



**TERMS OF REFERENCE  
PROCUREMENT OF WEB HOSTING AND EMAIL HOSTING**

**I. BACKGROUND**

The Maritime Industry Authority intends to procure an Email service & IaaS (Infrastructure as a Service) Cloud Services.

Email service providers enable users to send, receive and review e-mail from their Web browsers. Email services offer easy access and storage of e-mail messages for users who are not connected to the Internet from their usual location.

Infrastructure as a service (IaaS) is a form of cloud computing that provides virtualized computing resources over the internet. IaaS is one of the three main categories of cloud computing services, alongside software as a service (SaaS) and platform as a service (PaaS).

In an IaaS model, a cloud provider hosts the infrastructure components traditionally present in an on-premises data center, including servers, storage and networking hardware.

**II. OBJECTIVES**

1. To provide MARINA a 150 users/mailbox of email.
2. To provide MARINA a 300GB storage of IaaS cloud services, with Secure Sockets Layer (SSL) Certificate of the MARINA domain site.

**III. APPROVED BUDGET FOR THE CONTRACT**

- The Approved Budget for the Contract (ABC) is Six Hundred and Fifty Thousand Pesos (₱ 650,000.00), inclusive of all government taxes and charges.

**IV. SERVICE PROVIDER'S QUALIFICATIONS**

1. The cloud service provider must be an ISO 9001:2015(Quality Management Systems) and ISO 27001:2013(Information Security Management Systems) Certified.
2. The Cloud Provider should be Locally Hosted (Philippines).

3. Cloud Provider should have 24/7 Customer support: Live Chat, Ticketing System integrated in the webapp, Phone & Email support.

## V. TECHNICAL SPECIFICATION

### 1. Email Service

- Cloud-based Solution
- Storage capacity: 30Gb /Mailbox
- Capable at least 25Mb incoming and outgoing file attachment with email management control panel
- File upload up to 10GB
- Custom email addresses
- Authorized Reseller should be a partner of the product and should have been selling and implementing - for at least 5 years
- 24x7 local customer support
- 99.9% uptime guaranteed
- Integrated policy-based security features
  - i. encrypted connections with enforces SSL
  - ii. 24/7 information security monitoring
  - iii. email encryption
  - iv. industry standard email security
- Anti-spam, anti-virus and anti-hacking protection/capability
- Mail relay
- Capable of automatic email forwarding
- Capable of email retrieval
- Authenticated SMTP policy
- Auto-responder
- Support POP3, IMAP and SMTP, IMAP4
- Email filtering
- Universally accessible from the client's Local Area Network (LAN) or through the internet with any communication enabled digital devices (PC, mobile devices, tablets) through a browser or similar applications.
- Capable of sending and receiving emails with documents and other attachments.
- Capable of creating and sharing calendaring/scheduling information.
- Capable of instant messaging and chatting over the Local Area Network (LAN) or over the Internet
- Easy to use and user friendly
- Disaster proof and/or has disaster recovery system
- Provide Mobile Device Management tool.
- There should be a minimum of 3 deployment team with proof of Certification to the Product endorsed.
- Trainers should be certified to the Product endorsed.
- Product should be Compliance to ISO 27001 Information Security Management System (ISMS)
- Product should be Compliance to ISO 27017 information security controls for cloud.
- Product should be Compliance to ISO 27018 Data Privacy Controls

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## 2. IaaS Cloud Service

ITEM	DESCRIPTION
	Should issue a Secure Socket Layer (SSL) Certificate for MARINA domain site and/or subdomain site
Security:	<p>Should have a network monitoring system that can obtain throughput data at an extremely granular level to alert for anomalies.</p> <p>Should have a Passive Vulnerability Scanner - a network discovery and vulnerability analysis technology that uniquely delivers continuous, real-time monitoring and network profiling in a non-intrusive manner. PVS monitors IPv4, IPv6, and mixed network traffic at the packet layer to determine topology, services, and vulnerabilities</p> <p>Managed Firewalls - ensuring network protection below the level of the virtual machine without relying on the virtual machine operating system and which is resilient even to the compromise of that virtual machine</p> <p>Network Intrusion Detection - cloud infrastructure, core routers and hosts are all monitored with IDS and DDoS monitoring and mitigation tools. monitored 24x7</p> <p>Should support SSL connections using individually generated private keys and a high encryption level</p> <p>Should support SSH Keys</p> <p>Should have a Two-step Verification for user account</p> <p>Should have Patch Management, wherein a daily and monthly audit of vulnerability is monitored and Patches to critical security vulnerabilities are applied within 24 hours of availability</p> <p>Should keep full history of the logs of internal systems and traffic, which can analyze in case of a security issue</p> <p>Should allow customer to create, manage and apply enterprise-grade networking policies in relation to their cloud infrastructure in a fully integrated way</p> <p>Password Policies should allow Customers to retain full sole access at the file system level to their data, the cloud provider should not have access inside VMs or drives.</p>
Features:	<p>Should allow Customers to provision processing, storage, networks and other fundamental computing resources at one's discretion, meaning CPU, RAM, Storage and bandwidth can be purchased independently to allow the best combination of cloud resources without the limitation of fixed sizes. (Unbundled resources: CPU, RAM, Storage and networking resources can be bought independently)</p> <p>Should allow Customers to provision Virtual machines with a high degree of flexibility and control. CPU and RAM can be specified to the nearest MHz and MB</p> <p>Should allow Customers to provision Block storage devices/SSD disk drives can be provisioned in sizes up to 8TB and up to 16 drives can be attached to one Virtual Machine</p> <p>Blocked Storage should be pure SSD no magnetic Storage</p> <p>Should have no restriction on the type of operating system that the customer can deploy</p>

Should have the flexibility to elastically expand storage capacity to match growing data sizes, without the need to migrate the data to a new drive image
Should at least have a multiple 10GbE IP lines from major network carriers or Redundant 10GigE Network connections
Should be capable of Hybrid cloud solution capabilities
Cloud Provider can Provide modern Restful APIs to help provision and configure compute resources
Cloud Provider can do Instant provisioning
Cloud Provider can do Integrated backup & recovery: Enable users to create point-in-time snapshots of drives which later can be cloned and upgraded to create stand-alone drives
Cloud Provider High Availability
Cloud Provider can provided Clustered storage

**VI. DURATION/PERIOD OF SERVICE**

April 1, 2019 – December 31, 2019

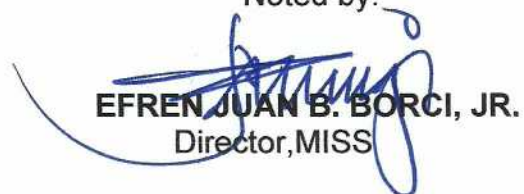
**VII. MODE OF PAYMENT**

MARINA shall pay the service provider on a monthly basis upon the submission of the billing statement.

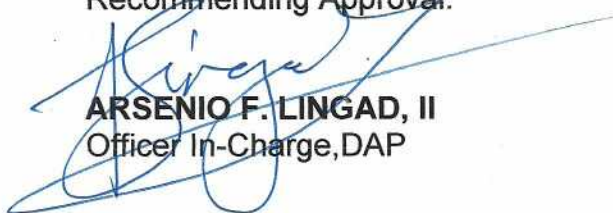
Prepared by:

  
**ADRIAN G. RAMOS**  
 ITO-II

Noted by:

  
**EFREN JUAN B. BORCI, JR.**  
 Director, MISS

Recommending Approval:

  
**ARSENIO F. LINGAD, II**  
 Officer In-Charge, DAP

Approved / Disapproved

  
**VADM NARCISO A VINGSON JR**  
 Officer In-Charge, MARINA