DRN: _____

SUBSCRIPTION OF A COMPLETE HYPER-CONVERGED INFRASTRUCTURE PLATFORM SOLUTION FOR PANTAWID SYSTEMS, OTHER DSWD SYSTEMS AND SERVICES

(ITB No. GOP/20-DSWD-008)

03 JANUARY 2020 | 10:30 AM

OUS-DRMG Conference Room, Directors Dormitory, DSWD Central Office

MINUTES OF PRE-BID CONFERENCE

I. Attendance

Bids and Awards Committee (BAC):

1. U/Sec. Felicisimo C. Budiongan	-	Chairperson
2. U/Sec. Rene Glen O. Paje	-	Regular Member
3. Dir. Emmanuel P. Privado	-	Regular Member
4. OIC-Dir. Irene B. Dumlao	-	Alternate Member
5. Dir. Andrew J. Ambubuyog	-	Provisional Member

BAC Secretariat:

1. Ms. Oliva C. Arcaina	-	Supervising Administrative Officer
2. Mr. William V. Garcia Jr.	-	Administrative Officer V
3. Mr. Ramon M. Villareal Jr.	-	Administrative Officer V
4. Mr. Arjay C.Dimafelix	-	Administrative Officer IV
5. Mr. Ramises B. Esteban	-	Administrative Officer III
6. Ms. Marden D. Aquino	-	Administrative Assistant III

Others in Attendance:

1. Mr. Sandy Roy L. Ocampo	-	Information and Communications Technology Management Service (ICTMS)
2. Mr. Raymond P. Cruzado	-	Procurement Management Service (PMS)-Procurement Planning and Management Division (PPMD)

Prospective Bidder/s Present:

1. Mr. Kurt Giron	-	AG Datacom Phils., Inc.
2. Mr. Pat Malesido	-	AG Datacom Phils., Inc.
3. Ms. Rizamae Maramag	-	Massive Integrated Tech Solutions, Inc.
4. Mr. Ryelan Bautista	-	Accent Micro Technologies, Inc.

II. Call to Order

The Pre-Bid Conference for the **"Subscription of a Complete Hyper-Converged Infrastructure Platform Solution for Pantawid Systems, Other DSWD Systems and Services"** was called to order at **10:30 AM** by the BAC Chairperson, **U/Sec. Felicisimo C. Budiongan**. He then introduced the members of the BAC, the BAC Secretariat and the representatives from the End-user (Information and Communications Technology Management Service) and Procurement Management

DSWD Central Office, IBP Road, Batasan Pambansa Complex, Constitution Hills, Quezon City, Philippines 1126
Website: http://www.dswd.gov.ph Tel Nos.: (632) 8 931-8101 to 07 Telefax: (632) 8 931-8191

Service. *(Note: The other invited observers were unable to attend.)* He also acknowledged the presence of representatives of the prospective bidders.

A copy of the Agenda is hereto attached, marked as **Annex "A"**, and made an integral part hereof.

III. Highlights of Discussion

ITEM/ PARTICULAR	ISSUES/ CONCERNS / DISCUSSIONS	AGREEMENTS/ ACTION REQUIRED
Procurement Guidelines	• Ms. Arcaina *(BACSec)* presented the procurement guidelines for the information of the prospective bidders.	
Background of the Project	• Mr. Ocampo *(ICTMS)* provided the background of the project. He mentioned that the project aims to solve the existing issues that the DSWD is experiencing such as hardware obsolescence, non-existent backup solution, no comprehensive application monitoring and ITIL aligned service management monitoring, and no capital outlay for direct purchase of ICT equipment for backend infrastructure.	
Previous Bidding under ITB No. GOP/19-DSWD-012 entitled "Subscription for an Integrated Infrastructure and Platform as a Service to Support the DSWD Critical Enterprise Information System	• Ms. Maramag *(Massive)* asked what happened to the previous bidding with the same project. • Ms. Arcaina *(BACSec)* replied that the bidding was cancelled due to the implementation of Cash-based Budgeting. • Ms. Maramag *(Massive)* inquired if the payment for the Bidding Documents for the previous bidding will still be valid for the new bidding or can be refunded. • Mr. Garcia Jr. *(BACSec)* answered that payment for the Bidding Documents is not refundable as stipulated in	

	Section I. Invitation to Bid of the Bidding Documents. • U/Sec. Budiongan *(BAC Chair)* instructed its Secretariat to check the possibility of the bidder(s) who bought the Bidding Documents for last year's project be exempted or waived for this year's project, as the cancellation of the project was caused by the Procuring Entity.	
Preparation of Bid Proposals	• Ms. Arcaina *(BACSec)* reminded the prospective bidders on how to prepare bid proposal and how to accomplish the forms in the Bidding Documents.	
Deadline of Submission and Reciept of Queries and Clarifications	• Mr. Garcia Jr. *(BACSec)* reminded the prospective bidder that queries and clarifications may be submitted to the BAC Secretariat on or before 06 January 2020, 05:00 PM, in writing or thru email at bacsec@dswd.gov.ph or thru fax at (02) 951-7116.	

IV. Adjournment

Having no other matters for discussion, the Pre-Bid Conference was adjourned at **11:00 AM**.

Prepared by:

RAMISES B. ESTEBAN
Administrative Officer III
Bids and Awards Committee Secretariat

Noted by:

OLIVA C. ARCAINA
Supervising Administrative Officer and
Officer-in-Charge, Bids and Awards
Committee Secretariat

Approved by:

FELICISIMO C. BUDIONGAN
Undersecretary and
Chairperson, Bids and Awards Committee

PRE-BID CONFERENCE

DESCRIPTION	:	Subscription of a Complete Hyper-Converged Infrastructure Platform Solution for Pantawid Systems, Other DSWD Systems and Services | ITB No. GOP/20-DSWD-008
DATE	:	03 January 2020
TIME	:	10:30 AM
VENUE	:	OUS-DRMG Conference Room, Room 202, Directors Dormitory
PARTICIPANTS	:	*BAC, BAC Secretariat, ICTMS, FMS, PMS, Prospective Bidders*

AGENDA

I. Call to Order

A. Introduce the members of the BAC, the BAC Secretariat, and other DSWD Personnel present.

B. Acknowledge the presence of all interested bidders who are in attendance.

C. Inform the bidders that questions will be entertained after the reading of the Rules Specified in the Bidding Documents.

II. Procurement Guidelines

A. The procurement procedure for the **"Subscription of a Complete Hyper-Converged Infrastructure Platform Solution for Pantawid Systems, Other DSWD Systems and Services"** is Competitive Bidding pursuant to the provisions of Republic Act No. 9184 (RA 9184) and its revised 2016 Implementing Rules and Regulations (IRR), otherwise known as the "Government Procurement Reform Act" (GPRA).

B. All bids will be opened, read aloud, and recorded at the time of the bid opening. **Late bids will be marked "Late" and will be returned unopened to the bidder.** No award shall be made during the bid opening. During the bid opening, the Bids and Awards Committee (BAC) will conduct a preliminary examination of the bid proposals submitted to determine its completeness, check if the required bid security has been posted, and that the documents have been properly signed and are generally in order.

C. Deviations

Bidders are not allowed to deviate from any of the eligibility, technical and financial specifications specified in the bidding documents. Bids exhibiting non-compliance with the specifications shall be disqualified.

D. Evaluation and Comparison of Bids

The Procuring Entity will evaluate and compare bids, which have been determined to be responsive during the preliminary examination.

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III. The Bidding Documents shall be discussed by the Head of the BAC Secretariat, particularly the following issues:

A. Eligibility and Technical Component

All the required Eligibility and Technical Documents listed on the Instructions to Bidders (ITB) and the Bid Data Sheet (BDS) shall be submitted following such order. Those documents shall be the basis of the preliminary examination of bids.

B. Financial Component

All the required Financial Documents listed in the ITB and BDS shall be submitted, following such order. Those documents will be the basis of the Preliminary Examination of the Financial Proposal during the bid opening.

C. Preliminary Examination

The BAC shall open the **Eligibility and Technical Component (first envelope)** and check the submitted eligibility and technical documents for each bidder against a checklist of required eligibility and technical documents to ascertain if they are all present, **using non-discretionary "pass/fail" criteria**. In case one or more of the required documents is missing, the BAC shall declare the eligibility and technical requirement concerned as **"failed"** and immediately return to the bidder concerned its Financial Component (second envelope). Otherwise, the BAC shall declare the said eligibility requirements as **"passed"**.

Upon completion of the preliminary examination of the Eligibility and Technical component, the BAC shall subsequently open the **Financial Component (second envelope)** and check against a checklist of required financial documents to ascertain if they are all present **using a non-discretionary "pass/fail" criteria**. In case one or more of the financial documents required are missing and/or if the submitted total bid price exceeds the Approved Budget for the Contract (ABC), the BAC shall declare the bid concerned as **"failed"**.

D. Bid Security

Each bidder shall furnish a Bid Security as part of its Bid. The Bid Security shall be in any of the form prescribed on the ITB.

E. Bid Validity Period

Bids shall be valid for **one hundred twenty (120) calendar days** from the date of the opening of bids.

F. Evaluation and Award

The BAC or the designated Technical Working Group (TWG) will conduct a detailed evaluation and comparison of all bids declared "passed", using non-discretionary criteria. Those who complied with the criteria prescribed in the bidding documents will be ranked in ascending order of their total calculated bid prices, as evaluated and corrected for computational errors, discounts and other modifications to determine the Lowest Calculated Bid (LCB).

G. Post-Qualification

After determining the **Lowest Calculated Bid (LCB)** or **Single Calculated Bid (SCB)**, as the case maybe, the BAC shall conduct post-qualification to verify, validate, and ascertain all statements made and documents submitted by the bidder with the LCB/SCB, using non-discretionary criteria. If the BAC determines that the bidder with the LCB/SCB passes all the criteria for post-qualification, it shall declare the said bidder as the **Lowest Calculated and Responsive Bid (LCRB)** or **Single Calculated and Responsive Bid (SCRB)** and award the contract to the said bidder.

IV. Open Forum

Any clarifications, issues or concerns that are not found in the bid documents will be announced in writing through Supplemental/Bid Bulletin.

V. Adjournment

DSWD
Department of Social Welfare and Development

INVITATION TO BID FOR

SUBSCRIPTION OF A COMPLETE HYPER-CONVERGED INFRASTRUCTURE PLATFORM SOLUTION FOR PANTAWID SYSTEMS, OTHER DSWD SYSTEMS AND SERVICES

— ITB No. GOP/20-DSWD-008 —
(PR No. 2019111790)

1. The **Department of Social Welfare and Development (DSWD)**, through the **DSWD** Funds, intends to apply the sum of **Thirty-Seven Million Five Hundred Thousand Pesos (PHP 37,500,000.00)**, being the Approved Budget for the Contract (ABC) to payments under the contract for the **Subscription of a Complete Hyper-Converged Infrastructure Platform Solution for Pantawid Systems, Other DSWD Systems and Services.** Bids received in excess of the ABC shall be automatically rejected at bid opening.

2. The DSWD now invites registered Philippine Government Electronic Procurement System (PhilGEPS) service providers to bid for the **Subscription of a Complete Hyper-Converged Infrastructure Platform Solution for Pantawid Systems, Other DSWD Systems and Services.** Delivery of Goods and Services shall be in accordance with **Section VI. Schedule of Requirements.** Bidders should have completed, **within five (5) years from the date of submission and receipt of bids**, a contract similar to the Project. The description of an eligible bidder is contained in the Bidding Documents, particularly, in Section II. Instructions to Bidders.

3. Bidding will be conducted through open competitive bidding procedures using a non-discretionary "pass/fail" criterion as specified in the 2016 Revised Implementing Rules and Regulations (IRR) of Republic Act (RA) 9184, otherwise known as the "Government Procurement Reform Act".

   Bidding is restricted to Filipino citizens/sole proprietorships, partnerships, or organizations with at least sixty percent (60%) interest or outstanding capital stock belonging to citizens of the Philippines, and to citizens or organizations of a country the laws or regulations of which grant similar rights or privileges to Filipino citizens, pursuant to RA 5183.

4. Interested bidders may obtain further information from **DSWD Bids and Awards Committee (BAC) Secretariat** and inspect the Bidding Documents at the address given below from **Monday** to **Friday** at ***08:00 AM*** to ***05:00 PM.***

5. A complete set of Bidding Documents may be purchased by interested Bidders on ***26 December 2019*** to ***15 January 2020*** from the address below and upon payment of a nonrefundable fee for the Bidding Documents in the amount of **Twenty-Five Thousand Pesos (PHP 25,000.00).**

It may also be downloaded free of charge from the website of the PhilGEPS and the website of the Procuring Entity, provided that Bidders shall pay the nonrefundable fee for the Bidding Documents not later than the submission of their bids.

6. The DSWD will hold a **Pre-Bid Conference** on ***03 January 2019, 10:30 AM,*** at the **Office of the Undersecretary for Disaster Response Management Group (OUS-DRMG) Conference Room, Room 202, Directors Dormitory, DSWD Central Office, IBP Road, Constitution Hills, Quezon City** which shall be open to all interested parties.

7. Bids must be delivered to the address below on or before ***15 January 2020, 09:00 AM.*** All Bids must be accompanied by a bid security in any of the acceptable forms and in the amount stated in **ITB** Clause 18.

Bid opening shall be on ***15 January 2020, 10:30 AM***, at the **Office of the Undersecretary for Disaster Response Management Group (OUS-DRMG) Conference Room, Room 202, Directors Dormitory, DSWD Central Office, IBP Road, Constitution Hills, Quezon City**. Bids will be opened in the presence of the Bidders' representatives who choose to attend. Late bids shall not be accepted.

8. To facilitate the immediate implementation of the procurement of this Project, the DSWD shall proceed with the conduct of Early Procurement Activities (EPA), pursuant to Section 7.6 (as amended[1]) of the 2016 Revised IRR of RA 9184, Section 19 of the General Provisions of the FY 2020 National Expenditure Program (NEP) and Government Procurement Policy Board (GPPB) Resolution No. 14-2019 dated 17 July 2019.

9. The DSWD reserves the right to reject any and all bids, declare a failure of bidding, or not award the contract at any time prior to contract award in accordance with Section 41 of RA 9184 and its 2016 Revised IRR, without thereby incurring any liability to the affected bidder or bidders.

10. For further information, please refer to:

THE CHAIRPERSON
DSWD Bids and Awards Committee
c/o BAC Secretariat
Ground Floor, DSWD Central Office
IBP Road, Constitution Hills, Quezon City
Fax No. (02) 931-6139
Telephone Nos. (02) 931-8101 to 07 Local 122 or 124

FELICISIMO C. BUDIONGAN
Undersecretary and
Chairperson, Bids and Awards Committee

[1] GPPB Resolution No. 14-2019 dated 17 July 2019

Section VI. Schedule of Requirements

Subscription of a Complete Hyper Converged Infrastructure Platform Solution for Pantawid Systems, Other DSWD Systems and Services

Components	Unit	Basic Specification
Off-site location	1 lot	At least 4x server nodes additional to the existing hyper converged cluster a. DSWD RDC location shall only be disclosed to the winning bidder and upon the award of the contract.
On-site location	1 lot	At least 4x server nodes additional to the existing hyper converged cluster a. Server/nodes that is hosted on-site at the DSWD Central Office
Services	1 lot	Installation, configuration, commissioning and testing of HCI.
License Provisioning for the existing ITIL Aligned Service management System	450 units 250 units 300 units	License Issuance, Installation, Setup, Configuration and Testing of the additional Modules for the **Existing** ITIL Aligned Service Management System 1. Network Application Module 2. Application Manager Module 3. Security Incident and Events Management Module
Others	1 lot	Full documentation of the Solution, Technology and Trainings, Consolidation of Weekly and Monthly reports, Project Implementation Reports

Coverage:

- **Implementation:** 180 Working days
- **Provisioning of Equipment, Warranties and SLA:** Nine (9) Months

Payment Schedule/Terms of Payment:

Mile-stone	Expected Deliverables	Timelines	Payment *(in Philippine Peso)*
1	Kick Off Meeting and Inception Report and Delivery of required hardware and software: Documents to be submitted: 1. Inception Report	45 Calendar Days from NTP	30% of Total Contract Price (TCP)

	2. Approved Implementation Plan by the ICTMS Director 3. WBS 4. Project Timetable and schedule 5. Project Team Composition 6. Change Request agreement 7. Delivery of Required HW and SW solution 8. Installation, Configuration and Turn-over of services 9. End-user's Acceptance Certificate 10. Certificate of Successful Project Implementation		
2	First Quarter Payment Milestone Documents to be submitted: 1. Certificate of Satisfactory Service Rendered 2. End-user's Acceptance Certificate 3. Certificate of Module/Quarter Completion	90 Calendar Days from NTP	30% of TCP
3	Second Quarter Payment Milestone Documents to be submitted: 1. Certificate of Satisfactory Service Rendered 2. End-user's Acceptance Certificate 3. Certificate of Module/Quarter Completion	180 Calendar Days from NTP	20% of TCP
4	Last Quarter Payment Milestone Documents to be submitted: 1. Certificate of Satisfactory Service Rendered 2. End-user's Acceptance Certificate 3. Certificate of Module/Quarter Completion 4. Certificate of Successful Project Completion	270 Calendar days after NTP	20% of TCP

Delivery Site*

DSWD Central Office
c/o Contract Monitoring Division-Procurement Management Service
DSWD Central Office
IBP Road, Batasan Complex, Constitution Hills, Quezon City
** in coordination with ICTMS*

Name of Bidder: _____

Name of Authorized Representative: _____

Signature of Authorized Representative: _____

Date: _____

Technical Specifications

DSWD Specifications	Bidder's Specifications[7]
Subscription of a Complete Hyper Converged Infrastructure Platform Solution for Pantawid Systems, Other DSWD Systems and Services	Brand: Model: Detailed Specifications:
1. Scope of the Project:	
1.1. The solution must be able to solve the DSWD issues directly. The Infrastructure and Platform as a service solution must be a complete hyper converged hardware and virtualization solution	
1.1.1. Planning, Designing, Installation and implementation services for the whole project	
1.1.1.1. Provisioning of Infrastructure as a Service solution for hardware and software solution	
1.1.1.2. Provisioning of Licenses for an ITIL Service Management Solution for Application Monitoring and Management.	
1.1.1.3. General Specifications:	
1.1.1.3.1. The hyper converged infrastructure and virtualization platform **must be 100% compatible if not the same with the EXISTING DSWD Hyper Converged and Virtualization platform of DSWD to eliminate rehydration and deduplication procedures which will take**	

[7] *IMPORTANT NOTE: Detailed specifications must be provided. Statements of "Comply" or "Not Comply" must be supported by evidence in a Bidders Bid and cross-referenced to that evidence. Evidence shall be in the form of manufacturer's un-amended sales literature, unconditional statements of specification and compliance issued by the manufacturer, samples, independent test data etc., as appropriate. A statement that is not supported by evidence or is subsequently found to be contradicted by the evidence presented will render the Bid under evaluation liable for rejection. A statement either in the Bidders statement of compliance or the supporting evidence that is found to be false either during Bid evaluation, post-qualification or the execution of the Contract may be regarded as fraudulent and render the Bidder or supplier liable for prosecution subject to the provisions of ITB Clause 3.1(a)(ii) and/or GCC Clause 2.1(a)(ii).*

months to complete

1.1.1.4. Location: Central Office and Remote Data Center

1.1.1.5. Service Objective: Provide a complete Platform and Infrastructure for DSWD Critical Information Systems such as 4Ps, CrIMS, SocPen, SLP, MCCT etc.

1.1.1.6. The solution must be complete, totally integrated and served as a single solution

1.1.1 7. the solution must integrate with DSWD existing equipment and support the dynamic and agile demand of the programs and projects of the department

1.1.1.8. The solution must have an automated backup solution fully integrated and must not be 3rd party backup solution.

1.1.2. **Important Note:** All equipment provided by the service provider will not be owned by DSWD and will be returned to the service provider after the project coverage.

1.1.3. All data, information, databases and other data products will be owned by DSWD during and after the contract has expired. A secure host containing the live data will be surrendered by the service provider to DSWD. No access or copy of the datasets will be licensed for the use of the service provider during or after the project.

2. Project Deliverables:

2.1.1. Problems / Issues (1): DSWD critical information system (IS) and supporting technologies (ST) has very limited available compute, memory and storage for production and backup operation.

2.1.1.1. Desired Solution: Subscription of Hyper Converged Infrastructure Platform Solution to Host Most of

DSWD Central Office Critical Information Services:

2.1.1.1.1. A complete hyper converged Infrastructure solution (Compute, Memory, Storage, Network and Software Licenses)

2.1.1.1.1.1. Planning, Designing, Installation, Configuration, Testing and Implementation Services

2.1.1.1.1.2. Migration of Application and other assistance services.

2.1.1.1.2. The solution must be 100% compatible with the EXISTING hyper converged platform of DSWD, that can automatically provision needed computing, memory, and storage and network connectivity solution when the need arises

2.1.1.1.3. The solution must migrate all existing systems on the current platform and other systems that DSWD may decide to migrate into the platform later

2.1.1.1.4. The solution must be able to provide ample amount of storage space for the whole operation of DSWD Critical IS Project

2.1.1.1.5. DSWD existing equipment must be able to support the dynamic and agile demand of the critical programs and projects of the department

2.1.1.1.6. DSWD existing equipment must have an automated backup solution integrated into the VM platform and not a separate solution

2.1.1.1.7. DSWD hyper converged

solution must protect it from data loss and must have a built-in, in-line encryption/deduplication hardware

2.1.1 1.8. The proposed solution must be able to accommodate legacy servers as additional compute and memory power when needed. Must include at least 5 licenses for this.

2.1.2. Problem / Issues (2): DSWD critical is and relies on manual provisioning of virtual machines (VM). no automated provisioning, cloning, backup, restore and failover capability

2.1.2.1. Desired Solution: The Proposed solution must have "Built-in" Virtualization Solution that works with the HCI Platform should be included on the Solution:

2.1.2.1.1. DSWD existing hyper-V system must be migrated to a new VM system that is compatible with existing hyper converged system

2.1.2.1.2. DSWD must be able to do single management console for all hyper converged system existing and the one to be proposed

2.1.2.1.3. The new proposed platform solution must be able to automate and VM provisioning, cloning, relocation, moving, copying and backup in either local or remote cluster/site

2.1.2.1.4. The new proposed platform solution must be able to do copying, cloning, live migration and backup of VM without stopping or shutting down production VMs

2.1.2.1.5. VM moving from one host

to another must be very fast and in at least below 10 seconds only. Must be able to do this without downtimes and loss of productivity

2.1.2.1.6. Virtual Machine Management

2.1.2.1.6.1. Must have a single management console for infrastructure operation and VM management

2.1.2.1.6.2. It must be 100% compatible with the existing VM management

2.1.2.1.6.3. The solution must be able to provide a very fast Cloning system that can be done within 5 minutes.

2.1.2.1.6.4. The solution must have Licenses for the VMotion functionality or similar technology (moving VM to other hosts/clusters without downtime)

2.1.2.1.6.5. DSWD system ranges from 100gb to 1tB in size

2.1.2.1.6.6. VM can be considered for cloning, copying or moving

2.1.2.1.6.7. VM must be able to be cloned without system shutdown

2.1.2.1.6.8. Moving must be done locally and remotely

2.1.2.1.6.9. Moving of VM between Data Centers includes migrating the storage of the VM between the Data Centers

2.1.2.1.6.10. Remote location means a remote datacenter or field office

2.1.2.1.6.11. The solution must be able to move a VM in remote datacenter within 5 minutes

2.1.2.1.6.12. The solution must be able to move any System/VM to and from any location or datacenter in less than five steps.

2.1.2.1.6.13. The disruption or turning off production server must be limited to a few minutes during the "moving" procedure.

2.1.3 Problems / Issues (3): DSWD have an existing hyper converged infrastructure platform but with very limited resources that needs to be upgraded to accommodate all critical dswd systems.

2.1.3.1. Desired Solutions: The proposed solution must be 100% compatible with existing HCI deployed in DSWD

2.1.3.1.1. Must provide Hardware for each node (at least eight (8) server nodes should be provided) that is setup in four (4) clusters

2.1.3.1.2. The solution must be able to provide effective storage efficiency using data Deduplication technique.

2.1.3.1.3. The solution must be able to support additional computing and memory resources for operation needed by Pantawid Project

2.1.3.1.4. The solution must be able to be integrated into the current management system for seamless integration of management and

operation.

2.1.3.1.5. The solution must be able to support existing capabilities of the current system such as

2.1.3.1.6. The solution must be able to augment its resources by providing additional compute, memory, and storage needs in minutes

2.1.3.1.7. The solution must also provide more value in terms of consuming less space, less power and cooling needs

2.1.3.1.8. The solution must be able to provide a very fast backup system that can be done within seconds (existing platform can do backup of full VM in 6 seconds)

2.1.3.1.9. The solution must be able to execute concurrent backup processes and restoration processes.

2.1.3.1.10. The solution must be able to ensure that the backup is 100% restorable.

2.1.3.1.11. The solution must be able to back up the whole VM and not just a snapshot.

2.1.3.1.12. The solution should be able to back up the whole system and/or VM to a remote site within 5 minutes

2.1.3.1.13. The solution backup must be built-in with the system without additional external component or 3rd party software

2.1.3 1.14. The solution must be able to restore a backup within minutes

2.1.3 1.15. Restoration must be done

locally and remotely

2.1.3.1.16. Dedicated hardware functionality

2.1.3.1.16.1. The solution must have a dedicated hardware module for data Deduplication so that it won't affect the performance of the system by not using the CPUs.

2.1.3.1.16.2. The solution must use inline data Deduplication function for better performance.

2.1.3.1.16.3. The solution must have a dedicated hardware for inline Deduplication and compression for **ALL DATA.** Data size must be optimized in smaller blocks maximum of 8k per block to save data storage and improve performance

2.1.3.1.16.4. Deduplication and compression must be able to turn on concurrently and is supported via hardware to achieve maximum efficiency

2.1.3.1.16.5. The solution must not require any additional disk space to support any data optimization functions such as dedup since this should be performed inline

2.1.3.1.17. The solution must also have WAN optimization technology to provide faster data transfer to and from remote locations.

2.1.3.1.18. The solution must have at least dual processor with at least 48 cores total and at least 2.4ghz

of processing power and at least 384 gb of memory per unit.

2.1.3.1.19. The solution storage space must have at least 16tb. with RAID6

2.1.3.1.20. The solution must utilize SSD for cache and highly used data

2.1.3.1.21. The solution must utilize x86 platform

2.1.3.1.22. The solution must be able to run in a single or dual physical processor

2.1.3.1.23. The solution must be scalable and configurable that can be upgraded in one (1) compute node increments to allow granular scalability based on the cloud infrastructure requirements to reduce power consumption and license requirements.

2.1.3.1.24. The solution storage must be configured with hardware RAID.

2.1.3.1.25. The solution must be able to operate without interruption even after two (2) concurrent disk failure.

2.1.3.1.26. The solution must utilize a hypervisor, bare-metal virtualization solution with centralized management that support core data services such as storage creation, backup, restore, clone and move for multiple locations

2.1.3.1.27. The solution must be able to cater for capacity to perform up to at least four (4) full backup a day for up to 2TB with an online retention period of one (1)

year

2.1.3.1.28. The solution must be able to provide a single management platform in managing all infrastructure (VMS, Servers, Nodes, Network, Storage). Any administrator from anywhere can view/access/manage their respective resources.

2.1.3.1.29. The solution must be able to provide role-based access to be able to compartmentalize each user from each other and secure the servers of being illegally accessed by other users.

2.1.3.1.30. The solution must be able to provide a Highly available setup with remote backup that can automatically fail-over when needed.

2.1.3.1.31. The setup must be able to join an existing cluster/high availability setup of DSWD at the primary site and the solution must be able to compensate for the needed resources to be deployed on the remote site for perfect failover setup that can support all the primary site resources.

2.1.4. Problems / Issues (4): No Application and System Monitoring Solution aligned with ITIL standards on service management.

2.1.4.1. Desired Solution: The Proposed solution must be an ITIL Aligned Service Management System for Monitoring and Managing ICT Systems of DSWD. Provisioning of Licenses for additional modules for Network Monitoring, Application Monitoring and Security Information and Event Management.

- Must be compatible with Existing DSWD ITIL Service Management

Software

2.1.4.1.1. Enterprise version of Operation Manager for monitoring and managing the Enterprise Active Devices such as, but not limited to the following:

2.1.4.1.1.1. Server hosts

2.1.4.1.1.2. Storage equipment

2.1.4.1.1.3. VM devices

2.1.4.1.1.4. Network devices

2.1.4.1.1.5. Other active ancillary devices

2.1.4.1.2. Enterprise version of Application Monitoring and Management for monitoring and managing all applications of DSWD such as, but not limited to the following:

2.1.4.1.2.1. Operating Systems

2.1.4.1.2.2. Web Servers Systems

2.1.4.1.2.3. Database Systems

2.1.4.1.2.4. System Performance

2.1.4.1.2.5. End User experience

2.1.4.1.2.6. and other components of the Information system

2.1.4.1.3. Enterprise version of Security Information Events and Log Analyzer to monitor and manage DSWD System's events and logs such as, but not limited to the following:

2.1.4.1.3.1. Systems Logs

2.1.4.1.3.2. User's Logs

2.1.4.1.3.3. Security Logs

2.1.4.1.3.4. and other logs that are needed to be monitored and managed

3. Solution Diagram:

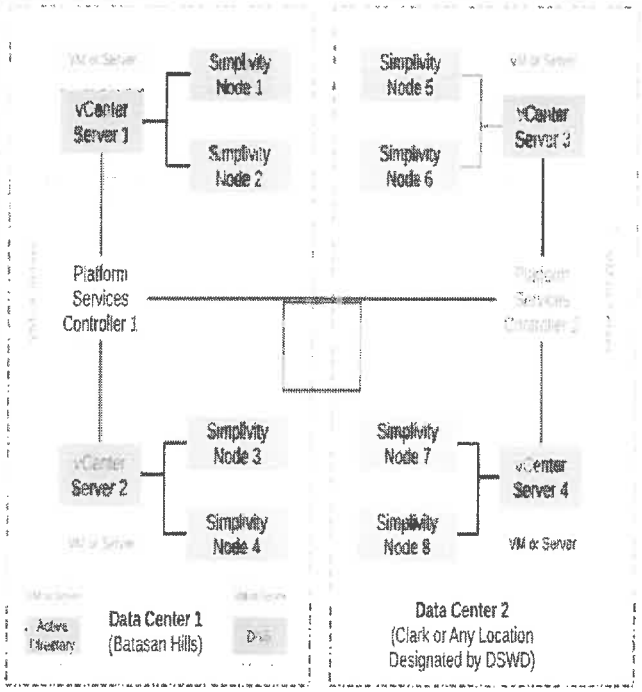
3.1. Overall Solution Architecture

Figure 1. Overall Solution Architecture representation

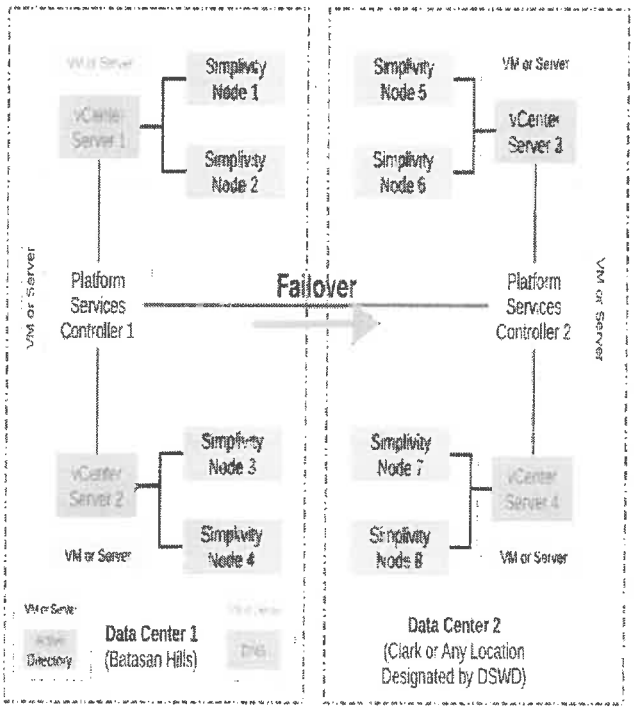
This project will cater to the On-Premise part of the overall solution and will not address the Cloud part of the solution, another project will be addressing the Cloud Enterprise Solution portion

3.2. Hyper Converged Infrastructure Solution:

3.2.1. Cluster Setup

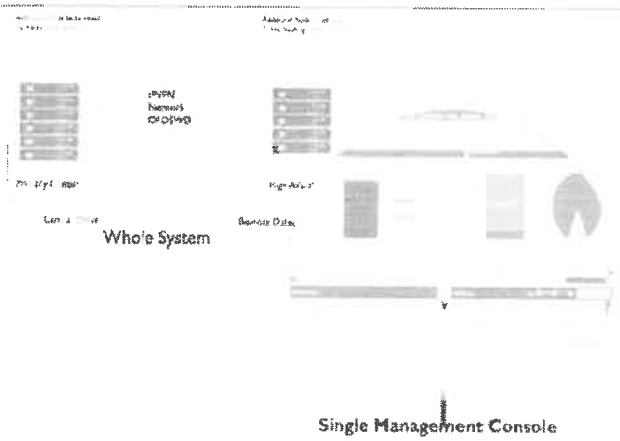


3.3. Failover setup



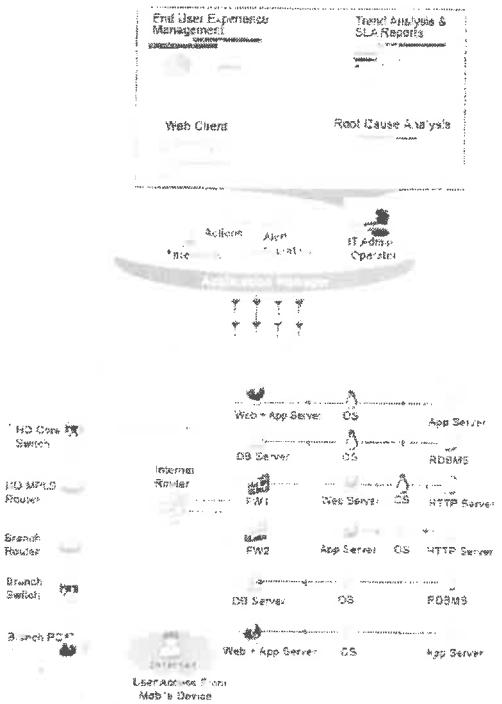
3.4. Single Management Console for HCI

The platform must only have a single management console that will be used to do all the management and operation. From hardware to VM and backup management



Single Management Console should be achieved for ease of administration and management.

3.5. ITIL Service Management Software sample Architecture



4. Proof of Concept:

4.1. The Proof of Concept (POC) should be conducted during the Post Evaluation activities to ensure that the proposed solution will really provide the needed solution being source out by the Department.

4.1.1. Note: If the incumbent is the one to be post qualified, this POC is no longer needed

since they have their existing solution already deployed and being used by DSWD.

4.2. The POC will need to use exact Pantawid Systems and Data as approved by the ICTMS director

4.3. The POC will need to be done within 7 calendar days only (inclusive of setup and transfer of all Pantawid Data), If more than the required days, POC will automatically be considered failed.

4.4. The POC will need to satisfy the following:

4.4.1. Successful joining of new server nodes to the existing hyper converged cluster

4.4.2. Successful integration of functions and management using single management console of the existing hyper converged system

4.4.3. The POC will be conducted first in the central office and followed by another test at the Remote Data Center of DSWD

4.4.4. TWG will need to visit at least three (3) existing customers who are utilizing / using the solution being offered.

4.4.5. The POC will be conducted during the evaluation process.

5. Qualification of Service Provider:

5.1. The service provider must have been in the business of providing IT managed services for at least 5 years

5.2. The service provider/supplier shall provision, DSWD of all the software, hardware and other needed equipment to complete the solution required (including cabling, consumable materials and labor and civil works, etc).

5.3. The service provider/supplier shall manage and provide technical support, troubleshooting and issue resolution services

5.4. The service provider/supplier shall provide necessary warranties for all active devices for the span of the contract and with a 24/7 and 4 to

8 hours' response time depending on the location.

5.5. The service provider/supplier deploys the complete solution infrastructure system with an optimal setting, based on industry's best practices.

5.5.1. Implementation of solution must be directly handled by the vendor/principal in collaboration with the service provider

5.6. The service provider/supplier must provide manufacturer's certification of support to be able to provide warranties and services of the product they are offering

5.6.1. Manufacturer must be ISO 9001 certified

5.6.2. Manufacturer must be ISO 14001 certified

5.7. Service Provider must provide at least three (3) installed based customer references for site visit during post qualification, must be the same brand of equipment being offered

5.8. The service provider must have similar projects for each component.

The components that requires similar experience is:

5.8.1. Hyper converged Infrastructure solution deployment

5.8.1.1. Certification and other credentials of at least two (2) Certified Implementation Personnel for the Hyper converged Servers

5.8.1.2. Must submit Manufacturing Certificate issued by the Principal/manufacturer to ensure that the solution/hardware is genuinely manufactured and not an interim solution from 3rd party

5.8.1.3. Must submit Manufacturing Certificate issued by the Principal/manufacturer to ensure that the solution/hardware contain

dedicated hardware module for inline data deduplication 5.8.1.4. Must submit Manufacturing Certificate issued by the Principal/manufacturer to ensure that the solution/virtualization module has Live motion VM migration functionality and licenses are included 5.8.2. ITIL Service Management System deployment on at least one (1) government institution within the last three (3) years 5.8.2.1. Must submit Principal's certification that they are supported partner 6. **Detailed Technical Specifications for ITIL Aligned Service Management System:** *Refer to Annex "A".* 7. **Service Level Agreement (SLA):** *Refer to Annex "B".*	

Annex A

DETAILED TECHNICAL SPECIFICATIONS FOR ITIL ALIGNED SERVICE MANAGEMENT SYSTEM

Special Note: the solution must be 100% compatible with the existing ITIL Aligned ticketing system of DSWD to ensure that ITIL Service Management System of DSWD are centralized and having a single management system for seamless operation.

Expected Deliverables	Technical Specifications	Bidder's Specifications[8]
Provide a module for Monitoring and Managing Active Devices, Datacenter Equipment, Application Components and System Logs		Brand: Model: Detailed Specifications:
a. Enterprise version of Operation Manager for monitoring and managing the Enterprise Active Devices such as, but not limited to the following: i. Server hosts ii. Storage equipment iii. VM devices iv. Network devices v. Other active ancillary devices	Architecture • Distributed Central Server with Distribution Servers (MSSQL Support Discovery at each site • Auto device discovery • SNMP v1-3 Support • Automatic Server Services discovery • Discovery by CSV file import • Scheduled Discovery • Network Discovery Rule Engine • Filters in Discovery • Layer2 Discovery • VLAN Discovery • Discovery reports • Agentless monitoring Mapping • Automatic Layer 2/ Layer 3 Network Maps • Category-based Infrastructure Views	

[8] *IMPORTANT NOTE: Detailed specifications must be provided. Statements of "Comply" or "Not Comply" must be supported by evidence in a Bidders Bid and cross-referenced to that evidence. Evidence shall be in the form of manufacturer's un-amended sales literature, unconditional statements of specification and compliance issued by the manufacturer, samples, independent test data etc., as appropriate. A statement that is not supported by evidence or is subsequently found to be contradicted by the evidence presented will render the Bid under evaluation liable for rejection. A statement either in the Bidders statement of compliance or the supporting evidence that is found to be false either during Bid evaluation, post-qualification or the execution of the Contract may be regarded as fraudulent and render the Bidder or supplier liable for prosecution subject to the provisions of* ***ITB*** *Clause 3.1(a)(ii) and/or* ***GCC*** *Clause 2.1(a)(ii).*

- Custom Infrastructure View
- Templates based device classification and monitoring
- Web-based Map-Maker
- Business Views for custom grouping of devices
- Utility to draw links and have custom background images on the network mapS
- Maps with flow-based data

Monitoring metrics at each site

- Device Status Polling
- ICMP Ping Check
- TCP Based Status Polling (for Non ICMP Environment)
- Schedule downtime
- Service Level Management Dashboards
- Support for adding custom device typeS
- Real-time Perf. and Traffic Monitoring via SNMP
- Server & Applications Monitoring
- Monitoring CPU, Memory and Disk Utilization & other performance metrics via SNMP, WMI & CLI
- Service Monitoring
- Windows Service Monitoring
- Process Monitoring using SNMP, WMI & Telnet or SSH
- Hardware health monitoring File/ Folder monitoring VMware Monitoring
- Xen Server Monitoring
- NetApp Monitoring (SNMP)
- Hyper-V Monitoring Out-of-the-box support
- System Health Monitoring Log file monitoring
- Script Monitoring
- URL Monitoring (With content check)
- Custom SNMP/WMI

monitoring
- CLI Based Perf. Monitoring
- Options to include Additional fields for the devices for e.g. Physical location of the box
- Out-of-the-box support for IBM AIX, HP UX, Solaris, Linux and UX devices using Telnet or SSH based monitoring
- Script / Query Monitoring Application Monitoring
- Router / WAN / bandwidth monitoring
- Interfaces Monitoring for traffic, errors & discards
- Ability to specify alias name for Interfaces
- CPU and Memory Utilization for Routers
- Cisco Router Buffer Flow Statistics
- Rediscover option for finding the interfaces newly added, deleted, modified etc
- Configurable Transmit and Receive Bandwidth
- Ability to Manage/Unmanage Interfaces
- Cisco IP SLA based WAN RTT Monitoring Hop-wise WAN link visibility
- 3D Datacenter Floor
- Rack Builder

Fault Management and Alerting

- Highly customizable dashboards IT Workflow Automation
- CCTV or Plasma View
- Event-Alarm Correlation
- Color Coded Alarms
- SNMP Trap Processing and Forwarding
- SMS/Email based alerts Web Alarms Acknowledge Alarms Operator Notes

- Restarting the Services and Running self-curing patches on the event of an Alert
- Syslogs Monitoring
- Alerts based on Windows Event Logs
- Time based action or alert triggering
- Alerts through RSS feeds
- Actions: Log to Text, Log to Event Log, SNMP Set
- Trigger remediation actions from Smart Phone Interface
- Alarm Escalation Alarm Suppression
- Troubleshooting Tools: ICMP Ping, Traceroute, Switch Port Mapper, Real-time Graphs, Remote Task Manager, SNMP MIB Browser and Syslog Viewer.
- Remote control Tools: Telnet/ SSH session, Terminal Session for Windows Servers, Web-Console access for Network devices

Reporting overall & for each site

- SLA Dashboards for Servers, Routers, Switches etc.
- Server Availability/Outage Report
- Heatmap
- Top N Servers by CPU, Memory and Disk
- Utilization reports
- Executive report
- Server access report through firewall logS
- Health Report for Servers, Routers, Switches etc
- Top N report for routers by CPU and Memory Utilization
- Interface Traffic/Utilization/ Error Reports
- Peak time reports (Eg. 8:00am to 8:00pm only)

	• WAN Link availability/ RTT report • Forensic reports • Bandwidth capacity planning reports • Traffic reports • User audit reports • Security Reports • Schedule & custom Reports • Export Reports (PDF, XLS, CSV formats) Email/print report User Access and Configuration Management • Provision to Create Separate User Accounts • Role-based user management • Quick Configuration Wizard(To perform configuration tasks on multiple devices) • Bulk modification • Host Windows and Linux OS Support • Fully functional web client • Ability to run as windows service - • AD based authentication Integrations, Other features and Support • API based integration with existing IT management ecosystem • Failover – Hot standby engine • 24x5 email and phone support • Application Management • App for iOS and Android devices • Extensive community support portal • Mobile app
a. Enterprise version of Application Monitoring and	Architecture • Distributed Central Server with Distribution Servers

Management for monitoring and managing all applications of DSWD such as, but not limited to the following: i. Operating Systems ii. Web Servers Systems iii. Database Systems iv. System Performance v. End User experience vi. and other components of the Information system	(MSSQL Supported) Application Server Monitoring • IBM WebSphere • Oracle WebLogic • Microsoft .NET • Oracle AS • JBoss • Tomcat • SilverStream • GlassFish • VMware vFabric tc Server • Resin • BizTalk • WildFly • Jetty • Apache Geronimo Web Transaction Monitoring • Transaction tracing • Code-level diagnostics • User satisfaction level measurement • Support for Java, .NET and Ruby on Rails applications Database Monitoring • Oracle • MySQL • Sybase • IBM DB2 • IBM Informix • PostgreSQL • Memcached • Cassandra • MongoDB • Redis • Couchbase • Apache HBase • SAP HANA • Oracle NoSQL • Oracle Coherence • Hadoop big data stores • Apache Spark • SAP MaxDB Middleware/Messaging Components • Microsoft Exchange • IBM WebSphere MQ

- WebLogic Integration Server
- Oracle Tuxedo
- Microsoft MQ (MSM)
- SharePoint
- VMware vFabric RabbitMQ
- Microsoft Lync
- Apache ActiveMQ
- Apache Kafka

Web Server/Services Monitoring

- IIS
- NginX
- Ceph storage
- Apache
- Apache Zookeeper
- Elasticsearch
- Apache Solr
- Active directory

End-User Experience Monitoring

- Synthetic transaction monitoring
- Website and web application monitoring from multiple locations outside the data center

ERP monitors

- SAP
- Oracle EBS
- Siebel CRM
- Microsoft Dynamics CRM, AX

Virtualization Monitoring

- VMware ESX/ESXi & vCenter
- Virtual Machine Manager
- VMware Horizon View
- Microsoft Hyper-V
- Virtual Machine Manager
- Citrix XenServer
- Virtual Machine Manager
- Citrix XenApp
- VM-to-Storage mapping
- Virtualization dependency mapping
- Dynamic VM provisioning based on workloads

Cloud Monitoring

- Amazon AWS (EC2, RDS, EBS, S3,DynamoDB, Aurora)
- Windows Azure
- Azure storage
- Docker containers
- OpenStack
- Azure VMs
- Dynamic cloud resource provisioning based on workloads
- Azure SQL database

Fault Management

- Email-based alerts
- SMS alerts
- SNMP traps
- Execute corrective scripts/programs Alert escalation
- Root cause analysis
- Anomaly detection based on dynamic baselines
- Trigger java thread dump/heap
- dump/garbage collection upon error Execute MBean operation
- Start/stop/restart Windows services upon error
- ***Integration with Existing DSWD IT helpdesk***

Reporting

- Historical reports
- Custom reports
- Schedule reports
- Export reports in PDF, html formats
- Grouping reports based on monitor types Custom dashboards

General

- Auto discovery of resources
- Dependency maps
- Product size
- Agentless monitoring

- Ability to create custom monitors
- APIs for integration with third-party portals
- Native apps for iOS and Android devices
- Failover option
- Network monitoring
- Storage monitoring
- ***Integration with Existing DSWD CMDB***

Data Visualization

- Built in management dashboards
- Active alerts, events, all performance data, health state views
- Replication performance
- ATQ thread pool metrics
- Database size
- DC/GC response
- DC OS metrics overview
- DC response time
- Pending replications
- AD database and log disk space
- Memory metrics
- LSASS process time

Active Directory Service

- Kerberos key distribution center service
- Server service
- Net logon service
- Workstation service
- RPC service
- Security account manager service
- File replication service
- DNS client service
- Intersite messaging service
- Windows time service

NTFRS/DFSR process monitors

- NTFRS/DFSR process usage
- NTFRS/DFSR handle count
- NTFRS/DFSR process file reads
- NTFRS/DFSR process file

	writes • NTFRS/DFSR process memory LDAP stats • LDAP active threads • LDAP bind time • LDAP client sessions • LDAP searches per second • LDAP UDP operations per second • LDAP writes per second
a. Enterprise version of Security Information Events and Log Analyzer to monitor and manage DSWD System's events and logs such as, but not limited to the following: i. Systems Logs ii. User's Logs iii. Security Logs iv. and other logs that are needed to be monitored and managed	Architecture • Distributed Central Server with Managed Servers (MSSQL Supported) Log Collection • Agent-less • Agent-based • Cross platform log collection • Heterogeneousserver/device support • Import logs • Log filter • Universal Log Parsing & Indexing (ULPI) Database • SQL database auditing • SQL injection attack mitigation analyzer • Microsoft SQL Server auditing • Microsoft SQL Privileged user activity analysis • Microsoft SQL Server object change tracking • Microsoft SQL Privileged user activity analysis • Microsoft SQL SQL Server activity monitoring • Microsoft SQL Server event trend analysis • Correlate SQL server logs with logs from other devices

Log Format Supported

- Windows event log
- Syslog
- Any format –with customlog Parsing and indexing technology
- Amazon Web Services (AWS) EC2 Windows instances
- Proprietary applications [Microsoft IISWeb server, FTP server (W3C logs), Apache Web Server]
- Proprietary applications [DHCP Windows,DHCP Linux]
- Oracle Audit,MS SQL server
- Custom devices [IBM iSeries (AS/400), VMware]
- "Custom devices
- Firewalls, Virtual Private Networks (VPNs), Intrusion Detection/Prevention Systems (IDS/IPS), Anti-virus applications, Mail and web applications (Using Universal Log Parsing and Indexing Technology)"

Alerts and Notifications

- Real-time alert
- Notification –Email, SMS, Run program
- Compliance alerts

Reports

- Canned reports
- Custom reports
- Scheduled reports
- Report distribution via Email
- Reports in PDF, CSV & HTML formats
- Drill down to raw logs
- Filter using mouse gesture
- Management specific reports(Ask ME)
- Trend reports
- Internal user activity reports

Log Search

- Formatted logs
- Raw logs
- Advanced Search using Boolean, Wildcards, Grouped Search, Range search, Phrase search
- Save search result as report

Compliance Reports

- Canned reports
- Customizable report
- Reports for new compliance
- PCI-DSS
- ISO 27001:2013
- HIPAA
- FISMA
- SOX
- GLB

Corelation Reports

- Event Correlation
- User Session Monitoring

File Integrity Monitoring

- Reports on file integrity monitoring
- Report Scheduling
- Real-time alerts upon critical changes to files/folders being monitored
- Audit Trail reports on files/folders changes

Vulnerabilty Scanner

- eEye REM
- McAfee Foundstone Foundscan
- Juniper NSM Profiler
- nCircle IP360
- Nessus
- NMap
- Patchlink (Lumension/Harris) Scan
- Qualys
- Rapid7 NeXpose
- Saint
- SecureScout

	Log Archiving • Flexible retention • Secured (Encrypted) • Tamper-proof Threat Intelligence • Real-time alerts for global blacklisted IPs intruding into network • Service Provider Features • User based views • User based dashboards • Rebranding • User Management • Realm & user based access Active Directory based user authentication • RADIUS server based user authentication
B. Provide needed equipment for hosting the specified modules or the entire systems and additional modules.	
a. Server Hosting with the following functions i. must be able to support one (1) year of operation: 1. n premise hosts with at least 3 VMs with at least a. 8 core each b. 32 gb memory each c. total of 5tb of shared storage for all VMs d. total of 50tb shared storage for SIEM ii. must be able to provide needed compute, memory and storage requirement	• The server system must be operational and must not be in the market earlier than 2018. • able to provide enough resources as prescribed on the number of cores, memory and storage space • Must have a centralized management for all the resources

iii. must be able to provide at least an additional 20% of the projected capacity for unforeseen requirement.	
b. Redundant server at DR with the same specifications and functions as an active DR in case the primary fails. i. Server Hosting with the following functions 1. ust be able to support one (1) year of operation: 2. n premise hosts with at least 3 VMs with at least a. 8 core each b. 32 gb memory each c. total of 5tb of shared storage for all VMs d. total of 50tb shared storage for SIEM ii. must be able to provide needed compute, memory and storage requirement iii. must be able to provide at least an additional 20% of the projected capacity for unforeseen requirement.	• The server system must be operational and must not be in the market earlier than 2018. • able to provide enough resources as prescribed on the number of cores, memory and storage space • Must have a centralized management for all the resources

c. Provide needed services for Planning, Designing, Implementing, Setting Up, Configuring, Migrating- if needed, Commissioning and Turnover of the system.	
a. Assessment of existing system b. Plan migration to the new equipment and implementation of the additional modules c. Migration proper d. Installation of additional modules e. Project commissioning f. Training and Knowledge transfer g. Turnover and closing	• Service provider must have: • previous experience in ICT managed services and/or ICT subscription services. • must have previous experience in managing ICT project • must have previous experience in migration project of any kind • principal must provide training and knowledge transfer

Annex B.

Service Level Agreement (SLA)

(This is just a draft SLA and must be revised and agreed upon by both parties before the contract is enacted)

Service Level Agreement (SLA) Introduction

This service level agreement (SLA) describes the levels of service that **Department of Social Welfare and Development** ('the client') will receive from _____ ('the supplier').

This SLA should be read alongside the IT support contract between the client and the supplier. Although the SLA covers key areas of the client's Hyper-Converged Infrastructure, the support contract may include areas not covered by this SLA.

Purpose

The client depends on IT equipment, software and services (together: 'the IT system') that are provided, maintained and supported by the supplier. Some of these items are of critical importance to the business.

This service level agreement sets out what levels of availability and support the client is guaranteed to receive for specific parts of the IT system. It also explains what penalties will be applied to the supplier should it fail to meet these levels.

This SLA forms an important part of the contract between the client and the supplier. It aims to enable the two parties to work together effectively.

Scope Parties

This SLA is between:

The client:	The supplier:
Department of Social Welfare and Development (DSWD) IBP Road, □Batasan Pambansa Complex, Constitution Hills, Quezon City Key contact: □Information Management Bureau (IMB) [telephone / email]	

Dates and Reviews

This agreement begins on _____ and will run for a period of 12 months.

It may be reviewed at any point, by mutual agreement. It may also be reviewed if there are any changes to the client's IT system.

Equipment, software and services covered

This SLA covers only the equipment, software and services in the table below. This list may be updated at any time, with agreement from both the client and supplier. Please note:

The supplier guarantees response times for all items listed in this section. The supplier guarantees uptime only for items with a 'Y' mark in the Covered for uptime? column.

These items have been assigned a priority level, from 1 (most important) to 3 (least important). The priority levels help determine the guaranteed uptime and response time.

Item type	Number of items	Priority	Covered for Warranty?
Primary and HA Hyper Converge Infrastracture (HCI) Located in _____Data Center (_____)	4	1	Y
DR Hyper Converge Infrastructure (HCI) Located in IMB, DSWD Compound, Batasan Hills, Quezon City	4	1	Y
VMWare Virtualisation Platform with Simplivity Management Dashboard	1	1	Y
ITIL Service Management Systems	3	1	Y (software updates/upgrades)

Exclusions

This SLA is written in a spirit of partnership. The supplier will always do everything possible to rectify every issue in a timely manner.

However, there are a few exclusions. This SLA does not apply to:

Any equipment, software, services or other parts of the IT system not listed above□. Software, equipment or services not purchased via and managed by the supplier

Additionally, this SLA does not apply when:

The problem has been caused by using equipment, software or service(s) in a way that is not recommended.□The client has made unauthorized changes to the configuration or set up of affected equipment, software or services.

The client has prevented the supplier from performing required maintenance and update tasks.□The issue has been caused by unsupported equipment, software or other services.

This SLA does not apply in circumstances that could be reasonably said to be beyond the supplier's control. For instance: floods, war, earthquake, and other natural occurring disasters.□This SLA also docs not apply if the client is in breach of its contract with the supplier for any reason (e.g. late payment of fees).

Having said all that, the supplier should be helpful and accommodating at all times, and will do its absolute best to assist Department of Social Welfare and Development (DSWD) wherever possible.

Responsibilities Supplier Responsibilities

The supplier will provide and maintain the IT system used by the client.

The IT support contract between the supplier and the client includes full details of these responsibilities.

Additionally, the supplier will:

Ensure relevant software, services and equipment are available to the client in line with the uptime levels listed below.□Respond to support requests within the timescales listed below.□Take steps to escalate and resolve issues in an appropriate, timely manner. Maintain good communication with the client at all times.

Client Responsibilities

The client will use the supplier-provided IT system as intended.

The IT support contract between the supplier and the client includes full details of the IT system and its intended uses.

Additionally, the client will:

Notify the client of issues or problems in a timely manner.□Provide the supplier with access to equipment, software and services for the purposes of maintenance, updates and fault prevention.□Maintain good communication with the supplier at all times.

Guaranteed Uptime

Uptime Levels

In order to enable the client to do business effectively, the supplier guarantees that certain items will be available for a certain percentage of time.

These uptime levels apply to items in the Equipment, software and services covered table that show a tick in the Covered for uptime? column.

The level of guaranteed uptime depends on the priority level of each item:

Priority level	Guaranteed uptime
1	99.9%
2	99.5%
3	99%

Measurement and Penalties

Uptime is measured using supplier's automated systems, over each calendar month. It is calculated to the nearest minute, based on the number of minutes in the given month (for instance, a 31-day month contains 44,640 minutes).

If uptime for any item drops below the relevant threshold, a penalty will be applied in the form of a credit for the client.

This means the following month's fee payable by the client will be reduced on a sliding scale.

The level of penalty will be calculated depending on the number of hours for which the service was unavailable, minus the downtime permitted by the SLA:

Important notes:

Uptime penalties in any month are capped at 30% of the total monthly fee Uptime measurements **exclude periods of routine maintenance**. These must be agreed between the supplier and client in advance.

Priority level	Penalty per hour □(Pro-rated to the nearest minute)
1	2% of total monthly fee

2	1% of total monthly fee
3	0.5% of total monthly fee

Guaranteed Response Times

When the client raises a support issue with the supplier, the supplier promises to respond in a timely fashion.

Response times

The response time measures how long it takes the supplier to respond to a support request raised via the supplier's email, telephone, or mobile support system.

The supplier is deemed to have responded when it has replied to the client's initial request. This may be in the form of an email or telephone call, to either provide a solution or request further information.

Guaranteed response times depend on the priority of the item(s) affected and the severity of the issue. They are shown in this table:

		Issue severity (see Severity levels section, below)			
		Fatal	Severe	Medium	Minor
Item priority	1	15 minutes	15 minutes	30 minutes	60 minutes
	2	30 minutes	30 minutes	45 minutes	60 minutes
	3	60 minutes	60 minutes	75 minutes	90 minutes

Response times are measured from the moment the client submits a support request via the supplier's email, telephone, or mobile support system.

Response times apply during standard working hours (8am — 6pm) only, unless the contract between the client and supplier specifically includes provisions for out of hours support.

Severity levels

The severity levels shown in the tables above are defined as follows:

Fatal: Complete degradation — all users and critical functions affected. Item or service completely unavailable.

Severe: Significant degradation — large number of users or critical functions affected.

Medium: Limited degradation — limited number of users or functions affected. Business processes can continue.

Minor: Small degradation — few users or one user affected. Business processes can continue.

Measurement and penalties

Response times are measured using the supplier's call and email log, through the designated Support Engineer, who tracks all issues from initial reporting to resolution.□It is vital the client raises every issue to the designated Support Engineer. If an issue is not raised in this way, the guaranteed response time does not apply to that issue.

If the supplier fails to meet a guaranteed response, a penalty will be applied in the form of a credit for the client.

This means the following month's fee payable by the client will be reduced on a sliding scale.

The level of penalty will be calculated depending on the number of hours by which the supplier missed the response time, minus the downtime permitted by the SLA:

Priority level	Penalty per hour (Pro-rated to nearest minute)
1	5% of total monthly fee
2	2% of total monthly fee
3	1% of total monthly fee

Important notes:

Response time penalties in any month are capped at 50% of the total monthly fee.□Response times are measured during working hours (8am — 6pm).

For instance, if an issue is reported at 5.30pm with a response time of 60 minutes, the supplier has until 8.30am the following day to respond.

Resolution Times

The supplier will always endeavour to resolve problems as swiftly as possible. It recognises that the client's computer systems are key to its business and that any downtime can cost money.

However, the supplier is unable to provide guaranteed resolution times. This is because the nature and causes of problems can vary enormously.

For instance, it may be possible to resolve a fatal server issue in minutes, simply by restarting the server. But if a server fails due to disk error or a hardware fault (also classed as a fatal issue) it may take much longer to get back up and running.

In all cases, the supplier will make its best efforts to resolve problems as quickly as possible. It will also provide frequent progress reports to the client.

Rights of Termination

The supplier recognises that it provides services that are critical to the client's business.

If the supplier consistently fails to meet the service levels described in this document, the client may terminate its entire contract with the supplier, with no penalty.

This right is available to the client if the supplier fails to meet these service levels more than five times in any single calendar month.

Signatures

This service level agreement is agreed as part of the IT support contract between **"Department of Social Welfare and Development"** and **service provider**:

Signed on behalf of the client:

Name: [Name of Representative in ICTMS]□Position: [Position and Role of Representative in ICTMS] Date: [Date Signed]

Signed on behalf of the supplier:

Name: . Position: Project Manager Date: [Date Signed]

Name of Bidder: _____

Name of Authorized Representative: _____

Signature of Authorized Representative: _____

Date: _____

PRE-BID CONFERENCE

SUBSCRIPTION OF A COMPLETE HYPER-CONVERGED INFRASTRUCTURE PLATFORM SOLUTION FOR PANTAWID SYSTEMS, OTHER DSWD SYSTEMS AND SERVICES

03 January 2020 at 10:30 AM

OUS-DRMG, Room 202, Directors Dormitory, DSWD Central Office, IBP Road, Batasan Hills, Quezon City

ATTENDANCE SHEET

NO.	NAME	OFFICE	SEX	EMAIL	CONTACT NO.	SIGNATURE
1	USec. Felicisimo C. Budiongan (BAC Chairperson)	OUSDRMG	M	fcbudiongan@dswd.gov.ph		
2	USec. Rene Glen O. Paje (BAC Regular Member)	OUSISP	M	rgopaje@dswd.gov.ph		
3	ASec. Noel M. Macalalad (BAC Alternate Member)	OASSCB	M	nmmacalalad@dswd.gov.ph		
4	Dir. Ernestina Z. Solloso (BAC Regular Member)	4Ps	F	ezsolloso@dswd.gov.ph		
5	Dir. Irene B. Dumlao (BAC Alternate Member)	SMS	F	ibdumlao@dswd.gov.ph		
6	Dir. Emmanuel P. Privado (BAC Regular Member)	NRLMB	M	epprivado@dswd.gov.ph		
7	Mr. Felix M. Armeña (BAC Alternate Member)	ICTMS	M	fmarmena@dswd.gov.ph		
8	Dir. Andrew J. Ambubuyog (BAC Provisional Member)	ICTMS	M	ajambubuyog@dswd.gov.ph		
9	Atty. Karina Antonette A. Agudo	PMS	F	kaagudo@dswd.gov.ph	Loc. 121 -124	
10	Ms. Oliva C. Arcaina	BAC Secretariat	F	ocarcaina@dswd.gov.ph	Loc. 121 -124	
11	Mr. Ramon M. Villareal Jr.	BAC Secretariat	M	rmvillarealjr@dswd.gov.ph	Loc. 121 -124	
12	Mr. William V. Garcia Jr.	BAC Secretariat	M	wvgarciajr@dswd.gov.ph	Loc. 121 -124	
13	Ms. Katrina E. Garcia	BAC Secretariat	F	kegarcia@dswd.gov.ph	Loc. 121 -124	

ATTENDANCE SHEET

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24	Raymond Cruzado	PMS-PPMD	M			
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PRE-BID CONFERENCE

SUBSCRIPTION OF A COMPLETE HYPER-CONVERGED INFRASTRUCTURE PLATFORM SOLUTION FOR PANTAWID SYSTEMS, OTHER DSWD SYSTEMS AND SERVICES

03 January 2020 at 10:30 AM

OUS-DRMG, Room 202, Directors Dormitory, DSWD Central Office, IBP Road, Batasan Hills, Quezon City

BIDDERS ATTENDANCE SHEET

NO.	NAME	OFFICE	SEX	EMAIL	CONTACT NO.	SIGNATURE
1	KURT GIRON	AG DATACOM PHILS INC	M	KURT.GIRON@agdatacom.com	09170305834	
2	PAT MALESIDO	AG DATACOM	M	patrerio.malesido@agdatacom.com	09178429199	
3	Rizamae Maramag	Massive Integrated Tech Solutions Inc.	F	rizamae.maramag@massiveitc.com	09178176713	
4	Ryclan Bautista	AMTI	M	ryclan[illegible]bautista@amti.com.ph	09171596820	
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