Republic of the Philippines
Office of the Solicitor General
134 Amorsolo St. Legaspi Village, Makati City

Technical Working Group for
Information and Communications Technology

TERMS OF REFERENCE

VIRTUALIZATION SOFTWARE

Background:

The Office of the Solicitor General is working on a transformative initiative to strengthen its current virtual assets and update its virtualization software to refresh its Virtual Machine capacity. With this endeavor, the OSG's physical servers and storage infrastructure will have more operational flexibility when managing various server operating systems (such as Linux and Windows). By managing virtual assets and embracing the benefits of virtualization, the OSG intends to boost operational performance, reduce hardware expenses, and simplify IT administration operations.

The OSG intends to use this upgrade to take advantage of virtual machines' capabilities to create virtualized environments that resemble actual hardware while supporting many operating systems simultaneously. The OSG hopes to simplify infrastructure management by merging many server operating systems into these virtual environments, allowing faster reactions to new issues and technology trends. This tactical decision illustrates the Office's commitment to staying on the cutting edge of technological breakthroughs in computing and virtualization, and it represents a significant advancement in the Office's technological capabilities.

Objective:

The Office of the Solicitor General (OSG) is seeking a winning service provider to deliver twelve (12) months of software maintenance and technical support services for its existing Virtualization software. This requirement underscores the OSG's commitment to ensuring the seamless operation and performance of its virtualized infrastructure, encompassing both server and storage systems. The selected provider will play a crucial role in ensuring the efficiency and reliability of the OSG's virtual assets throughout the designated maintenance period.

The allotted budget is intended to cover the costs associated with software maintenance, technical assistance, and potential enhancements, ensuring that the OSG's virtualization software remains up-to-date and fully functional, meeting the dynamic demands of its operations.

Terms:

1.   *Scope.* – Renewal and Upgrade of Existing Virtualization Software.

2.   *ABC.* – The Approved Budget for the Contract (ABC) is **Four Million Pesos (₱4,000,000.00)**, inclusive of all government taxes, charges, and other standard fees.

ICT SUBSCRIPTION			
ITEM	**QTY**	**UNIT COST**	**TOTAL**
1 Year Maintenance Renewal of existing Licenses of Virtualization Software and Upgrade with Implementation of 10 of 22 Software Analytics Advanced Edition with On-site Support Services (Coverage Date: 01-JAN-24 to 31-Dec-24)	1 Lot	4,000,000.00	4,000,000.00
		TOTAL	**₱ 4,000,000.00**

3.   *Schedule of Payment.* – To guarantee the performance by the winning bidder of its obligations under the contract, it shall post a performance security before the signing of the contract. The performance security shall be in an amount not less than the required percentage of the total contract price in any of the following forms and in accordance with the following schedule:

Form of Performance Security	Amount of Performance Security (Not less than the required % of the Total Contract Price)	Statement of Compliance
a) Cash or cashier's/ manager's check issued by a Universal of Commercial Bank.	5%	
b) Bank draft/ guarantee or irrevocable letter of credit issued by a Universal or Commercial Bank; *however,* it shall be confirmed or authenticated by a Universal or Commercial Bank if issued by a foreign bank.	5%	

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c) Surety bond callable upon demand issued by a surety or insurance company duly certified by the Insurance Commission as authorized to issue such security.	30%	

TERMS OF PAYMENT	**Statement of Compliance**

All bid prices shall be considered as fixed prices and, therefore, not subject to price escalation during contract implementation.
The supplier shall be paid in full, subject to deduction of applicable taxes, upon the issuance by the OSG of the corresponding Certificate of Acceptance as follows:

- 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.

4. *Similar Contract* – The bidder must have completed at least two contracts for virtual machine software, cloud-based virtual platform, Kubernetes, or any virtual containers within the last five years.

5. *Qualifications of the Supplier:*

    a. 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, they must also submit a certification/document linking the bidder to the manufacturer.

    b. The bidder must have at least one manufacturer-certified engineer for the offered brand. A certificate is required as part of the technical component of the bid proposal.

    c. The bidder must have a main or satellite office in or around Metro Manila and/or nearby provinces.

6. Applicable provisions of the Government Procurement Reform Act (RA No. 9184) and its Revised Implementing Rules and Regulations (RIRR) shall form part of the Terms of Reference.

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Technical Specifications:

ITEM	SPECIFICATION / PARTICULAR	Statement of Compliance
I.	**Maintenance Renewal of existing Server Virtualization Software**	
1.	1 Year Support and Subscription Service renewal of OSG existing Server Virtualization Software from coverage date: 01-JAN-24 to 31-Dec-24.	
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	
II.	**Maintenance Renewal of existing Software Analytics**	
1.	1 Year Support and Subscription Service renewal of existing Software Analytics from coverage date: 01-JAN-24 to 31-Dec-24.	
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	
III.	**Maintenance Renewal of existing Server Management**	
1.	1 Year Support and Subscription Service renewal of existing centralized and extensible platform for managing virtual environment from coverage date: 01-JAN-24 to 31-Dec-24.	
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

IV.	**Supply, Delivery, and Implementation of upgrade licenses of Software Analytics (Advanced Edition)**
1.	Supply of 10 New Latest versions of Software Analytics
2.	The bidder must install and configure the new licenses to an existing server of OSG.
3.	Must be the industry-leading virtualization platform
4.	Must have Scale Out Operations Platform
5.	Must include Single Sign-On
6.	Must include Remote Collectors.
7.	Must include Out-of-the-Box Dashboards, Views, Reports, Heat maps, Performance Charts
8.	Must have Performance Monitoring and Analytics
9.	Must include Security and Compliance, including DISA, FISMA, ISO, CIS, PCI, and HIPAA
10.	Must have Real-Time Predictive Capacity Management, Including Trending, Metering, Right-Sizing, Optimization
11.	Must have Overall Data Center Costs
12.	Must include What-If Scenarios for Adding/Removing VMs
13.	Must have Business-Intent Based Manual Workload Optimization
14.	Must include Predictive DRS and DRS Management
15.	Must include Guided Remediation
16.	Must have Log Insight Integration
17.	Must include Overview and Migration Dashboards
18.	Must have built-In High Availability (Automated Failover of Platform Nodes)
19.	Must have Advanced APIs: Resource/Data Addition, Report Generation, and More
20.	Must include Monitoring of OS Resources (CPU, Disk, Memory, Network)
21.	Must include Automated Compliance Drift Remediation
22.	Must include Fine-Grained Cost Analytics for Reclamation, Planning, and Public Cloud Cost Comparison
23.	Must have Business and Operational Intent-Based Automated and Schedulable Workload Optimization
24.	Must include SDDC and Cloud Pod Health Management Pack
25.	Must be per Operating System Instance or per CPU
26.	Must include Support/Subscription for 1-year, Technical Support, 24 Hours/Day.
27	The license must be valid until Dec 31, 2024

V.	**Software Maintenance and Technical Support for a period of 12 months**

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	
IV.	**Supply, Delivery, and Implementation of upgrade licenses of Software Analytics (Advanced Edition)**	
1.	Supply of 10 New Latest versions of Software Analytics	
2.	The bidder must install and configure the new licenses to an existing server of OSG.	
3.	Must be the industry-leading virtualization platform	
4.	Must have Scale Out Operations Platform	
5.	Must include Single Sign-On	
6.	Must include Remote Collectors.	
7.	Must include Out-of-the-Box Dashboards, Views, Reports, Heat maps, Performance Charts	
8.	Must have Performance Monitoring and Analytics	
9.	Must include Security and Compliance, including DISA, FISMA, ISO, CIS, PCI, and HIPAA	
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23.	Must have Business and Operational Intent-Based Automated and Schedulable Workload Optimization	
24.	Must include SDDC and Cloud Pod Health Management Pack	
25.	Must be per Operating System Instance or per CPU	
26.	Must include Support/Subscription for 1-year, Technical Support, 24 Hours/Day.	
27	The license must be valid until Dec 31, 2024	
V.	**Software Maintenance and Technical Support for a period of 12 months**	

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1.	The bidder must have a 24-hour x 7 days helpdesk phone and email technical support with 30 minutes or less response time for incidents related to the Software Licenses listed in the technical requirements.
2.	The bidder must 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 software.
3.	The bidder should address an unlimited number of support requests escalated by OSG.
4.	The bidder must provide onsite support for installing and deploying software patches and version upgrades.
5.	The bidder must provide access to the Virtual Machines portal for downloading the 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 unlimited corrective maintenance activity (if applicable) and must meet the following conditions: • Twenty-four (24) hours by seven (7) days of support during the contract duration • Thirty (30) Minutes response time for phone and email and 2 hours response time for onsite support Root cause analysis for all support cases filed
7.	The bidder must submit the service report within five (5) calendar days after rendering the service.
8.	The bidder must provide complete documentation for the Activity Plan on installing patches and upgrades and Root Cause Analysis for incidents encountered.
9.	The bidder must provide a procedure for support and problem escalation.
10.	The bidder must conduct system health checks every quarter. • System/Application patches, fixes, security patches, and alerts • System/Application profile • Resource utilization • Log analysis • Formal reports on the output of conducted health check Submission of health check report within five (5) calendar days after rendering service

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| 11. | The bidder must provide a certificate for the above services as part of the technical requirements. |

Technical Working Group for ICT Subscriptions

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