Republic of the Philippines
Office of the Solicitor General
134 Amorsolo St., Legaspi Village, Makati City

Technical Working Group for ICT-Subscription

TERMS OF REFERENCE

Subscription to Various Microsoft Online Services for OSG

Background:

The Office of the Solicitor General (OSG) relies on Microsoft cloud-based services to ensure secure, efficient, and collaborative operations across its legal and administrative functions. These services, which include Microsoft 365 E3, Office 365 E1, Exchange Online Plans 1 and 2, Microsoft Defender for Office 365, Enterprise Mobility + Security (EM+S) E3, and Power Automate, provide essential tools for productivity, communication, and data protection. The current subscriptions are nearing expiration, and their timely renewal is crucial to prevent service disruptions that could compromise the OSG's ability to deliver legal services and maintain operational continuity.

Given the increasing demand for secure digital collaboration and compliance with government IT standards, renewing these subscriptions will ensure that OSG personnel continue to have access to updated features, enterprise-grade security, and cloud-based solutions. This renewal also supports the agency's digital transformation initiatives and strengthens its cybersecurity posture against evolving threats.

Objective:

The objectives of the procurement are as follows:

- To procure the renewal of Microsoft subscriptions, including Microsoft 365 E3, Office 365 E1, Exchange Online Plans 1 and 2, Defender for Office 365, EM+S E3, and Power Automate, for continued access to essential productivity and security tools.
- To ensure uninterrupted delivery of OSG's legal and administrative services by maintaining the availability of Microsoft cloud solutions.
- To uphold compliance with government IT security standards and enhance the agency's cybersecurity measures through updated Microsoft services.
- To support OSG's digital transformation initiatives by leveraging Microsoft's integrated cloud ecosystem for collaboration, automation, and data protection.

Terms:

1. *Scope.* – **Subscription to Various Microsoft Online Services for OSG**

2. *ABC.* - The Approved Budget for the Contract (ABC) is **Nineteen Million and Four Hundred Sixty-Nine Thousand and Three Hundred Eighty-Six Pesos and 8 centavos only (₱ 19,469,386.08)** for **twelve (12) months**, inclusive of all government taxes, charges, and other standard fees.

PART NUMBER	PARTICULARS	Monthly Unit Qty	License Qty	Net Unit Cost per Month	TOTAL
AAA-10841	O365 E3 Existing Customer Sub Gov Per User	12	422	₱ 1,455.55	**₱ 7,370,905.20**
T6A-00056	O365 E1 Existing Customer Sub Gov Per User	12	370	₱ 607.49	**₱ 2,697,255.60**
TRA-00068	Exchange Online P1 Sub Gov Per User	12	50	₱ 215.04	**₱ 129,024.00**
TQA-00011	Exchange Online P2 Sub Gov Per User	12	15	₱ 430.08	**₱ 77,414.40**
AAA-10731	EMS E3 ALng Sub Gov Per User	12	428	₱ 667.97	**₱ 3,430,693.92**
KF5-00001	Defender O365 P1 Sub Gov Per User	12	850	₱ 108.19	**₱ 1,103,538.00**
8F5-00001	Power Automate Process Sub	12	5	₱ 9,491.33	**₱ 569,479.80**
Add-On:					
AAD-86537	M365 E3 Unified Existing Customer SU O365 E3 Sub Gov Per User	12	422	₱ 798.59	**₱ 4,044,059.76**
N9U-00001	Visio P2 Sub Gov Per User	12	5	₱ 783.59	**₱ 47,015.40**
				SUBTOTAL	**₱ 19,469,386.08**

3. *Subscription Duration* - 12-month subscription for the above Microsoft Online Subscription Requirements.

4. *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%	
TERMS OF PAYMENT		**Statement of Compliance**
Supplier agrees to be paid based on the 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.		

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

5. *Qualifications of the Supplier*:

a) The bidder must have completed, within the last three years from the submission date and receipt of at least one (1) single contract of a similar nature amounting to at least fifty percent (50%) of the ABC.

The definition of a similar contract is the provision of any Office Productivity Subscription.

b) Accreditation

- Must be an officially authorized Licensing Solution Provider (LSP) for public sector Enterprise Agreements.
- Must be able to manage the agreement directly without reassignment or channel changes.

c) Relevant Experience

- Proven track record in managing large-scale licensing contracts for government or regulated sectors within the last three (3) years.

d) Technical Expertise

- Capable of providing guidance on license optimization, compliance, and deployment planning.

e) Contract Management

- Experience in administering multi-year agreements, including true-ups, add-ons, and renewals.

f) Bidders must hold valid and internationally recognized certifications to ensure quality, security, and compliance:

- **ISO 9001:2015** – Quality Management (Global and Local)
- **ISO 14001:2015** – Environmental Management (Global and Local)
- **ISO/IEC 27001:2013** – Information Security Management (Global and Local)
- **ISO/IEC 27701:2019** – Privacy Information Management (Global)
- **Cloud Onboarding and Adoption Readiness Certification** – Must be recognized by a major cloud provider as qualified to support enterprise-level fast-track onboarding, migration, and adoption services.

Scope of Responsibilities

g) **Billing & Invoicing:** Provide accurate billing aligned with the agreed pricing structure, including applicable taxes and currency conversion.

h) **Usage Reporting:** Assist the procuring entity in preparing and submitting annual usage reports and true-up declarations.

i) **Contract Support:** Facilitate mid-term adjustments such as add-ons, true-ups, and license transfers, in accordance with the EA terms.

j) **Advisory Services:** Provide ongoing support on licensing compliance, product roadmap updates, and optimization strategies.

k) **Escalation Management:** Act as the primary liaison for resolving licensing or service-related issues.

l) **Compliance & Governance**

- Ensure all licensing transactions comply with the terms of the Enterprise Agreement and applicable procurement laws.
- Maintain records of all transactions and correspondence related to the agreement for audit purposes.
- Adhere to data privacy, security, and confidentiality standards as required by the procuring entity and relevant regulations.

6. *Documentation Requirements*

Bidders must submit the following as part of their proposal:

- Proof of authorization or accreditation as a Licensing Solution Provider
- Valid ISO certification documents as listed above
- List of completed or ongoing government licensing projects within the last three (3) years
- Organizational profile highlighting licensing expertise and technical support capabilities
- Sample reports or templates used for billing, usage tracking, and compliance monitoring

7. *Delivery*

a) The subscription shall be provided to OSG within thirty (30) days upon receipt of NTP and must be before the anniversary date of its existing Microsoft Subscription (February 1, 2026).

b) The service provider shall demonstrate that the requirements specified by OSG are properly provisioned and configured.

8. *Warranty/ Product Support Requirement*

The Service provider should provide a notarized undertaking that it will provide the warranty/after-sales support requirement, as follows:

a) Provide one (1) year of standard support services.
b) For technical assistance, the contact person would be designated by the subscription provider and support through email/online/phone for the entire subscription duration with complete end-to-end customer management, such as value-added services, provisioning, management, billing, and technical support from the service provider. The contact person may be required to visit OSG if deemed necessary.
c) The winning bidder must provide eight (8) hours x five (5) days of technical support through unlimited phone, email, remote, and chat.
d) Must have a high priority level for the Cloud Provider Technical Support available eight (8) hours x five (5) days with unlimited phone, email, remote, and chat assistance.
e) The winning bidder will provide technical support covering the following, but not limited to:
    - Online incident submission
    - Less than 4 hours response time upon receipt of the request from OSG.
    - Consulting services on related support and services,

9. Applicable provisions of the New Government Procurement Act (RA No. 12009) and its Implementing Rules and Regulations (IRR) shall form part of the Terms of Reference.

Technical Specifications:

Cloud Productivity Subscription – Government (Per User) **Specific SKU: AAA-10841_O365 E3 Existing Customer Sub Gov Per User**	**Compliance**
A per-user cloud subscription designed for government agencies. It includes essential tools for productivity, communication, and security, and is managed under a multi-year enterprise agreement. **Key Benefits** 1. Work Tools • Access to email, calendar, documents, and collaboration apps • Works on desktop and mobile devices • Supports remote and hybrid work 2. Secure Communication • Includes secure email and video conferencing • Enables file sharing and team messaging 3. Data Protection • Built-in security features like multi-factor authentication • Helps protect against cyber threats and unauthorized access 4. Centralized Management • Licenses are assigned per user • Managed through a central admin portal • Scales easily as users are added 5. Government-Ready • Meets public sector compliance standards • Eligible for volume pricing and true-up under Enterprise Agreement	
Cloud Productivity Subscription – Entry Tier (Per User, Government) **Specific SKU: T6A-00056_O365 E1 Existing Customer Sub Gov Per User**	
A basic per-user cloud subscription for government agencies, offering essential productivity and communication tools. Designed for existing customers under a multi-year enterprise agreement.	

Key Benefits 1. Core Productivity Tools • Web-based versions of Word, Excel, PowerPoint, and Outlook • Ideal for users who primarily work online • Supports document creation and collaboration 2. Email & Communication • Includes business-class email with 50 GB mailbox • Shared calendars and contacts • Access to Microsoft Teams for chat and meetings 3. File Storage & Sharing • 1 TB of OneDrive storage per user • Secure file sharing and real-time co-authoring 4. Security & Compliance • Basic security features, including multi-factor authentication • Meets public sector compliance requirements 5. Licensing & Management • Licensed per named user • Managed centrally under the Enterprise Agreement • Eligible for true-up and add-on adjustments	
Cloud Email Subscription – Standard Tier (Per User, Government) **Specific SKU: TRA-00068_Exchange Online P1 Sub Gov Per User**	
A per-user cloud email service designed for government agencies. It provides secure, business-class email and calendar features, and is managed under a multi-year enterprise agreement. **Key Benefits** 1. Email & Calendar • 50 GB mailbox per user • Access via Outlook (web, desktop, mobile) • Shared calendars and contacts for team coordination	

2. Security & Reliability • Built-in anti-malware and anti-spam protection • Supports multi-factor authentication • Hosted on a secure, government-compliant cloud platform 3. Anywhere Access • Accessible from desktop, browser, and mobile devices • Syncs across devices for seamless communication 4. Licensing & Management • Licensed per named user • Managed centrally under the Enterprise Agreement • Eligible for true-up and add-on adjustments	
Cloud Email Subscription – Advanced Tier (Per User, Government) **Specific SKU: TQA-00011 Exchange Online P2 Sub Gov Per User**	
An advanced per-user cloud email service for government agencies. It offers larger mailbox capacity, enhanced security, and compliance features, and is managed under a multi-year enterprise agreement. **Key Benefits** 1. Email & Calendar • 100 GB mailbox per user • Access via Outlook (web, desktop, mobile) • Shared calendars and contacts for team coordination 2. Security & Reliability • Advanced anti-malware and anti-spam protection • Multi-factor authentication and encryption • Hosted on a secure, government-compliant cloud platform 3. Compliance & Archiving • Includes In-Place Archive and eDiscovery tools	

• Supports legal hold and data retention policies • Helps meet government and regulatory compliance standards 4. Anywhere Access • Accessible from any device • Syncs email, calendar, and contacts across platforms 5. Licensing & Management • Licensed per named user • Managed centrally under the Enterprise Agreement	
Cloud Security & Management Suite – Standard Tier (Per User, Government) **Specific SKU: AAA-10731_EMS E3 ALng Sub Gov Per User**	
A per-user subscription designed for government agencies to enhance identity protection, device management, and data security. Delivered under a multi-year enterprise agreement. **Key Benefits** 1. Identity & Access Management • Centralized user identity control • Supports multi-factor authentication and conditional access • Helps prevent unauthorized access to apps and data 2. Device & App Management • Enables secure management of desktops, laptops, and mobile devices • Supports Bring Your Own Device (BYOD) policies • Allows remote actions like wipe, lock, and policy enforcement 3. Information Protection • Tools for data classification, labeling, and encryption • Helps prevent data leaks and unauthorized sharing • Supports compliance with government data protection standards 4. Threat Protection	

• Detects and responds to suspicious activity across users and devices • Integrates with security tools for endpoint and cloud protection 5. Licensing & Management • Licensed per named user • Managed centrally under the Enterprise Agreement • Eligible for true-up and add-on adjustments	
Email Threat Protection – Standard Tier (Per User, Government) **Specific SKU: KF5-00001 Defender O365 P1 Sub Gov Per User**	
A per-user subscription designed for government agencies to enhance identity protection, device management, and data security. Delivered under a multi-year enterprise agreement. **Key Benefits** 1. Email & Link Protection • Scans incoming emails and links for malicious content • Blocks phishing attempts and unsafe attachments • Protects users across Outlook and Microsoft Teams 2. Real-Time Threat Detection • Uses AI and threat intelligence to detect suspicious activity • Alerts administrators of potential risks • Helps prevent data breaches and account compromise 3. Security Management • Centralized dashboard for monitoring threats • Policy-based controls for email filtering and user protection • Integrates with existing Microsoft 365 security tools 4. Licensing & Management • Licensed per named user • Managed under the Enterprise Agreement	

• Eligible for true-up and add-on adjustments	
Workflow Automation Subscription – Per User (Government) **Specific SKU: 8F5-00001_Power Automate Process Sub**	
A per-user subscription that enables government agencies to automate repetitive tasks and streamline processes using low-code tools. Delivered under a multi-year enterprise agreement. **Key Benefits** 1. Process Automation • Automates routine tasks across apps and services • Reduces manual work and improves efficiency • Supports approvals, notifications, data updates, and more 2. Low-Code Platform • Easy-to-use interface for building workflows • No advanced coding required • Ideal for business users and IT teams 3. Integration with Government Systems • Connects with Microsoft 365, SharePoint, Teams, and other platforms • Supports integration with third-party and legacy systems • Enables cross-agency process coordination 4. Security & Compliance • Built on a secure cloud platform • Supports role-based access and data protection policies • Aligns with public sector compliance standards 5. Licensing & Management • Licensed per named user • Managed under the Enterprise Agreement • Eligible for true-up and add-on adjustments Email & Link Protection	
Diagramming & Process Mapping Subscription – Advanced Tier (Per User, Government)	

Specific SKU: N9U-00001 Visio P2 Sub Gov Per User	
A per-user subscription that provides advanced diagramming tools for government agencies. Ideal for creating flowcharts, org charts, process maps, and technical diagrams. Delivered under a multi-year enterprise agreement. **Key Benefits** 1 Professional Diagramming Tools • Access to full-featured Visio desktop and web apps • Create flowcharts, network diagrams, floor plans, and more • Includes templates and shapes for various use cases 2. Collaboration & Sharing • Real-time co-authoring and commenting • Integrates with Microsoft 365 for easy sharing via OneDrive or SharePoint • Supports version control and secure access 3. Data-Linked Diagrams • Connect diagrams to data sources like Excel or SharePoint • Automatically update visuals based on data changes • Useful for dashboards and operational reporting 4. Licensing & Management • Licensed per named user • Managed under the Enterprise Agreement • Eligible for true-up and add-on adjustments	
Productivity & Collaboration Suite Subscription – Enterprise Step-Up Tier (Per User, Government) **Specific SKU: AAD-86537_M365 E3 Unified Existing Customer SU O365 E3 Sub Gov Per User**	
A per-user subscription for government agencies, providing an enhanced suite of productivity, collaboration, and security tools. This "step-up" SKU is designed for organizations upgrading from a standard productivity suite, offering additional features for advanced security, compliance, and unified management. Delivered under a multi-year enterprise agreement. **Key Benefits** 1. Enhanced Productivity Tools	

• Includes all features of the standard productivity suite (e.g., document editing, spreadsheets, presentations, email) • Additional advanced applications and services for enterprise needs • Multi-device access for each user 2. Advanced Security & Compliance • Upgraded security features for threat protection and data loss prevention • Enhanced compliance management and information governance tools • Centralized security controls for government requirements 3. Unified Collaboration & Communication • Real-time co-authoring, sharing, and team collaboration tools • Integrated email, calendar, and messaging with advanced capabilities • Expanded support for collaborative workspaces and document management 4. Centralized Device & Identity Management • Advanced identity and access management features • Mobile device management and policy enforcement • Streamlined administration for users and devices 5. Flexible Licensing & Administration • Licensed per named user, managed under an enterprise agreement • Supports true-up and add-on adjustments as organizational needs change • Centralized administration and reporting for IT teams	

Enterprise Agreement	Compliance
1. Agreement Term & Coverage • Standard term: 3 years	

• Annual billing and mid-term adjustments allowed • Covers all qualified users or devices in the agency • Unified enrollment across multiple product categories **2. Licensing Models** • Per User Licensing: One license per named user, usable across multiple devices • Per Device Licensing: Ideal for shared-use setups (e.g., kiosks, terminals) • Unified SKUs may bundle services like productivity, security, and compliance **3. Enrollment & Product Pools** • Enrolled via government-specific EA forms • Product pools include: Productivity & collaboration (e.g., Microsoft 365), Security & compliance (e.g., Defender, Purview), Device & endpoint management (e.g., Intune), Automation & analytics (e.g., Power Platform) **4. True-Up & Add-On Mechanisms** • True-Up: Annual reporting of increased usage; billed accordingly • Add-On: Mid-term additions without renegotiating the full agreement **5. Software Assurance Benefits** • Includes: Version upgrades, technical support, Training resources, and Deployment planning **6. Flexibility & Scalability** • Supports multi-agency rollouts • Centralized planning with decentralized deployment • Scales with organizational growth or restructuring **7. Migration Services for Platform Change & Rebilling**	

• This procurement covers the rebilling of the current platform in use by the agency. • If a platform or brand other than the incumbent is awarded the contract, all migration services—including data transfer, user onboarding, and system integration—shall not be included in the Approved Budget for the Contract (ABC). • The responsibility and cost for all migration-related services shall be fully shouldered by the winning bidder, ensuring a seamless transition for all users and systems to the new platform.	

Principal Solutions Provider	**Compliance**
Key characteristics of the principal solutions provider include: **1. Global Cloud Provider** • Cloud-based productivity, collaboration, security, and compliance services must be provisioned through a globally recognized cloud solutions provider. These services must be licensed under a unified subscription model and delivered via a secure, scalable, and globally distributed infrastructure. **2. Enterprise-Grade Capabilities** • The provider must have a proven track record in delivering enterprise-grade software and cloud platforms to public sector institutions globally, with services supporting digital transformation, cybersecurity, data governance, and a hybrid work environment. **3. Verifiable Characteristics via Enterprise Agreement: The principal provider must demonstrate the following, which can be validated through the Enterprise Agreement:** • Global Reach with Local Compliance: Operates a network of data centers and cloud regions worldwide, with support for data residency and sovereignty requirements applicable to government workloads.	

• Security and Compliance Certifications: Maintains internationally recognized certifications such as: ISO/IEC 27001 – Information Security, ISO/IEC 27701 – Privacy Information, ISO 9001 – Quality Management, ISO 14001 – Environmental Management 4. **Enterprise Licensing Structure**: Offers a multi-year Enterprise Agreement framework that enables predictable budgeting, scalable deployment, and centralized license management across government agencies. 5. **Integrated Platform Architecture:** Provides a unified platform that includes productivity tools, identity and access management, endpoint protection, and automation services. 6. **Public Sector Alignment**: Actively supports cloud-first policies, cybersecurity modernization, and digital government initiatives in line with national and local strategies.	

Technical Working Group for ICT Subscriptions

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