



CENTRAL OFFICE BIDS AND AWARDS COMMITTEE

BID BULLETIN NO. 2
03 January 2024

**UPGRADE OF HYPER CONVERGED INFRASTRUCTURE (HCI)
VIRTUALIZATION LICENSES, SUPPORT AND SERVICES, AND DELL SERVER
PREVENTIVE MAINTENANCE IN SELECTED CHDS AND HOSPITALS (PHASE 2)
IB No. 2024-155**

This Bid Bulletin is being issued to announce the new schedule of Submission and Opening of Bids, to clarify the issues and concerns raised by prospective bidders during and after the Pre-Bidding Conference held last 13 December 2023, and to amend or modify the bidding documents posted in the PhilGEPS and DOH websites for the above-mentioned project. This Bid Bulletin shall form an integral part of the bidding documents. Listed below are the corresponding modifications/changes, to wit:

A. New Schedule of Activity:

ACTIVITY	FROM	TO	VENUE
Submission and Opening of Bids	27 December 2023; 9:00 AM	11 January 2024; 9:00 AM	COBAC Conference Room., Ground Floor, Bldg. No. 6, Department of Health, San Lazaro Compound, Sta. Cruz, Manila and through video conferencing via Cisco WebEx

B. End-User’s Response to the queries raised by Prospective Bidder’s (PBs):

PARTICULARS	QUERIES	KMITS RESPONSE
ACCENT MICRO TECHNOLOGIES, INC. (AMTI)		
V. Scope of Work		
2. Center for Health Development and Hospitals Outside Metro Manila i. Ilocos CHD - Mandaluyong City, Maynila, Kalakhang Maynila	1. Clarify the address of Ilocos CHD.	This is a typographical error. This should be changed and read as: i. Ilocos CHD – San Fernando, La Union
Terms of Reference: Section V		
Item C. No. 34. Must be an open license that is perpetual and transferable, with an active maintenance subscription for at one (1) year including upgrades, updates, and technical support. 24 hours per day, 7 days a week for problem resolution and 5 hours	2. Broadcom has now acquired VMware and all perpetual licenses will be end of life and will be moving to a subscription licensing. With this, may we request an “OR” statement to be added to	In light of the evolving trends within the virtualization platform market, the TWG agreed to revised this requirement and should read as: 34. Must be an open license

PARTICULARS	QUERIES	KMITS RESPONSE
response time through email, phone, website, online or onsite	this line. "Perpetual license OR software with an active maintenance subscription	that is perpetual or software-based subscription and transferrable, with an active maintenance subscription for at one (1) year including upgrades, updates, and technical support. 24 hours per day, 7 days a week for problem resolution and 4 hours response time through email, phone, website, on-line or onsite.
<p>Terms of Reference Section V</p> <p>Item C. Update and upgrade of the existing hypervisor to Production Support Coverage VMware vCenter Server 8 Standard for vSphere 8, Production support Coverage VMware vSphere 8 Standard and Production Support Coverage VMware vSAN 8 Standard including hot fixes, firmware are patch when known vulnerabilities arise or if the need arises due to known firmware and operating system issues within the contract period.</p>	<p>3. Currently, DOH is using ROBO license for their 12 sites, does this imply that we re-place the existing license with the line item above. If this is the case this will impact the costing dramatically. If not, may we request to revise this statement to match the existing ROBO license of DOH</p>	<p>This should be changed and read as:</p> <p>Update and upgrade of the existing hypervisor to VMware vCenter Server 8 Standard for vSphere 8, VMware vSphere 8 Remote Office Branch Office Standard, and VMware vSAN 8 Standard for Remote Office Branch Office including Production Support/Subscription Coverage, hot fixes, firmware, and patch when known vulnerabilities arise or if the need arises due known firmware and operating system issues within the contract period.</p>

C. Changes in Terms of Reference and Section VII. Technical Specifications:

PARTICULAR	FROM	TO
<p>V. Scope of Work</p> <p>Item A.</p>	<p>xxx</p> <p>2. Center for Health Development and Hospitals Outside Metro Manila</p> <p>i. Ilocos CHD - Mandaluyong City, Maynila, Kalakhang Maynila</p>	<p>xxx</p> <p>2. Centers for Health Development and Hospitals Outside Metro Manila</p> <p>i. Ilocos CHD – San Fernando, La Union</p>
<p>Item C.</p>	<p>C. Update and upgrade of the existing hypervisor to Production Support Coverage VMware vCenter Server 8 Standard for vSphere 8, Production support</p>	<p>C. Update and upgrade of the existing hypervisor to VMware vCenter Server 8 Standard for vSphere 8, VMware vSphere 8</p>

PARTICULAR	FROM	TO
	<p>Coverage VMware vSphere 8 Standard and Production Support Coverage VMware vSAN 8 Standard including hot fixes, firmware and patch when known vulnerabilities arise or if the need arises due to known firmware and operating system issues within the contract period.</p> <p>xxx</p>	<p>Remote Office Branch Office Standard, and VMware vSAN 8 Standard for Remote Office Branch Office including Production Support/Subscription Coverage, hot fixes, firmware, and patch when known vulnerabilities arise or if the need arises due to known firmware and operating system issues within the contract period.</p> <p>xxx</p>
<p>Item C. No. 34.</p>	<p>xxx</p> <p>34. Must be an open license that is perpetual and transferrable, with an active maintenance subscription for at one (1) year including upgrades, updates, and technical support. 24 hours per day, 7 days a week for problem resolution and 4 hours response time through email, phone, website, on-line or onsite.</p>	<p>xxx</p> <p>34. Must be an open license that is perpetual or software-based subscription and transferrable, with an active maintenance subscription for at one (1) year including upgrades, updates, and technical support. 24 hours per day, 7 days a week for problem resolution and 4 hours response time through email, phone, website, on-line or onsite.</p>

Attached are the revised Terms of Reference and Technical Specifications for the Prospective Bidders' reference and use.

All other provisions of the bidding documents which are not affected shall remain in force and in effect.

For guidance and information of all concerned.

SGD.
ABDULLAH B. DUMAMA JR., MD, MPA, CESO I
 Undersecretary of Health
 Chairperson, COBAC-B

TERMS OF REFERENCE CHECKLIST
Maintenance Services and Managed Service & Related & Analogous Contract of Services
Minimum Contents/Requirements
I. Proposed Procurement Project Name: Upgrade of HyperConverged Infrastructure (HCI) Virtualization Licenses, Support and Services, and DELL Server Preventive Maintenance in Selected CHDs and Hospitals (Phase 2)
II. Type of Service: <input type="checkbox"/> Maintenance Service <input type="checkbox"/> Managed Service General Services <input checked="" type="checkbox"/> Others: Goods and Services
III. ABC: PhP 28,000,000.00
<p>Background and Rationale:</p> <p>The Department of Health (DOH) through Knowledge Management and Information Technology Service implemented Hyper-Converged Infrastructure (HCI) and Virtualization Technology in DOH Central Office (CO), Centers for Health Development (CHD) offices and to several DOH Hospitals. Compared to their previous old physical servers and storage, HCI are easier to set up, easier to run and easier to expand, reducing the time required to deploy new application infrastructures and the overhead to keep them running. This means that HCIs can be easily deployed and managed by CHDs and Hospitals Information and Communication Technology (ICT) administrators, providing them with a solution to support a specific IT function, such as the deployment of a web server, web-based application and database server, iHOMIS and database backup, redundancy and disaster recovery, and continuous data protection.</p> <p>Furthermore, HCI utilizes Hypervisor server virtualization technology. With server virtualization, a single HCI node can host multiple server applications/database and can serve different functions. Therefore, HCI resources can be used to its maximum full capacity. The HCI and Hypervisor server virtualization technology is also envisioned to lower CHDs and Hospitals overall operational cost through a reduction in the number of physical servers, software licenses, lower cost to maintain and operate the server and storage, lower utility bills and reduction in the required server floor and rack space.</p> <p>However, both CHD's and Hospitals HCI Hardware warranty and Server Virtualization Software licenses expired last March 2023. To ensure that the CHD's and DOH Hospital's HCI and Server virtualization implementation is fully operational and maintains it optimize use, and readiness for future expansion, this term of reference is being made to hire the services of a firm and to provide prospective contractor a general understanding of the requirements for the proposed Hyper Converged Infrastructure Renewal of virtualization software licenses, support and services.</p> <p>The solution will be a comprehensive twelve (12) months preventive/corrective maintenance of the HCI equipment and to provide HCI Virtualization Platform Software Licenses, Support and Service for one (1) year, including upgrade and updates from the existing hypervisor version to the latest version.</p>
<p>IV. Objective/s:</p> <p>To provide Comprehensive preventive/corrective maintenance of the HCI equipment and provide Server Virtualization software licenses, including upgrade and updates from the existing hypervisor version to the latest version.</p>
<p>V. Scope of Work:</p> <p>The Prospective Bidder shall provide the following services:</p> <p>A. One (1) year comprehensive preventive/corrective maintenance of the twelve (12) HCI equipment (Dell PowerEdge R740XD Server) and upgrade of Server Virtualization software from VMware ESXi 6.7.0 Standard version to the latest version including updates and hotfixes as needed at:</p> <ol style="list-style-type: none"> 1. Centers for Health Development (CHD) and Hospitals within Metro Manila

- a) Centers for Health Development
 - i. NCR CHD – 6 Barangay Road, WelfareVille Compound, Barangay Addition Hills, Mandaluyong City, 1550
 - b) DOH Hospitals
 - i. Las Piñas General Hospital and Satellite Trauma Center - Bernabe Compound, Diego Cera Ave, Pulanglupa I, Las Piñas, Metro Manila
2. Centers for Health Development and Hospitals Outside Metro Manila
- a)Centers for Health Development
 - i. **Ilocos CHD – San Fernando, La Union**
 - ii. Cagayan Valley CHD – Carig Road, Tuguegarao, Cagayan
 - iii. Bicol CHD – Rizal Avenue, Legazpi City, Albay
 - iv. Eastern Visayas CHD – Government Center, Barangay Candahug, Leyte
 - v. Caraga CHD – Pizarro-Narra Streets, Butuan, 8600 Agusan Del Norte
 - vi. Cordillera CHD - BGHMC Compound, Kennon Rd, Baguio, 2600 Benguet
 - vii. Zamboanga Peninsula CHD – Upper Calarian, Zamboanga City
 - b)DOH Hospitals
 - i. Ilocos Training and Regional Medical Center – MacArthur Highway, San Fernando, 2500 La Union
 - ii. Ospital ng Palawan – 220 Malvar Road, Barangay San Miguel, Puerto Princesa, 5300 Palawan
 - iii. Cotabato Regional and Medical Center – 10 Sinsuat Ave, Cotabato City, 9600 Maguindanao
- B. Evaluate or assess and enhance or upgrade the technical status of the HCI equipment based on the following;
- 1. The PB must assess and evaluate whether the HCI Memory, Hard Disk, CPU, Power Supply, switches, and other peripherals are in good working condition for virtual machines operation;
 - 2. Current installed version and security of hypervisor, created host servers, virtual machines, and its compatibility to the latest hypervisor version;
 - 3. Interconnection with other network devices; and
 - 4. Recommend after evaluation at any time of the maintenance period if DOH – KMITS existing Dell Hyperconverged Infrastructure servers and its components can no longer support HCI requirement in hosting various application system and windows service.
- C. Update and upgrade of the existing hypervisor to **VMware vCenter Server 8 Standard for vSphere 8, VMware vSphere 8 Remote Office Branch Office Standard, and VMware vSAN 8 Standard for Remote Office Branch Office including Production Support/Subscription Coverage**, hot fixes, firmware, and patch when known vulnerabilities arise or if the need arises due known firmware and operating system issues within the contract period. The Prospective Bidder must:
- 1. Must provide a robust, production-proven, high-performance virtualization layer.
 - 2. Must support movement of VM files from one data storage location to another with no disruption to users or loss of service, for example from a local data store to a shared data store.
 - 3. Must support live migration of virtual machines from one ESXi host server to another with no disruption to users or loss of service.
 - 4. Must support cold migration of VMs from one ESXi host server to another, where the hosts exist across different virtual switches.
 - 5. Must enables unified visibility and management across on- premises vCenter and vCenter on a cloud enabled with vSphere, such as VMware Cloud™ on AWS
 - 6. Enables VMs to have multiple virtual CPUs.

7. Automatically restarts your VMs following physical machine failure.
 8. Provides continuous availability of any application in the event of a hardware failure with minimal downtime for workloads up to 8-vCPU.
 9. Secures VMs with offloaded anti-virus and anti-malware solutions, without the need for agents inside the VM.
 10. Enables efficient, array-agnostic replication of VM data over the LAN or WAN, and simplifies management by enabling replication at the VM level
 11. Enhances platform scalability by leveraging high-capacity drives; reduces CapEx.
 12. Skips hardware initialization steps and dramatically reduces time required for patching and upgrades.
 13. Provides native vCenter Server availability.
 14. Provides native vCenter Server backup and restore.
 15. Provides single-step migration and upgrade of existing Windows vCenter deployments to vCenter Server Appliance.
 16. Supports TPM 2.0 hardware modules and adds a virtual TPM device to shield a guest OS from operator or in-guest attacks.
 17. Must be capable of avoiding application downtime for planned storage maintenance by migrating live virtual machine disk files across storage arrays
 18. Must provide non-disruptive operations, irrespective of the size of VMs specifically for large and mission critical workloads
 19. Must enable efficient, array –agnostic replication of virtual machine data over the LAN or WAN, and simplifies management by enabling replication at the virtual machine level
 20. Must support virtualization-based security Windows 10 and Windows 2016 security features
 21. Must support virtualization of external storage (Storage Area Network & Network Attached Storage) and provides VM-aware, policy-based storage management
 22. Must provide support for skipping hardware initialization steps and reduce time required for patching and upgrades
 23. Must support added administrative control and versioning support.
 24. Must support secure access and account management
 25. Must allow common management across storage tiers and dynamic storage class of service automation via policy driven control plane
 26. Must be able to capture host-level configuration settings and saves them as a template to configure other hosts. Monitor hosts for configuration changes and automatically alerts administrators if a host falls out of compliance
 27. Must provide ability to manage infrastructure images to patch, update or upgrade clusters using a desired state model
 28. Must provide capability to centralize provisioning, administration and monitoring by using cluster level network aggregation
 29. Must provide centralized management of virtualized hosts and virtual machines from a single console with native availability, backup and restore
 30. Must support the vSphere Distributed Switch feature
 31. HCI Virtualization Software Licenses and support coverage period must be at least twelve (12) months from date of approved Notice to Proceed
 32. Must provide license and maintenance support subscription certificates
 33. All licenses must be under Production-Level Subscription and Support
 34. Must be an open license that is **perpetual or software-based subscription** and transferrable, with an active maintenance subscription for at one (1) year including upgrades, updates, and technical support. 24 hours per day, 7 days a week for problem resolution and 4 hours response time through email, phone, website, on-line or onsite.
 35. Mitigate/ Correct all found and known vulnerabilities of HCI Firmware and Hypervisor
- D. Provide Return Merchandize Authorization (RMA), hardware part replacement, or backup unit at any time the HCI equipment, switches and other peripheral needed to make CHDs and Hospitals virtualization infrastructure operational if not working or under repair. RMA and hardware part replacement is within seven (7) days. If RMA or hardware replacement is not yet available, the Service Provider (SP) must provide a physical server as a backup unit, capable of hosting the affected

VM servers in order for CHDs and hospitals to resume operations.

- E. Conduct a remote systems check-up on a quarterly basis and bi-annual on-site systems check-up for health monitoring and unlimited corrective maintenance on the HCI equipment and CHDs and Hospitals virtualization environment/implementation. During the systems check-up, the SP Technical Support Engineer shall:
1. Isolate reported issue in connection with all HCI equipment, hypervisor, host servers, and virtual machines
 2. Implement security rules and policies to ensure that all CHDs, and Hospitals HCI equipment, hypervisor, host servers, and virtual machines and its content are properly protected.
 3. Personally check the health, performance, availability and effectiveness of all HCI equipment, hypervisor, host servers, and virtual machines to ensure that the whole system is running in good operating conditions. Consolidate systems report and analysis to be submitted to KMITS-ITISD.
- F. Provide one (1) year unlimited Corrective and Remedial Maintenance with assurance on the following:
1. Technical support on 24x7 including holidays
 2. For on-site technical support and systems check-up, the bidder or their principal/manufacturer should have an authorized Service Center near all the installation sites. The bidder must be the one coordinating to their respective authorized Service Center or to their principal/manufacturer about DOH and its recipients concerns.
 3. Response Time for CHDs and Hospitals within Metro Manila

a)

Level	Definition	Response Time
System down	Non-operational or failure in the DOH Hospitals' and CHDs' HCI equipment, hypervisor, host servers, virtual machines, and guest server OS	Immediate
Critical	Business stoppage with significant user or client impact on staff productivity and delivery of CHDs and Hospitals public service	Within 4 hours
Urgent	High impact causing immediate work stoppage and delivery of services to the public	Within 5 hours
Important	No productivity impact	Within 6hours
Monitor	No further action required beyond monitoring	Within 8 hours
Informational	Request for information	Within 12 hours

- b) For RMA and hardware part replacement, twenty-four (24) hours. If RMA or hardware replacement is not yet available, the Service Provider (SP) must provide a physical server as a backup unit, capable of hosting the affected VM servers in order for CHDs and hospitals to resume operations.

4. Response Time for CHDs and Hospitals Outside Metro Manila

a)

Level	Definition	Response Time
System down	Non-operational or failure in the DOH Hospitals' and CHDs' HCI equipment, hypervisor, host servers, virtual machines, and guest server OS	Immediate
Critical	Business stoppage with significant user or client impact on staff productivity and delivery of CHDs and Hospitals public service	Within 3 days
Urgent	High impact causing immediate work stoppage and delivery of services to the public	Within 4 days
Important	No productivity impact	Within 5 days
Monitor	No further action required beyond monitoring	With 6 days
Informational	Request for information	Within 7 days

b) RMA and hardware part replacement is within seven (7) days. If RMA or hardware replacement is not yet available, the SP must provide a physical server as a backup unit, capable of hosting the affected VM servers in order for CHDs and hospitals to resume operations.

5. Technical support must ALSO be available via phone, text, email or other online/electronic means.
6. Any problems that haven't been fixed after troubleshooting via email, Viber, messenger, or phone calls must have fixed on-site. Once on-site, the technical engineer of the SP or supplier is required to conduct any necessary free repairs to the defective HCI Equipment, including any necessary upgrades to the hardware, software, or firmware and any embedded peripherals. The affected HCI equipment and other peripherals will be pulled out by the SP technical engineer/staff and fixed at the SP service center in Manila if it's not repairable on-site.
7. Procedures on support and problem escalation are made available.
8. Maintenance and technical support for system components must be locally available for immediate assistance upon receipt of CHDs, and DOH Hospitals technical request through call, mail or fax, etc.
9. Service Level Agreement (SLA) must be submitted together with the documented escalation procedure and contact persons with specific details;
 - a) Single point of contact and an on-call technical staff to provide support within one hour for critical service calls.
 - b) Dedicated hotline number for its service support or helpdesk email system.
- 10.SP must have a single point of contact and an on-call technical staff to provide support within one hour for critical service calls.
11. With dedicated hot line number for its service support or helpdesk email system.

G. Ensure that all CHD's and Hospital's HCI equipment, hypervisor, host servers, virtual machines, and guest server Operating System are all sync to Government time servers located at the Advance Science and Technology Institute, Department of Science and Technology (ASTI-DOST).

H. Provide draft and final reports or documentations for all the above scopes of work.

I. Provide as-built or network architecture of CHDs and Hospitals HCI and Virtualization infrastructure

including the important details such as but not limited to;

1. IP addresses
2. Interconnection of HCI equipment to switch and to DOH CHDs and Hospitals Network
3. List of Hardware Servers installed (Technical Specification).
4. List of Deployed Software Licenses and its Version per Servers/Equipment for each site.

J. Additional Documents

1. Company Profile

The Prospective SP, as well as its partners if consortium or joint venture, is/are expected to provide in detail their company profile giving emphasis to:

- a) Organizational history, structure and staffing patterns, and affiliation, if any;
 - b) An outline of recent experiences similar to the nature, magnitude and scope of this project. The information should include a brief project.
 - c) Must have been in the business or working in IT services sector and must have experience in designing, configuration, integration, securing, and maintaining HCI equipment, hypervisor, host servers, virtual machines, and guest server OS for the last 5 years.
 - d) Must have been supplying goods or providing services or experiences similar to the nature, magnitude and scope of this project for the past five (5) years.
2. The Prospective Bidder shall submit any of the following whichever is applicable:
- a) If the bidder is the manufacturer, certification that the bidder manufactures the products/items; or
 - b) If the bidder is an Exclusive/Authorized Distributor or Dealer of the products/items, a Certificate or Contract from the manufacturer or importer must be provided as proof that the bidder is an Exclusive/Authorized Distributor or Dealer of the products/items; or
 - c) If the bidder is an agent of the exclusive distributor or dealer the following must be provided:
 - i. Certificate or Distributorship/Dealership Agreement by the Manufacturer with the distributor/dealer in the Philippines, for at least two (2) years; and
 - ii. Certificate or Contract /Dealership Agreement between the distributor/dealer and the bidder.
3. Certification of Project Acceptance and Completion that the bidder have successfully installed HCI and Server Virtualization Environment implementation preferably in at least two (2) government entities.
4. Certification of 99% target service uptime must be a part of the proposals.
5. Must have at least three (3) manufacturer-certified technical support engineers/technical staff, who are regular and locally based employees.
- a) CV of engineers and with PRC license if applicable and certification of expertise on the hypervisor being used in CHDs, and Hospitals server virtualization environment, and/or equivalent to any certifications related to:
 - i. Hypervisor Certified Professional (VCP)
 - ii. Data Center Virtualization
 - iii. Network Virtualization
 - iv. Cloud Management and Automation
 - b) Majority of the key professional staff must be permanent and full-time employees of the firm(s).
 - c) Proposed staff must have the experience similar to the requirement of the project. No alternative to key professional staff may be proposed and only one curriculum vitae may be submitted for each position.

6. Proposed Service Level Agreement and Escalation Procedure

VI. Similar Contract

Shall refer to Hyper Converged Infrastructure and/or Hypervisor that must be completed within five (5) years.

VII. Expected Deliverables or Outputs:

The expected deliverables (outputs) of this project are the following:

1. An Inception Report describing the final activities, timetable and resources to implement this project. Inception report must be submitted immediately upon the receipt of approved Notice to proceed to be finalized with the KMITS.
2. Signed Non-Disclosure Agreement
3. Hypervisor Server Virtualization software licenses subscription certificate named to each CHDs and Hospitals.
4. Evaluation or assessment report of the twelve (12) HCI Equipment which is based on the following;
 - a) Current placement
 - b) Current operating mode
 - c) Current installed memory, hard disk, CPU, power supply, switches and other peripherals
 - d) installed licenses, version and security of hypervisor, created host servers, and virtual machines
 - e) Security access, rules and policies software/firmware version
 - f) Interconnection to CHDs and Hospitals network devices
5. Update and upgrade of HCI equipment and hypervisor hot fixes, firmware and patch when known vulnerabilities arise or if the need arises due to known firmware and operating system issues within the contract period.
6. Complete Technical Accomplishment Report that includes but not limited to:
 - a) Detailed technical report on each onsite unlimited checking and corrective maintenance, if there is any.
 - b) System health check service namely:
 - i. System report consolidation and analysis
 - ii. Consolidation and inventory of host server and virtual machines
 - c) Report on the work done on ensuring that all features in the new upgraded hypervisor version, patches, and hotfixes are installed, configured, and tested.
7. As built plan of the whole project for each site, which includes the following:
 - a) List of Hardware Servers installed for each site (Technical Specification).
 - b) Hardware Maintenance Coverage and Contract or Service Definition.
 - c) List of Installed VMware Software Licenses per Server per Site.
 - d) Network and Systems Diagram and its connection to sites' local network.

VIII. Proposed Terms of Payment & Expected Outputs to support payment:

The progress payments shall be based on the following;

Progress Payment (100%)	Project Milestones / Reports
75%	<ol style="list-style-type: none"> 1. Certificate of VMware Subscription License for one (1) year upon issuance of project completion and Acceptance and named for each CHDs and Hospitals 2. HCI equipment preventive and corrective maintenance certificate. 3. Evaluation or assessment report of the twelve (12) HCI Equipment which is based on the following; <ol style="list-style-type: none"> a) Current placement

	<ul style="list-style-type: none"> b) Current operating mode c) Current installed memory, hard disk, CPU, power supply, switches and other peripherals d) installed licenses, version and security of hypervisor, created host servers, and virtual machines. e) Interconnection to CHDs and Hospitals network devices <p>4. Completion report on the updates and/or upgrades of twelve (12) HCI equipment and hypervisor hot fixes, firmware and patch when known vulnerabilities arise or if the need arises due to known firmware and operating system issues.</p>
10%	<ul style="list-style-type: none"> 1. Complete Technical Accomplishment Maintenance Report of remote services rendered after the 3rd month; 2. Manual of operations that will serve as a guide for all DOH CO, CHDs and Hospitals ICT and System Administrators.
5%	<ul style="list-style-type: none"> 1. Complete Technical Accomplishment Maintenance Report of services rendered after the 6th month.
5%	<ul style="list-style-type: none"> 1. Technical Accomplishment Maintenance Report of services rendered after the 9th month.
5%	<ul style="list-style-type: none"> 1. Complete Technical Accomplishment Maintenance Report of services rendered after the 12th month; 2. Certification of Project Acceptance and Completion

IX. Instruction for the Proposal Preparation:

A. The PBs are expected to examine all terms and instructions included in the bid documents. Failure to provide all requested information will be at the proponent's risk and may result in the rejection of its proposal.

B. During proposal preparation, the proponent must give particular attention to the following:

1. A 99% target service uptime must be a part of the proposals' presentation.
2. Proposed staff must have the experience similar to the requirement of the project. No alternative to key professional staff may be proposed and only one curriculum vitae may be submitted for each position.
3. Majority of the key professional staff must be full time employees of the firm(s).
4. Composition of the proposed staff team, the tasks, that would be assigned, and their timing, CV, PRC license if any, certifications specific for CHDs, and Hospitals HCI equipment Hypervisor used under this project focusing on qualifications and degree of responsibilities held for the last five (5) years must be provided
5. In addition to the required information, the proponents may include other information deemed necessary or pertinent to the proposed undertaking. The proponents are requested to prepare their respective proposals in accordance with the sequence specified.
6. Maintenance Proposal

The Maintenance proposal should have the following minimum content and format:

- a) Table of Contents
- b) An Overview and Proposal Summary

This is a brief statement of the prominent features of the proposal including comments, suggestions or general recommendations relative to the proper conduct of the project or the Terms of Reference and the benefits of DOH CO, CHDs, and Hospitals can derive

if the proponent’s proposal is accepted. It should show how the proponent intends to meet the project requirements.

- c) A Project Management/organizational and implementation system or structure description depicting placement of the proposed management and technical staff with in the management and operations/implementation strategy
- d) Maintenance methodologies, activities, manpower deployment and timelines and strategies and methodologies to maintain DOH CO, CHDs, and Hospitals HCI equipment, hypervisor, host servers, virtual machines, and guest server OS. This section should describe in relative detail what activity proponent should undertake in order to meet the technical requirements of the project of this nature and magnitude. The description must conform to the requirements of the scope of work and expected outputs or deliverables.
- e) Project and maintenance schedules, work/activities breakdown, critical paths, milestones and reporting patterns. This also must conform to the DOH Proposed Maintenance Schedules presented in a table
- f) Help Desk Management Proposal & Escalation Procedures
- g) Project standards and quality assurance program

C. Financial Proposal Instructions – Please see Annex A

The PB must indicate separately the cost for Server Virtualization software licenses renewal and preventive maintenance for twelve (12) months:

COST DETAILS	AMOUNT
a. One-time payment for one (1) year Server Virtualization software licenses renewal	
b. One (1) year preventive and corrective maintenance for HCI equipment, hypervisor, host servers, virtual machines, and guest server OS Virtualization software licenses <ul style="list-style-type: none"> i. Every three (3) months online service maintenance and bi-annual onsite service maintenance ii. Professional Staff iii. Documentation iv. Other miscellaneous expenses (SPECIFY) 	
Sub-Total	
Taxes	
GRAND TOTAL	

X. Project duration:

This project is expected to be completed within 1 year upon receipt of the approved Notice to Proceed (NTP).

XI. Proposed start of service.

The start of service is the date of the receipt of the approved Notice to Proceed (NTP) by the SP.

XII. Implementation Arrangements:

A. All communications and reports during the contract period must be addressed to:

GLORIA NENITA V. VELASCO, MD, DIpEpi, MScPH

OIC-Director

Department of Health

Building 9, San Lazaro Compound, Rizal Avenue,

Sta. Cruz, 1003 Manila

Tel No. 6517800 local 1926,1927

Email: gvvelasco@doh.gov.ph

ATTENTION:

ENGR. ROBERT S. MANUEL

Chief, Information Technology and Security Division

Knowledge Management and Information Technology Service

Tel No. 6517800 local 1925,1934

Email: rsmanuel@doh.gov.ph

B. Within the Project duration, the DOH shall:

1. Provide a technical working committee to supervise and monitor the project to be headed by:

ENGR. JOHVEL F. VALDEZ

Computer Programmer II

Information Technology and Security Division (ITISD)

Knowledge Management and Information Technology Service (KMITS)

Tel No. 86517800 local 1925,1934

Email: jfvaldez@doh.gov.ph

JHANLIE BOY A. CAÑETA

Computer Maintenance Technologist III

Information Technology and Security Division (ITISD)

Knowledge Management and Information Technology Service (KMITS)

Tel No. 86517800 local 1925,1934

Email: janeta@doh.gov.ph

2. Provide person Administrative matters such as access to site, permits and payment etc.
3. Provide a day-to-day contact person for the duration of the project, namely:

JHANLIE BOY A. CAÑETA

Computer Maintenance Technologist III

Information Technology and Security Division (ITISD)

Knowledge Management and Information Technology Service (KMITS)

Tel No. 86517800 local 1925,1934

Email: jacaneta@doh.gov.ph

ENGR. JOHVEL F. VALDEZ

Computer Programmer II

Information Technology and Security Division (ITISD)

Knowledge Management and Information Technology Service (KMITS)

Tel No. 86517800 local 1925,1934

Email: jfvaldez@doh.gov.ph

1. Facilitate communication with the DOH concerning access to information, documents, facilities and others needed by the winning contractor to perform services.
2. Coordinate to DOH-KMITS the proposed working schedule of the provider.
3. Coordinate to DOH-KMITS for them to provide temporary ID to all personnel involved.
4. Coordinate to DOH-KMITS in granting authorized representative access to premises as well as equipment and all facilities located therein to perform the winning contractor obligations.
5. Help secure working permit during scheduled visit at DOH CHDs and Hospitals
6. Pay the winning contractor amount due upon submission and receipt of claim supported with the required documents/reports subject to output completeness and acceptance by the DOH through ITISD-KMITS.

C. Within the Project duration the winning contractor shall:

1. Perform services professionally based on industry standards and always protect the interest of the government in general and the CHDs and DOH Hospitals in particular.
2. Provide list of certified engineers/technical support team with addresses and contact numbers, involved and other activities related to the project.
3. Secure for the CHDs and Hospitals permits, licenses and approvals which are or maybe necessary to perform services.
4. Provide a chief officer or program manager who will be directly in charge of managing the project, and day-to-day contact personnel in charge of operations.
5. Submit a proposed working schedule for approval in order for DOH to secure security pass and working permit from DOH CHDs and Hospitals.
6. Ensure that all personnel involved in the project must be in proper uniform, because it will be their identification from the rest CHDs and Hospitals employees and visitors.
7. Protect privacy of CHD and Hospitals, and ensure that all confidential information and data on its ICT infrastructure are kept confidential. A Non-Disclosure Agreement shall be signed by the authorized representative of the supplier/firm and duly notarized.

Signature over Printed Name

[date of signing]

In the capacity of:

Duly authorized to sign bid for and on behalf of:

[title or other appropriate designation]

[Name of Company]

[Complete office address]

[Contact No.]

[Fax No.]

[Email Address]

Technical Specifications

Republic of the Philippines Department of Health TECHNICAL SPECIFICATIONS			
Item No. 1	Upgrade of Hyper Converged Infrastructure (HCI) Virtualization Licenses, Support and Services, and DELL Server Preventive Maintenance in Selected CHDs and Hospitals (Phase 2)	Qty / Unit	1 lot
Total ABC: PhP28,000,000.00			
Name of Manufacturer:		Country of Origin:	
Brand:		Model (if applicable):	
PURCHASER'S SPECIFICATION		STATEMENT OF COMPLIANCE	
I. Scope of Work: The Prospective Bidder shall provide the following services: A. One (1) year comprehensive preventive/corrective maintenance of the twelve (12) HCI equipment (Dell PowerEdge R740XD Server) and upgrade of Server Virtualization software from VMware ESXi 6.7.0 Standard version to the latest version including updates and hotfixes as needed at: 1. Centers for Health Development (CHD) and Hospitals within Metro Manila a) Centers for Health Development i. NCR CHD – 6 Barangay Road, WelfareVille Compound, Barangay Addition Hills, Mandaluyong City, 1550 b) DOH Hospitals i. Las Piñas General Hospital and Satellite Trauma Center - Bernabe Compound, Diego Cera Ave, Pulanglupa I, Las Piñas, Metro Manila 2. Centers for Health Development and Hospitals Outside Metro Manila a) Centers for Health Development i. Ilocos CHD – San Fernando, La Union ii. Cagayan Valley CHD – Carig Road, Tuguegarao, Cagayan iii. Bicol CHD – Rizal Avenue, Legazpi City, Albay iv. Eastern Visayas CHD – Government Center, Barangay Candahug, Leyte v. Caraga CHD – Pizarro-Narra Streets, Butuan, 8600 Agusan Del Norte vi. Cordillera CHD - BGHMC Compound, Kennon Rd, Baguio, 2600 Benguet vii. Zamboanga Peninsula CHD – Upper Calarian, Zamboanga City			

Republic of the Philippines
Department of Health
TECHNICAL SPECIFICATIONS

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PURCHASER'S SPECIFICATION		STATEMENT OF COMPLIANCE	
<p>b) DOH Hospitals</p> <ol style="list-style-type: none"> i. Ilocos Training and Regional Medical Center – MacArthur Highway, San Fernando, 2500 La Union ii. Ospital ng Palawan – 220 Malvar Road, Barangay San Miguel, Puerto Princesa, 5300 Palawan iii. Cotabato Regional and Medical Center – 10 Sinsuat Ave, Cotabato City, 9600 Maguindanao <p>B. Evaluate or assess and enhance or upgrade the technical status of the HCI equipment based on the following;</p> <ol style="list-style-type: none"> 1. The PB must assess and evaluate whether the HCI Memory, Hard Disk, CPU, Power Supply, switches, and other peripherals are in good working condition for virtual machines operation; 2. Current installed version and security of hypervisor, created host servers, virtual machines, and its compatibility to the latest hypervisor version; 3. Interconnection with other network devices; and 4. Recommend after evaluation at any time of the maintenance period if DOH – KMITS existing Dell Hyperconverged Infrastructure servers and its components can no longer support HCI requirement in hosting various application system and windows service. <p>C. Update and upgrade of the existing hypervisor to VMware vCenter Server 8 Standard for vSphere 8, VMware vSphere 8 Remote Office Branch Office Standard, and VMware vSAN 8 Standard for Remote Office Branch Office including Production Support/Subscription Coverage, hot fixes, firmware, and patch when known vulnerabilities arise or if the need arises due known firmware and operating system issues within the contract period. The Prospective Bidder must:</p> <ol style="list-style-type: none"> 1. Must provide a robust, production-proven, high-performance virtualization layer. 2. Must support movement of VM files from one data storage location to another with no disruption to users or loss of service, for example from a local data store to a shared data 			

Republic of the Philippines
Department of Health
TECHNICAL SPECIFICATIONS

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PURCHASER'S SPECIFICATION		STATEMENT OF COMPLIANCE	
<p>store.</p> <ol style="list-style-type: none"> 3. Must support live migration of virtual machines from one ESXi host server to another with no disruption to users or loss of service. 4. Must support cold migration of VMs from one ESXi host server to another, where the hosts exist across different virtual switches. 5. Must enables unified visibility and management across on-premises vCenter and vCenter on a cloud enabled with vSphere, such as VMware Cloud™ on AWS 6. Enables VMs to have multiple virtual CPUs. 7. Automatically restarts your VMs following physical machine failure. 8. Provides continuous availability of any application in the event of a hardware failure with minimal downtime for workloads up to 8-vCPU. 9. Secures VMs with offloaded anti-virus and anti-malware solutions, without the need for agents inside the VM. 10. Enables efficient, array-agnostic replication of VM data over the LAN or WAN, and simplifies management by enabling replication at the VM level 11. Enhances platform scalability by leveraging high-capacity drives; reduces CapEx. 12. Skips hardware initialization steps and dramatically reduces time required for patching and upgrades. 13. Provides native vCenter Server availability. 14. Provides native vCenter Server backup and restore. 15. Provides single-step migration and upgrade of existing Windows vCenter deployments to vCenter Server Appliance. 16. Supports TPM 2.0 hardware modules and adds a virtual TPM device to shield a guest OS from operator or in-guest attacks. 17. Must be capable of avoiding application downtime for planned storage maintenance by migrating live virtual machine disk files across storage arrays 18. Must provide non-disruptive operations, irrespective of the size of VMs specifically for large and mission critical workloads 19. Must enable efficient, array –agnostic replication of virtual machine data over the LAN or WAN, and simplifies management by enabling replication at the virtual machine level 			

Republic of the Philippines
Department of Health
TECHNICAL SPECIFICATIONS

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<p>20. Must support virtualization-based security Windows 10 and Windows 2016 security features</p> <p>21. Must support virtualization of external storage (Storage Area Network & Network Attached Storage) and provides VM-aware, policy-based storage management</p> <p>22. Must provide support for skipping hardware initialization steps and reduce time required for patching and upgrades</p> <p>23. Must support added administrative control and versioning support.</p> <p>24. Must support secure access and account management</p> <p>25. Must allow common management across storage tiers and dynamic storage class of service automation via policy driven control plane</p> <p>26. Must be able to capture host-level configuration settings and saves them as a template to configure other hosts. Monitor hosts for configuration changes and automatically alerts administrators if a host falls out of compliance</p> <p>27. Must provide ability to manage infrastructure images to patch, update or upgrade clusters using a desired state model</p> <p>28. Must provide capability to centralize provisioning, administration and monitoring by using cluster level network aggregation</p> <p>29. Must provide centralized management of virtualized hosts and virtual machines from a single console with native availability, backup and restore</p> <p>30. Must support the vSphere Distributed Switch feature</p> <p>31. HCI Virtualization Software Licenses and support coverage period must be at least twelve (12) months from date of approved Notice to Proceed</p> <p>32. Must provide license and maintenance support subscription certificates</p> <p>33. All licenses must be under Production-Level Subscription and Support</p> <p>34. Must be an open license that is perpetual or software-based subscription and transferrable, with an active maintenance subscription for at one (1) year including upgrades, updates, and technical support. 24 hours per day, 7 days a week for problem resolution and 4 hours response time through email, phone, website, on-line or onsite.</p> <p>35. Mitigate/ Correct all found and known vulnerabilities of HCI Firmware and Hypervisor</p>			

Republic of the Philippines
Department of Health
TECHNICAL SPECIFICATIONS

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PURCHASER'S SPECIFICATION		STATEMENT OF COMPLIANCE	
<p>D. Provide Return Merchandize Authorization (RMA), hardware part replacement, or backup unit at any time the HCI equipment, switches and other peripheral needed to make CHDs and Hospitals virtualization infrastructure operational if not working or under repair. RMA and hardware part replacement is within seven (7) days. If RMA or hardware replacement is not yet available, the Service Provider (SP) must provide a physical server as a backup unit, capable of hosting the affected VM servers in order for CHDs and hospitals to resume operations.</p> <p>E. Conduct a remote systems check-up on a quarterly basis and bi-annual on-site systems check-up for health monitoring and unlimited corrective maintenance on the HCI equipment and CHDs and Hospitals virtualization environment/implementation. During the systems check-up, the SP Technical Support Engineer shall:</p> <ol style="list-style-type: none"> 1. Isolate reported issue in connection with all HCI equipment, hypervisor, host servers, and virtual machines 2. Implement security rules and policies to ensure that all CHDs, and Hospitals HCI equipment, hypervisor, host servers, and virtual machines and its content are properly protected. 3. Personally check the health, performance, availability and effectiveness of all HCI equipment, hypervisor, host servers, and virtual machines to ensure that the whole system is running in good operating conditions. Consolidate systems report and analysis to be submitted to KMITS-ITISD. <p>F. Provide one (1) year unlimited Corrective and Remedial Maintenance with assurance on the following:</p> <ol style="list-style-type: none"> 1. Technical support on 24x7 including holidays 2. For on-site technical support and systems check-up, the bidder or their principal/manufacture should have an authorized Service Center near all the installation sites. The bidder must be the one coordinating to their respective authorized Service Center or to their principal/manufacture about DOH and its recipients concerns. 3. Response Time for CHDs and Hospitals within Metro Manila <p>a)</p>			

Republic of the Philippines
Department of Health
TECHNICAL SPECIFICATIONS

Item No. 1	Upgrade of Hyper Converged Infrastructure (HCI) Virtualization Licenses, Support and Services, and DELL Server Preventive Maintenance in Selected CHDs and Hospitals (Phase 2)	Qty / Unit	1 lot
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Total ABC: **PhP28,000,000.00**

Name of Manufacturer: _____ Country of Origin: _____

Brand: _____ Model (if applicable): _____

PURCHASER'S SPECIFICATION	STATEMENT OF COMPLIANCE
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Level	Definition	Response Time
System down	Non-operational or failure in the DOH Hospitals' and CHDs' HCI equipment, hypervisor, host servers, virtual machines, and guest server OS	Immediate
Critical	Business stoppage with significant user or client impact on staff productivity and delivery of CHDs and Hospitals public service	Within 4 hours
Urgent	High impact causing immediate work stoppage and delivery of services to the public	Within 5 hours
Important	No productivity impact	Within 6hours
Monitor	No further action required beyond monitoring	Within 8 hours
Informational	Request for information	Within 12 hours

b) For RMA and hardware part replacement, four (4) hours. If RMA or hardware replacement is not yet available, the Service Provider (SP) must provide a physical server as a backup unit, capable of hosting the affected VM servers in order for CHDs and hospitals to resume operations.

4. Response Time for CHDs and Hospitals Outside Metro Manila

a)

Level	Definition	Response Time
System down	Non-operational or failure in the DOH Hospitals' and CHDs' HCI equipment, hypervisor, host servers, virtual machines, and guest server OS	Immediate

Republic of the Philippines
Department of Health
TECHNICAL SPECIFICATIONS

Item No. 1	Upgrade of Hyper Converged Infrastructure (HCI) Virtualization Licenses, Support and Services, and DELL Server Preventive Maintenance in Selected CHDs and Hospitals (Phase 2)	Qty / Unit	1 lot
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PURCHASER'S SPECIFICATION		STATEMENT OF COMPLIANCE	
Critical	Business stoppage with significant user or client impact on staff productivity and delivery of CHDs and Hospitals public service	Within 3 days	
Urgent	High impact causing immediate work stoppage and delivery of services to the public	Within 4 days	
Important	No productivity impact	Within 5 days	
Monitor	No further action required beyond monitoring	With 6 days	
Informational	Request for information	Within 7 days	
<p>b) RMA and hardware part replacement is within seven (7) days. If RMA or hardware replacement is not yet available, the SP must provide a physical server as a backup unit, capable of hosting the affected VM servers in order for CHDs and hospitals to resume operations.</p> <p>5. Technical support must ALSO be available via phone, text, email or other online/electronic means.</p> <p>6. Any problems that haven't been fixed after troubleshooting via email, Viber, messenger, or phone calls must have fixed on-site. Once on-site, the technical engineer of the SP or supplier is required to conduct any necessary free repairs to the defective HCI Equipment, including any necessary upgrades to the hardware, software, or firmware and any embedded peripherals. The affected HCI equipment and other peripherals will be pulled out by the SP technical engineer/staff and fixed at the SP service center in Manila if it's not repairable on-site.</p> <p>7. Procedures on support and problem escalation are made available.</p> <p>8. Maintenance and technical support for system components must be locally available for immediate assistance upon receipt of CHDs, and DOH Hospitals technical request through call, mail or fax, etc.</p> <p>9. Service Level Agreement (SLA) must be submitted together with the documented escalation procedure and contact persons with specific details;</p>			

Republic of the Philippines
Department of Health
TECHNICAL SPECIFICATIONS

Item No. 1	Upgrade of Hyper Converged Infrastructure (HCI) Virtualization Licenses, Support and Services, and DELL Server Preventive Maintenance in Selected CHDs and Hospitals (Phase 2)	Qty / Unit	1 lot
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Name of Manufacturer:		Country of Origin:	
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PURCHASER'S SPECIFICATION		STATEMENT OF COMPLIANCE	
<p>a) Single point of contact and an on-call technical staff to provide support within one hour for critical service calls.</p> <p>b) Dedicated hotline number for its service support or helpdesk email system.</p> <p>10. SP must have a single point of contact and an on-call technical staff to provide support within one hour for critical service calls.</p> <p>11. With dedicated hot line number for its service support or helpdesk email system.</p> <p>G. Ensure that all CHD's and Hospital's HCI equipment, hypervisor, host servers, virtual machines, and guest server Operating System are all sync to Government time servers located at the Advance Science and Technology Institute, Department of Science and Technology (ASTI-DOST).</p> <p>H. Provide draft and final reports or documentations for all the above scopes of work.</p> <p>I. Provide as-built or network architecture of CHDs and Hospitals HCI and Virtualization infrastructure including the important details such as but not limited to;</p> <ol style="list-style-type: none"> 1. IP addresses 2. Interconnection of HCI equipment to switch and to DOH CHDs and Hospitals Network 3. List of Hardware Servers installed (Technical Specification). 4. List of Deployed Software Licenses and its Version per Servers/Equipment for each site. 			
II. Within the Project duration the winning contractor shall:			
<ol style="list-style-type: none"> 1. Perform services professionally based on industry standards and always protect the interest of the government in general and the CHDs and DOH Hospitals in particular. 			

Republic of the Philippines
Department of Health
TECHNICAL SPECIFICATIONS

Item No. 1	Upgrade of Hyper Converged Infrastructure (HCI) Virtualization Licenses, Support and Services, and DELL Server Preventive Maintenance in Selected CHDs and Hospitals (Phase 2)	Qty / Unit	1 lot
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Total ABC: PhP28,000,000.00

Name of Manufacturer: _____ Country of Origin: _____

Brand: _____ Model (if applicable): _____

PURCHASER'S SPECIFICATION	STATEMENT OF COMPLIANCE
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- | | |
|---|--|
| <ol style="list-style-type: none"> 2. Provide list of certified engineers/technical support team with addresses and contact numbers, involved and other activities related to the project. 3. Secure for the CHDs and Hospitals permits, licenses and approvals which are or maybe necessary to perform services. 4. Provide a chief officer or program manager who will be directly in charge of managing the project, and day-to-day contact personnel in charge of operations. 5. Submit a proposed working schedule for approval in order for DOH to secure security pass and working permit from DOH CHDs and Hospitals. 6. Ensure that all personnel involved in the project must be in proper uniform, because it will be their identification from the rest CHDs and Hospitals employees and visitors. 7. Protect privacy of CHD and Hospitals, and ensure that all confidential information and data on its ICT infrastructure are kept confidential. A Non-Disclosure Agreement shall be signed by the authorized representative of the supplier/firm and duly notarized. | |
|---|--|

III. Additional Requirements to be attached with this form arranged, numbered and tabbed asenumerated below:

1. Company Profile

The Prospective SP, as well as its partners if consortium or joint venture, is/are expected to provide in detail their company profile giving emphasis to:

 - a) Organizational history, structure and staffing patterns, and affiliation, if any;
 - b) An outline of recent experiences similar to the nature, magnitude and scope of this project. The information should include a brief project.
 - c) Must have been in the business or working in IT services sector and must have experience in designing, configuration, integration, securing, and maintaining HCI equipment, hypervisor, host servers, virtual machines, and guest server OS for the last 5 years.
 - d) Must have been supplying goods or providing services or experiences similar to the nature, magnitude and scope of this project for the past five (5) years.

Republic of the Philippines
Department of Health
TECHNICAL SPECIFICATIONS

Item No. 1	Upgrade of Hyper Converged Infrastructure (HCI) Virtualization Licenses, Support and Services, and DELL Server Preventive Maintenance in Selected CHDs and Hospitals (Phase 2)	Qty / Unit	1 lot
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Brand: _____ Model (if applicable): _____

PURCHASER'S SPECIFICATION	STATEMENT OF COMPLIANCE
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2. The Prospective Bidder shall submit any of the following whichever is applicable:
 - a) If the bidder is the manufacturer, certification that the bidder manufactures the products/items; or
 - b) If the bidder is an Exclusive/Authorized Distributor or Dealer of the products/items, a Certificate or Contract from the manufacturer or importer must be provided as proof that the bidder is an Exclusive/Authorized Distributor or Dealer of the products/items; or
 - c) If the bidder is an agent of the exclusive distributor or dealer the following must be provided:
 - i. Certificate or Distributorship/Dealership Agreement by the Manufacturer with the distributor/dealer in the Philippines, for at least two (2) years; and
 - ii. Certificate or Contract /Dealership Agreement between the distributor/dealer and the bidder.

3. Certification of Project Acceptance and Completion that the bidder have successfully installed HCI and Server Virtualization Environment implementation preferably in at least two (2) government entities.

4. Certification of 99% target service uptime must be a part of the proposals.

5. Must have at least three (3) manufacturer-certified technical support engineers/technical staff, who are regular and locally based employees.
 - a) CV of engineers and with PRC license if applicable and certification of expertise on the hypervisor being used in CHDs, and Hospitals server virtualization environment, and/or equivalent to any certifications related to:
 - i. Hypervisor Certified Professional (VCP)
 - ii. Data Center Virtualization
 - iii. Network Virtualization
 - iv. Cloud Management and Automation
 - b) Majority of the key professional staff must be permanent and full-time employees of the firm(s).
 - c) Proposed staff must have the experience similar to the requirement of the project. No alternative to key professional staff may be proposed and only one curriculum

Republic of the Philippines
Department of Health
TECHNICAL SPECIFICATIONS

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vitae may be submitted for each position.			
6. Proposed Service Level Agreement and Escalation Procedure;			
7. Sworn statement using the prescribed form			

Signature over Printed Name

[date of signing]

In the capacity of:

Duly authorized to sign bid for and on behalf of:

[title or other appropriate designation]

[Name of Company]

[Complete office address] [Contact No.]

[Fax No.] [Email Address]