



Republic of the Philippines
Office of the Solicitor General

Request for Quotation

To: _____
Tel. No.: _____
Fax No.: _____
Attention: _____

Date: December 2, 2022
Quotation #: PS 022-12-203
ABC: _____

Sir/Madam:

Please quote your lowest price on the items/s listed below, stating the shortest time of delivery and submit this from duly signed by your representative.

RODRIGO L. OJENAL
SAO, Administrative Division

To be filled-out by Supplier:

ITEM NO:	ITEM & DESCRIPTION	QTY	UNIT	BRAND	UNIT PRICE	TOTAL PRICE
1	<p>Procurement of:</p> <p>ANNUAL PRODUCTION (24/7) MAINTENANCE RENEWAL (INCLUDES 24/7 UPLIFT) (22 SOCKETS) - VEEAM AVAILABILITY SUITE STANDARD</p> <p>Duration: December 19, 2022 to December 18, 2023 Includes Software Maintenance and Technical Support as indicated in the Terms of Reference. Part No.: V-VASSTD-VS P01AR-00</p> <p>Software Maintenance and Technical Support</p> <ol style="list-style-type: none"> SUPPLIER will provide 24 hours x 7 days helpdesk phone and email technical support with two (2) hours response time for incidents related to the Veeam Software Licenses. SUPPLIER will provide 24 hours x 7 days of onsite technical support with two (2) hours of response time for critical incidents. Critical incidents are defined as incidents that prevent OSG from successfully providing IT services due to the failure of systems running on Veeam software. SUPPLIER will address an unlimited number of support requests escalated by OSG. SUPPLIER will provide onsite support for installing and deploying software patches and version upgrades. Includes access to the VEEAM portal for downloading the latest product contents, patches, updates/upgrades, and extensive online self-help resources and knowledge base. Advisory to patches and fixes shall also be provided. SUPPLIER will provide a procedure for support and problem escalation. SUPPLIER will perform system health checks twice a year. SUPPLIER will provide complete documentation for Activity Plan on installing patches and upgrades and Root Cause Analysis for incidents encountered. Supplier agrees to be paid based on a progressive billing scheme as follows <ul style="list-style-type: none"> 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 - 95% of the contract price. One (1) year from the issuance of the Inspection and Acceptance Report by the OSG - 5% of the contract price. A rebate of one-tenth (1/10th) of one (1%) of the pro-rated contract price for any infraction on the above response time will be deducted from the withheld five percent (5%). 	1	LOT			