

TERMS OF REFERENCE

Virtual Machine Software

Background:

The Office of the Solicitor General is upgrading its Virtual Machine Capability to improve its existing virtual assets and renewing existing virtual machine software.

Project Scope

The winning service provider should provide twelve (12) months software maintenance and technical support services to existing OSG Virtual Machine Software.

Approved budget for this project is Three Million and One Hundred Fifty Thousand Pesos (Php 3,150,000.00).

For the Renewal and Upgrade of Existing Virtual Machine Software:

1. The bidder must have completed, within the last 3 years from the date of submission and receipt of at least one (1) single contract of similar nature amounting to at least fifty percent (50%) of the ABC; or the prospective bidder should have completed at least two (2) similar contracts and the aggregate contract amounts should be equivalent to at least fifty percent (50%) of the ABC.
2. The bidder shall submit a valid and current Certificate of Distributorship/Dealership/Resellership of the product being offered, issued by the principal or manufacturer of the product (if bidder is not the manufacturer). If not issued by manufacturer, must also submit certification/document linking bidder to the manufacturer.
3. The bidder shall have at least one (1) personnel that can support the solution being offered with a certification.

Lot 1: Virtual Machine Software

ITEM	QTY	UNIT COST	TOTAL
1 Year Maintenance Renewal of existing 22 Licenses of Server Virtualization Software <i>(Coverage from 31-DEC-20 to 30-DEC-21)</i>	1 Lot	2,300,000.00 <i>ELP</i>	2,300,000.00
1 Year Maintenance Renewal of existing 16 Licenses of Software Analytics <i>(Coverage from 31-DEC-20 to 30-DEC-21)</i>			
1 Year Maintenance Renewal of existing 1 License of Server Management <i>(Coverage from 31-DEC-20 to 30-DEC-21)</i>			
Supply, Delivery and Implementation of 6 new licenses of Software Analytics <i>(Licenses must be valid up to 30-DEC-21)</i>	1 Lot	850,000.00 <i>ELP</i>	850,000.00
SUB TOTAL			₱ 3,150,000.00

I. Maintenance Renewal of existing 22 Licenses of Server Virtualization Software

ITEM	SPECIFICATION / PARTICULAR	Statement of Compliance
1.	1 Year Support and Subscription Service renewal of existing 22 Virtual Infrastructure from 31-DEC-20 to 30-DEC-21	
2.	Must include 12x5 access to support services (phone and email)	
3.	Must include Phone and Email Remote Support services	
4.	Must have online access to documentation, knowledge base articles, discussion forums and other technical resources	
5.	Must provide product updates and upgrades	
6.	Must have a target response time based on the severity level: Severity 1 (Critical) - 4 business hours Severity 2 (Major) - 8 business hours Severity 3 (Minor) - 12 business hours	

	Severity 4 (Cosmetic) - 12 business hours	
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II. Maintenance Renewal of existing 16 Licenses of Software Analytics

ITEM	SPECIFICATION / PARTICULAR	Statement of Compliance
1.	1 Year Support and Subscription Service renewal of existing 16 Software Analytics from 31-DEC-20 to 30-DEC-21	
2.	Must include 12x5 access to support services (phone and email)	
3.	Must include Phone and Email Remote Support services	
4.	Must have online access to documentation, knowledge base articles, discussion forums and other technical resources	
5.	Must provide product updates and upgrades	
6.	Must have a target response time based on the severity level: Severity 1 (Critical) - 4 business hours Severity 2 (Major) - 8 business hours Severity 3 (Minor) - 12 business hours Severity 4 (Cosmetic) - 12 business hours	

III. Maintenance Renewal of existing 1 License of Server Management

ITEM	SPECIFICATION / PARTICULAR	Statement of Compliance
1.	1 Year Support and Subscription Service renewal of existing 1 license of centralized and extensible platform for managing virtual environment from 31-DEC-20 to 30-DEC-21	
2.	Must include 12x5 access to support services (phone and email)	
3.	Must include 12x5 access to support services (phone and email)	
4.	Must include Phone and Email Remote Support services	

5.	Must have online access to documentation, knowledge base articles, discussion forums and other technical resources	
6.	Must provide product updates and upgrades	
7.	Must have a target response time based on the severity level: Severity 1 (Critical) - 4 business hours Severity 2 (Major) - 8 business hours Severity 3 (Minor) - 12 business hours Severity 4 (Cosmetic) - 12 business hours	

IV. Supply, Delivery and Implementation of 6 new licenses of Software Analytics

ITEM	SPECIFICATION / PARTICULAR	Statement of Compliance
1.	Supply of 6 New Latest version of Software Analytics	
2.	Must be the industry leading virtualization platform	
3.	Must have Scale Out Operations Platform	
4.	Must include Single Sign-On	
5.	Must include Remote Collectors.	
6.	Must include Out-of-the-Box Dashboards, Views, Reports, Heat Map, Performance Charts	
7.	Must have Performance Monitoring and Analytics	
8.	Must include Security and Compliance, including DISA, FISMA, ISO, CIS, PCI, and HIPAA	
9.	Must have Real-Time Predictive Capacity Management Including Trending, Metering, Right-Sizing, Optimization	
10.	Must have Overall Data Center Costs	
11.	Must include What-If Scenarios for Adding/Removing VMs	
12.	Must have Business-Intent Based Manual Workload Optimization	
13.	Must include Predictive DRS and DRS Management	

14.	Must include Guided Remediation	
15.	Must have Log Insight Integration	
16.	Must include Overview and Migration Dashboards	
17.	Must include Basic Support/Subscription for 1 year, Technical Support, 12 Hours/Day, per published Business Hours, Mon. thru Fri.	

V. Software Maintenance and Technical Support for a period of 12 months

ITEM	SPECIFICATION / PARTICULAR	Statement of Compliance
1.	The bidder must have an 8 hours x 5 days helpdesk phone and email technical support with two (2) hours response time for incidents related to the Virtual Machine Software Licenses listed in Technical requirements.	
2.	The bidder must provide 8 hours x 5 days onsite technical support with two (2) hours response time for critical incidents. Critical incidents are defined as incidents which prevent OSG from successfully providing IT services due to failure of systems running on Virtual Machine software.	
3.	The bidder should address unlimited number of support request escalated by OSG.	
4.	The bidder must provide onsite support for installation and deployment of software patches and version upgrade.	
5.	The bidder must provide access to Virtual Machines portal for download of latest product contents, patches, updates/upgrades including extensive online-self-help resources and knowledge base. Advisory to patches and fixes shall also be provided.	
6.	<p>The bidder must provide unlimited corrective maintenance activity (if applicable) and must meet the following conditions:</p> <ul style="list-style-type: none"> • Twenty-four (24) hours by seven (7) days support during the contract duration • Two (2) hour response time for phone, email and onsite support • Root cause analysis for all support cases filed 	

7.	The bidder must submit the service report within 5 calendar days after rendering service	
8.	The bidder must provide full documentation for Activity Plan on installation of patches and upgrades and Root Cause Analysis for incident encountered.	
9.	The bidder must provide a procedure on support and problem escalation.	
10.	<p>The bidder must conduct system health checks twice a year.</p> <p>Systems listed in Annex with the following scope:</p> <ul style="list-style-type: none"> • System/Application patches, fixes, security patches and alerts • System/Application profile • Resource utilization • Log analysis • Formal reports on the output of conducted health check • Submission of service report 	
11.	The bidder must submit the health check report within 10 calendar days after rendering service	
12.	The bidder must provide certificate for the above services as part of technical requirements.	