the Certificate of Completion and Acceptance by PDIC.

VII. TERMINATION OF CONTRACT

1. The Corporation may terminate the Contract whenever it is determined that the winning bidder has engaged in unlawful deeds and behaviors before or during the implementation of the Contract,
2. The Corporation may also terminate the Contract, in whole or in part, at any time if it has been determined by PDIC that the Contract would be economically, financially or technically impractical and/or unnecessary on the part of the Corporation. The Corporation shall accept and settle at contract terms and prices the goods or services that have already been delivered and/or performed by the winning bidder up to the period of termination.