

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 renew existing virtualization software. The project will provide operational flexibility in managing diverse server operating systems (Linux, Windows, etc.) on existing OSG physical servers and storage.

Project Scope

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

The approved budget for this project is Three Million and Five Hundred Thousand Pesos (PHP 3,500,000.00).

For the Renewal and Upgrade of Existing Virtualization Software:

1. The bidder must have completed, within the last three (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/Resellers of the product being offered, issued by the principal or manufacturer of the product (if the bidder is not the manufacturer). If not issued by the manufacturer, must also submit certification/document linking the bidder to the manufacturer.
3. The bidder shall have at least one (1) personnel to support the solution offered with a manufacturer certification, ^{which} Must provide a certificate as part of ^{the} technical requirements.
must be provided

4. During contract implementation, the bidder/supplier must ensure that it remains an authorized distributor, reseller, or partner to maintain said License/Software. ^{where} Suppose the bidder/supplier cannot maintain its distributor, ^{the} reseller, ^{such fact} or partnership agreement with the Manufacturer/Principal. ^{the} In that case, this may serve as a ground/reason for the termination of its contract with OSG.
5. The bidder must consolidate all licenses into a single anniversary date.

TECHNICAL SPECIFICATIONS

| ITEM | QTY | UNIT COST | TOTAL |
|---|-------|--------------|-----------------------|
| 1 Year Maintenance Renewal of existing Licenses of Virtualization Software and Upgrade with Implementation of 10 Software Analytics Advanced Edition (Coverage from 31-Dec-22 to 30-DEC-23) | 1 Lot | 3,500,000.00 | 3,500,000.00 |
| SUBTOTAL | | | ₱ 3,500,000.00 |

I. Maintenance Renewal of existing Server Virtualization Software

| ITEM | SPECIFICATION / PARTICULAR | Statement of Compliance |
|------|--|-------------------------|
| 1. | 1 Year Support and Subscription Service renewal of OSG existing Server Virtualization Software from 31-Dec-22 to 30-Dec-23 | |
| 2. | Must include 24x7 access to support services (phone and email) | |
| 3. | Must include Phone and Email Remote Support services | |
| 4. | Must include an unlimited number of support requests | |
| 5. | Must have online access to documentation, knowledge base articles, discussion forums, and other technical resources | |
| 6. | Must include online access to product updates and upgrades | |
| 7. | Must have a target response time of 30 minutes or less, 24 hours/day, 7 days/week | |

II. Maintenance Renewal of existing Software Analytics

| ITEM | SPECIFICATION / PARTICULAR | Statement of Compliance |
|------|---|-------------------------|
| 1. | 1 Year Support and Subscription Service renewal of existing Software Analytics from 31-Dec-22 to 30-Dec-23 | |
| 2. | Must include 24x7 access to support services (phone and email) | |
| 3. | Must include Phone and Email Remote Support services | |
| 4. | Must include an unlimited number of support requests | |
| 5. | Must have online access to documentation, knowledge base articles, discussion forums, and other technical resources | |
| 6. | Must include online access to product updates and upgrades | |
| 7. | Must have a target response time of 30 minutes or less, 24 hours/day, 7 days/week | |

III. Maintenance Renewal of existing Server Management

| ITEM | SPECIFICATION / PARTICULAR | Statement of Compliance |
|------|--|-------------------------|
| 1. | 1 Year Support and Subscription Service renewal of existing centralized and extensible platform for managing virtual environment from 31-Dec-22 to 30-Dec-23 | |
| 2. | Must include 24x7 access to support services (phone and email) | |
| 3. | Must include Phone and Email Remote Support services | |
| 4. | Must include an unlimited number of support requests | |
| 5. | Must have online access to documentation, knowledge base articles, discussion forums, and other technical resources | |
| 6. | Must include online access to product updates and upgrades | |
| 7. | Must have a target response time of 30 minutes or less, 24 hours/day, 7 days/week | |

IV. Supply, Delivery, and Implementation of upgrade licenses of Software Analytics (Advanced Edition)

| ITEM | SPECIFICATION / PARTICULAR | Statement of Compliance |
|------|--|-------------------------|
| 1. | Supply of 10 New Latest versions of Software Analytics | |
| 2. | The bidder must install and configure the new licenses to an existing server of OSG. | |
| 3. | Must be the industry-leading virtualization platform | |
| 4. | Must have Scale Out Operations Platform | |
| 5. | Must include Single Sign-On | |
| 6. | Must include Remote Collectors. | |
| 7. | Must include Out-of-the-Box Dashboards, Views, Reports, Heat maps, Performance Charts | |
| 8. | Must have Performance Monitoring and Analytics | |
| 9. | Must include Security and Compliance, including DISA, FISMA, ISO, CIS, PCI, and HIPAA | |
| 10. | Must have Real-Time Predictive Capacity Management, Including Trending, Metering, Right-Sizing, Optimization | |
| 11. | Must have Overall Data Center Costs | |
| 12. | Must include What-If Scenarios for Adding/Removing VMs | |
| 13. | Must have Business-Intent Based Manual Workload Optimization | |
| 14. | Must include Predictive DRS and DRS Management | |
| 15. | Must include Guided Remediation | |
| 16. | Must have Log Insight Integration | |
| 17. | Must include Overview and Migration Dashboards | |
| 18. | Must have built-In High Availability (Automated Failover of Platform Nodes) | |
| 19. | Must have Advanced APIs: Resource/Data Addition, Report Generation, and More | |

| | | |
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| 20. | Must include Monitoring of OS Resources (CPU, Disk, Memory, Network) | |
| 21. | Must include Automated Compliance Drift Remediation | |
| 22. | Must include Fine-Grained Cost Analytics for Reclamation, Planning, and Public Cloud Cost Comparison | |
| 23. | Must have Business and Operational Intent-Based Automated and Schedulable Workload Optimization | |
| 24. | Must include SDDC and Cloud Pod Health Management Pack | |
| 25. | Must be per Operating System Instance or per CPU | |
| 26. | Must include Support/Subscription for 1-year, Technical Support, 24 Hours/Day. | |
| 27 | The license must be valid until Dec 31, 2023 | |

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 the technical requirements. | |
| 2. | The bidder must provide 24 hours x 7 days of onsite technical support with two (2) hours of response time for critical incidents. Critical incidents are defined as incidents that prevent OSG from successfully providing IT services due to the failure of systems running on software. | |
| 3. | The bidder should address an unlimited number of support requests escalated by OSG. | |
| 4. | The bidder must provide onsite support for installing and deploying software patches and version upgrades. | |
| 5. | The bidder must provide access to the Virtual Machines portal for downloading the latest product contents, patches, updates/upgrades, including extensive online-self-help | |

| | | |
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| | resources and knowledge base. Advisory to patches and fixes shall also be provided. | |
| 6. | The bidder must provide unlimited corrective maintenance activity (if applicable) and must meet the following conditions: <ul style="list-style-type: none"> • Twenty-four (24) hours by seven (7) days of support during the contract duration • Thirty (30) Minutes response time for phone and 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 five (5) calendar days after rendering the service. | |
| 8. | The bidder must provide full documentation for Activity Plan on installing patches and upgrades and Root Cause Analysis for incidents encountered. | |
| 9. | The bidder must provide a procedure for support and problem escalation. | |
| 10. | The bidder must conduct system health checks every quarter. <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 health check report within five (5) calendar days after rendering service | |
| 11. | The bidder must provide a certificate for the above services as part of the 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 the Notice to Proceed. | |
| 2. | Supplier agrees to be paid based on a progressive billing scheme as follows: | |

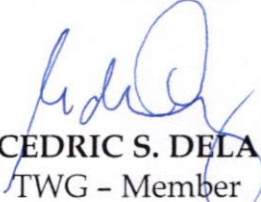
| | | |
|--|---|--|
| | <ul style="list-style-type: none"> • Within thirty (30) days from completion of the delivery and issuance of the Inspection and Acceptance Report by the OSG and submission of all other required documents - ninety-five percent (95%) of the contract price. • One (1) year from the issuance of the Inspection and Acceptance Report by the OSG - five percent (5%) of the contract price. | |
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TECHNICAL WORKING GROUP:

ON OFFICIAL BUSINESS
SSII OMAR T. GABRIELES

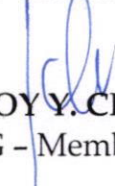
TWG - Member


STUDY LEAVE
ASII JONATHAN A. PABILLORE
 TWG - Member



ITO II CEDRIC S. DELA CRUZ
 TWG - Member


AO II RAY CHARLIE V. ALEGRE
 TWG - Member

TRANSFER TO SC
ASII MIGUEL MARTIN A. BUENAVENTURA
 TWG - Member


SAO JOY V. CHUA
 TWG - Member


CMT III JESUS NIÑO CHUA
 TWG - Member


DIR IV EDITHA R. BUENDIA
 TWG - Member


DIR IV EDUARDO ALEJANDRO O. SANTOS
 TWG - Chairperson



REPUBLIC OF THE PHILIPPINES
Office of the Solicitor General
CASE MANAGEMENT SERVICE

MEMORANDUM

FOR: **SHARON E. MILLAN-DECANO**
Assistant Solicitor General
Chairperson, BAC

DATE: August 2, 2022

SUBJECT: Procurement of Virtual Machine Software through Public Bidding

We are requesting the processing of the procurement of Virtual Machine Software through Public Bidding as listed below:

| ITEM | QTY | UNIT COST | TOTAL |
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| SUBTOTAL | | | ₱ 3,500,000.00 |

The budget for said procurement will use the CMS existing MOOE budget due to its nature as a software subscription. The detail of the terms of reference is hereby attached.

Thank you.


EDUARDO ALEJANDRO O. SANTOS 
Director IV

TERMS OF REFERENCE

Virtualization Software

Background:

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Project Scope

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| 2. | Supplier agrees to be paid based on a progressive billing scheme as follows: | |

| | | |
|--|---|--|
| | <ul style="list-style-type: none"> • 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 - 95% of the contract price. | |
|--|---|--|

TECHNICAL WORKING GROUP:

~~SSII OMAR T. GABRIELES~~

~~TWG - Member~~

On Leave
ASII MIGUEL MARTIN A.
BUENAVENTURA

TWG - Member

Study leave
ASII JONATHAN A. PABILLORE

TWG - Member

Chua
SAO JOY Y. CHUA

TWG - Member

De la Cruz
ITO II CEDRIC S. DELA CRUZ

TWG - Member

Chua
CMT III JESUS NIÑO CHUA

TWG - Member

Alegre
AO II RAY CHARLIE V. ALEGRE

TWG - Member

Buendia
DIR IV EDITHA R. BUENDIA

TWG - Member

Santos
DIR IV EDUARDO ALEJANDRO O. SANTOS

TWG - Chairperson