

## Scope of Services (SoS)

<b>Project / Service:</b>	Corporate Email System and Collaborative Application Software
<b>Effectivity Date:</b>	May 10, 2026 to May 10, 2027
<b>Estimated Budget:</b>	Six Hundred Twenty Thousand (PhP 620,000.00)
<b>Mode of Procurement:</b>	Small Value Procurement

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### 1. Project Objective

To procure Corporate Email System and Collaborative Application Software licenses for the John Hay Management Corporation (JHMC) and to provide training for all users and administrators. The selected supplier will be responsible for license provision, technical support and delivering a structured training program designed to maximize platform adoption, secure administration and daily productivity.

### 2. General Requirements and Supplier Qualifications

To be eligible, the supplier must meet the following criteria:

- Must be an official Google Cloud Authorized Partner.
- Must have Google Workspace deployment/training specialists to conduct the required educational sessions.
- Must be able to bill and invoice in Philippine Peso (PHP).

### 3. Scope of Work

The supplier's responsibilities shall include the following areas:

#### A. Subscription and License Provisioning

- License Activation/Renewal: Provision and activate the required number of Google Workspace licenses.
- Scalability: Provide a streamlined process for adding or removing licenses as the organization scales.
- Seamless Transition: Ensure zero downtime and no disruption to current user accounts, data, or active services during the transition.

## **B. Training**

The supplier must design and deliver role-specific training sessions. Training can be conducted virtually via Google Meet.

### **1. Administrator Training (For Systems Admins):**

- Provide an in-depth, hands-on session focusing on the Google Admin Console.
- Security & Compliance: Configuring 2-Step Verification (2SV), Data Loss Prevention (DLP) rules, Mobile Device Management (MDM), spam/phishing filters, and using Google Vault for eDiscovery and archiving.
- Troubleshooting: Reviewing admin audit logs, email log searches, and managing Google Support tickets.

### **2. End-User Training (For All Employees):**

- Provide interactive training sessions aimed at boosting productivity and collaboration.
- Core Topics: Deep dive into the core apps.
- Collaboration: Best practices for co-authoring in Google Docs, Sheets, and Slides.
- Training Materials: Provide digital copies of Quick Reference Guides, cheat sheets, or access to a dedicated internal Google Site containing training recordings and FAQs for onboarding future employees.

## **C. Technical Support and Account Management**

- Helpdesk Availability: Provide 24/7 technical support for administrative issues via phone, email or ticketing portal.
- Account Manager: Assign a dedicated Account Manager to oversee the partnership.

## **D. Administration, Security and Updates**


- Periodic Health Checks: Conduct a semi-annual review of the organization's Google Workspace security posture and provide optimization recommendations.
- Feature Updates: Notify the organization of major Google Workspace updates and new AI features that could benefit operations.

#### 4. Deliverables and Specifications

The supplier must provide the following quantities, editions, and training deliverables.

- Standard Edition: 22 Licenses
- Starter Edition: 70 Licenses

*Approved by:*

A handwritten signature in blue ink, appearing to read 'Manjit T. Singh Reandi', is written over the printed name. To the right of the signature, the alphanumeric string 'OPCEO 2026-04-0622' is printed in a small font.  
**Manjit T. Singh Reandi**  
President and CEO