

TERMS OF REFERENCE

Virtualization Software

Background:

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

Project Scope

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

Approved budget for this project is Three Million and Two Hundred Fifty Thousand Pesos (Php 3,250,000.00)

For the Renewal and Upgrade of Existing Virtualization 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; and the largest of these similar contracts must be equivalent to at least half of the fifty percent (50%) of the ABC as required.
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 manufacturer certification. Must provide certificate as part of technical requirements.
4. During contract implementation, the bidder/supplier must ensure that it remains an authorized distributor, reseller or partner for the maintenance of said License Software. If the bidder/supplier is unable to maintain its distributor, reseller or partner agreement with the Manufacturer/Principal, this may serve as a ground/reason for the termination of its contract with OSG

Virtualization Software
TECHNICAL SPECIFICATIONS

ITEM	QTY	UNIT COST	TOTAL
1 Year Maintenance Renewal of existing 22 Licenses of Server Virtualization Software Contract No: 478831439 and 462675303 <i>(Coverage from 31-DEC-21 to 30-DEC-22)</i>	1 Lot	3,250,000.00	3,250,000.00
1 Year Maintenance Renewal of existing 10 Licenses of Software Analytics Contract No: 478831439 <i>(Coverage from 31-DEC-21 to 30-DEC-22)</i>			
1 Year Maintenance Renewal of existing 1 License of Server Management Contract No: 42184934 <i>(Coverage from 31-DEC-21 to 30-DEC-22)</i>			
Supply, Delivery and Implementation of 12 Upgrade License of Software Analytics (Advanced Edition) Contract No: 494687012 and 4116151809 <i>(Coverage from 31-DEC-21 to 30-DEC-22)</i>			
SUB TOTAL			₱ 3,250,000.00

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 licenses of Server Virtualization Software from 31-DEC-21 to 30-DEC-22	
2.	Must include 24x7 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) - within 30 minutes, 24 hrs/day, 7 days/week Severity 2 (Major) - 4 business hours, 10 hrs/day, 5 days/week Severity 3 (Minor) - - 8 business hours, 10 hrs/day, 5 days/week Severity 4 (Cosmetic) - 12 business hours, 10 hrs/day, 5 days/week	

II. Maintenance Renewal of existing 10 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-21 to 30-DEC-22	
2.	Must include 24x7 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) - within 30 minutes, 24 hrs/day, 7 days/week Severity 2 (Major) - 4 business hours, 10 hrs/day, 5 days/week Severity 3 (Minor) - - 8 business hours, 10 hrs/day, 5 days/week Severity 4 (Cosmetic) - 12 business hours, 10 hrs/day, 5 days/week	

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-21 to 30-DEC-22	
2.	Must include 24x7 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) - within 30 minutes, 24 hrs/day, 7 days/week Severity 2 (Major) - 4 business hours, 10 hrs/day, 5 days/week Severity 3 (Minor) - 8 business hours, 10 hrs/day, 5 days/week Severity 4 (Cosmetic) - 12 business hours, 10 hrs/day, 5 days/week	

IV. Supply, Delivery and Implementation of 12 new upgrade licenses of Software Analytics (from Standard to Advanced Edition)

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 have built-In High Availability (Automated Failover of Platform Nodes)	
18.	Must have Advanced APIs: Resource/Data Addition, Report Generation and More	
19.	Must include Monitoring of OS Resources (CPU, Disk, Memory, Network)	
20.	Must include Automated Compliance Drift Remediation	
21.	Must include Fine-Grained Cost Analytics for Reclamation, Planning and Public Cloud Cost Comparison	
22.	Must have Business and Operational Intent-Based Automated and Schedulable Workload Optimization	
23.	Must include SDDC and Cloud Pod Health Management Pack	
24.	Must be per Operating System Instance or per CPU	
25.	Must include Support/Subscription for 1 year, Technical Support, 24 Hours/Day.	

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

ITEM	SPECIFICATION / PARTICULAR	Statement of Compliance
1.	The bidder must have a 24-hour x 7 days helpdesk phone and email technical support with 30 minutes or less response time for incidents related to the Software Licenses listed in technical requirements	
2.	The bidder must provide 24 hours x 7 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 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 • Thirty (30) Minutes response time for phone, email and 2 hours response time for 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 every quarter.</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 5 calendar days after rendering service	
12.	The bidder must provide certificate for the above services as part of technical requirements.	

VI. Terms/Schedule of Payment

ITEM	SPECIFICATION / PARTICULAR	Statement of Compliance
1.	All items should be delivered within 60 days upon receipt of Notice to Proceed.	
2.	Full payment can only be processed upon completion of delivery and issuance of Certification from the Case Management Service.	

Noted by:



EDUARDO ALEJANDRO O. SANTOS
Director IV