

TERMS OF REFERENCE

LOT 1: Renewal and Upgrade of Existing 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 VMWare products.

Approved budget for this project is Two Million Eight Hundred Thousand Pesos (Php 2,800,000.00)

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; 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 certification.

Virtual Machine Technical Specifications:

LOT 1: Virtual Machine Software			
ITEM	QTY	UNIT COST	TOTAL
Five (5) New Licenses of Virtualization Software with Operations Management Enterprise Plus for 1 Processor	1 Lot	1,705,000.00	1,705,000.00
Renewal of the existing 12 Licenses of Virtual Machine Software for 1 Processor <i>(Renewal Coverage: 31-DEC-18 to 30-DEC-19)</i>	1 Lot	640,000.00	640,000.00
Renewal of the existing 5 License of Virtual Machine Software with Operations Management Enterprise <i>(Renewal Coverage: 21-DEC-18 to 30-DEC-19)</i>	1 Lot	360,000	360,000
Renewal of the existing 1 License of Virtual Machine Server 6 Standard <i>(Renewal Coverage: 31-DEC-18 to 30-DEC-19)</i>	1 Unit	220,000.00	95,000.00
SUB TOTAL			₱ 2,800,000.00

I. Five (5) New Licenses of Virtualization Software with Operations Management Enterprise Plus for 1 Processor

Item	Specification / Particular	
1.	Supply of 5 New Latest version of Virtual Licenses	
2.	Must be the industry leading virtualization platform	

3.	Must be unified, easy to use operations management	
4.	Must have no reliance on general purpose Operating System/s.	
5.	Must have a simplified patching technology with no unrelated patching; automated, image based and with rollback capabilities.	
6.	Should be able to do advanced memory management like TPS, Ballooning and Memory Compression.	
7.	Must fully support if not all, majority of existing operating systems available in the market.	
8.	Must be able to provide zero downtime for applications running with at most 4 vCPUs.	
9.	Must have a disk footprint that does not exceed 200MB.	
10.	Must be able to support relocation of applications between data centers.	
11.	Must have a bundled performance monitoring and analytics tool.	
12.	Must be able to do capacity management including right-sizing, metering and optimization.	
13.	Must be able to provide a tool for creating capacity models or what-if analysis.	
14.	Must be able to provide root-cause analysis, recommendation.	
15.	Must have a self-learning analytics technology with dynamic thresholds	
16.	Performance monitoring and analytics tool should be able to integrate with identity sources for easier user access delegation.	
17.	Must simplifies and enhances virtual-machine networking in virtual environments and enables those environments to use third-party distributed virtual switches.	
18.	Must include Support and Subscription Service for 1 year	
19.	Must include 12x5 access to support (phone and email)	
20.	Must include Phone and Email Remote Support services	

21.	Must have online access to documentation, knowledge base articles, discussion forums and other technical resources	
22.	Must provide product updates and upgrades	
23.	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	
24.	Must be compatible with existing VM Software use by the OSG	

II. Renewal of the existing 12 Licenses of Virtual Machine Software

Item	Specification / Particular	Statement of Compliance
1.	1 Year Support and Subscription Service renewal of existing 12 Virtual Infrastructure from 31-DEC-18 to 30-DEC-19	
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. Renewal of the existing 5 License of Virtual Machine Software with Operations Management Enterprise

Item	Specification / Particular	Statement of Compliance
1.	1 Year Support and Subscription Service renewal of existing 12 Virtual Infrastructure from 21-DEC-18 to 30-DEC-19	
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	

IV. Renewal of the existing 1 License of Virtual Machine Server 6 Standard

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-18 to 30-DEC-19	
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	

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 VMWare 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 VMWare 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 VMWare 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.	The bidder must provide a procedure on support and problem escalation.	

7.	The bidder must perform system health checks twice a year.	
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 certificate for the above services as part of technical requirements.	