

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	