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

Procurement and Subscription of 1-year cloud and server virtualization software with on-site support services

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 cloud and server virtualization software with on-site support services. 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.* –   Subscription of Cloud and Software Virtualization Software.

2.   *ABC.* - The Approved Budget for the Contract (ABC) is **Four Million and Three Hundred Thousand Pesos (₱4,300,000.00)**, inclusive of all government taxes, charges, and other standard fees.

ICT SUBSCRIPTION			
ITEM	**QTY**	**UNIT COST**	**TOTAL**
Subscription of 1-year cloud and server virtualization software with on-site support services (120 cores) (Coverage Date: 01-JAN-25 to 31-Dec-25)	1 Lot	4,300,000.00	4,300,000.00
		TOTAL	**₱ 4,300,000.00**

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%	
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.   *Qualifications of the Supplier:*

     a.   The bidder must have completed, within the last five years from the submission date and receipt of at least one (1) single contract of a similar nature amounting to at least twenty-five percent (25%) of the ABC. For a similar contract, the bidder must have completed at least one (1) contract for virtual machine software, cloud-based virtual platform, Kubernetes, or any virtual containers within the last five years.

     b.   The bidder shall submit a valid and current certification stating that the supplier is an authorized dealer with full support from the manufacturer.

     c.   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.

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

5.   *Delivery* - 10 days upon receipt of the NTP.

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.

Technical Specifications:

ITEM	SPECIFICATION / PARTICULAR	Statement of Compliance
I.	**Subscription of Server Virtualization Software**	
1.	Subscription of 1-year cloud and server virtualization software with on-site support services (120 cores) from coverage date: 01-JAN-25 to 31-Dec-25.	
2.	Must provide a flexible and simplified private cloud platform with public cloud extensibility. Full-stack Infrastructure as a Service (IaaS) solution that delivers software-defined compute, storage, networking, and management into a single solution.	
	Must have an integrated self-service infrastructure platform to deploy VMs/containers for developer agility.	
	Hardened platform offering built-in resilience, scaling, and clustering for non-stop operations.	
	Provides cloud agility to scale infrastructure without scaling staff, delivering cloud consumption on-premises.	
	Provides automation and orchestration to simplify Day 0, Day 1, and Day 2 tasks.	
	The software must be available as a single, unified package (SKU) containing all components to simplify full-stack deployment.	
3.	Must have the following features:	
	Compute:	
	Provides a robust, production-proven, high-performance virtualization layer.	
	Allows live migration of virtual machines from one hypervisor host server to another with no disruption to users or loss of service.	
	Allows movement of virtual files from one data storage location to another with no disruption to users or loss of service, for example from a local data store to a shared data store.	

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	Allows live migration of virtual machines from one hypervisor host server to another, where the hosts exist across different virtual switches.	
	Allows cold migration of virtual machines from one hypervisor host server to another, where the hosts exist across different virtual switches.	
	Provides secure access and account management.	
	Provides remote attestation for sensitive workloads	
	Provides simple and effective centralized management for virtual machine templates, virtual appliances, ISO images and scripts	
	Distributed Resource Scheduler, Distributed Switch	
	Cross-VC vMotion, Long Distance vMotion, Direct Path vMotion, Storage vMotion, or equivalent technology for automated (live) and manual migration of storage and virtual machines.	
	High Availability, Fault Tolerance, Data Protection, Trust Authority	
	Kubernetes Runtime, Automated Multicluster Operations	
	Advanced server management software that provides a centralized platform: Backup and Restore, Linked Mode, High Availability (HA).	
	Create and manage virtual machines and containers, providing a flexible, secure, and scalable compute platform	
	Storage:	
	1 TiB / Core Data-at-rest and Data-In-Transit Encryption	
	1 TiB / Core Stretched Cluster with Local Failure Protection	
	1 TiB / Core Petabyte Scale, Disaggregated Storage	
	1 TiB / Core Dedup & Compression	
	offers integrated, secure, scalable storage solutions that enhance resource efficiency and reduce operational complexity	
	Networking:	
	Distributed Switching and Routing	

	Load-Based Teaming	
	Network I/O QoS Control (NIOC)	
	Private VLAN	
	Guest VLAN Tagging	
	VLAN Backed Virtual Networking	
	Virtual Networking	
	Policy, Tagging, and Grouping	
	Manager / Controller Clustering	
	Federation	
	Edge in VM and Bare-Metal Form Factor for Networking	
	Automated and Manual Manager and Edge Deployment	
	Automated Host Prep	
	Port Mirroring	
	Netflow/IPFIX	
	Traceflow	
	Live Traffic Analysis	
	Packet Capture	
	Large-Scale Workload Migration	
	Network Ops: Flow Analysis, App Discovery, M-Seg Planning, Network Assurance and Verification	
	Centralizes provisioning, administration, and monitoring by using cluster-level network aggregation	
	Management:	
	Operations: Performance Optimization, Capacity Management, Compliance, Monitoring and Troubleshooting, Log Analytics	
	Automation: Automated Lifecycle Management, App/Infra Provisioning, Governance	
	Any Third-Party Database, Middleware, and Application management packs	
	Monitoring and Troubleshooting for Applications with Open-Source Telegraf (for collecting, processing, aggregating, and writing metrics, logs, and other arbitrary data)	

	Out-of-the-box Monitoring and Troubleshooting for Curated Applications with Telegraf agent	
	Native Public Cloud Monitoring	
	TVS management packs	
	Must have an automation engine (admin UI) that orchestrates all the software-defined data center infrastructure components with the following features: Workload Domain Management, Lifecycle Management, and Certificate Management streamlining deployment, configuration, and updating processes	
	Enable seamless migration, workload rebalancing, and disaster recovery across private and public clouds	
	Must include the following Automation:	
	IaaS Consumption Surface	
	Policy-based Governance	
	Infrastructure as Code	
	Kubernetes Automation	
	Network Automation	
	Private AI Automation	
	Must have an automation engine (admin UI) Infrastructure Consumption	
	Workload Lifecycle Management	
	Orchestration & Extensibility	
	Must include the following operations:	
	Visualization (OOTB; Custom): Dashboards, Views, Reports, Heat Map, Performance Charts, Super Metrics, Metric Correlation, Relationship Mapping	
	Performance Monitoring and Analytics	
	Real-Time predictive capacity management, including trending (Workload What-If analysis), right-sizing, workload optimization (manual and automated)	
	Troubleshooting with guided remediation	
	Configuration Management for custom VM profiles	
	Service Discovery and Application Dependency Mapping	
	Logs Alerting	

	Logs Machine learning/ analytics	
	Logs Active Directory integration	
	Logs Role-based access control	
	Logs Query API	
	Logs Scheduled dashboard reports	
	Logs Partitioning	
	Logs Content Pack support	
3.	Must include 24x7 Regional and Global Coverage support and Faster Service Level Agreement	
4.	Must include activation and upgrade support	
5.	Must support Cloud or On-Premises Environment	
6.	Must include Phone and Email Remote Support services	
7.	Must include an unlimited number of support requests	
8.	Must include an unlimited number of support administrators	
9.	Must have online access to documentation, knowledge base articles, discussion forums, and other technical resources	
10.	Must include online access to product updates and upgrades	
11.	Must have a target response time of 30 minutes or less, 24 hours/day, 7 days/week	
II. Software Maintenance and Technical Support for a period of 12 months		
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 on-site 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	
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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Approved/Disapproved: Certified Funds Available:

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