

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 VMWare products.

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; 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.

Lot 1: Virtual Machine Software

ITEM	QTY	UNIT COST	TOTAL
1 Year 1 Maintenance Renewal of existing Virtual Machine Licenses <i>(Coverage from 31-DEC-19 to 30-DEC-20)</i> for the following Contract Nos: <ul style="list-style-type: none"> • 478831439 - 5 Lic Enterprise Plus VM with Operations Manager • 465537979 - 5 Lic Enterprise Plus VM with Operations Manager • 462675303 - 12 Lic Enterprise Plus VM • 42184934 - 1 Lic Centralized Server and extensible platform for managing virtual environment 	1 Lot	2,300,000.00	2,300,000.00
Supply, Delivery and Implementation of 6 new licenses of Operations Manager Standard Edition <i>(Coverage from 31-DEC-19 to 30-DEC-20)</i>	1 Lot	850,000.00	850,000.00
SUB TOTAL			₱ 3,150,000.00

I. Maintenance Renewal of 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-19 to 30-DEC-20	
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	

II. Maintenance Renewal of existing 10 Licenses of Virtual Machine Software with Operations Management

ITEM	SPECIFICATION / PARTICULAR	Statement of Compliance
1.	1 Year Support and Subscription Service renewal of existing 10 Virtual Infrastructure from 31-DEC-19 to 30-DEC-20	
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 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-19 to 30-DEC-20	
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 Operations Manager Standard Edition

ITEM	SPECIFICATION / PARTICULAR	Statement of Compliance
1.	Supply of 6 New Latest version of Virtual Licenses	
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.	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.	
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Prepared by:



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