

Terms of Reference for Procurement of ICT Equipment FY 2022

Item	Specification	Statement of Compliance
		<p>Bidders must state here either “Comply” or “Not Comply” against each of the individual parameters of each Specification stating the corresponding performance parameter of the equipment offered. Statements of “Comply” or “Not Comply” must be supported by evidence in a Bidders Bid and cross-referenced to that evidence. Evidence shall be in the form of the manufacturer’s un-amended sales literature, unconditional statements of specification and compliance issued by the manufacturer, samples, independent test data, etc., as appropriate. A statement that is not supported by evidence or is subsequently found to be contradicted by the evidence presented will render the Bid under evaluation liable for rejection. A statement either in the Bidder’s statement of compliance or the supporting evidence that is found to be false either during Bid evaluation, post-qualification, or the execution of the contract may be regarded as fraudulent and render the Bidder or supplier liable for prosecution subject to the provisions of ITB Clause 3.1(a)(ii) and/or GCC Clause 2.1(a)(ii).</p>

1. General Requirement for all ICT Equipment and WLAN Upgrade	Statement of Compliance
<ul style="list-style-type: none"> • The Bidder must be an authorized reseller/ dealer of the brand being offered. A current Authorization or reseller certificate from the Manufacturer or Vendor is required as part of the technical component of the bid proposal. 	

<ul style="list-style-type: none"> The Bidder must not exceed the ninety days (90) days delivery lead-time upon receipt of the Notice to Proceed. 	
<ul style="list-style-type: none"> Must attach a brochure of the brand being offered. 	

ICT EQUIPMENT			
ITEM	QTY	UNIT COST	TOTAL
LOT 1: Co-Location Server and Storage			
Colocation Server and Storage	1 Lot	4,260,000.00	4,260,000.00
TOTAL			4,260,000.00
LOT 2 - WLAN for 8 Divisions			
Supply, Delivery, and Implementation of Wireless LAN (Wi-Fi 6)	1 Lot	1,200,000.00	1,200,000.00
TOTAL			1,200,000.00
GRAND TOTAL			₱ 5,460,000.00

ICT EQUIPMENT - LOT 1: CO-LOCATION SERVER AND STORAGE		
Item	Specifications	Statement of Compliance
COLOCATION SERVER AND STORAGE		
HYPER-CONVERGED SOLUTION FOR 3 NODES		
ARCHITECTURE	A Hyperconverged Infrastructure (HCI) that includes at least Three (3) Hyperconverged Appliance Nodes	
INFRASTRUCTURE	1.) Has a native virtualization solution and supports VMware ESXi's virtualization solutions. It is a comprehensive enterprise virtualization solution tightly integrated into its own hypervisor and is provided with no additional license cost.	
	2.) Supports differing CPU & memory configurations of nodes within the same cluster	
	3.) Supports adding storage-only nodes in the cluster	

	4.) Supports an unlimited number of nodes in a cluster	
	5.) Supports VM-centric snapshots and clones	
	6.) Must support different levels of resiliency in the same cluster (RF2)	
	7.) Must have native File, Block, and Object services built into the platform	
	8.) The solution should provide basic deduplication and cache compression	
	9.) Must support feature to do backup to public clouds	
	10.) Must maintain data locality and service reads from the local host server	
	11.) The solution should provide a single unified management console for the management of the entire environment, including virtualized environment as well as software-defined storage environment, underlying Hardware, and associated components	
	12.) Must be in the Top Gartner Magic Quadrant in 2021 up to the latest year	
Three (3) units - Hyper-Converged Appliances		
	1.) Must be a 1U rack mount form factor	
	2.) Must have 2x Intel Xeon Silver 4208 8 core 2.1Ghz processor	
	3.) Must have 12x32GB TruDDR4 RDIMM memory per Appliance	
	4.) Memory must offer protection in the event of a non-correctable memory failure, Single Device Data Correction (SDDC; for x4-based memory DIMMs), Adaptive Double Device Data Correction, Error correction code (ECC), patrol scrubbing, and demand scrubbing.	
	5.) Must have 2x 3.5" 6TB SATA 6Gb Hot Swap HDD and 2x 1.92TB SATA 6Gb Hot Swap SSD, 2x M.2 240GB SATA SSD	

	6.) Must have 2x 1100W platinum Hot-Swap power supply	
	7.) Must have six hot-swap system fans with N+1 redundancy for cooling	
	8.) Must have 4x 10GbE Base-T network	
Warranty	3Yr 24x7 4Hr Response + Drive Retention	
Implementation Services	Installation and configuration must be included	
SCOPE OF WORK		
	Unboxing and initial setup	
	Racking	
	Assembly of Power Supply and Cooling Fans	
	Initial Configuration of Hyperconverged Appliance	
	Initial Configuration of Network Switch	
	Initial Configuration of SAN Zoning	
	Installation of Server Nodes	
	Knowledge Transfer	
Server Nodes		
	Configuration of Server Nodes	
	RAID Configuration	
	OS Installation (Windows Only)	
	Knowledge Transfer	
Support Service Requirement	The bidder must provide the following:	
	* Unlimited corrective maintenance/repair services within the warranty period	
	* Eight (8) hours by five (5) days (Monday to Friday, 8:00 AM - 5:00 PM) technical support and must meet the following response and resolution time:	
	> Within one (1) hour for phone or email support	
	> Next business day on-site support	
	> For onsite support, the winning bidder must attend to and repair the defective unit within two (2) business days	

	> In case of outside repair within the 1-year warranty period, the winning bidder shall provide a service unit to the OSG within three (3) days upon pull out of the unit. The repaired hardware or replacement for the pulled-out hardware/unit must be delivered within fifteen (15) calendar days from the issuance of the service unit.	
	The bidder must provide full documentation for the Activity Plan on installing patches and upgrades and Root Cause Analysis of incidents encountered.	
	The bidder must provide onsite support for installing and deploying software patches and version upgrades.	
	The bidder must provide a procedure for support and problem escalation.	
	* Submission of Activity/Service Report within 5 calendar days after rendering service	
	The bidder must conduct system health checks every quarter with the following scope: <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 checks within 5 days	
Other Warranty and After Sales Requirements	* Immediate replacement of the equipment and/or its parts.	
	* The winning Bidder shall replace a factory defective unit with a new unit within 30 days upon delivery of the item.	

	The bidder must provide a certificate for the above services as part of the technical requirements.	
Certification	The bidder must be an authorized reseller of the brand being offered. Must provide Authorization certificate from the Manufacturer or Vendor.	
TERMS OF PAYMENT		
	Supplier agrees to be paid based on a progressive billing scheme as follows:	
First Release - Mobilization	<ul style="list-style-type: none"> 15% of the Total Contract Price, less the 5% warranty deposit, computed based on the progress billing. 	
Second release (- Delivery of hardware, - 90 days after the issuance of notice to proceed)	<ul style="list-style-type: none"> 70% of the Total Contract Price, or upon completion of delivery of hardware less 5% warranty deposit, computed based on the progress billing - 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 - 	
Third release (Completion of Services, Scope of Work, and Knowledge Transfer)	<ul style="list-style-type: none"> 15% of the Total Contract Price, or upon completion of services, the scope of work, and knowledge transfer, based on certification of the Case Management Service less 5% warranty deposit, computed based on the progress billing. 	
Fourth Release	<ul style="list-style-type: none"> One (1) year from the issuance of the Inspection and Acceptance Report by the OSG - 5% of the contract price. 	
DELIVERY		
	Ninety (90) days upon receipt of NTP	
ICT EQUIPMENT - LOT 2: WLAN FOR 8 DIVISIONS		
Supply, Delivery, and Implementation of Wireless LAN (Wi-Fi 6)		
10 Units Access Point		

Features	<ul style="list-style-type: none"> • Must belong to the latest Top 4 of the Leaders Group of Gartner’s Magic Quadrant for Enterprise Wired and WLAN Infrastructure Report for 2021 (must provide certificate) 	
	<ul style="list-style-type: none"> • Must be compatible with existing OSG WLAN Infrastructure. 	
	<ul style="list-style-type: none"> • Must be 1.49 Gbps maximum real-world speed (HE80/HE20) 	
	<ul style="list-style-type: none"> • Must be WPA3 and Enhanced Open security 	
	<ul style="list-style-type: none"> • Must have built-in technology that resolves sticky client issues for Wi-Fi 6 and Wi-Fi 5 devices 	
	<ul style="list-style-type: none"> • Must have OFDMA for enhanced multi-user efficiency 	
	<ul style="list-style-type: none"> • Must be IoT-ready Bluetooth 5 and Zigbee support 	
	<ul style="list-style-type: none"> • Must be designed to optimize user experience by maximizing Wi-Fi efficiency and dramatically reducing airtime contention between clients. 	
	<ul style="list-style-type: none"> • Must support Orthogonal frequency-division multiple access (OFDMA) 	
	<ul style="list-style-type: none"> • Must support cellular optimization 	
	<ul style="list-style-type: none"> • Must support up to 2 spatial streams (2SS) and 80MHz channel bandwidth (HE80) 	
	<ul style="list-style-type: none"> • Must support handling multiple Wi-Fi 6 capable clients on each channel simultaneously, regardless of device or traffic type. 	
	<ul style="list-style-type: none"> • Must support Channel utilization optimization by handling each transaction via smaller sub-carriers or resource units (RUs) 	
	<ul style="list-style-type: none"> • Must support controller-less mode and can provide SLA-grade performance by 	

	allocating radio resources, such as time, frequency, and spatial streams, to specific traffic types	
	<ul style="list-style-type: none"> • Must support Layer 7 deep packet inspection (DPI) to identify user roles and applications, the APs will dynamically allocate the bandwidth needed 	
	<ul style="list-style-type: none"> • Must support the elimination of sticky client issues by placing Wi-Fi 6 capable devices on the best available AP 	
	<ul style="list-style-type: none"> • Must support Wi-Fi 6 aware client optimization by steering mobile devices to the best AP based on available bandwidth, types of applications being used, and traffic type -even as users roam. 	
	<ul style="list-style-type: none"> • Must support Advanced Cellular Coexistence (ACC) uses built-in filtering to automatically minimize the impact of interference from cellular networks, distributed antenna systems (DAS), and commercial small cell or femtocell equipment. 	
	<ul style="list-style-type: none"> • Must support continuous monitoring and reporting hardware energy consumption. can also be configured to enable or disable capabilities based on available PoE power 	
	<ul style="list-style-type: none"> • Must support integrated Bluetooth 5 and 802.15.4 radio (for Zigbee support) to simplify deploying and managing IoT-based location services 	
	<ul style="list-style-type: none"> • Must support Target Wake Time (TWT) by establishing a schedule for when clients need to communicate with an AP 	
	<ul style="list-style-type: none"> • Must support for stronger encryption and authentication is provided via the latest version of WPA for enterprise-protected networks. 	

	<ul style="list-style-type: none"> • Must support WPA2-MPSK MPSK enables simpler passkey management for WPA2 devices 	
	<ul style="list-style-type: none"> • Must support VPN Tunnels can be used to establish a secure SSL/IPsec VPN tunnel to a VPN concentrator 	
	<ul style="list-style-type: none"> • Must support Trusted Platform Module (TPM) for secure storage of credentials and keys, and boot code 	
	<ul style="list-style-type: none"> • Must support flexible management platform either standalone, controller-less, controller-based, cloud-based, and on-premises NMS using unified OS 	
	<ul style="list-style-type: none"> • Must support zero-touch provisioning 	
	<ul style="list-style-type: none"> • Must support Transmit beamforming (TxBF) Increased signal reliability and range 	
	<ul style="list-style-type: none"> • Must support Passpoint Wi-Fi (Release 2) (Hotspot 2.0) 	
	<ul style="list-style-type: none"> • Must support Seamless cellular-to-Wi-Fi carryover for guests 	
	<ul style="list-style-type: none"> • Must support Dynamic Frequency Selection (DFS) Optimized use of available RF spectrum 	
	<ul style="list-style-type: none"> • Must support Maximum Ratio Combining (MRC) Improved receiver performance 	
	<ul style="list-style-type: none"> • Must support Cyclic Delay/Shift Diversity (CDD/CSD) Greater downlink RF performance 	
	<ul style="list-style-type: none"> • Must support Space-Time Block Coding Increased range and improved reception 	
Technical Specifications	<ul style="list-style-type: none"> • Must be Indoor, dual radio, 5GHz, and 2.4GHz 802.11ax 2x2 MIMO 	
	<ul style="list-style-type: none"> • Must have Two spatial stream Single User (SU) MIMO for up to 1.2Gbps wireless data rate with 2SS HE80 802.11ax client devices 	

	<ul style="list-style-type: none"> • Must be Up to 256 associated client devices per radio 	
	<ul style="list-style-type: none"> • Must be 16 BSSIDs per radio 	
	<ul style="list-style-type: none"> • Must support the following frequency bands: 	
	(Country-specific restrictions apply)	
	2.400 to 2.4835GHz / 5.150 to 5.250GHz /5.250 to 5.350GHz /5.470 to 5.725GHz /5.725 to 5.850GHz	
	<ul style="list-style-type: none"> • Available channels 	
	Dependent on the configured regulatory domain	
	<ul style="list-style-type: none"> • Must Support the following radio technologies 	
	802.11b: Direct-sequence spread-spectrum (DSSS)	
	802.11a/g/n/ac: Orthogonal frequency-division multiplexing (OFDM)	
	802.11ax: Orthogonal frequency-division multiple access (OFDMA) with up to 8 resource units	
	<ul style="list-style-type: none"> • Must support the following modulation types: 	
	802.11b: BPSK, QPSK, CCK	
	802.11a/g/n: BPSK, QPSK, 16-QAM, 64-QAM, 256-QAM (proprietary extension)	
	802.11ac: BPSK, QPSK, 16-QAM, 64-QAM, 256-QAM, 1024-QAM (proprietary extension)	
	802.11ax: BPSK, QPSK, 16-QAM, 64-QAM, 256-QAM, 1024-QAM	
	<ul style="list-style-type: none"> • Must be 802.11n high throughput (HT) support: HT20/40 	
	<ul style="list-style-type: none"> • Must be 802.11ac very high throughput (VHT) support: VHT20/40/80 	
	<ul style="list-style-type: none"> • Must be 802.11ax high efficiency (HE) supports: HE20/40/80 	
	<ul style="list-style-type: none"> • Must support the following data rates (Mbps): 	

	802.11b: 1, 2, 5.5, 11	
	802.11a/g: 6, 9, 12, 18, 24, 36, 48, 54	
	802.11n: 6.5 to 300 (MCS0 to MCS15, HT20 to HT40), 400 with 256-QAM	
	802.11ac: 6.5 to 867 (MCS0 to MCS9, NSS = 1 to 2, VHT20 to VHT80), 1,083 with 1024-QAM	
	802.11ax (2.4GHz): 3.6 to 574 (MCS0 to MCS11, NSS = 1 to 2, HE20 to HE40)	
	802.11ax (5GHz): 3.6 to 1,201 (MCS0 to MCS11, NSS = 1 to 2, HE20 to HE80)	
	<ul style="list-style-type: none"> Must be 802.11n/ac/ax packet aggregation: 	
	A-MPDU, A-MSDU	
	Transmit power:	
	Must be Configurable in increments of 0.5 dBm	
	<ul style="list-style-type: none"> Maximum (aggregate, conducted total) transmit power (limited by local regulatory requirements): 	
	2.4 GHz band: +21 dBm (18dBm per chain)	
	5 GHz band: +21 dBm (18 dBm per chain)	
	Note: conducted transmit power levels exclude antenna gain. For total (EIRP) transmit power, add antenna gain.	
	<ul style="list-style-type: none"> Must include AP-POE-ATSR 1P SR 802.3at 30W Midspan 	
Accessories	<ul style="list-style-type: none"> Must include mount bracket (same brand) and power cord 	
Warranty	<ul style="list-style-type: none"> With at least a Lifetime warranty on parts and include one (1) Year next business day support 	
NETWORK SWITCH		
Key Features	Enterprise-class Layer 2 connectivity with support for ACLs, robust QoS, and static routing	
	Convenient built-in 1/10GbE uplinks	

	Management flexibility with support for Cloud-management, easy-to-use Web GUI, and CLI	
	Software-defined ready with REST APIs	
	Simple deployment with Zero Touch Provisioning	
Quality of Service (QoS)	Strict priority (SP) queuing and Deficit Weighted Round Robin (DWRR)	
	Traffic prioritization (IEEE 802.1p) for real-time classification	
	Class of Service (CoS) sets the IEEE 802.1p priority tag based on IP address, IP Type of Service (ToS), Layer 3 protocol, TCP/UDP port number, source port, and DiffServ	
	Rate limiting sets per-port ingress enforced maximums and per-port, per-queue minimums	
	Large buffers for graceful congestion management	
Resiliency and High Availability	Uni-directional Link Detection (UDLD) to monitor link connectivity and shut down ports at both ends if unidirectional traffic is detected, preventing loops in STPbased networks	
	IEEE 802.3ad LACP supports up to 8 LAGs, each with up to 8 links per LAG; and provides support for static or dynamic groups and a user-selectable hashing algorithm	
	IEEE 802.1s Multiple Spanning Tree provides high link availability in VLAN environments where multiple spanning trees are required; and legacy support for IEEE 802.1d and IEEE 802.1w	
Performance	Up to 128 Gbps in non-blocking bandwidth and up to 95.2 Mpps for forwarding	
	Selectable queue configurations that allow for increased performance by defining a number of queues and associated memory buffering to best meet the requirements of network applications	

Connectivity	24x ports 10/100/1000BASE-T Ports 4x 1G/10G SFP ports	
	Supports PoE Standards IEEE 802.3af, 802.3at	
	1x USB-C Console Port 1x USB Type A Host port	
	Supports fixed power supply with up to 370W of Class 4 PoE power, and fixed fans	
	Jumbo frames allow for high-performance backups and disaster-recovery systems; provides a maximum frame size of 9198 bytes	
	Packet storm protection against broadcast and multicast storms with user-defined thresholds	
Management	Built-in programmable and easy-to-use REST API interface	
	sFlow (RFC 3176) is ASIC-based wire speed network monitoring and accounting with no impact on network performance; network operators can gather a variety of network statistics and information for capacity planning and real-time network monitoring purposes	
	Industry-standard CLI with a hierarchical structure for reduced training time and expense. Delivers increased productivity in multivendor environments	
	Management security restricts access to critical configuration commands, provides multiple privilege levels with password protection and local and remote syslog capabilities allow logging of all access	
	SNMP v2c/v3 provides SNMP read and trap support of industry standard Management Information Base (MIB), and private extensions	
	Remote monitoring (RMON) with standard SNMP to monitor essential network functions. Supports events, alarms, history, and statistics groups as well as a private	

	alarm extension group; RMON, and sFlow provide advanced monitoring and reporting capabilities for statistics, history, alarms and events	
	TFTP and SFTP support offers different mechanisms for configuration updates; trivial FTP (TFTP) allows bidirectional transfers over a TCP/ IP network; Secure File Transfer Protocol (SFTP) runs over an SSH tunnel to provide additional security	
	Network Time Protocol (NTP) synchronizes timekeeping among distributed time servers and clients; keeps timekeeping consistent among all clock-dependent devices within the network so the devices can provide diverse applications based on the consistent time	
	IEEE 802.1AB Link Layer Discovery Protocol (LLDP) advertises and receives management information from adjacent devices on a network, facilitating easy mapping by network management applications	
	Dual flash images provides independent primary and secondary operating system files for backup while upgrading	
	Assignment of descriptive names to ports for easy identification	
	Multiple configuration files can be stored to a flash image	
	Ingress and egress port monitoring enable more efficient network problem solving	
	Unidirectional link detection (UDLD) monitors the link between two switches and blocks the ports on both ends of the link if the link goes down at any point between the two devices	
Layer 2 Switching	VLAN support and tagging for IEEE 802.1Q (4094 VLAN IDs)	

	Jumbo packet support improves the performance of large data transfers; supports frame size of up to 9,220 bytes	
	Bridge Protocol Data Unit (BPDU) tunneling transmits STP BPDUs transparently, allowing the correct tree	
	Rapid Per-VLAN Spanning Tree (RPVST+) allows each VLAN to build a separate spanning tree to improve link bandwidth usage; is compatible with PVST+	
	MVRP allows automatic learning and dynamic assignment of VLANs	
	STP supports standard IEEE 802.1D STP, IEEE 802.1w Rapid Spanning Tree Protocol (RSTP) for faster convergence, and IEEE 802.1s Multiple Spanning Tree Protocol (MSTP)	
	Internet Group Management Protocol (IGMP) Controls and manages the flooding of multicast packets in a Layer 2 network	
	Port mirroring duplicates port traffic (ingress and egress) to a monitoring port; supports 4 mirroring groups	
Layer 3 Services	Address Resolution Protocol (ARP) determines the MAC address of another IP host in the same subnet; supports static ARPs	
	Domain Name System (DNS) provides a distributed database that translates domain names and IP addresses, which simplifies network design; supports client and server	
	Supports internal loopback testing for maintenance purposes and increased availability; loopback detection protects against incorrect cabling or network configurations and can be enabled on a per-port or per VLAN basis for added flexibility	
Security	Access control list (ACL) support for both IPv4 and IPv6; allows for filtering traffic to prevent unauthorized users from accessing the network, or for controlling network	

	traffic to save resources; rules can either deny or permit traffic to be forwarded; rules can be based on a Layer 2 header or a Layer 3 protocol header	
	Enrollment over Secure Transport (EST) enables secure certificate enrollment, allowing for easier enterprise management of PKI	
	Management access security for both on- and offbox authentication for administrative access. RADIUS or TACACS+ can be used to provide encrypted user authentication. Additionally, TACACS+ can also provide admin authorization services	
	Control Plane Policing sets rate limit on control protocols to protect CPU overload from DOS attacks	
	Supports multiple user authentication methods. Uses an IEEE 802.1X supplicant on the client in conjunction with a RADIUS server to authenticate in accordance with industry standards	
	Web based authentication using Captive Portal on ClearPass is supported for use cases such as Guest Access and for devices that don't support 802.1x or MAC Auth	
	Supports MAC-based client authentication	
	Concurrent IEEE 802.1X, Web, and MAC authentication schemes per switch port accepts up to 32 sessions of IEEE 802.1X, Web, and MAC authentications	
	Secure management access delivers secure encryption of all access methods (CLI, GUI, or MIB) through SSHv2, SSL, and/or SNMPv3	
	Switch CPU protection provides automatic protection against malicious network traffic trying to shut down the switch	
	ICMP throttling defeats ICMP denial-of-service attacks by enabling any switch port to automatically throttle ICMP traffic	

	Dynamic ARP protection blocks ARP broadcasts from unauthorized hosts, preventing eavesdropping or theft of network data	
	Port security allows access only to specified MAC addresses, which can be learned or specified by the administrator	
	MAC address lockout prevents particular configured MAC addresses from connecting to the network	
	Secure Sockets Layer (SSL) encrypts all HTTP traffic, allowing secure access to the browser-based management GUI in the switch	
	MAC Pinning allows non-chatty legacy devices to stay authenticated by pinning client MAC addresses to the port until the clients logoff or get disconnected	
	Private VLAN (PVLAN) provides traffic isolation between users on the same VLAN; typically, a switch port can only communicate with other ports in the same community and/or an uplink port, regardless of VLAN ID or destination MAC address. This extends network security by restricting peer-peer communication to prevent various malicious attacks.	
SUPPORT SERVICES RENEWAL		
	The proposal must include 1-year support services renewal for OSG's existing WLAN Controller	COMPLY
	Delivers service-level agreements but not limited to: <ul style="list-style-type: none"> • Hardware Replacement Support • Remote HW Diagnosis & Support • Software Technical Unlimited Support • SW Technical Support • SW Electronic Support • Standard Response 	COMPLY

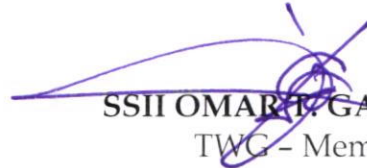
Installation	Installation and Mounting of Access Points upon the availability of relocated divisions.	
Implementation	Configuration and Deployment within 60 days upon installation of wireless equipment.	
	Includes:	
	<ul style="list-style-type: none"> • Project Kickoff, Requirements Gathering and Analysis, Planning and Design, Deployment, Testing, Documentation, and Knowledge Transfer 	
Certification	The bidder must be an authorized reseller of the brand being offered (must provide a Manufacturer or Reseller Certificate).	
Support Service Requirement	The bidder must provide the following:	
	* Unlimited corrective maintenance/ repair services within the warranty period	
	* Eight (8) hours by five (5) days (Monday to Friday, 8:00 AM - 5:00 PM) technical support and must meet the following response and resolution time:	
	> Within one (1) hour for phone or email support	
	> Within two (2) hours of response time for onsite support	
	> Root cause analysis for all support cases filed.	
	* Submission of Service Report within 5 calendar days after rendering service	
	The bidder must provide full documentation for Activity Plan on the installation of patches and upgrades and Root Cause Analysis for incidents encountered.	
	The bidder must provide onsite support for the installation and deployment of software patches and version upgrades.	
	The bidder must provide access to the Vendor portal for download of the latest product contents, patches,	

	updates/upgrades including extensive online self-help resources and knowledge base. Advisory to patches and fixes shall also be provided	
	The bidder must provide a procedure for support and problem escalation.	
	The bidder must conduct system health checks every quarter with the following scope: <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 checks within 5 days 	
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Fourth Release	<ul style="list-style-type: none"> One (1) year from the issuance of the Inspection and Acceptance Report by the OSG - 5% of the contract price. 	
DELIVERY		
	Ninety (90) days upon receipt of NTP	

TECHNICAL WORKING GROUP:


SSS MARICAR G. TOLENTINO-MENDOZA
TWG - Member


SSII OMAR T. GABRIELES
TWG - Member

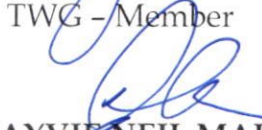
SSII JOSEPH RYAN C. ABALOS
TWG - Member

SSII PANTAS M. DE LEON
TWG - Member


ASII MARIVI A. TUMAMBING
TWG - Member


CAO JESSICA L. CASTRO
TWG - Member

SAO JOY Y. CHUA
TWG - Member


ITO III JAYVIE NEIL MALICK S. MALICDEM
TWG - Member


ITO II CEDRIC S. DELA CRUZ
TWG - Member


COMPRO III AUGUSTUS MARK B. DICHOSO
TWG - Member



DIR IV EDUARDO ALEJANDRO O. SANTOS
TWG - Chairperson