DRN: _____

SUBSCRIPTION OF A COMPLETE HARDWARE AND SOFTWARE INFRASTRUCTURE SOLUTION FOR BACKUP, DISASTER RECOVERY, STORAGE AND ARCHIVING SOLUTION AS A SERVICE FOR DSWD CENTRAL OFFICE AND DISASTER RECOVERY SITE (ENTERPRISE CLOUD)
(ITB No. GOP/20-DSWD-015)
22 JANUARY 2020 | 02:30 PM
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. Dir. Ernestina Z. Solloso   -   Regular Member
3. Mr. Felix M. Armeña   -   Alternate Member
4. Dir. Andrew J. Ambubuyog   -   Provisional Member

BAC Secretariat:

1. Ms. Oliva C. Arcaina   -   Supervising Administrative Officer
2. Mr. Ramon M. Villareal Jr.   -   Administrative Officer V
3. Mr. Sherwin V. Gelacio   -   Administrative Officer IV
4. Mr. Ramises B. Esteban   -   Administrative Officer III
5. Mr. Prince A. Lee   -   Administrative Officer III
6. Mr. Pio Ricardo S. Mago   -   Administrative Assistant II

Others in Attendance:

1. Mr. Sandy Roy L. Ocampo   -   Information and Communications Technology Management Service (ICTMS)

II. Call to Order

The Pre-Bid Conference for the **"Subscription of a Complete Hardware and Software Infrastructure Solution for Backup, Disaster Recovery, Storage and Archiving Solution as a Service for DSWD Central Office and Disaster Recovery Site (Enterprise Cloud)"** was called to order at **02:30 PM** by the BAC Chairperson, **U/Sec. Felicisimo C. Budiongan**. He then introduced the members of the BAC, the BAC Secretariat and the representative from the End-user (Information and Communications Technology Management Service). *(Note: The other invited observers were unable to attend.)*

The BAC Chairperson informed the other members of the Committee and the End-user (ICTMS) hat no prospective bidder was able to attend, hence, the Committee cannot proceed with the Pre-Bid Conference. However, he reminded the BAC Secretariat that queries and clarifications from prospective bidders who will submit thru writing or thru email at bacsec@dswd.gov.ph or thru fax at (02) 951-7116 may still be accepted until 05:00 p.m. of Monday, 27 January 2020.

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

III. Adjournment

Having no other matters for discussion, the Pre-Bid Conference was adjourned at **02:35 PM**.
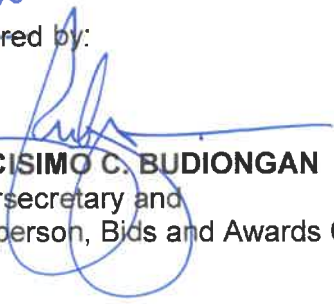
Prepared by:

Approved by:

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

Noted

Prepared by:

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

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

DSWD
Department of Social Welfare and Development

BIDS AND AWARDS COMMITTEE
SPECIAL ORDER NOS. 3291 AND 5106, SERIES OF 2019
BACSEC-GF-0002 | REV 01 / 06 NOV 2019

PRE-BID CONFERENCE

DESCRIPTION	:	Subscription of a Complete Hardware and Software Infrastructure Solution for Backup, Disaster Recovery, Storage and Archiving Solution as a Service for DSWD Central Office and Disaster Recovery Site (Enterprise Cloud)	ITB No. GOP/20-DSWD-015
DATE	:	22 January 2020
TIME	:	02:30 PM
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 Hardware and Software Infrastructure Solution for Backup, Disaster Recovery, Storage and Archiving Solution as a Service for DSWD Central Office and Disaster Recovery Site (Enterprise Cloud)"** 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.

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 HARDWARE AND SOFTWARE INFRASTRUCTURE SOLUTION FOR BACKUP, DISASTER RECOVERY, STORAGE AND ARCHIVING SOLUTION AS A SERVICE FOR DSWD CENTRAL OFFICE AND DISASTER RECOVERY SITE (ENTERPRISE CLOUD)

— ITB No. GOP/20-DSWD-015 —
(PR No. 2019121830)

1. The **Department of Social Welfare and Development (DSWD)**, through the **DSWD Funds**, intends to apply the sum of **Twenty Million Two Hundred Fifty Thousand Pesos (PHP 20,250,000.00)**, being the Approved Budget for the Contract (ABC) to payments under the contract for the **Subscription of a Complete Hardware and Software Infrastructure Solution for Backup, Disaster Recovery, Storage and Archiving Solution as a Service for DSWD Central Office and Disaster Recovery Site (Enterprise Cloud)**. 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 Hardware and Software Infrastructure Solution for Backup, Disaster Recovery, Storage and Archiving Solution as a Service for DSWD Central Office and Disaster Recovery Site (Enterprise Cloud)**. 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 *14 January 2020* to *05 February 2020* from the address below and upon payment of a nonrefundable fee for the Bidding Documents in the amount of **Fifteen Thousand Pesos (PhP 15,000.00).**

   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 *22 January 2020, 02:30 PM*, 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 *05 February 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 *05 February 2020, 10:00 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. 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.

9. 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

Section VI. Schedule of Requirements

Subscription of a Complete Hardware and Software Infrastructure Solution for Backup, Disaster Recovery, Storage and Archiving Solution as a Service for DSWD Central Office and Disaster Recovery Site (Enterprise Cloud)

Particulars	Quantity
Subscription of a Complete Hardware and Software Infrastructure Solution for Backup, Disaster Recovery, Storage and Archiving Solution as a Service for DSWD Central Office and Disaster Recovery Site (Enterprise Cloud)	One (1) lot

Contract Coverage:

- Implementation: The winning bidder must deliver the IT Software and Licenses not more than sixty (60) calendar days after issuance and receipt of the Notice to Proceed (NTP)
- Maintenance and Support Coverage: nine (9) months

Payment Schedule:

Scope of Services	Deliverables / Outputs	Expected Time of Delivery	Amount to be Paid

Subscription of a Complete Hardware and Software Infrastructure Solution for Backup, Disaster Recovery, Storage and Archiving Solution as a Service for DSWD Central Office and Disaster	Kick-Off Meeting
	
	Submit the following:
	1. Inception Report and complete requirement documentation
	2. Approved design for the online backup and rehydration solution, one-sided replication
	3. Provisioning of storage as a service solution
	  a. Delivery of hardware and software
	  b. Configuration and testing
	4. Failover solution for Central Office and DR site
	  a. Delivery setup of license
	  b. Configuration and testing
		15 Working days after NTP	40% of Total Contract Price (TCP)

Recovery Site (Enterprise Cloud)	5. Testing and Turn-over 6. User's Acceptance Certificate 7. Certificate of Satisfactory Service Rendered		
	First Quarter Billing *Submit the following:* 1. Quarter Services Report 2. User's Acceptance Certificate 3. Certificate of Satisfactory Service Rendered	90 Calendar days after NTP	30% of TCP
	Second Quarter Billing *Submit the following:* 1. Quarter Services Report 2. User's Acceptance Certificate 3. Certificate of Satisfactory Service Rendered	180 Calendar days after NTP	20% of TCP
	Third Quarter Billing *Submit the following:* 1. Quarter Services Report 2. User's Acceptance Certificate 3. Certificate of Satisfactory Service Rendered	270 Calendar Days after NTP	10% of TCP

Payment processing will take **fifteen (15) working days** upon receipt of Sales Invoice or Billing Statement with complete supporting documents.

Delivery Site*:

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: _____

Section VII. Technical Specifications

Technical Specifications

DSWD Specifications	Bidder's Specifications[6]
SUBSCRIPTION OF A COMPLETE HARDWARE AND SOFTWARE INFRASTRUCTURE SOLUTION FOR BACKUP, DISASTER RECOVERY, STORAGE AND ARCHIVING SOLUTION AS A SERVICE FOR DSWD CENTRAL OFFICE AND DISASTER RECOVERY SITE (ENTERPRISE CLOUD)	Brand: Detailed Specifications:
1. **SCOPE OF WORK**	
1.1. Project Management and complete documentation	
1.2. **Upfront Provisioning** of On-premise Storage, Archiving, Backup, Replication and Disaster Recovery as a Service Solution which comprises of the following:	
1.2.1. Solution design to solve backup requirement of DSWD, online backup retrieval/rehydration and archiving from Existing hyper converged infrastructure, replication, and solving the enterprise storage requirement of the department.	
1.2.2. Implementation of Cross-site Replication solution for DSWD Primary Site and DR site (Initially one-way replication and will decide later for cross-site, but must be capable of cross site replication).	
1.2.3. Must be able to accommodate at least 20% buffer to VM and disk consumption for sudden growth rate. **(Please Refer to Table 1)**	

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[6] *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).*

1.2.4. Rehydration and Archiving of backup data from Existing Hyper Converged Infrastructure solution without downtime.

    1.2.4.1. Must be able to cover the yearly backup.

    1.2.4.2. Must be able to cover backup archiving for the whole year.

1.2.5. Provisioning of an Enterprise Storage on Premise as a Service Solution for Central Office and Disaster Recovery Site.

1.3. **Ensure that all equipment and software are always updated and upgraded to the latest version and model without production shutdown and extra cost.**

1.4. **Knowledge transfer and certification trainings.**

Note: The complete solution/components will not be owned by DSWD and all components, parts and equipment will be returned to the service provider once the project contract expires.

2. DELIVERABLES

2.1. Provision Project Management expertise and full documentation of the project.

2.1.1. Provide expert project management team to effectively manage the project and provide complete documentation of the project

2.1.2. Provide assistance on the completion, changes and operationalization of DSWD Business Continuity Management Plan.

2.2. Provisioning and configuration of On-premise Storage, Backup, Archiving, Replication and Disaster Recovery as a Service which comprises of the following:

2.2.1. Provide a minimum of 150 TB for the replicated copy of the existing backup from existing HCI Platform of DSWD, hosted in the Cloud for the whole year.

2.2.2. Provide a minimum of at least 52TB of

archiving storage on CO and another 35TB of staging storage on CO for the whole year.

2.2.3. Up to 90 VMs licenses coverage only.

2.3. **Milestone 1:** Kick-Off, Inception Report and complete requirement documentation and approved design for the online backup and rehydration solution, cross-site replication, provisioning of storage as a service solution and failover solution for Central office and DR site.

2.4. **Milestone2:**

2.4.1. Provisioning of hardware and Software for the whole solution for the whole contract coverage:

2.4.1.1. 150TB for Disaster Recovery Site as replicated storage (or Cloud Storage)

2.4.1.2. 52TB for CO as archiving storage

2.4.1.3. 35TB for CO as staging storage

2.4.1.4. Provision 90 licenses for VMs

2.4.2. Complete requirement documentation and approved design for the Installation, Setup, Configuration and Testing of the hardware

2.5. **Milestone 3:**

2.5.1. All related services for the following:

2.5.1.1. Complete requirement documentation, approved design, and implementation plan of the online backup and rehydration solution, One-way site replication, provisioning of storage as a service solution and failover solution (software and enterprise storage only, fail-over compute shall be provided by DSWD) for Central office and DR site. **Please refer to Additional Specifications in Item No. 14 below, for complete features and specifications of the solution.**

2.5.1.2. Implementation of One way-site

Replication solution for High Availability and Failover Solution of DSWD Primary Site and Secondary site. Please refer to Additional Specifications for the complete features and specifications of the solution.

2.5.1.3. Implementation for the Rehydration and Archiving of backup data from Existing Hyper Converged Infrastructure solution without downtime. Please refer to Additional Specifications for the complete features and specifications of the solution.

2.6. Milestone 4:

2.6.1. Knowledge Transfer, Trainings, Coaching and Mentoring, provisioning of Expert Support and related services.

Note: The complete solution/components will not be owned by DSWD and all components, parts and equipment will be returned to the service provider once the project contract expires.

3. SYSTEM / SOLUTION LAYOUT

Year 2020 deliverables:

3.1. Must be able to cover all Virtual Machines (Tier 1 to Tier 3)

3.2. Must be able to cover all existing 2019 Simplivity VMware Backup for migration and archiving to the proposed solution. **(Please Refer to the Layout Plan)**

4. QUALIFICATION OF SERVICE PROVIDER

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

4.2. 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.).

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

4.4. 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.

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

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

4.7. The service provider must provide at least two (2) installed based customer references for site visit during post qualification.

4.8. The service provider can provide 24/7 support and **Service Level Agreement of 100% uptime**. As a proof, the service provider must provide existing managed services being provided to at least two (2) customers and can be visited on site during post qualification.

4.9. The service provider must have certification of support from the Manufacturer of products being offered, specifying the support being extended to the service provider.

4.10. *Certification and other credentials of at least two (2) Certified Implementation Personnel for the solution to be deployed*

4.11. 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.

4.12. Certification must be issued by the Manufacturer/Principal that the solution will have no disruptive upgrade on storage firmware and hot fixes and updates must be done online/no

downtime needed.

4.13. Certification must be issued by the Manufacturer/Principal that the solution will have storage can scale up, scale out and scale down without downtime.

4.14. Certification must be issued by the Manufacturer/Principal that the solution will have capacity on demand available anytime

4.15. Certification must be issued by the Manufacturer/Principal that the solution will have performance on demand available anytime.

4.16. Certification must be issued by the Manufacturer/Principal that the solution will have 100% restful API coverage.

4.17. Certification must be issued by the Manufacturer/Principal that the solution will have support data in place upgrade to newer model at no cost, no EOL and no migration cost.

4.18. Certification must be issued by the Manufacturer/Principal that the solution will provide **100% storage Up-Time SLA.**

5. SERVICE LEVEL AGREEMENT (SLA) REQUIREMENT

5.1. Provider should guarantee availability of the solution in the event of declaration of execution of failover to DR Site.

DR Solution:

5.1.1. 100% UPTIME for the provisioned solution.

5.1.2. Recovery Point Objective (RPO) of thirty (30) minutes.

5.1.3. Recovery Time Objective (RTO) of one (1) hour

Enterprise Storage Solution:

5.1.4. The customer will no longer purchase

new/updated hardware if the contract is active. Machines' due for end of life or refresh will be replaced at no additional cost and no downtime to DSWD.

5.1.5. 24 x 7 x 365 support with 24 hours proactive monitoring.

5.1.6. 100% Uptime. DSWD is entitled for rebates or service credits if downtime has been experienced as stated in 10.5.1 clause.

5.1.6.1. Downtime: Supplier should provide Service Credits considering the duration of downtime in Minutes. **(Please Refer to Table 2)**

5.2. Service Level Agreement Exclusion

5.2.1. The penalties indicated above will only apply upon declaration of execution of failover to DR Site.

5.2.2. Exclusions include but are not limited to the following:

5.2.2.1. Fail-over compute for DR site will be provided by DSWD.

5.2.2.2. Connectivity from on-premise to cloud storage will be provided by DSWD.

5.2.2.3. Unavailability of the services during scheduled maintenance window, emergency maintenance or any other agreed-to-scheduled downtime.

5.2.2.4. Downtime caused by failures of components, third-party system or services that are not supplied by the service provider.

5.2.2.5. Downtime that resulted from modifications to or changes of the operating system, database, application code or other code not provided by the service provider.

5.2.2.6. Any availability or outrage impact related to DSWD side security breaches

or compromised serviced credentials.

5.2.2.7. Downtime associated with improper use of the services (credentials, call sequence and method formats).

5.2.2.8. Any downtime that resulted from the act or omission of DSWD, its end users, anybody on their behalf or any other third party, not under the control or responsibility of the service provider.

5.2.2.9. Suspension or termination of services by DSWD.

5.2.2.10. Any service outage due to Force Majeure as described in this.

5.2.2.11. Downtime caused by unavailability of network.

6. POST QUALIFICATION TECHNICAL TESTING

The service provider must perform whether the system meets the following required criteria during post qualification for one (1) week including set up. However, the post qualification period may extend to another week, if needed. (If the service provider is the Incumbent, this will no longer be necessary.):

6.1. **Must Backup/Replicate VMs from:**

6.1.1. Hyper-V

6.1.2. VMWare

6.2. Must be able to Backup/Replicate from different hypervisor with on the fly VM conversion:

6.2.1. Hyper-V to VMWare.

6.2.2. VMware to Hyper-V.

6.2.3. Hyper-V to Hyper-V.

6.2.4. VMWare to VMWare.

6.3. Must be able to execute the replication with no impact on the following:

6.3.1. No service interruption or downtime.

6.3.2. No impact on the CPU, RAM usage of the VM.

6.3.3. No impact on the production storage.

6.4. Must be able to execute disaster recovery testing with no impact on the following:

6.4.1. No production impacts.

6.4.2. No VMs Shutdown.

6.4.3. Recovery automations for failover, failback and migration.

6.5. Must be able to execute disaster recovery testing with a very few mouse click (at most 4 clicks)

6.6. Must be able to execute journal file level restore

6.7. **Recovery Point Objective (RPO) of thirty (30) minutes**

6.8. **Recovery Time Objective (RTO) of one (1) hour**

7. INSTALLATION

7.1. The winning bidder will work in parallel with DSWD IT Management Department personnel during the installation and testing of the proposed solution.

7.2. The winning bidder must ensure that the proposed solution is functional and 100% compatible with the existing equipment and environment of the agency.

8. MAINTENANCE/TECHNICAL SUPPORT

8.1. During the subscription period, service level agreement of 30 mins of RPO and 1 hour of RTO for the replication solution must be provided and strictly observed.

8.2. The winning bidder must shoulder all expenses of the technical person(s) who will be providing the

technical services on-site. Render weekly in-house technical support during the nine (9) months engagement period.

9. TRAININGS

9.1. The winning bidder shall provide certification level training conducted by certified instructor/s from software and storage manufacturers for DSWD three (3) personnel.

9.2. An updated yearly certification level training conducted by certified instructor/s from software and storage manufacturers for DSWD three (3) personnel must also be provided, while contract is active.

9.3. Cost of training, venue, food and lodging of participants must be shouldered by the service provider.

10. TECHNOLOGY TRANSFER

10.1. The winning bidder must provide a Knowledge Transfer DSWD engineers who will be managing the system. One course per technology being used in the implementation of the project. The session must include theory and actual configuration and management.

11. WARRANTY

11.1. The solution should be covered by the warranty on upgrades, patches and services with no additional cost to DSWD if the subscription is active. The warranty period for and shall commence upon acceptance.

12. DOCUMENTATION

12.1. The winning bidder should provide complete documentation of software and licenses, and/or utilities must also be provided.

13. DELIVERY AND USER ACCEPTANCE TESTING

13.1. All deliverables mentioned should be checked by DSWD and complied by the winning bidder before the final acceptance and turnover of the

project.

13.2. The Department (with the assistance of the Supplier) must perform the test whether the System meets all the requirements as stated in the UAT documents.

14. ADDITIONAL TECHNICAL SPECIFICATIONS

14.1. Backup and Replication Software

Enterprise Backup and Replication Software intended for DSWD Data Center Onsite and Offsite.

14.1.1. Must be a hypervisor-based backup and replication software.

14.1.2. Must be able to replicate VMware or Hyper-V infra for the following years:
1st year: ninety (90) VMs Total

14.1.3. No snapshots and no production VM impact.

14.1.4. Must be a virtual aware, software only backup and replication solution purposely built for virtual environments.

14.1.5. Must provide business continuity and DR capabilities for the data center and/or the cloud.

14.1.6. Must work seamlessly into the existing infrastructure with no application, storage and hypervisor changes.

14.1.7. Must have a software based virtual manager that plugs directly into the single virtual management console that enables visibility into the entire infrastructure.

14.1.8. Must have a software based virtual manager that keeps track of application and information in motion in real time.

14.1.9. Must have a software based virtual manager that manages replication of the entire virtual domain.

14.1.10. Must have a software module that continuously replicates data from user-selected VMs, compressing and sending the data to the remote site over WAN Links.

14.1.11. Must provide automated failover, failback and failover testing including all VM creation and configuration.

14.1.12. Must provide a replication for Business Continuity/Disaster Recovery solution with fully automated orchestration.

14.1.13. Must enable pre-configuration of boot-order, re-Iping, journal size and other BCDR orchestration so when an event occurs, they are executed exactly as business requires.

14.1.14. Must provide a workflow automation for end-user accepted recovery, which inserts delay so the production site is not shut down right way and allows IT administrator to ensure failover is successful.

14.1.15. Must deliver replication between sites or multiple sites with natively multi-tenant infrastructure.

14.1.16. Must be able to centrally manage the multiple sites replication, providing offsite backup, alerts and reporting.

14.1.17. Must be able to replicate from one to many sites simultaneously.

14.1.18. Must support multi-site, multi-directional replication in a single instance.

14.1.19. Must be able to simultaneously protect and recover VMs within the same data center, to multiple target sites (one to many) including public cloud providers like Microsoft Azure, AWS and other leading cloud providers without additional license.

14.1.20. Must have a virtual protection group that ensures enterprise applications are replicated and recovered with consistency regardless of the underlying infrastructure.

14.1.21. Must provide application consistency with groups of VMs consistently replicated with full write order fidelity across multiple ESX host and storage arrays, with the same protection policies applied seamlessly supporting vMotion, DRS, HA, Storage vMotion and Storage DRS.

14.1.22. Must provide application level protection by creating virtual protection group which enables consistent multi-VM application recovery, meet application SLA and prioritize application, protects across any host or storage configuration, pre-seed feature to VMware.

14.1.23. Must be capable of creating user assigned group of virtual machines and their related virtual disks that have dependencies and must be recovered from a consistent image as a group.

14.1.24. Must provide granular, file level recovery without having to power up the recovery VM's at the target.

14.1.25. Must be able to replication at the correct level of any virtual entity, either a single VM, or a virtual application including its meta data.

14.1.26. Must be capable of cross hypervisor replication and recovery by automatic conversion of VMs on the fly without having to match hypervisor between datacenters.

14.1.27. Must be able to support replication between VMWare and Microsoft Hyper-V environments.

14.1.28. Must be able to replicate between different versions of VMWare vSphere and between VMWare vSphere and Vmware vCLoud environments.

14.1.29. Must be able to support replication to public cloud infrastructure.

14.1.30. Must be hardware-agnostic which should enable replication of data between different types of storage and servers.

14.1.31. Must support mixed storage technologies like Storage Area Network (SAN), Network Attached Storage (NAS), and virtual disk types such as Raw Device Mapping RDM) and VMware File System (VMFS).

14.1.32. Must be a journal-based point-in-time recovery enabling failover to historical points in time up to 30 days.

14.1.33. Must be able to provide asynchronous replication with zero impact on application performance.

14.1.34. Must have no guest host requirement or additional hardware footprint.

14.1.35. Must have a built-in WAN optimization and compression.

14.1.36. Must natively support all storage platforms and the full breadth of capabilities made possible by virtualization, including High availability, clustering, and the ability to locate and replicate volumes in vmotion.

14.1.37. Must support vMotion or Distributed Resource Scheduler that continuously locate and replicate data no matter where it resides or is moved.

14.1.38. Must integrate with Vmware vCloud Director further simplifying and centralizing management.

14.1.39. Must be scalable in terms of deployment of the number of VMs to be protected and replicated.

14.1.40. Must be scalable in terms of number of

sites to be replicated and managed to.

14.1.41. Must have an option to be managed at the hypervisor management center.

14.1.42. Must have alerting capabilities which includes probably cause and probable solution for fast resolution.

14.1.43. Must provide recovery reports with complete details on BC/DR tests.

14.1.44. Must provide details of VM consumption at the production and target site including WAN consumption, IOPS, RPO, source VM resource utilization and exact bandwidth and storage consumed.

14.1.45. Must provide details of throughput and bandwidth metrics.

14.1.46. Must provide automated backup reports thru email.

14.1.47. Monitor protection anywhere anytime with mobile app.

14.1.48. Must be able to perform non-intrusive DR testing.

14.1.49. Must be able to provide web-based monitoring platform that delivers detailed reporting, visibility on the health and compliance of protected multi-site such as network performance, storage consumption, and troubleshooting capabilities.

14.1.50. Must meet RTO of 1hour and RPO of 30mins.

14.2. Rehydration and Archiving of backup data from Existing Hyper converged

14.2.1. Proposed Solution should be capable of extracting current backup from DSWD's existing hyper-converged infrastructure and store it to a different archiving storage.

14.2.2. Proposed solution should be capable of extracting 1-year worth of data from DSWD's hyper converged infrastructure.

14.2.3. Proposed solution must have all the necessary hardware, software and services needed for the rehydration services.

14.2.4. Archive solution should be capable of archiving VMWare and Hyper-V virtual machine.

14.2.5. Archive solution should be capable of archiving Citrix XenServer virtual machine.

14.2.6. Archive solution should be capable of archiving Huawei Fusion Compute virtual machine.

14.2.7. Archive solution should be capable of archiving specific virtual machine.

14.2.8. Archive solution should be capable of archiving group of virtual machines.

14.2.9. Archive solution should be capable of indexing of virtual machine during archiving for faster recovery of individual file or directory.

    14.2.9.1. Faster Recovery and Simple (3clicks) directly up to file level. No need to restore the entire VM.

14.2.10. Archive solution should be capable of agentless archive of virtual machine.

14.2.11. Archive solution should be capable of incremental forever with block level archive.

14.2.12. Archive solution should be capable of archiving to disk storage.

14.2.13. Archive solution should be capable of archiving to tape storage.

14.2.14. Archive solution should be capable of archiving to NAS.

14.2.15. Archive solution should be capable of archive to disk and duplication to tape with D2D2T.

14.2.16. Archive solution should be capable of compression and deduplication of the data to reduce network and storage usage.

14.2.17. Archive solution should be capable of recovering specific virtual machine.

14.2.18. Archive solution should be capable of recovering group of virtual machines.

14.2.19. Archive solution should be capable of recovering specific file from archived virtual machine without powering on.

14.2.20. Archive solution should be capable of recovering specific directory from archive virtual machine without powering on.

14.2.21. Archive solution should be capable of recovering virtual machine to alternate location.

14.2.22. Archive solution should be capable of recovering specific file from archived virtual machine without powering on to alternate location.

14.2.23. Archive solution should be capable of recovering specific directory from archived virtual machine without powering on to alternate location.

14.2.24. Archive solution should have simplified recovery process with just 3 click for recovery.

14.2.25. Archive solution should be capable of consistent recovery with time navigation.

14.2.26. Archive solution should be capable of user friendly recovery interface including web recovery.

14.2.27. Archive solution must be robust and flexible enough to be able to support

installation on different platforms including Windows, Linux, and various Unix platforms such as HPUX, AIX and Solaris.

14.2.28. Archive solution must be able to support multi-catalog environment.

14.2.29. Archive solution should encrypt data on its way from its primary storage to the archive server.

14.2.30. Archived data should remain encrypted until an authorized user recovers and decrypts it.

14.2.31. Archive solution should be capable of network encryption and decryption (NED) using encryption like public-key cryptography.

14.2.32. Archive solution should be capable of media encryption and decryption (MED) sensitive data are encrypted at the agent level prior to being written to the backup media.

14.2.33. Archive solution should be capable of hierarchical key management.

14.2.34. Archive solution should be capable of having templates designed to meet compliance policies.

14.2.35. Archive solution should be capable of archiving standard formats (tar, sidf, and proprietary).

   14.2.35.1. Option to choose different format in archiving (open format).

14.2.36. Archive solution should be capable of real-time multiple copies for externalization.

14.2.37. Archive solution should be capable of ease of management.

14.2.38. Archive solution should capable of real-time supervision.

14.2.39. Archive solution should be capable of graphical alarms and support for SNMP.

14.2.40. Archive solution should be capable of graphical task viewer to foresee and spread the archive load.

14.2.41. Archive solution should be capable of web administration interface.

14.2.42. Archive solution should be capable of detailed web reports.

14.2.43. Archive solution should be capable of reporting through emails.

14.3. **Enterprise Storage On-Premise as a Service for Replication and Archiving**

Enterprise Storage intended for DSWD Data Center Onsite and Offsite

14.3.1. Proposed storage must provide an enterprise storage as a service (STaaS) solution delivering high-performance, highly available and predictable (QoS) file and block storage, in a pay-as-you-go model for on-premise deployment and via global service providers.

14.3.2. Must have the following minimum useable capacity for replication, staging storage and archiving storage (20%SSD & 80% NL SAS) that has a guaranteed 20% buffer available at any given time with no additional cost to DSWD until used.

Replication:
1st year: 200TB Total
Archiving:
1st year: 52TB Total
Staging: 35TB Total

14.3.3. The supplied infrastructure must be able to cater the required capacity projection for the next 3 years of DSWD.

14.3.4. Proposed storage must deliver flexible, multi-tenant enterprise SAN and NAS

technology for petabyte-scale primary and secondary storage. With isolated resources, exceptional data security, management control and predictable performance.

14.3.5. Proposed storage must provide application centric provisioning where array resources like cpu cores, ram and storage resource pool can be assigned to multiple department or customer without affecting each other performance. Array resources (CPU, RAM,cache, Disk) must be increased or decreased on demand and online based on application changing demand.

14.3.6. Proposed storage must provide dynamic and flexible provisioning capabilities to configure online new capacities and storage performance.

14.3.7. Proposed storage must provide a comprehensive multi-tenant, enterprise class storage subsystem with scale out expandability, quality of service, billing, provisioning, monitoring and support all delivered a service. Performance on each array must be completely isolated.

14.3.8. Proposed storage must provide a solution that enables the customer to consume storage without the need to worry about scaling limits, firmware upgrades, enterprise support agreements or lease agreements.

14.3.9. Proposed storage must be scalable to support up to 1000 storage nodes using storage node clustering.

14.3.10. Proposed storage must be able to support Block, File, S3, swift and object storage using DFS, CIFS,NFS, ISCSI and FC protocol.

14.3.11. Proposed system should be unified storage with capabilities to natively support FC, iSCSI, IP and/or ISER.

14.3.12. Proposed storage must have support to run Docker containers inside the array on dedicated resources. In that Container you are now free to run services such as FTP, HTTP, WebDav etc.

14.3.13. Proposed solution must have single console management capabilities for array configuration, Protection, SnapShots, Replication, transparent failover etc. It must also provide comprehensive monitoring and reporting capabilities.

14.3.14. Proposed solution must provide comprehensive performance and capacity adjustments on the fly to match application-changing needs.

14.3.15. Proposed storage must provide integration capabilities to public cloud like AWS, Google and Azure.

14.3.16. Proposed storage must provide native support for snapshots, clone, replication and online volume migration.

14.3.17. Proposed storage must provide native support for array replication to object storage.

14.3.18. Proposed storage must be 100% opex and charged hourly.

14.3.19. Proposed solution must provide reporting tool for fully metered billing/chargeback and performance/capacity monitoring.

14.3.20. Proposed storage must provide data protection capabilities using data encryption in flight using IPSEC and also at rest allowing a per array encryption key to be set.

14.3.21. Proposed solution must provide multi-tenant(department) storage array provisioning with workload isolation. Configuration must support hybrid drives setup and all SSD array.

14.3.22. Proposed solution must provide 24/7 pro-

active monitoring tool and proactively manages possible issues such as failed components.

14.3.23. Proposed solution must provide 100% storage up time SLA.

14.3.24. Proposed storage must have at least 4 x 16Gb FC front end ports, 2 x 1Gb, 2 x 10G, 1 x 40Gb front end ports all active and ready to use.

14.3.25. Proposed solution must have all the software licenses included by default like snapshot, clone, replication etc.

14.3.26. Proposed solution should provide flexible raid configuration options. Support for RAID 10, 5, 1 and 6.

14.3.27. Proposed storage should support SSD (solid-state or flash drive), SAS and NL-SAS drives in one system.

14.3.28. Proposed solution must provide multiple levels of access control including role-based security and auditing capability.

14.3.29. Proposed solution must have capabilities to monitor and tune the whole system with quality of service.

14.3.30. Proposed solution must be able to absorb spikes in both read and write workloads by providing an extended cache style solution, using flash drives.

14.3.31. Proposed solution must have one large cache with no Read and Write partitioning and must be able to support 3.8TB cache expansion using SSD.

14.3.32. Proposed storage must have no disruptive upgrade on storage firmware and hot fixes. Updates must be done online.

14.3.33. Proposed storage must be able to support scale up, scale out and scale down configuration changes.

14.3.34. Proposed storage must have capacity on demand available anytime.

14.3.35. Proposed storage must have performance on demand available anytime.

14.3.36. Proposed solution must support 100% restful API coverage.

14.3.37. Proposed solution must support data in place upgrade to newer model at no cost, no EOL and no migration cost.

Table 1

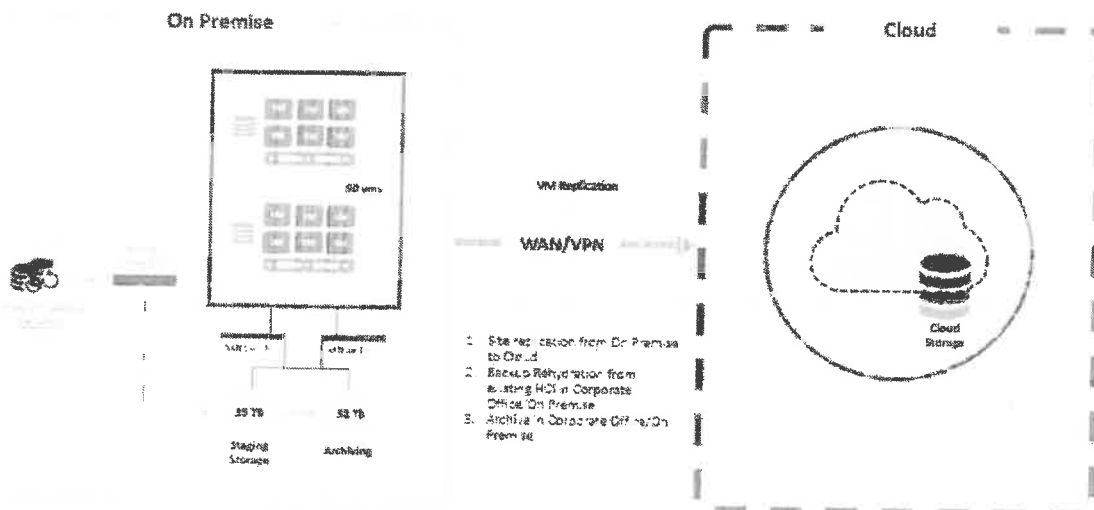|	Existing DSWD VM and Disk usage					
	Virtual Machines (No.)		**Actual Disk Utilization (TB)**		**Total Disk Allocated (TB)**	
Tier	Hyper-V	VMWare	Hyper-V	VMWare	Hyper-V	VMWare
1	72	17	107	23.72	152.81	44.45
2	39	-	46.77	-	79.19	-
3	1	-	.05	-	1	-
Total	112	17	153.82	23.72	233	44.45

Layout Plan

Table 2

Monthly Cumulative Downtime in Minutes	Service Credits (% of Monthly Fee)	Monthly Cumulative Downtime in Minutes	Service Credits (% of Monthly Fee)
0-60	5%	601-660	55%
61-120	10%	661-720	60%
121-180	15%	721-780	65%
181-240	20%	781-840	70%
241-300	25%	841-900	75%
301-360	30%	901-960	80%
361-420	35%	961-1020	85%
421-480	40%	1021-1080	90%
481-540	45%	1081-1140	95%
541-600	50%	1141 and above	100%

Name of Bidder: _____

Name of Authorized Representative: _____

Signature of Authorized Representative: _____

Date: _____

BIDS AND AWARDS COMMITTEE
SPECIAL ORDER NOS. 3291 AND 5106, SERIES OF 2019
BACSEC-GF-0003 | REV 01 / 06 NOV 2019

PRE-BID CONFERENCE

SUBSCRIPTION OF A COMPLETE HARDWARE AND SOFTWARE INFRASTRUCTURE SOLUTION FOR BACKUP DISASTER RECOVERY, STORAGE AND ARCHIVING SOLUTION AS A SERVICE FOR DSWD CENTRAL OFFICE AND DISASTER RECOVERY SITE (ENTERPRISE CLOUD)

(ITB NO. GOP/20-DSWD-015)

22 January 2020 at 02:30 PM

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

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DSWD
Department of Social Welfare and Development

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(ITB NO. GOP/20-DSWD-015)

22 January 2020 at 02:30 PM

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

BIDDERS ATTENDANCE SHEET

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