

# 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, <sup>which</sup> Must provide a certificate as part of <sup>the</sup> 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. <sup>where</sup> Suppose the bidder/supplier cannot maintain its distributor, <sup>the</sup> reseller, <sup>such fact</sup> or partnership agreement with the Manufacturer/Principal. <sup>the</sup> 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 <i>(Coverage from 31-Dec-22 to 30-DEC-23)</i>	1 Lot	3,500,000.00	3,500,000.00
<b>SUBTOTAL</b>			<b>₱ 3,500,000.00</b>

**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	